



**Jamil Janjua,**  
ceo, Octara & Chief Editor  
janjua05@gmail.com

*Dear Reader,*

LOVE or PAIN and how we contribute to our environment by either being a source of peace or suffering is the crux of our cover story that features Fatima Pervaiz Khan who is a Personality Development Facilitator, Trainer, Writer/Blogger and Life Coach. Inhibitions in developing a learning mindset are identified, as also are the triggers causing harm to mental health.

Mental health is top of mind across the globe, and just as we were recovering from the ravages of the COVID pandemic we are confronted with the spectacle of an all-out bear attack with little love and much pain in the air.

Also, by the time you read this, the 6th assessment report of the Intergovernmental Panel on Climate Change (IPCC) should be in the public domain with graphic and harrowing accounts of Species extinction, ecosystem collapse, mosquito-borne disease, deadly heat, water shortages and reduced crop yields that are already measurably worse due to rising temperatures. Just in the last year the world has seen a cascade of unprecedented floods, heat waves and wildfires across four continents.

Given this external environment, **Fatima Pervaiz Khan** clearly has her job cut out for her keeping our internal environments up beat and healthy through a recourse to our Spiritual Quotient no doubt. But there is good news as well, and in our environment column we report on the robust procreation of the humpback whale that is no longer on the endangered species list, and the exploits of the Leopard Lady as she goes about her mission 'impossible' of securing the habitat of the Asian Leopard in Islamabad.

Also in this issue we carry **Ben Stevens'** piece "We Need Better Planned Maintenance", and an exhortation by **Dr. Franziska Frank** to play chess if we want to influence others.

Stay safe; stay well. 🙏

Editorial Compiled by **Adil Ahmad**, Special Correspondent, octara.com  
Creative & Design by **Ayesha Tariq & Nazim Ansari**  
Feedback: info@octara.com

## INSIDE:



### MENTAL HEALTH ALERT! HUMANITY IN DISTRESS

Fatima Pervaiz Khan at TCS Octara Webinar



### We Need Better Planned Maintenance

Blog by Ben Stevens



### Worrying Notes & ACTION STATIONS!

Column by Adil Ahmad



### Influencing yourself and others

Blog by Dr. Franziska Frank



### Lifelong Learning Tips

Contributions by TCS Octara People

## TCS Octara Programs in March 2022



March 10, 2022 | 10:00 am - 5:00 pm | Regent Plaza - Karachi

### Workshop: Bearing System Design

Facilitator: Khurram Shahzad



March 22, 2022 | 11:00 am - 4:00 pm PKT via Zoom

### Online Training: Hire the Best

Facilitator: Rahila Narejo



March 24, 2022 | 10:00 am - 5:00 pm | Regent Plaza - Karachi

### Workshop: Negotiation Skills

Facilitator: Haseeb Hasan



March 24, 2022 | 10:00 am - 5:00 pm | Regent Plaza - Karachi

### Workshop: Best Secretarial Practices

Facilitator: Zaufyshan Haseeb



March 26, 2022 | 10:00 am - 5:00 pm | Regent Plaza - Karachi

### Workshop: Sales Management for Pharma Professional

Facilitator: Talib Faruqi

## Octara Training Calendar 2022



# MENTAL HEALTH ALERT!

Fatima Pervaiz Khan

# HUMANITY IN DISTRESS



It is true that large swaths of the world's population are struggling with a state of acute anxiety brought on by a fear of the unknown as global societies have grappled with the pandemic, malnutrition, climate change and forever wars. It takes a leap of faith to transcend these multiple downsides to our existence and retain hope for a better life in a better world.

TCS Octara staged a one-hour webinar that shed light on the factors that influence our capacity to either be LOVE or PAIN, and how we contribute to our environment by either being a source of peace or suffering.

## *Clarity, Personal Leadership, and Wellbeing*

Fatima Pervaiz Khan is a Personality Development Facilitator, Trainer, Writer/Blogger and Life Coach who helps her clients with seeking Clarity, Personal Leadership, and Wellbeing, three elements in short supply in the global village that has found itself in a state of siege for some time now.

**“We may be leading physically healthy lives, but are we leading a mentally healthy life?”**

Creating awareness of mental health at the workplace is vital because awareness is the key to combatting any disease. “We may be leading physically healthy lives, but are we leading a mentally healthy life?” asked Fatima.

“Let’s face it; mentally healthy people do leave a positive influence just by being themselves. They are a source of warmth and joy. Experiencing them is a pleasure in itself. Nobody likes a person who is always complaining and is dull to be around. They can be the demotivating agents in our workforce. Beneath the surface is a human being living with pain. What can be an anecdote to this pain? What is the prerequisite of understanding the source of the pain? And how can learning this benefit us in our professional and personal lives?”

