

# BE TIME WISE



# WHAT IS MOTIVATION

Internal and external factors that stimulate desire and energy in people to be continually interested and committed to a job, role or subject, or to make an effort to attain a goal.

Motivation results from the interaction of both conscious and unconscious factors such as the:

- (1) Intensity Of Desire Or Need,
- (2) Incentive Or Reward Value Of The Goal, and
- (3) Expectations Of The Individual And Of His Or Her Peers.

These factors are the reasons one has for behaving a certain way. An example is a student that spends extra time studying for a test because he or she wants a better grade in the class.

NOVEMBER ||||| SELF-DEVELOPMENT SEMINAR

## How Do I Adapt To Changes Around Me?

**Date : 9 Nov 2015**

**Venue : Level 21, (Bilik Keluli), Bankers Club (Amoda Building), Jln Imbi, Kuala Lumpur**

In today's fast-paced and highly competitive marketplace, it is crucial for organizations to be **flexible** enough to **change**, in order to remain **profitable** and up-to-speed. Change management has always been an issue of debate amongst scholars: how can employers create **suitable conditions** for a **successful** change process? And what can employees do to get through it? **Find out more at our FREE Self-Development Seminar in November**

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# *Reflections*



**FAILURE WILL NEVER OVERTAKE ME IF MY DETERMINATION TO SUCCEED IS  
STRONG ENOUGH.**

**- OG MANDINO**



# HOW TO STAY MOTIVATED



## -A STEP BY STEP GUIDE-

It is hardly a secret that the key to successfully accomplishing one goal after another is staying motivated. There are, of course, tasks which you may not like at all, yet you find motivation to complete even them because you recognize how each particular task serves a greater goal. How exactly do some of us manage to stay motivated most of the time?



## 1) FIND ALL THE GOOD REASONS



Anything you do, no matter how simple, has a number of good reasons behind it. Not all the tasks have the good reasons to do them seen at first sight, but if you take just a few moments to analyze them, you will easily spot something good. We also have many tasks which don't need any reasoning at all – we've been doing them for so long that they feel natural.

But if you're ever stuck with some task you hate and there seems to be no motivation to complete it whatsoever, here's what you need to do: find your good reasons. They may not be obvious, but stay at it until you see some, as this will bring your motivation back and will help you finish the task.

Some ideas for what a good reason can be:

A MATERIAL REWARD – quite often, you will get paid for doing something you normally don't like doing at all

PERSONAL GAIN – you will learn something new or will perhaps improve yourself in a certain way - a feeling of accomplishment – at least you'll be able to walk away feeling great about finding the motivation and courage to complete such a tedious task

a step closer to your bigger goal – even the biggest accomplishments in history have started small and relied on simple and far less pleasant tasks than you might be working on. Every task you complete brings you closer to the ultimate goal, and acknowledging this always feels good.



## 2) MAKE IT FUN



When it comes to motivation, attitude is everything. Different people may have completely opposite feelings towards the same task: some will hate it, others will love it. Why do you think this happens? It's simple: some of us find ways to make any task interesting and fun to do!

Depending on how you look at it, you can have fun doing just about anything! Just look for ways of having fun, and you'll find them!

A simple approach is to start working on any task from asking yourself a few questions:

How can I enjoy this task?

What can I do to make this task fun for myself and possibly for others?

How can I make this work the best part of my day?

The answers will pop up momentarily, as long as you learn to have the definite expectation of any task being potentially enjoyable.



### **3) TAKE A DIFFERENT APPROACH**



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When something doesn't feel right, it's always a good time to take a moment and look at the whole task looking for a different approach.

You may be doing everything correctly and most efficiently, but such an approach isn't necessarily the most motivating one. Quite often you can find a number of obvious tweaks to your current approach which will both change your experience and open up new possibilities.

That's why saying "one way or another" is so common: if you really want to accomplish your goal, there is always a way. And most likely, there's more than one way. If a certain approach doesn't work for you, find another one, and keep trying until you find the one which will both keep you motivated and get you the desired results.



