



BE TIME WISE

EFFECTIVE COMMUNICATION

Get your message across and learn to be a good listener.

STAND UP FOR HEALTH!

Be aware of the health risks from excessive sitting.

10 FAT FIGHTING FOODS

Make use of these foods to help you with your fat loss goals!



IMPROVING COMMUNICATION SKILLS

IT SOUNDS SO SIMPLE: SAY WHAT YOU MEAN.

But all too often, what we try to communicate gets lost in translation despite our best intentions. We say one thing, the other person hears something else, and misunderstandings, frustration, and conflicts ensue.

Fortunately, you can learn how to communicate more clearly and effectively. Whether you're trying to improve communication with your spouse, kids, boss, or coworkers, you can improve the communication skills that enable you to effectively connect with others, build trust and respect, and feel heard and understood.



WHAT IS EFFECTIVE COMMUNICATION?

Communication is about more than just exchanging information. It's about understanding the emotion and intentions behind the information. Effective communication is also a two-way street. It's not only how you convey a message so that it is received and understood by someone in exactly the way you intended, it's also how you listen to gain the full meaning of what's being said and to make the other person feel heard and understood.

More than just the words you use, effective communication combines a set of skills including nonverbal communication, engaged listening, managing stress in the moment, the ability to communicate assertively, and the capacity to recognize and understand your own emotions and those of the person you're communicating with.

Effective communication is the glue that helps you deepen your connections to others and improve teamwork, decision making, and problem solving. It enables you to communicate even negative or difficult messages without creating conflict or destroying trust.

While effective communication is a learned skill, it is more effective when it's spontaneous rather than formulaic. A speech that is read, for example, rarely has the same impact as a speech that's delivered (or appears to be delivered) spontaneously. Of course, it takes time and effort to develop these skills and become an effective communicator. The more effort and practice you put in, the more instinctive and spontaneous your communication skills will become.

BARRIERS TO EFFECTIVE INTERPERSONAL COMMUNICATION

1. Stress and out-of-control emotion. When you're stressed or emotionally overwhelmed, you're more likely to misread other people, send confusing or off-putting nonverbal signals, and lapse into unhealthy knee-jerk patterns of behavior. Take a moment to calm down before continuing a conversation.

2. Lack of focus. You can't communicate effectively when you're multitasking. If you're planning what you're going to say next, daydreaming, checking

text messages, or thinking about something else, you're almost certain to miss nonverbal cues in the conversation. You need to stay focused on the moment-to-moment experience.

3. Inconsistent body language. Nonverbal communication should reinforce what is being said, not contradict it. If you say one thing, but your body language says something else, your listener will likely feel you're being dishonest. For example, you can't say

"yes" while shaking your head no.

4. Negative body language. If you disagree with what's being said, you may use negative body language to rebuff the other person's message, such as crossing your arms, avoiding eye contact, or tapping your feet. You don't have to agree, or even like what's being said, but to communicate effectively without making the other person defensive, it's important to avoid sending negative signals.

BECOME AN ENGAGED LISTENER

People often focus on what they should say, but effective communication is less about talking and more about listening. Listening well means not just understanding the words or the information being communicated, but also understanding the emotions the speaker is trying to communicate.

There's a big difference between engaged listening and simply hearing. When you really listen—when you're engaged with what's being said—you'll hear the subtle intonations in someone's voice that tell you how that person is feeling and the emotions they're trying to communicate. When you're an engaged listener, not only will you better understand the other person, you'll also make that person feel heard and understood, which can help build a stronger, deeper connection between you.

By communicating in this way, you'll also experience a process that lowers stress and supports physical and emotional well-being. If the person you're talking to is calm, for example, listening in an engaged way will help to calm you, too. Similarly, if the person is agitated, you can help calm them by listening in an attentive way and making the person feel understood.

HOW DO YOU BECOME AN ENGAGED LISTENER?

If your goal is to fully understand and connect with the other person, listening in an engaged way will often come naturally. If it doesn't, try the following tips. The more you practice them, the more satisfying and rewarding your interactions with others

Focus fully on the speaker



Tone of voice conveys emotion, so if you're thinking about other things, checking text messages or doodling, you're almost certain to miss the nonverbal cues and the emotional content behind the words being spoken. And if the person talking is similarly distracted, you'll be able to quickly pick up on it. If you find it hard to concentrate on some speakers, try repeating their words over in your head—it'll reinforce their message and help you stay focused.