## *Love or pain?*

This one-hour webinar shed light on the factors that influence our capacity to either be LOVE or PAIN and how we contribute to our environment by either being a source of peace or suffering.

It analyzed impacts of external factors affecting our minds, and how we can become aware of our thoughts, emotions, and feelings. Inhibitions in developing a learning mindset were identified and with triggers causing harm to mental health and how we can distance ourselves from them and make conscious efforts and decision to change for better.

The webinar was recommended for managers who want to lead with empathy and provide a secure environment for their team and leave a positive impact on their team, as well as any individual who is seeking personal and professional growth.

## *Accelerator or decelerator*

Fatima identified two categories within which we all fall. Person A – wise, grounded, knows how to resolve conflict, approachable, boosts energy, spreads good vibes; Person B – inconsiderate, all over the place, cranky, rude, unapproachable, energy killer, spreads frustration. We tend to fluctuate between both types.

## *Internal and external factors*

“None of us wants to be person B, but within us there is a part which is suffering and in pain. Our external environment includes our family institution, educational institution, our religious institutions and our organizational institutions. Our internal environment thrives on the state of our mind and heart and the health of our body and soul.”

If one observes keenly, she says, we will be able to

To watch recording of Webinar

PLAY


<https://www.youtube.com/watch?v=PbaiJCt4TA&t=2s>

**Are we Leading a Healthy Life?**  
Create Awareness of Mental Health at Workplace  
Presented by Fatima Pervaiz Khan | January 10, 2022

identify there is so much pain in our environment. "This collective emission of suffering is a result of pain living with us. We carry forward the pain we receive. If we meet someone who expresses his anger and frustration at us we carry it within us. We let the feelings others give to live within us."

The outrage, irritation or frustration that Person B carries is all in actual hurt masked as anger. "All that hurts us controls us. When we leave them unhealed we begin to operate in defensive mode, paralyzing our ability to recognize, listen and share the warmth with our loved ones. These institutional bodies were supposed to be our source of safety and security."

But the security providers in these institutions don't feel safe enough to offer a safe and secure learning environment for us to grow, and we develop a victim complex.

This result in an unhealthy environment for us to survive in, and the reason why it hurts so much is that we are living unconsciously in this environment. If we leave our pain and problem areas unhealed and unchecked then we are contributing to what corrupts our environment.

## Comments from the participants during Fatima Pervaiz Khan webinar

*In this new-norm it is extremely important to keep ourselves update with global world and balance between work-life. OCTARA is providing wonderful opportunity for all learners who want to continue develop their selves with training/ workshops/webinars and online education.*

-Naureen Ladhani, PARCO

*Highly recommended program!*

-Muhammad Rizwan Arif, Midas safety

*Excellent Session! Useful knowledge shared by Fatima.*

Tahir Qadeer, Ibrahim Fibres Ltd.

*It's a great session, which builds confidence when helping those who are suffering.*

Noreen Sultana, Midas Safety



## Apportioning blame

The blame for all that which is in our external environment is not on us. However, the blame for our internal environment is upon us. We don't want to be held responsible for the toxic waste we dump simply because that is how everybody is surviving, unconscious of how our internal environment contributes towards the external environment that we all breathe in.

**“Nobody likes a person who is always complaining and is dull to be around. They can be the demotivating agents in our workforce. Beneath the surface is a human being living with pain.”**

Emotions are feelings plus thoughts, and we need feelings to assign value to our experiences. We need thoughts to make a story out of it. The story we make around our feelings sets our narrative which drives our emotions and sets our moods and temperament. We can't change what we feel without changing our thoughts about it. We feel in our hearts that which we conjure up in our minds.

## Identifying personal gaps through awareness

Learning to control our internal environment is like having an 'on' and 'off' switch. Love or pain. Every person that has caused us pain is resting on 'off'. It takes conscious effort to push it to 'on' and love. The cost of this responsibility is learning to control our internal environment. Awareness is the key to controlling our internal environment. Each individual knows their internal environment intimately. When we learn and create awareness within, we identify the personal gaps we hold to meet the standards.

The awareness that learning brings enables us to make the right choices and helps us to bridge those personal gaps of character. The more we practice to change for the better, the better we get at it, and the easier it gets to switch it to 'on', and the more capable we become at improving ourselves and being a source of love and joy in this environment.

This cycle breathes pain to survive, and lack of love helps pain thrive. With our hearts and minds in sync we can respect the health of our bodies and soul. Heal and grow to love and serve, for that is what we need to outsmart pain.

