



DIGITAL SUMMIT

November 23rd to 30th



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with Keynote Speakers



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HR Professional



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Dr. Radhakrishnan Pillai

Author of Corporate Chanakya



Kavyal Sedani

Counsellor & Psychotherapist



Gaston D'souza

Corporate Trainer & Inspirational Speaker



Aarti Asrani

Identity Coach



Sherin Mathews

Founder and Director, Storynest



Siji Varghese

International Behavioural Facilitator, TEDx Speaker



Anil Thomas

Master NLP Facilitator & Gestalt Therapist



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KAVYAL SEDANI

COUNSELLOR & PSYCHOTHERAPIST

Kavyal Sedani is a counselor & hypnotherapist. She's been in the field of mental and emotional health for over a decade. She's also a relationship coach and has helped hundreds of couples live a fulfilling life together.

TOPIC 1: LIFT YOUR BAND-AID - HEAL WHAT YOU ARE THE HIDING

Addressing my Inner Child

All of us have a hurt and wounded inner child. It is not necessary that the inner child be only of a certain age group. Even your adult self, up to yesterday, could be your inner child.

Write these questions on paper with your dominant hand and write answers to them with your non dominant hand (Answers should come from your subconscious mind. The non-dominant hand triggers your subconscious)

The questions are asked by your "Adult self", and the answers are given by your "Inner Child"

Draw a picture of your inner child

➤ **Questions for the inner child**

1. Who are you?

2. How do you feel?

3. What are you afraid off?

4. What don't you like?

5. What do people say about you?

6. What can I do for you?

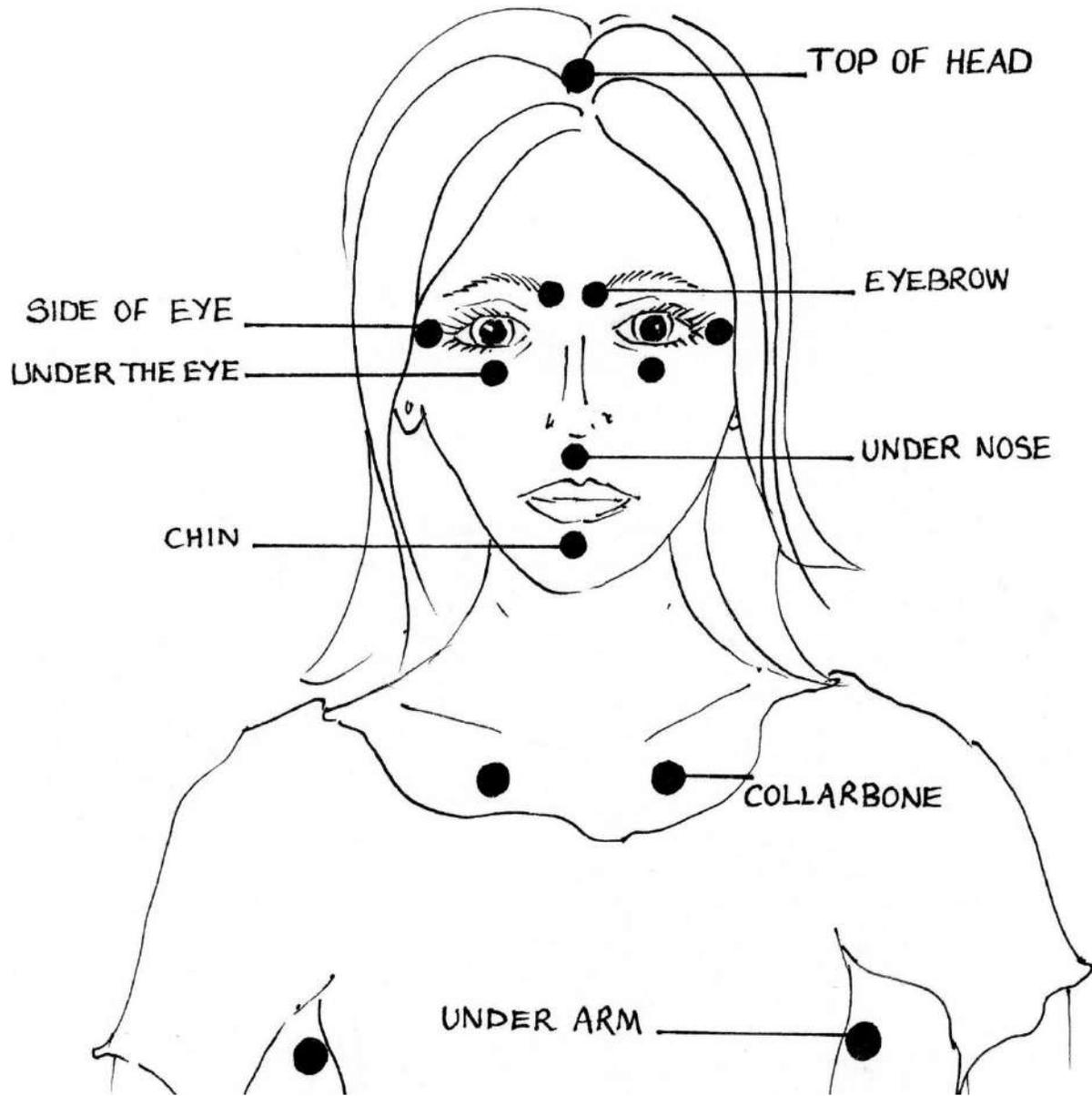
7. What do you need?