### **4) RECOGNISE YOUR PROGRESS**



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Everything you may be working on can be easily split into smaller parts and stages. For most goals, it is quite natural to split the process of accomplishing them into smaller tasks and milestones. There are a few reasons behind doing this, and one of them is tracking your progress. We track our progress automatically with most activities. But to stay motivated, you need to recognize your progress, not merely track it.



### **5) REWARD YOURSELF**



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This is a trick everyone likes: rewarding yourself is always pleasant. I'm happy to confirm that this is also one of the easiest and at the same time most powerful ways to stay motivated!

Right from the beginning, agree on some deliverables which will justify yourself getting rewarded. As soon as you get one of the agreed results, take time to reward yourself in some way.

# 8 THINGS HIGHLY MOTIVATED PEOPLE DO DIFFERENTLY



Everyone has a burning drive inside of them. For some, they need to learn from others to find it. For others, the drive comes naturally and pushes them to do great things. See what those naturally highly motivated people do differently and what they can teach us.







## THEY MOVE ON

Highly motivated people don't dwell on problems. They don't let their mistakes stop them from achieving their goals. Instead, they look at these mistakes as nothing but simple moments in their life. They accept them, learn from them, and move to the next thing on their to-do list.

"You build on failure. You use it as a stepping stone. Close the door on the past. You don't try to forget the mistakes, but you don't dwell on it. You don't let it have any of your energy, or any of your time, or any of your space." – Johnny Cash



## THEY WAKE UP EARLY

For most people, the morning is the most productive time of the day. While the world sleeps, highly motivated people are getting things done.

Distractions seem to disappear and great ideas will come fast in early morning.

"Early to bed and early to rise, makes a man healthy, wealthy and wise." – Benjamin Franklin





## THEY READ ... A LOT

When Bill Gates and Warren Buffet were asked if they could have one super power they answered the same thing: to be able to read faster.

Highly motivated people are always learning. Reading allows one to take in the knowledge of some of the smartest people who have ever lived.

Highly motivated people don't spend much time watching reality TV – they do, however, spend their time reading.



## THEY PLAN

Highly motivated people don't leave things up to chance. Planning allows people to get things done faster and better.

Highly motivated people know this, and they make use of it. Start waking up and planning all the things you have to do for the day.

You'll be amazed at how much more productive you are.



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## THEY SET GOALS

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Highly motivated people are always working for something.

They know what they want, and they search for ways to achieve it.



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## THEY SEEK ADVICE

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There will be points in everyone's life where they just can't do it on their own.

Highly motivated people are not afraid to go out and look for help. They don't let stubbornness keep them from reaching their goals.

Oftentimes, the best resource can be a person you see everyday. Help them and they'll help you.

Yes, it's that simple.



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## THEY ARE GRATEFUL

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Gratefulness has been shown to improve happiness time and time again.

Highly motivated people know this and they practice gratefulness all the time. It helps keep them grounded and reminds them that they also had some help.

Try to write down 5 things you're grateful for every day. It doesn't matter if they're big or small – just 5 things you're grateful for.



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## THEY DON'T SET LIMITS

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Highly motivated people never stops trying. They pursue their dreams without worry. Limits don't exist in their minds.

Take a second and imagine where you want to be in 5 years. Don't worry about how impossible it sounds. Remember, highly motivated people don't set limits. Now write it down.

A highly motivated person would hang that piece of paper up, read it every morning, and work towards it every day.

What will you do?

## SELF MANAGEMENT WITH DR. VENGA



On an average day, a person spends between 10 to 14 hours away from home.

To avoid the rush hour traffic, many who have to travel into town leave as early as 7am and return home only 12 hours later. On average, a person sleeps for about 8 hours a day and that leaves them with only 4 hours of free time in a day.

Even on a Saturday, where some people work half a day, they still have to wake up early to get to the office on time and by the time they return home after being caught up in the rush hour traffic, they reach home at about 3pm. Sunday is probably the only day when working men and women will have some time for themselves and their families.

Unfortunately, people tend to equate time with money without realising that the need for money is a trap in vague disguise. Many are caught up in a mad rush to make a fast buck. At the same time, many regard having free time as being unproductive.