## Practicing empathy

We can learn to practice empathy by recognizing that people who can be identified as Person B are in pain,

and how we can help them is simply by understanding them. Having our internal environment sorted which is governed by our emotions helps us experience a higher level of emotional wellbeing.

Identify your personal gaps and become aware of what triggers you. Accept and understand that we are victims of a victim. Make a conscious decision to become person A and turn the switch 'on'. This is how we can bring mental health to the workplace.

“Leo Tolstoy has said that everybody wants to change the world but nobody thinks about changing himself. Maulana Rumi has said that yesterday I was clever so I wanted to change the world, but today I am wise so I am changing myself. Love or Pain. You decide.”

## Q&A feedback

The absence of conditionality in our relationships and interactions will ensure that love flourishes. We need to seek win-win outcomes as opposed to win-lose outcomes that generate the pain for the party that loses. Possessing empathy is critical to achieving win-win outcomes.

Nothing is ever wasted in the universe and developing a healthy spiritual dimension helps us understand that every adversity is meant to test and strengthen us and make us better people.

TCS Octara CEO Jamil Janjua endorsed the view that mental health impacts our physical health as well, calling Fatima's discourse a very appropriate topic. “Mental health makes for greater productivity. It's not just the employee but also his or her family that impacts upon his or her mental health.”

## Avoiding needless power play

Fatima Pervaiz Khan rounded off her presentation with some valuable advice. “We need to take away something from every bad experience and learn from it,” she said. “We will encounter toxic people and it may even be our boss. It's important to understand their pain and be nice to them and very soon their attitude will change. Problems arise in organizations where hiring is not based on merit and employees are disgruntled and there is needless power play. As parents we need to be more understanding and develop greater patience when dealing with our children. However, without pain how will we understand joy, and always expecting a positive outcome is in itself being unrealistic and setting ourselves up for disappointment and pain.” ■

Webinar Recording: 

<https://www.youtube.com/watch?v=PbaiJCt4TA&t=2s>

Webinar reviewed by Adil Ahmad, Correspondent, TCS Octara.Com

# We Need Better Planned Maintenance

Blog by Ben Stevens

Copyright: shutterstock.com

## A simple truth that hides many questions. Let's first ask "What is 'Planned Maintenance'?"

Work Orders have several starting points – work requests, inspections, PM's, breakdowns etc, and from these the Planner prepares a Planned Work Order for a job. Thus, Planning ensures the technician, inspector, contractor etc. has all the requirements for the job to be done effectively; hence for a planned job the planner has:

- Understood the job requirements (including perhaps an on-site inspection and or discussions with operations, work requestor, etc.);
- Reviewed relevant work and equipment history – for a repeat work order, then the latest completed version;
- Ensured the latest "Company Best Practices" are understood for the job;
- Identified all tasks in the correct sequence;
- For each task, identified all the resources (parts, materials, labour, skills, tools, permits, supervision, sign-offs, data), and the timing for each job and for the resources;
- Identified additional data (SOP's, safety instructions, etc.) that makes the job safer, better and easier; and
- Has built it all into an approved work order.

WO Quality standards are set by the Maintenance organization. Therefore Work is Planned if Work Orders meet this standard.

Next, some real-life issues...

- Many WO's are often very brief – example "repair motor", "investigate and report", and contain little or no detail. YES, Work Orders, but NO, not Planned. For regular "one-task" WO's this may be ok - if work performed matches quality standards
- Routine WO's assigned to experienced technicians are often not planned. Maybe OK if the results of the

work, the "As-Left" equipment status data is properly recorded. But changes in procedure or a new technician are difficult to manage. Plus these jobs do not provide for materials requirements to be pre-released to stores for job-site delivery.

- WO's that are carried out without any documentation – eg instant belt adjustments, oil top-ups etc are often not well recorded. For trend analysis and failure prediction we need to know when and how much.
- Inspections should be planned. Inspectors compare actual readings to Operating Standards, Potential Failure and Functional Failure levels; a pre-planned inspection sheet is required.
- Emergency work orders may be prepared after the fact. These should be converted into a Planned WO ready for the next time the emergency happens.
- PM's are often not planned properly. These may come from the OEM; the basic WO tasks are shown, but the work is frequently not planned.

These are the main examples of unplanned Work Orders that can be easily remedied.

## At WO closure, the smart planner will review the details, and ask:

- 1 What have we learned about the inspection, equipment, work done, resources, data collection, etc.?
- 2 How to build the learnings into the next issue of the work order?
- 3 Is this our "Best Practice"?

If the answers are satisfactory, then we are doing Planned Maintenance.

Blog by Ben Stevens



Ben Stevens is a renowned speaker on Maintenance & Reliability from Canada. He has been frequently visiting Pakistan and has conducted several consulting projects/ training workshops on Maintenance & Reliability over the past several years with Octara.