8. Can we be friends?

Emotions Checklist

Abandoned	Abused	Afraid/fearful/frightened
Anger/angry	Ashamed/shame	Betrayed
Defeated	Guilt	Helpless
Hurt/pain	Indifferent	Insecure
Jealous/envious	Regret	Sad
Stuck	Unloved	Unworthy
Weak	Worthless	

Tapping points for Emotional Freedom technique.



Summary for “Lift the Band-aid”

1. If you do not heal what hurt you, you will bleed on people who didn't cut you.
2. Most of our actions and reactions to new situations come out of events that happened to us in the past. So we can never truly say “I got over it. It doesn't affect me, unless you have healed it”
3. Communicate.. even when its uncomfortable or uneasy. One of the best ways to heal is by simply getting everything out.
4. We repeat what we don't repair !!! so check if you have had repetitive patterns in your life. You will know what to heal first.
5. In order to love who you are, you cannot hate the experiences that shaped you.
6. You can't heal what you won't see! Looking within us to go back to the source of pain is a difficult task. We would rather shy away from it. But unless we have the courage to face it again, we can't clean it up.
7. The myth that **“Time heals everything”**, is just that. A myth!!! Time will reduce the intensity of the pain but not heal it.
8. Acknowledge your inner child.. the power is in the present moment. We could give our inner child now, what it couldn't receive in the past.
9. Healing yourself means to find the silver lining. It means to pick up the most difficult thing that happened to you and extract your lessons. It means to withdraw blame and give that event credit, for it made you who you are today!
10. Forgive the people/event that causes you maximum pain. Forgiveness does not mean you forget what the person did. It simply means you accept that “nothing could have been different. It means you let go off the possibility that ‘If that didn't happen, my life would be different’. You were meant to go through what you did for your own growth.

Lift the band aid – Healing the inner child

Why is that we attend to physical pain & discomfort easily - but shy away from emotional & mental pain?

You, Me & everyone I know has gone through events & moments that left them very scarred & bruised emotionally

But just because you couldn't see that wound and it was not oozing puss blood you stuck a band aid on

it and left it unattended

Maybe it was so painful that you didn't want to see it – or maybe you thought you were crazy – that the matter was trivial and yet you were hurting

I don't know whether it was hurt, shame, denial, fear or ego that stopped you from addressing it – all I know is that it exists – Unattended. Unhealed. If you do not heat what hurt you, you will bleed on people that cut you.

You can't heal what you don't want to see!

And till you don't heal it – it will stay there – the wound – getting deeper & deeper - till it affects your emotional systems – your mind & then your physical body - slowly spreading like a silent infection – till its so huge you can't ignore it

I don't know whether it was a break-up – losing a parent – being fired – or being bullied in school – We repeat what we don't repair !!! so check if you have had repetitive patterns in your life. You will know what to heal first.

Lift that band-aid & heal what you are hiding: its time.

The myth that “Time heals everything”, is just that. A myth!!! Time will reduce the intensity of the pain but not heal it.

Healing is real work... You will have to have the courage to Communicate.. even when its uncomfortable or uneasy. One of the best ways to heal is by simply getting everything out.

Let me help you heal that inner child now

Addressing my inner child

Any part of us which has been hurt and forgotten – is our inner child – your inner child could be 3 years old or it could be you, 3 days ago –

The part of us that needs healing and attention – is our inner child.