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### PAUSE FOR A MOMENT AND ASK YOURSELF THIS: IS THIS THE QUALITY OF LIFE THAT YOU LIVE?

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Pause for a moment and ask yourself this: Is this the quality of life that you live? Many elderly people on their dying beds have told the younger ones not to live their lives in frivolous pursuits as they have done before.

But realistically has anything changed? Are you living the life that you want? Do you yearn for a better quality of life?



# EFFECTIVE SELF MANAGEMENT

## PROGRAMME OUTLINE

### 1

#### Productivity Improvement

- Productivity: You, Your People, Your Company
- Ingredients To Increase Productivity
- Self Development Audit
- Time Management In Perspective

### 2

#### Your Vision, Values And Future

- Making A Difference For Yourself
- Organising Your Company And Personal Goals
- Maintaining Motivation During Tough Times
- The Link Between Your Company Goals And Your Success

### 3

#### Your Mind And Productivity

- Understand The Fundamentals Of Our Brain
- Learning How To Organise Your Brain To Increase Output
- Organising Your Activities In A More Effective Manner

### 4

#### Increasing Your Performance

- Principles Of Prioritising
- Managing Your Thoughts And Information For Effective Decision Making
- Dealing With Electronic Mails, Paperwork And Files Effectively

## CUSTOMER'S TESTIMONIALS

The contents are very useful for me to manage myself as a student.

It is Great!! Fun and interactive, provide chances for improvement.

The facilitator includes organising for personal goals and objectives.

Relevancy of topic relating to daily life was good.

## BENEFITS OF THE PROGRAMME:

### Benefits for the Company:

- Increase productivity, accountability, ownership & commitment.
- Improve overall efficiency & effectiveness.
- More effective communication throughout the organisation.
- Ensure important deadlines are met.
- Improve customer relations.

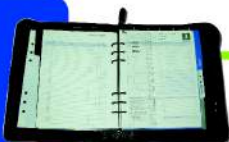
### Benefits for Attendee:

- Make better decisions & take more proactive action by becoming more responsive rather than reactive.
- More control & value for your time and your life.
- Reduce stress and more enjoyment of everyday life.
- More focused on important tasks and projects.
- Achieve a more balanced life at work and home.

### PACKAGE 1:

## RM 900

- VPlanner (Management Tool)
- 1 Complimentary Book:- From Ordinary to Extraordinary



### PACKAGE 2:

## RM 700

- Compact Planner
- 1 Complimentary Book:- How Long Can You Wait For Results



## PARTICIPANTS WILL RECEIVE

- 1 Day Effective Self Management Program
- Time Management Workshop at Ventrax office
- 12 Months of Public Self Development Seminar at Bankers Club, KL
- 12 Months of E-Zine (Ventrax Views)
- Training Handout
- Certificate of Attendance

**This program can also be conducted in house**

27 Oct 2015 & 20 Nov 2015 / 9AM - 5PM / Ventrax Training Centre, Puchong, Selangor

For booking kindly call 03-8062 1133 or visit our website at [www.ventrax.com.my](http://www.ventrax.com.my) for more information.

\* Subject to terms and conditions







# HEALTH WATCH

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A long-time member of the alternative health landscape is turmeric. Within this Indian spice is the herbal cure curcumin. A new study has shown that this common spice may offer hope for people who suffer tendonitis or joint pain. Researchers have found that curcumin (which turns turmeric bright yellow) could suppress the inflammation in the body that results in joint pain in the tendons.

This is not the first time that curcumin has

been linked to arthritis treatments, as its anti-inflammatory nature makes it a popular natural supplement for joint pain.

Tendons are fibrous connective tissues that attach muscles to bones and are prone to injury, particularly if you overuse a joint. Tendonitis causes pain and tenderness near to joints, and is common in shoulders, elbows, knees, hips, heels or wrists. When it hits the elbow, it is popularly known as “tennis elbow.”