For Inquiries, [sarim.atique@octara.com](mailto:sarim.atique@octara.com)

# Worrying Notes & ACTION STATIONS!



## Return of the Humpbacks

While there is bad news aplenty, let's start with the good news for a change. Fishermen busy fishing in deep waters off the Karachi shoreline spotted a humpback whale and recorded its video which was released by the World Wildlife Fund (WWF) and reported by the Express Tribune on the 21<sup>st</sup> of February 2022.

However, contrary to what the report states, the humpback whale is not on the endangered list anymore, and hasn't been for a while. The global population has been rebounding since whaling was banned in the 1970s. It's estimated there are currently between 120,000 and 150,000 humpbacks in the world of which 79 have been sighted off the coast of Sindh and Balochistan over the last 5 years.

Humpbacks' Scientific name is *Megaptera novaeangliae* and it can measure between 15 and 16 meters, weigh in at 25 to 30 tons, and have a lifespan of 45 to 50 years. The humpback has a distinctive body shape, with long pectoral fins and a knobby head, and are some of the most gentle and considerate animals in the world, despite their size. They are extremely mobile during their breeding season, with some travelling up to 6000 kilometres in search of a mate. It ain't easy finding true love!

## Common Asian Leopard gains a protector

Talk about knights in shining armor coming to the rescue of damsels in distress, here we have a warrior princess putting oppressive status quo to the sword and coming to the rescue of the Common Asian Leopard in the capital city of Islamabad out of all places.

Environmentalist extraordinaire Rina Saeed Khan is chairperson of the Islamabad Wildlife Management Board (IWMB) and has successfully launched guided



tours in the Margalla Hills National Park's protected Leopard Preserve Zone for the general public to venture safely in the habitat of the Common Asian Leopard as

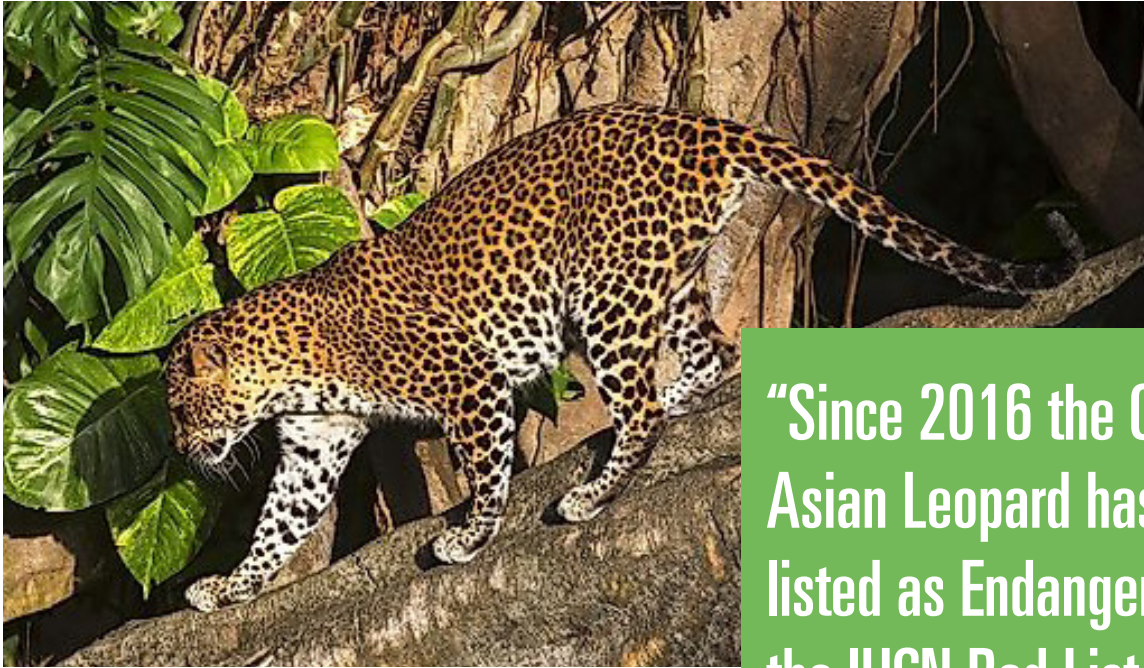
**"79 humpback whales have been sighted off the coast of Sindh and Balochistan over the last 5 years"**

reported by The News on the 19<sup>th</sup> of February 2022.

Weather permitting the guided tours will take place every day between 11am and 12.30pm for a maximum of 15 individuals who would have to register in advance complete with CNIC or Passport number.