Today I want you to pick up any one event of your life that trouble you the most – 1 pain area or that 1 difficult memory you can't let go off.

Now take a pen & paper & write down how old you were during that event.
& then with your non dominant hand draw a face for your inner child (visual)

Now think of the event & write down what you are feeling (visual – emotions list) (ppt)

Now I want you to imagine that inner child in front of you. Go hug that child & say “I see you - I hear you & I'm sorry you feel this way – But I'm here to help you and you deserve to heal.

Now encourage that IC to vent out – scream – shout – abuse – whatever it takes to let go off this suppressed emotion. Watch the child vent – take your time – don't rush the process.

After the venting check –

What emotions are you left with – let's say "sadness" – give it a number from 1 to 10, how much are you carrying? – maybe at a 7 – check – which part of your body is storing this sadness? Let's say your gut – now give this sadness a colour – dark blue.

Sadness – dark blue in your gut at 7 now you will follow just as I do – repeat –

"even though...." - EFT

Repeat this cycle this it comes down to 0 or 1 & then ask

"what did I have to learn from here?" your lessons will always be positive ones – they could be.

Lessons could possibly be –

1. I should trust my gut/instinct/intuition
2. I should put myself first
3. I should focus on the present
4. Family & love is everything
5. I need to value what I have to be grateful for it
6. It is all important only if I'm alive
7. I need to love myself before others can love me

If it's a positive lesson like –

"the world is a horrible place..." or "I should never trust people" – they are just more barriers of your conscious mind.

Take your lesson in –

Now see the event on your perpetrator in front of you – see if you have a cord attached to them – if there is – cut it & let them go after blessing them with white light.

Did I hear you say "why should I bless them?"

Because they come in for a reason - & the reason was for you to learn your lesson.

The purpose is over – you are free of them.

If you are still angry – remember –

'Anger is a stronger bond than love' – you may forget people you love – but you cannot forget people you are angry at.

So, let them go - & say "thank you for teaching me" – I am now free.

& now hug your happy & free inner child & take them right back into you. Acknowledge your inner child.. the power is in the present moment. We could give our inner child now, what it couldn't receive in the past

People always say "Forgive & Forget" & we know it's easier said than done.

Forgiveness is misunderstood majorly.

It doesn't mean that when you forgive someone – you become friends with them again and go back to how things were – the expectation that 'if this wouldn't have happened – my life would be different.

It means accepting that whatever happened – was meant to happen – this way only –

Healing yourself means to find the silver lining. It means to pick up the most difficult thing that happened to you and extract your lessons. It means to withdraw blame and give that event credit, for it made you who you are today! And remember.... In order to love who you are, you cannot hate the experiences that shaped you.

So Rise Above the pain and Go beyond the limitations of the past.

So rise above & go beyond

TOPIC 2: REVEAL THE ROMANCE

SELF – LOVE

What other people call selfish, is actually self-love... Simply put yourself first! Attend to yourself the way you would attend to the person you love the most... Here's how...

- ❖ Clean your house or apartment and keep fresh flowers you wish your partner would send for you.
- ❖ Organize your workspace and files. You deserve to feel good about it. (Also, your spouse may be a worse junk hoarder than you and cleaning may always be your responsibility. So get used to it !!!)
- ❖ Take time for rest and relaxation. Work is never ending. You can't run on reserve fuel.
- ❖ Upgrade yourself.. Every given chance.. Upgrade your education.. Your wardrobe.. Your savings.. Your ideas...
- ❖ Make a list of fun activities to do and do one every week! Alone...or with other friends.
- ❖ Repeat the following mantra "I love and accept myself", maybe also add "I'm crazy and I know it"
- ❖ Make a list of all the things you like about yourself. Compliment yourself even at the cost of others calling you a narcissist!
- ❖ Each night before bed write 5 good things that happened that day in your gratitude journal. And then switch the damn phone off and get 8 hours of sleep.
- ❖ Treat yourself to the most expensive restaurant you've always wanted to go to once a month. Order one dish without looking at the pricelist and enjoy spending that money on yourself.
- ❖ Dress your body lovingly in something amazing. Dress the way you would if you were successful already or famous!
- ❖ Read a good book. (It's the next best education to travelling. And heartbreaks of course!)
- ❖ Do something for yourself without guilt. If not for you, then who else?!
- ❖ Set the mood while cooking -- candles lit, music on.
- ❖ Practice the art of saying "no." Even without a valid reason... Your personal space needs to be respected by you first, then others will learn to respect it too.
- ❖ Exercise and be your fittest best. Come on you know how badly you need that! Do it not for your partner to think of u as sexy, but for you to feel your sexiest best!!!
- ❖ Smile in the mirror, just the way you like your partner to smile at you! Even if it makes you feel like a lunatic!
- ❖ Give yourself a massage with beautifully scented lotion. Or if you are not the massage types, at least wear a good strong perfume. Everyday! Not only on special occasions but every day!
- ❖ Go for a hike or long walk. do all those things you may have kept for later when you found a

partner... do them now... With a random group of people!