The only treatment is to relieve pain and reduce inflammation. Traditional painkillers are linked to side effects such as stomach ulcers, nausea, vomiting, heartburn, headache, diarrhea, constipation, drowsiness, and fatigue, so more and more people are turning to alternative medicine.

Curcumin has been used for centuries in traditional Ayurvedic medicine as an anti-inflammatory agent and remedy for symptoms related to irritable bowel syndrome and other disorders. More recently, studies have linked curcumin to potential uses in arthritis treatment. In the new study, researchers studied curcumin in the lab, to see what effects it had on inflamed tendon cells. The target was "interleukin," a type of protein that can activate a series of inflammatory genes by triggering the pro-

tein complex "NF- $\kappa$ B."

Results show that curcumin stopped the activation of NF- $\kappa$ B and prevented it from promoting further inflammation.

A few other natural therapies have shown some initial success in a clinical setting. Acupuncture - that ancient Chinese therapy - tops the list in showing considerable promise.

Other ones that deserve mention include "deep transverse friction massage," a type of massage known as "oscillating-energy manual therapy," the supplements glucosamine and chondroitin (known for their use in osteoarthritis), and the pain-killing herb white willow (which served as the natural inspiration for aspirin).







Customer complaints are like medicine. Nobody likes them, but they make us better. Actually, they are probably more like preventative medicine because they provide advanced warning about problems.

Financial statements, in contrast, provide a historical perspective. By the time problems manifest in the financial statements, forget the medicine. It's time for emergency surgery.

The root cause of customer complaints can be traced back to one of three:

- i. Individual employees
- ii. The company, or the customer, with 80% of complaints traceable to the last two categories.
- iii. The Customers - By listening carefully, we can identify opportunities for training employees, improving products and services, and educating customers.

## Individual Employees

Business is becoming increasingly complex and fast-paced.

Customer service professionals have to know their product or service, their company information, the technology that supports it, and how to communicate all of this to savvy, demanding customers. Even a small gap in knowledge or skill could cause huge repercussions in terms of lost business.

Companies should not let their employees' lack of knowledge or skill get in the way of their success.

## The Company

More often, the culprit is the actual product or service we provide.

There may be an inherent flaw in the design.

There could be a glitch in the distribution channel that causes dissatisfaction.

Even if everything is perfect, marketing pieces, advertising campaigns, and salespeople could inflate value and create customer expectations that are impossible to satisfy.

## The Customer

As many of us have always suspected, customers actually cause most of the problems they complain about.

It's not our fault. It's not our employees' fault. It's the customer's fault. Yet even here there is profit to be mined.

Customer education and innovation are the possible solutions.

## Summary

Customer complaints are never easy to hear. If we shift from being defensive to opportunistic, complaints can be our best friend.

If we do not listen, rest assured, the financial statement will communicate the news eventually.

# HOW TO DO A MAP

**Print in capitals,** for ease of reading. This will also encourage you to keep the points brief.

**Use paper with no previous writing on it.**

**Go quickly, without pausing** - try to keep up with the flow of ideas. Do not stop to decide where something should go. Ordering and analyzing will disrupt the Mapping process.

**If you come to a standstill,** look over what you have done to see if you have left anything out.

**Use unlined paper,** since the presence of lines on paper may hinder the non-linear process of Mapping. If you must use lined paper, turn it so the lines are vertical.

**Connect all words or phrases or lists** with lines, to the centre or to other "branches." When you get a new idea, start again with a new "spoke" from the centre.

**Write down everything** you can think of without judging or editing -- these activities will also disrupt the Mapping process.

**You may want to use color-coding,** to group sections of the Map.

# CONCEPT MAPPING

"Concept-Mapping" is a tool for assisting and enhancing many of the types of thinking and learning that we are required to do. To do a Map, write the main idea in the centre of the page - it may be a word, a phrase, or a couple of juxtaposed ideas, for example - then place related ideas on branches that radiate from this central idea.

**Mapping** allows you to see complex relationships among ideas, such as self-perpetuating systems with feedback loops, rather than forcing you to fit non-linear relationships to linear formats, before you have finished thinking about them.

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