Since 2016, it has been listed as Endangered on the IUCN Red List, as the wild population is estimated at less than 1000 mature individuals. Rina Saeed Khan says that the leopards have become permanent residents of Margalla Hills National Park.





“The animal earlier used it to descend from the upper peaks in winter. We did a proper scientific camera trap study and placed 20 camera traps in the entire 17,000 hectares of the national park. So far, a minimum of seven leopards had been captured by the camera, and there are probably more of them there. Two males and a female are currently living in the Kalinjar area of Trail-6.” Wow.

“Since 2016 the Common Asian Leopard has been listed as Endangered on the IUCN Red List, as the wild population is estimated at less than 1000 mature individuals”

### Discordant Notes

On the issue of facing the music, Hoesung Lee, the chair of the Intergovernmental Panel on Climate Change (IPCC), is bent upon penetrating thick skins and giving policymakers sleepless nights with a 40-page summary of the IPCC’s latest harrowing report on climate impacts, the 6<sup>th</sup> assessment since 1990, due to release on the 28<sup>th</sup> of February. The summary will distill underlying chapters totaling thousands of pages, reviewing them line-by-line, according to an AFP report published in The News on the 15<sup>th</sup> of February 2022.



This is about extreme events and slow-onset disasters that people are experiencing right now, says Rachel Cleetus, climate and energy policy director at the Union of Concerned Scientists. “Species extinction, ecosystem collapse, mosquito-borne disease, deadly heat, water shortages and reduced crop yields are already measurably worse due to rising temperatures, and just in the last year the world has seen a cascade of

unprecedented floods, heat waves and wildfires across four continents.”

The report will also underscore the urgent need for ‘adaptation’ which is climate-speak for anticipating and preparing for devastating consequences that can no longer be avoided. “The growth in climate impacts is far outpacing our efforts to adapt to them,” says Inger Andersen who heads the UN Environment Program. In August 2021 the first installment on physical science found that global heating is virtually certain to pass 1.5 degrees Celsius probably within a decade. May Allah preserve us and keep us all in His protection, ameen 🌈

“IPCC’s latest harrowing report on climate impacts, the 6<sup>th</sup> assessment since 1990, is due to release on the 28th of February”

Column by Adil Ahmad, Correspondent, TCS Octara.Com

# You really want to influence others? Play chess!

blog series: Influencing yourself and others

Blog by Dr. Franziska Frank

Copyright: shutterstock.com | WHYFRAME

Only 50 centimetres wide and tall full of black and white squares and yet the whole world! Chess is not only a board game, but also a conceptual model for managers. Anyone who has seen the series "Queen's Gambit" will understand why chess is so relevant for managers. Do you agree?

Survey: What do you think is the best game for managers?

- 1- Chess: Because it forces me to take the other person's perspective before I act
- 2- Poker: Because I must not only keep an eye out for uncertainties, but also for the character of the other person
- 3- Tiddlywinks: Because it is all about giving the impulse with the right strength into the right direction
- 4- Ludo: Always try to get things implemented, don't get angry and understand that luck plays a big part

Probably each game has its justification, but it clearly sounds better to think about castling than about straights or little green men on their way home. Moreover, I have never yet had a manager in my seminar who ascribed to other games than chess any influence on their management principles.

Innovation in the morning, Sicilian opening in the afternoon

But those who mentioned chess were confident that it was this very game that made them successful. One manager summed it up as follows: "I have been playing chess since I was a child - and just like playing chess, in my everyday management I force myself to see the situation from the perspective of others. If I know that perspective, I can plan my moves far better - and I am being less and less surprised".

As a consequence, it is not for nothing that there is also a pile of successful managers and entrepreneurs who play chess: Bill Gates, Peter Thiel, Deutsche Bahn board member Richard Lutz and, famously, Mark Zuckerberg, who, in order to enhance his skills, also indulged in lessons with chess world champion Magnus Carlsen. And since the super successful often brood over the 64 squares, there are even scientists who say that chess should not only be taught in schools, but also in companies' training programmes. <sup>i</sup> What a nice thought: innovation in the morning, the Sicilian opening in the afternoon...

In chess you want to win, but what do the employees want in everyday managerial life?

However, the successful change of perspective in leadership

has an additional component that must not be forgotten. In chess I know exactly what the other person wants: namely to win. In everyday management, on the other hand, I very rarely know exactly what the others want.

Although we assume that we do know, I will tell you quite clearly and brutally that we are mostly gloriously wrong.

Care for an example? Experienced managers were asked to imagine what the motives for working as a call centre agent were and whether they differed from their own in any relevant way. The first assignment therefore: think through your own motives. That was easy. The managers found noble goals in themselves: constant learning, development of new skills, feeling good and seeing a sense of purpose in what they do.