Favour your right ear



The left side of the brain, connected to the right side of your body, contains the primary processing centers for both speech comprehension and emotions. By favouring your right ear can help you better detect the emotional nuances of what someone is saying. Try keeping your posture straight, your chin down, and tilting your right ear towards the speaker.

**Avoid interrupting,
or redirecting the
conversation to your
concerns**



Don't say something like, "If you think that's bad, let me tell you what happened to me." Listening is not the same as waiting for your turn to talk. You can't concentrate on what someone's saying if you're forming what you're going to say next. Often, the speaker can read your facial expressions and know that your mind's elsewhere.

**Show your
interest in
what's being
said.**



Nod occasionally, smile at the person, and make sure your posture is open and inviting. Encourage the speaker to continue with small verbal comments like "yes" or "uh huh."

**Try to set aside
judgment.**



In order to communicate effectively with someone, you don't have to like them or agree with their ideas, values, or opinions. However, you do need to set aside your judgment and withhold blame and criticism in order to fully understand a person. The most difficult communication, when successfully executed, can lead to the most unlikely and profound connection with someone.

**Provide
feedback**



If there seems to be a disconnect, reflect what has been said by paraphrasing. "What I'm hearing is," or "Sounds like you are saying," are great ways to reflect back. Don't simply repeat what the speaker has said verbatim, though—you'll sound insincere or unintelligent. Instead, express what the speaker's words mean to you. Ask questions to clarify certain points: "What do you mean when you say..." or "Is this what you mean?"



SELF DEVELOPMENT SEMINAR

HOW DO I KEEP MYSELF MOTIVATED ALL THE TIME?

Motivation is more than something that you just do and then you magically feel better.

You can't really stay motivated all of the time; there will be moments in your life where you will lose motivation even if you are doing what you love. This means that you have to build habits that will keep you going even when you are un-motivated to do so.

Do come to our FREE Self-Development Seminar in Oct and get some tips to get back on track.

Date : 13 Oct 2015

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

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SALES@VENTRAX.COM.MY TO BOOK YOUR SEAT**

REFLECTIONS

We Must Become The Change We Want To See In The World
-Mahatma Gandhi

Timely Inspiration



SELF MANAGEMENT WITH DR VENGAR

Time should never be spent but instead be invested. When time is wasted, that is, used to no purpose, it is spent and not invested. Remember, it pays no interest or dividends. We must develop "time consciousness". How do we go about doing this? First of all, you must understand that as Parkinson's Law rightfully says, "work expands to fill the time available for us." Work will never seem to end. And as long as we are looking for constant improvement and self development, we will always have work to do. However, remember that nothing is easier than being busy and nothing more difficult than being effective.

Next, you must find out where your time goes. You can do this by making an Activities Time analysis. This means that you should make a list of all your tasks, whether recurring or unique, and decide how much time you should devote to each. Also, decide when you should perform each task. Next, you should log your time everyday for a period of 2 weeks. Identify what you are doing at every 20 minutes time period. Keep a daily log of all your activities for these 2 weeks. Analyze these tasks and compile them to find out how much time you are spending on each activity. Some of the activities can be productive, however many, I am sure, will be time wasters. Learn why your time goes where it does.

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.

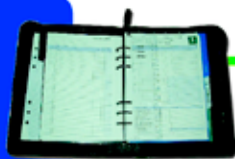
Benefits for Attendee:

- 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

For booking kindly call 03-8062 1133 or visit our website at www.ventrax.com.my for more information.

* Subject to terms and conditions



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Made payable to VENTRAX MANAGEMENT SDN BHD (141557-X)

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4-Digit Verification No : _____ (Amex)

Administration Details

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HEALTH WATCH

STAND UP FOR YOUR HEALTH

The act of sitting is one of the most basic human functions.

Sitting at work and during our commute is standard protocol in many cases. So is sitting on lunch breaks and during meetings.

After a long day of work, what's one of the most natural things to do? Sit down to unwind, maybe binge watch a favorite Netflix series?

While sitting can be viewed as a way to relax or recuperate, there is

surprisingly more at stake.

The human body naturally wants to be active. Our bodies crave recreation and strive to burn off the calories consumed over the course of the day.

Whether or not it's realized, as soon as a person is seated, a small internal mechanism begins to become agitated and desires nothing more than to stand.