- ❖ Stand up for yourself...straight and tall every day!
- ❖ Try something new: dance classes, cooking lessons, yoga.
- ❖ Invite your friends over for a girls/ boys night.
- ❖ Call your family and express love often. You have a family that is outside your mobile phone... That family... Remember?!
- ❖ Allow yourself to have that dessert and enjoy it. Work it out the next day so you can order dessert often!
- ❖ When someone offers you a compliment, accept it whole heartedly and say "Thank you."
- ❖ Plan an adventure that gets your adrenaline pumping.
- ❖ Buy yourself roses on Valentine's day.
- ❖ Complete that project or goal you started. Stop procrastinating already!
- ❖ Give yourself a day off.
- ❖ Self-love mantra: "I am enough for every situation. I have enough for all my needs and wants and I do enough for everyone"
- ❖ Comparison to others is a strict NO NO.
- ❖ Stock your cabinets and fridge with only foods that get your body to its best health.
- ❖ Hire a coach or a counsellor and heal the crap from the past.

When you do all this and feel a million bucks, share this wealth of joy and love with your partner!

The Five Love Languages Test

By Dr. Gary Chapman

Take the test along with your partner. Read each pair of statements and circle the one that best describes you.

1. A. I like to receive notes of affirmation from you.
E. I like it when you hug me.
2. B. I like to spend one-on-one time with you.
D. I feel loved when you give me practical help.
3. C. I like it when you give me gifts.
B. I like taking long walks with you.
4. D. I feel loved when you do things to help me.
E. I feel loved when you hug or touch me.

5. E. I feel loved when you hold me in your arms.
C. I feel loved when I receive a gift from you.
6. B. I like to go places with you.
E. I like to hold hands with you.
7. A. I feel loved when you acknowledge me.
C. Visible symbols of love (gifts) are very important to me.
8. E. I like to sit close to you.
A. I like it when you tell me that I am attractive.
9. B. I like to spend time with you.
C. I like to receive little gifts from you.
10. D. I know you love me when you help me.
A. Your words of acceptance are important to me.
11. B. I like to be together when we do things.
A. I like the kind words you say to me.
12. E. I feel whole when we hug.
D. What you do affects me more than what you say.
13. A. I value your praise and try to avoid your criticism.
C. Several inexpensive gifts mean more to me than one large expensive gift.
14. E. I feel closer to you when you touch me.
B. I feel close when we are talking or doing something together.
15. A. I like you to compliment my achievements.
D. I know you love me when you do things for me that you don't enjoy doing.
16. E. I like for you to touch me when you walk by.
B. I like when you listen to me sympathetically.
17. C. I really enjoy receiving gifts from you.
D. I feel loved when you help me with my home projects.
18. A. I like when you compliment my appearance.
B. I feel loved when you take the time to understand my feelings.

19. E. I feel secure when you are touching me.
D. Your acts of service make me feel loved.
20. D. I appreciate the many things you do for me.
C. I like receiving gifts that you make.
21. B. I really enjoy the feeling I get when you give me your undivided attention.
D. I really enjoy the feeling I get when you do some act of service for me.
22. C. I feel loved when you celebrate my birthday with a gift.
A. I feel loved when you celebrate my birthday with meaningful words (written or spoken.)
23. D. I feel loved when you help me out with my chores.
C. I know you are thinking of me when you give me a gift.
24. C. I appreciate it when you remember special days with a gift.
B. I appreciate it when you listen patiently and don't interrupt me.
25. B. I enjoy extended trips with you.
D. I like to know that you are concerned enough to help me with my daily task.
26. E. Kissing me unexpectedly makes me feel loved.
C. Giving me a gift for no occasion makes me feel loved.
27. A. I like to be told that you appreciate me.
B. I like for you to look at me when we are talking.
28. C. Your gifts are always special to me.
E. I feel loved when you kiss me.
29. A. I feel loved when you tell me how much you appreciate me.
D. I feel loved when you enthusiastically do a task I have requested.
30. E. I need to be hugged by you every day.
A I need your words of affirmation daily.