Second step: putting themselves in the shoes of the call centre agents. Well that is easy surely, since these will operate in a completely different way compared to oneself. After all, people who work in a call centre are a separate breed, are they not. Their motives then surely are good pay, security via a clear structure as well as lashings of praise. It certainly does not matter whether they are learning or have a sense of purpose.

The result: The managers were TOTALLY wrong. Checkmate in a few seconds, so to speak (like Bill Gates, who in a game with Magnus Carlsen made a mistake in second 15 and was defeated soundly after a mere 80 seconds). If the call centre agents were asked directly what motivates them, the first elements were: Developing new skills, followed by purpose and learning. Safety via structure came next, while payment came in seventh place (this already came in fourth place for managers).<sup>ii</sup>

This means that even experienced managers are unable to change perspectives in such a way that they really understand what other people want. Meaning: The whole idea of playing chess is of no use if I assume that the other party wants to take a walk on the chessboard, while in reality winning is as important to them as it is to me.

Source:

<https://franziskafrank.com/en/latest/blog/detail/wollen-sie-wirklich-einfluss-nehmen-dann-spielen-sie-schach-teil-11-der-blogserie-einflussnehmen-auf-sich-und-andere/>



# Lifelong Learning Tips

Contributions from TCS Octara People!!!

The 'Lifelong Learning Tips' is a self-learning and self-development process for promoting continuous learning among Octara people and shared with readers. Octara people are provided with business publications and then asked to choose and reflect their thoughts, perspectives and opinions based on their selected article in the Monthly octara.com e-Newsletter.

Each contributor further discusses and shares their learnings in the weekly 'Glue Meeting' held every Friday among the team mates. Basically, it's a 360 Degree Personal Development Drive from reading to selecting to understanding to explaining the thoughts perceived.

**Hope readers find it as interesting and useful as the TCS Octara Team does !!**

## Ideas To Use When Delegating

Proper delegation creates a team spirit and helps you accomplish much more than if you try to work alone. **Tips:**

- Pick people who can accept responsibility. Surround yourself with the best.
- Try to match the person to the task. Try to delegate assignments that will capitalize on the person's talents.
- Remember that the person performing the task may not do it as well as you do it. Don't be tempted to take over the project. Weigh the time you might lose at first against the time you'll save in the long run.
- Build the person's confidence by assigning low-risk projects at first.
- Let delegates put their own spin on the assignment. Their way may be better. Be sure to listen to their ideas.

- When communicating a task, use words that are easily understood. A good idea: Dictate the instructions on a cassette or write them out so the person can recheck the message.
- Keep tabs on what you delegate. As the deadline nears, check to make sure that everything is on target.
- Give a due date for the assignment and explain how this assignment relates to other priorities.



Contribution by **M. Umair Tariq**

Admin & Accounts Executive

Octara Private Limited - A TCS Company

Source: Time Tactics of Very Successful People, McGraw-Hill Inc.

## Make Customer Contact Personal

No matter how many customers you talk to every day, each customer wants to receive personal attention from you. You can meet customers' expectations if you:

**Pronounce** their names correctly. Nothing is more personal than a customer's name. Don't destroy rapport by butchering a customer's first or last name. Pay attention to even the most common names. That will prevent you from calling someone "Mr. Carter" when you really mean "Mr. Carver." And, in the case of an unusual name, ask the person to pronounce it for you and write it down phonetically.

**Compile** a "cheat sheet". You may not be able to keep track of every customer; but for customers you speak to frequently, keep a file card handy or use contact management software to jot down the customer's comments about family or outside interests.

Before you call, quickly review the information and ask a few ice-

breaking questions before you get down to business.

Examples: "How was your trip to Spain?" or "Is your daughter enjoying her first year at college?" Sprinkling your conversation with personal details shows customers you listen to them, value them and you view them as individuals, not just sources of income.

**Use personal language.** Don't distance yourself from your organization by speaking impersonally. Say "I" and "me," instead of "they" and "them." Example: Say "I can't authorize a refund, but I can give you store credit," rather than "They don't allow us to give refunds."



Contribution by **Sarim Atique**

Assistant Manager Business Development

Octara Private Limited - A TCS Company

Source: Communication Briefings

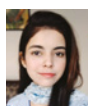
## Good Communication

Good communication is not about a degree or any specific course. It can be learned by practicing. If we listen more than speaking it might help in learning good communication listen more, means observe not only the words but also the intentions.

Don't listen just to give a cut reply but to negotiate, to understand the purpose, don't judge before listen others repeat if misunderstood or confirmation. Good communication is Simple, easy and effective.