HEALTH RISKS OF EXCESSIVE SITTING

Sure, a temporary break to sit down can help us recuperate after harsh activity or process anxiety or stress. However, many health risks revolve around too much butt to chair contact.

Proper circulation requires standing; our lungs are slightly crunched in most seating positions; therefore, the body can't get the amount of blood flow it needs while seated.

The body's largest organ is elastic; our skin is stretchy and requires motion to stay that way over time.

Uneven pressure on the spine due to sitting can cause wear and tear on discs and strains muscles and joints.

Nerves and blood flow become blocked, so messages to the brain are affected and swelling can occur in the legs and feet.

Excessive sitting can have cognitive effects as well. The brain needs proper blood flow to function to its fullest potential!

There are long-term effects as well, including links to some cancers, heart diseases, diabetes, kidney, and liver issues.



HOW TO BE PROACTIVE ABOUT SITTING TOO MUCH

Worldwide, inactivity causes roughly 9% of premature deaths. That's around 5 million people a year!

The psychology of your office or work space directly affects the amount of time you spend seated. Some companies such as Facebook and Mozilla allow their employees to tailor the height, layout, and configuration of their desks however they see fit. It's based on personal preference, so their employees always have the option of a standing desk.

These types of freedoms are a step away from cliché, harmful office norms, and a leap in the direction of mobility and healthy lifestyles; just what the human structure desires.

Take walks at work, and whenever possible avoid being seated. Stand while you eat lunch, it's seriously not that weird. Break the mold of the unhealthy demographic and recognize the real advantages of a healthy workplace.



10 SIGNS YOU'RE UNDER TOO MUCH STRESS

If you've ever been through a time in your life in which you were constantly stressed out, you probably felt less and less like "yourself" each day, and more like a worn out shell of a human. While you may have thought "This stress is killing me," you most likely persevered through the tough times without really doing anything to alleviate your pains. However, doing so only prolongs and exacerbates the issue at hand, and causes long-lasting detrimental effects to your body if left unchecked. Know the signs of stress before it overtakes you completely.

1. You're exhausted

If you have trouble getting out of bed everyday, despite getting a full night's rest, you're probably clinically exhausted. Stress is an energy-drainer, because it secretly sends all of your body systems into overdrive. Since your body feels like it's working overtime, even getting a good night's sleep is not enough to recharge it for the following day.

2. You can't sleep

Ironically, despite being incredibly exhausted, stress makes it more difficult to fall asleep. Stress-related insomnia stems from not being able to stop thinking about all your obligations in life, combined with the fact that your body is still in "overdrive mode" regardless of what time it is. And, of course, since you can't sleep, you'll be even more exhausted the following day, which will only serve to increase your stress load.

3. You're always sick

Sickness will follow shortly after insomnia has taken hold. Since your body hasn't had the time to fully recover from any minor illness or disease, you'll have a hard time fighting off even the smallest cold. Studies have shown your immune system becomes suppressed by about 30% when you're stressed out. Taking a "mental health day" is often a euphemism for "skipping work," but sometimes it needs to be done in order to maintain a healthy mind and body.

4. You're absent-minded

When you're stressed out, it's most likely because you have too much on your plate at once. With major work and life responsibilities looming over your head, it's tough to keep track of all the little things. If you find yourself at a point in which you can't remember where you put your keys or you're forgetting appointments and meetings regularly, you're most likely stressed almost to your breaking point. Don't let it go farther without seeking help.

5. You have chronic head and body aches

The fatigue from stress only affects your focus and attention, but also puts a physical strain on your body. Your body has a natural "fight or flight" mechanism which stemmed from the early days of humanity, where we had to actually dodge predators on a normal basis. Nowadays, though we don't have to worry about lions and bears coming out of nowhere to attack us, our body reacts the same way to recurring stress accrued from work and other parts of life. Why do you think getting a shoulder rub feels so great after a long day? Because your body's been tense for the past eight hours dealing with all the garbage you've had to deal with.

6. You've become indifferent sexually

When you're stressed out and have a ton of issues on your mind, your sex drive is likely to decrease. You might be frustrated about it and wish you could do something about it, but when the opportunity arises, you'll find yourself not being able to focus, or not being in the mood at all. Try to relieve stress by exercising often.