Add Total Number of Answers Here:

A. ___ Words of Affirmation | B. _____ Quality Time | C. ___ Receiving Gifts
D. ___ Acts of Service | E. ___ Physical Touch

Your highest score suggests the kind of love language you prefer.

Five Languages of Love
By Gary Chapman

<p>Words of Affirmation</p>	<p>Actions don't always speak louder than words. If this is your love language, unsolicited compliments mean the World to you. Hearing the words, "I love you," are important—hearing the reasons behind that love sends your spirits skyward. Insults can leave you shattered and are not easily forgotten.</p>
<p>Quality Time</p>	<p>Nothing says, "I love you," like full, undivided attention. Being there for this type of person is critical, but really being there—with the TV off, fork and knife down, and all chores and tasks on standby—makes your significant other feel truly special and loved. Distractions, postponed dates, or the failure to listen can be especially hurtful.</p>
<p>Receiving Gifts</p>	<p>Don't mistake this love language for materialism; the receiver of gifts thrives on the love, thoughtfulness, and effort behind the gift. If you speak this language, the perfect gift or gesture shows that you are known, you are cared for, and you are prized above whatever was sacrificed to bring the gift to you. A missed birthday, anniversary, or a hasty, thoughtless gift would be disastrous—so would the absence of everyday gestures.</p>
<p>Acts of Service</p>	<p>Can vacuuming the floors really be an expression of love? Absolutely! Anything you do to ease the burden of responsibilities weighing on an "Acts of Service" person will speak volumes. The words he or she most want to hear: "Let me do that for you." Laziness, broken commitments, and making more work for them tell speakers of this language their feelings don't matter.</p>
<p>Physical Touch</p>	<p>This language isn't all about the bedroom. A person whose primary language is Physical Touch is, not surprisingly, very touchy. Hugs, pats on the back, holding hands, and thoughtful touches on the arm, shoulder, or face—they can all be ways to</p>

RULES OF A LASTING RELATIONSHIP

1. Accept the person's opinion and view, you may agree to disagree.
2. Possessiveness does not work. In place of innumerable rules create a space where your partner, regardless of distractions, will always come back to you
3. People change, Catch up! There's no pride in staying the same, you are not a piece of furniture.
4. Gulp your pride and say sorry. The more partners can say sorry and hug it out, the stronger the real relationship.
5. Appreciate the small stuff. Showering love and appreciation will only strengthen your relationship further.
6. Go beyond the label.. Create the bond. Go beyond limitations and focus on creating bond, then you see what magic becomes possible.
7. Each person has their own identity, even other than being your partner.. Acknowledge that!
8. Fighting does not necessarily mean you love each other, and not fighting doesn't always mean you don't care. Love and peace can co-exist.
9. Get back to the eye contact.. get back to the kissing.. renovate the sex!
10. Connect before you correct. Look at your partner with a new perspective, they will seem brand new to you.

RECONNECT AND RELIVE THE ROMANCE

- It's time for some reflection and nostalgia! Bonding always takes some work. Here is some work for you as a team. Read and answer the questions below along with your partner to reconnect and understand each other better.
- We know the list is long, but you can answer a few questions every week and let your conversations revolve around them!
- How did you meet?
- What first attracted you to your partner?
- What did you do on your first date?
- When did you know this relationship was different and more meaningful?
- What made you think the relationship could be special?
- What did your friends think of the relationship?
- What did your family think?
- Did you have to overcome any obstacles to be together?

- If you're married, what made you decide to get together?
- What did you like about how you communicated?
- What kinds of things did you enjoy doing together? How did you let your partner know they were loved and cared for?
- How did you let your partner know that they make you happy?
- How did you nurture each other?
- What did you feel were the strengths of your relationship?
- Did you feel that any past hurts or pains began to heal by virtue of your relationship?
- What were the times when you felt most deeply connected? What were you doing? What were the circumstances?
- How is your relationship with your partner different from your other relationship?
- How have you helped your partner grow individually?
- How is it that you would like them to help you grow individually?
- How are you different from each other?
- How are you similar to one another?
- If you could recreate one of your favorite memories/event/moment together, what would it be?
- What was so special about this moment?
- What are the words associated with partner for you?
- When do you feel the best in your relationship?
- What are not so good feelings in your relationship?