### Tips: Dealing With Difficult People:

To deal with difficult people we should keep their opinions with others agreed upon without damping their spark and ignoring others. We all learn from each other but giving chance to a new learner can be a lifelong invaluable experience for him.



Contribution by **Fariha Afzal**

Intern at Octara

Octara Private Limited - A TCS Company

SOURCE: Communication Briefings

## Reacting To Difficult Types

When dealing with people, be ready to react to the actions of different personalities. Some examples:

**Dealing with the aggressor**, who is intimidating, hostile and loves to threaten. What to do: Listen to everything the person has to say. Avoid arguments and be formal, calling the person by name. Be concise and clear with your reactions.

**Dealing with the underminer**, who takes pride in criticism and is sarcastic and devious. What to do Focus on the issues and don't acknowledge sarcasm. Don't overreact.

**Dealing with the unresponsive person**, who is difficult to talk

to and never reveals his or her ideas. What to do: Ask open-ended questions, learn to be silent and wait for the person to say something. Be patient and friendly.

**Dealing with the egotist**, who knows it all and feels and acts superior. What to do: Make sure you know the facts. Agree when possible and ask questions and listen. Disagree only when you know you're right.



Contribution by **M. Shahzad**

Office Support

Octara Private Limited - A TCS Company

Source: Communication Briefings

## Managing the Time Thieves

Mel Monopoly tells lots of jokes, and everyone agrees he's funny. But he sometimes overdoes it during meetings and steals valuable time. To deal tactfully with Mel and others like him, try the F.A.S.T. formula:

**Face** the theft problem directly. Smile as you look at him and say, "Mel, let me suggest something."

**Acknowledge** Mel and imply that you know he intends well by saying, "First, you're a great joke-teller."

**Suggest** a new way for him to behave: "But I still don't know what that great mind of yours thinks about this topic. Seriously, can you tell me what you would recommend?"

**Try** again. You won't need this step if Mel gets the point. But if he persists, you may have to get tougher. What you might say: "Come on now, Mel. We've had fun. But let's not lose sight of the real issue here."



Contribution by **Nazim Ansari**

Creative Manager

Octara Private Limited - A TCS Company

Source: Communication Briefings

## The 5 Disciplines Of The Multipliers

In the best seller book 'Multipliers' authored by Liz Wiseman along with research partner Greg Mckeown, explains the mind-set, traits and actions of Leaders of large blue chip companies across the globe by using the term Multipliers for them. Multipliers are defined as genius makers, everyone around them get smarter and more capable. On the other hand there are Diminishers who never trust in others' capabilities and wanted to control people and situations.

So what are the practices that differentiate Multipliers from Diminishers, because both have many things in common such as; both are customer driven, have strong business acumen, market insight and consider themselves as thought leaders?

**Here are 5 Disciplines of the Multipliers:**

**Attract and Optimize Talent:** Multipliers act as Talent Magnet to attract and utilize talent to the best of their abilities and prepare them to take bigger leaps.

**Create Intensity that requires best thinking:** Multipliers creates an environment which encourage everyone to think and give space

to their best. They produce a climate that is both comfortable and intense.

**Extend Challenges:** Multipliers operate as challengers by laying down a challenge that stretches the organization. They challenge themselves and other to push beyond what they know.

**Debate Decisions:** Multipliers enable their people to make and execute the decision. They believe in making sound decisions through rigorous debate.

**Instil Ownership and Accountability.** By serving as investors, Multipliers provide necessary resources for success. By giving other people the ownership for results and hold them accountable for the commitments.



Contribution by **Ayesha Tariq**

Product Specialist Training

Octara Private Limited - A TCS Company

Source: Multipliers, Liz Wiseman

Readers are encouraged to share their comments and feedback on the e-Newsletter with us at [ayesha.tariq@octara.com](mailto:ayesha.tariq@octara.com) for inclusion in our upcoming issues.

Don't forget to send your recent picture and complete contact details.