7. You've become overly emotional

When you're super-stressed, the brain stem — the primitive part of your brain — takes over, and the part that anticipates outcomes goes dark. This explains why being stressed will cause you to literally cry over spilled milk, or fly into a rage if someone honks their horn at you. Remember when you were a kid and would stay up way too late, and catch a case of the giggles? Same concept. Your body was so stressed out from exhaustion that even the slightest thing set you off, albeit in a silly way. When you're an adult, and your stress causes you to flip someone off for bumping into you on the subway, it's not so funny.

8. You have digestive issues

I cannot stress enough how being under too much pressure can lead to physical discomfort. That feeling of nausea you get when you pull into your office's parking lot is a direct response to the stress you're already feeling about the day ahead of you. But it's not as simple as a quick rumble in your stomach. It could cause problems with your digestive system that could lead to vomiting or other issues.

9. You feel light-headed and dizzy

Everyone knows to take deep breaths and try to relax when they're feeling stressed, right? This acts as a reminder to breathe when you feel yourself starting to panic. When instinct kicks in, you actually deprive yourself of oxygen with each short breath you take, leading to dizziness and "the shakes," which could lead to a loss of consciousness. Don't "hold it in" when stress hits you hard. Do your best to weather the storm before you cause even more damage to your body and mind.

10. You resort to coping mechanisms

After a hard day's work, you might want to just go home and grab a bottle of beer from the fridge while you catch up on some TV. While there's nothing wrong with having a drink or two after you've come home and relaxed for a while, there's definitely a problem with drinking in order to relax. Chances are you'll wake up the next morning with an even higher level of stress than you went to bed with. If you find you're relying on drugs or alcohol more and more in order to alleviate stress, you should seek help immediately.



10

BEST FOODS FOR FAT LOSS

Here is a list of 10 of the best fat-fighting foods that you should incorporate into your diet if you haven't already.



GREEN TEA

Green tea contains substances called catechins, which researchers believe may trigger weight loss by stimulating the body to burn calories and decrease body fat. Catechins have also been shown to have anti-inflammatory and anticancer properties.



CINNAMON

This spice helps reduce belly fat by lowering blood sugar levels and improving natural production of insulin. Keeping your blood sugar and insulin levels from spiking and falling is a key factor in helping you lose fat.



WATER

Drinking the recommended amount of water a day prevents water retention, prevents dehydration, and helps muscle recovery. Sometimes your body will confuse hunger for thirst when you are dehydrated - drinking a glass of water before each meal will fill your stomach and make you feel full to prevent overeating.



FISH

Salmon, tuna and sea bass are three fish that are loaded with omega-3 fatty acids and protein. The healthy fat boosts your immune system and helps keep your arteries cholesterol free. Fish is typically low in calories and carbohydrates.



BEANS

Beans really are the magical fruit! Protein packed, fiber rich, and low in fat, beans are one of the best fat-burning foods. They are also known to help keep your digestive system regular, which keeps bloating and irregularity to a minimum.



EGGS

This little oval of fat-burning deliciousness is one of the highest quality proteins. Eggs are low in carbohydrates, which fuel fat cells, and the protein helps build muscle, which fights fat!



YOGHURT

Low-fat dairy products contains healthy bacteria that aid in digestion. The high calcium content strengthens bone density and muscle mass while increasing fat loss. Make sure to choose a brand that is low in sugar and fat and has a low calorie content.



VEGETABLES

Veggies are fiber rich and nutrient dense without the high caloric content. Spinach, broccoli, asparagus and peppers are a few great choices that are filling, satisfying and keep your blood sugar levels steady.



APPLES

Eve's forbidden fruit is packed with fat fighting nutrients, like pectin. Pectin restricts cells to absorb fat and encourages water absorption from food. This in turn helps release fat deposits from the body. The antioxidants in apples may also help prevent metabolic syndrome, a condition marked by excess belly fat.



NUTS

Recent studies show that nuts contain a number of vitamins, minerals, fiber protein, and antioxidants, which are all crucial for healthy fat loss. Eat these in moderation because they are dense in calories and fat but a handful a day is a great snack and can ward off mid-day cravings. A small serving will keep you feel full, satisfied and give you a natural boost of energy.



OUR TRAINING PROGRAMS

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"We manage successful businesses and share our knowledge"

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| Teambuilding for Managers & Executives |
| The Art of Managing Difficult People |
| The Key To Compete In A Changing Environment |
| Time Management for Managers & Executives |

| Programmes for Supervisors |
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| Improving Internal Customer Service Towards Achieving Customers' Satisfaction |
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