BRILLIAN HR PROFESSIONAL

BE in Electronics, Post graduate in Computer Applications, MBA Human Resource's, Doctorate in Management.

He has been a Toastmaster since 2009 and is appointed as Region Advisor for 12 countries at Toastmasters International

TOPIC: TIPS TO KEEP YOU RELEVANT IN 2020

HAPPY NEW YEAR

New Year is a time to start working on new goals, but this time the new year will be different. We will not just usher in a new year but a new decade. 2020 here it comes!

Everyone is excited to welcome 2020 with new conference themes, new diaries, new skills...

2020 promises the rise of Artificial Intelligence, Gig Economy, Dissolving Workspaces which would impact the way we do things.

While we can continue the debate on where people would be replaced, I would encourage that we focus on staying relevant in the new era.



SURVIVING 2020 AND BEYOND

The change in work will need change in skills and most importantly change in attitudes. What will differentiate the winner is the ability to learn, unlearn and re-learn as required. Leadership is all about creating our own space, our identity, our presence.

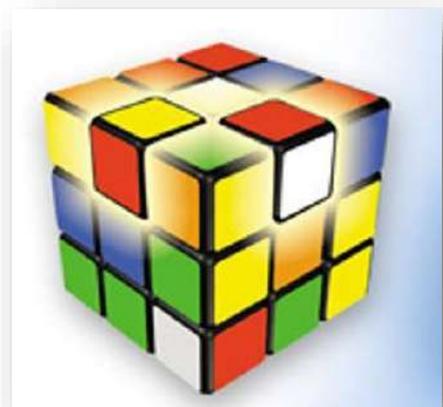
THE LURE FOR GROWING BEYOND 2020

LEARN

We will need to continuously learn and develop skills relevant for the new decade. Sharpening our skills by staying relevant and making sure we are in line with the demands of the new decade.

UNLEARN

More than learning new skills, it is the unlearning of obsolete skills that poses a bigger challenge. Unlearning will be one of the big leaps for all of us in 2020. The rapidly changing landscape has



necessitated unlearning past ways. It is never too late to unlearn, if we are willing to take the first step, mentors are there to help.

RELEARN

Everything we learn never gets utilized. What is used stays; unused elements are relegated to the inner parts of our memory. Relearning is the easiest, just some guidance and we can be there! What we do continuously stays with us for a long time. Surveys indicate that we retain almost 75% of what we do, so why worry? *JUST DO IT!*

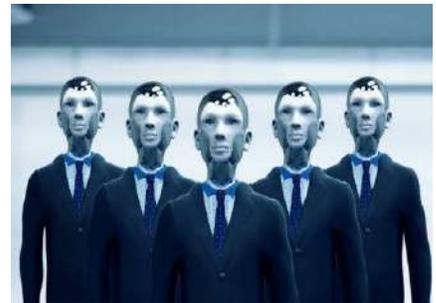
EXPAND

To stay ahead of the others, we need to expand our skills. Be it vertical or horizontal having a curious mind and open mind to learning will help us accelerate growth in the new decade.

TOP TEN SKILLS FOR 2020

The World Economic Forum has already revealed the top 10 skills to stay relevant to the workforce. Refer to the detailed report here:

http://www3.weforum.org/docs/WEF_Future_of_Jobs.pdf



10. COGNITIVE FLEXIBILITY

This involves creativity, logical reasoning, and problem sensitivity. It also means being able to adapt how you communicate based on who you're talking to. Employers want to know you don't just say the same thing to everyone -- that you think critically about who you're talking to, deeply listen, and tailor communication to that person.

9. NEGOTIATION SKILLS

This will be in especially high demand in computer and math jobs, such as data analysis and software development. It will also be critical in the arts and design (including commercial and industrial designers).

8. SERVICE ORIENTATION

This was defined as actively seeking ways to help others. How much do you assist those on your team, your superiors, and people across your industry? How much are you known for that?

7. JUDGMENT AND DECISION-MAKING

As organizations collect more and more data, there will be an even greater need for workers who can analyze it and use it to make intelligent decisions. Good judgment also involves knowing how to get buy-in from a colleague or making a strong suggestion to a manager (even if it might not make you popular).

6. EMOTIONAL INTELLIGENCE

Robots can do a lot, but they still can't read people the way other humans can (at least not yet). Employers will place a strong emphasis on hiring those who are aware of others' reactions, as well as

their own impact on others.

5. COORDINATING WITH OTHERS

Again, this falls under the social skills umbrella (sensing a trend?). It involves being able to collaborate, adjust in relation to others, and be sensitive to the needs of others.