# OCTARA TRAINING PROGRAMS IN MARCH 2022

For Detailed Brochure



Click or Scan the QR code



## BEARING SYSTEM DESIGN

March 10, 2022 | Regent Plaza, Karachi | 10:00am to 5:00pm\*



Facilitator:  
**KHURRAM SHAHZAD**

For Detailed Brochure



Click or Scan the QR code



ONLINE TRAINING

## HIRE THE BEST

March 22, 2022 | 11:00 am to 4:00 pm PKT via Zoom



Workshop Facilitator:  
**RAHILA NAREJO**

For Detailed Brochure



Click or Scan the QR code



## EFFECTIVE NEGOTIATION SKILLS

March 24, 2022 | Regent Plaza-Karachi  
10:00 AM to 5:00 PM\*



Facilitator:  
**Haseeb Hasan**

For Detailed Brochure



Click or Scan the QR code



## BEST SECRETARIAL PRACTICES

March 24, 2022 at Regent Plaza- Karachi | 10:00 AM to 5:00 PM\*



Facilitator:  
**Zaufyshan Haseeb**

For Detailed Brochure



Click or Scan the QR code



## SALES MANAGEMENT FOR PHARMA PROFESSIONAL

March 26, 2022 | Regent Plaza | 10:00 AM to 5:00 PM\*



Facilitator:  
**TALIB FARUQI**

# Know what Readers have said about octara.com e-Newsletter!!



“ Well business training articles generally bore me but I’m a big fan of Kaizen so that got me going. However, in Pakistan we are still struggling with the concept. Most executives are too focused on the bottom line in the short run to take kaizen seriously. I did however see it working in real life at Indus motors. On another article in the issue, many of my vacations have been merged with work over the years so I can relate to that. Overall a good effort! ”

- Sohail Habib, Former Healthcare Consultant AKUH

“ Reading the e-Newsletter always give me insight of Managerial Skills.”

- Akbar Khan, Textile Consultant

“Your OCTARA.COM Fortnightly e-Newsletter is world class and we can see excellent effort put into it.”

- Raja Sohail S Kiani, President/SARF Investments Ltd

“I enjoy reading the OCTARA.COM, especially the interviews with some very interesting people. Keep it up with the same level of content. Cheers.”

- Tulu Islam, ex SEVP, HBL

“Most of OCTARA.COM e-Newsletter Issues are very informative and I like how precise they are. Most blogs and email newsletters I read these days take up too much time. However, the content in this newsletter is to the point and extremely rich when it comes to value for time.

The content and context of each section does well with covering what’s happening in a holistic view. It gives a sneak peek into some of the booming industries and that’s the specific section I keep a tab on. It does help me gain perspective of the world around me.”

- Taha Qureshi, Content Editor, PNC Solutions



Topics of Trainings	Duration	Trainer Name	Date	Loc.
<b>MARCH</b>				
Complimentary Webinar: <b>i Thrive</b>	1-hour	Rose-Marie	08-Mar	Zoom
<b>NEW</b> Workshop: <b>Bearing System Design</b>	1-Day	Khurram Shahzad	10-Mar	Karachi
Online Training: <b>Hire the Best</b>	5-hours	Rahila Narejo	22-Mar	Zoom
Workshop: <b>Negotiation Skills</b>	1-Day	Haseeb Hasan	24-Mar	Karachi
Workshop: <b>Best Secretarial Practices</b>	1-Day	Zaufyshan Haseeb	24-Mar	Karachi
Workshop: <b>Sales Management for Pharma Professional</b>	1-day	Talib Faruqi	26-Mar	Karachi

### UPCOMING PROGRAMS IN 2022

Complimentary Webinar: <b>Impactful Communication</b>	60 min	Catherine Bentley	TBC	Zoom
<b>Customer Service Skills</b>	Half day	Faizan Ahmad	TBC	TBC
<b>Supply Chain Management</b>	Half-day	Bob Forshay	TBC	TBC
<b>Learning &amp; Development</b>	Half-day	Farhad Karamally	TBC	TBC
Workshop: <b>Human Resources in the Age of Digital Transformation</b>	1-Day	Dr. Frank Peter	TBC	Karachi
Workshop: <b>Digital Marketing Masterclass</b>	1-Day	Dr. Frank Peter	TBC	Karachi
Workshop: <b>Blue Ocean Strategy</b>	2-Day	Dr. Raj Kumar	TBC	Karachi
Online Training: <b>21 Effective Brainstorming Techniques</b>	1-Day	Dave Nelissen	TBC	Karachi
<b>Understanding Fintech, Cryptocurrencies &amp; Blockchain</b>	TBC	Petros Geroulanos	TBC	Karachi
<b>Designing Agile Organizations</b>	2-Day	Fredrick Haentjens	TBC	Karachi



...only from Octara!!!



For Details & Registration contact  
Sarim Atique at: [sarim.atique@octara.com](mailto:sarim.atique@octara.com)  
Mobile: 0345-8949470, Ph: +92-21-34520093

✉ [info@octara.com](mailto:info@octara.com)    **f** [teamoctara](https://www.facebook.com/teamoctara)  
🌐 [www.octara.com](http://www.octara.com)    **in** Octara - A TCS Company

Avail complimentary TCS Octara Loyalty Card which will entitle you to a flat 20% discount on regular fee to all Octara workshops (online & classroom) & 'MORE' during the whole year 2022.

Browse website for more details: <http://www.octara.com/loyaltycard/>