4. PEOPLE MANAGEMENT

In the report, this included being able to motivate people, develop the talents and skills of employees, and pick the best people for a job. This will be especially in demand for managers in the media and energy industries.

3. CREATIVITY

In 2015, creativity ranked 10th on the list. It's now one of the top three skills employers will seek. Why? Because as we're bombarded by new technologies, employers want creative people who can apply that tech to new products and services.

2. CRITICAL THINKING

As automation increases, the need for humans who can employ logic and reasoning increases. This is, in part, because machines must be directed ethically and optimally. Employers want people with critical minds who can evaluate the uses or abuses of the power of technology, and use them to benefit the company, the people in it, and the future.

1. COMPLEX PROBLEM-SOLVING

Technology can make life easier, but it can also make things more complicated. For example, you could use wearables to help map the walking patterns of nurses and doctors in a hospital to see how to make things more efficient. But without a human being analyzing those results while also having intelligent conversations with nurses, doctors, and patients, you will likely end up with a wrong or even dangerous result.

Reference: <https://www.weforum.org/agenda/2016/01/the-10-skills-you-need-to-thrive-in-the-fourth-industrial-revolution/>

From Prince to Mario to Grand Auto Theft, we have come a long way. Before we even get into discussing it the world is fast adapting PUBG – no not the game

- Project based working
- User Driven Interventions
- Big Expectations from both sides
- Gig working focus on what I want to do

This will require all of us to adapt quickly to

- Working in Ambiguity
- Influencing
- Networking
- Negotiation



- Data Driven Decision-Making
- Learning Agility
- Communication

The times, they are a-changing – Bob Dylan

Come let's make change a part of our lives! Let us get geared to face 2020.

GASTON DSOUZA

CORPORATE TRAINER & MOTIVATIONAL SPEAKER

Gaston D'Souza is a Corporate Trainer and an Inspirational Speaker. His work involves facilitating trainings across the country for Emotional Intelligence, Communication Skills, The Power Of The Human Mind amongst many others. Gaston Dsouza is an Anchor since 2002 and has then further dived into trainings since 2012 with his Enterprise Gaston D'Souza Inc. His corporate trainings are detailed, informative and aim at the transformation of a person and so the Tag line ... A.C.E. Aspire Commit Evolve.

TOPIC: THE COMMUNICATION RIPPLES

Communication is simply the act of transferring information from one place, person or group to another. Every communication involves (at least) one sender, a message and a recipient.

While it takes time and practice, communication and interpersonal skills are certainly able to be both increased and refined. There are four main types of communication we use on a daily basis: Verbal, nonverbal, written and visual.

Let's talk about the 7 C's of communication

1. Completeness. The message must be complete and geared to the receiver's perception of the world. ...
2. Concreteness. Concrete business communication is also about a clear message.
3. Courtesy. ...
4. Correctness. ...
5. Clarity. ...
6. Consideration. ...
7. Conciseness. ...



Having said all this, if I may use all the jargon on the world and talk to you all about communication it'll only mean that I am on a way track with me talking and you'll MAYBE hearing me but not really understanding.

If I can ask you, how many languages do you'll know... pause ... I'm sure I will get the answer as 1 2 3 4 5 6 7 8 9 10. With the power of all the languages under your belt, I'm sure we may think your communication skills are powerful ... The question we have got to ask ourselves, Is it really so?? Using language, we can converse but not necessarily communicate.

Then what's the difference between conversation and communication?

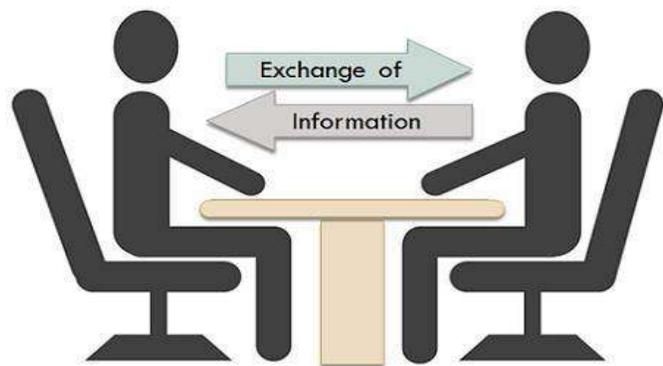
Conversation is an exchange of words, while communication is the transformation of thoughts and words into meaningful action. Conversation typically involves what you wish to share with another;

communication focuses more on what you wish to accomplish. In order to communicate effectively, we must: Listen actively.

How Can We Communicate Better?

1. Find the Right Time. If something is bothering you and you would like to have a conversation about it, it can be helpful to find the right time to talk. ...
2. Talk Face to Face. Avoid talking about serious matters or issues in writing. ...
3. Do Not Attack. ...
4. Be Honest. ...
5. Check Your Body Language. ...
6. Use the 48 Hour Rule.
7. Tips for Better Communication

Open, honest communication should be part of every healthy relationship. Use the guidelines below to open up the channels of communication between you and your partner. If you're in an unhealthy or abusive relationship, be careful using these tips. You know your relationship best. If any of these tips would put you in danger, don't try them.



For healthier communication, try to:

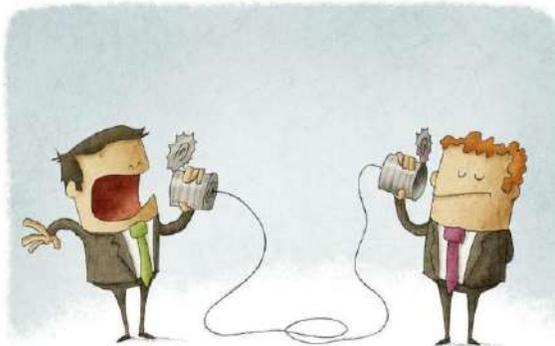
- **Find the Right Time.** If something is bothering you and you would like to have a conversation about it, it can be helpful to find the right time to talk. Try to find a time when both you and your partner are calm and not distracted, stressed or in a rush. You might even consider scheduling a time to talk if one or both of you is really busy!
- **Talk Face to Face.** Avoid talking about serious matters or issues in writing. Text messages, letters and emails can be misinterpreted. Talk in person so there aren't any unnecessary miscommunications. If you're having trouble collecting your thoughts, consider writing them down ahead of time and reading them out loud to your partner.
- **Do Not Attack.** Even when we mean well, we can sometimes come across as harsh because of our word choice. Using "you" can sound like you're attacking, which will make your partner defensive and less receptive to your message. Instead, try using "I" or "we." For example, say "I feel like we haven't been as close lately" instead of "You have been distant with me."
- **Be Honest.** Agree to be honest. Sometimes the truth hurts, but it's the key to a healthy relationship. Admit that you aren't always perfect and apologize when you make a mistake instead of making excuses. You will feel better and it will help strengthen your relationship.
- **Check Your Body Language.** Let your partner know you're really listening by giving them your full attention: sit up, face them and make eye contact when speaking. Don't take a phone call, text or play a video game when you're talking. Show your partner you respect them by listening and responding.
- **Use the 48 Hour Rule.** If your partner does something that makes you angry, you need to tell them

about it. But you don't have to do so right away. If you're still hurt 48 hours later, say something. If not, consider forgetting about it. But remember your partner can't read your mind. If you don't speak up when you're upset, there is no way for them to apologize or change. Once you do mention your hurt feelings and your partner sincerely apologizes, let it go. Don't bring up past issues if they're not relevant.

How to Communicate if You Are Angry

It's okay to get angry in a relationship – everyone does at some point! What's important is that you resolve conflicts in a healthy way. If you get angry with your partner, here are a few steps to take:

- **Stop.** If you get really angry about something, stop, take a step back and breathe. Tell your partner you'd like to take a short break before continuing the conversation. Give yourself time to calm down by watching TV, talking to a friend, playing a video game, taking a walk, listening to some music or whatever helps you relax. Taking a break can keep the situation from getting worse
- **Think.** After you're no longer upset, think about the situation and why you got so angry. Was it how your partner spoke or something they did? Figure out the real problem then think about how to explain your feelings.
- **Talk.** Finally, talk to your partner and when you do, follow the tips above.
- **Listen.** After you tell your partner how you feel, remember to stop talking and listen to what they have to say. You both deserve the opportunity to express how you feel in a safe and healthy environment.



Communicating isn't always easy. At first, some of these tips may feel unnatural or awkward, but they will help you communicate better and build a healthy relationship.

Use words effectively and also simply

One of the most amazing ways to better your language is to know what you sound. Definitely helps in Communication

9 Simple Strategies to Learn Perfect English Pronunciation

When learning English, what you see isn't always what you hear.

These recent years have been great. The world is always becoming more and more connected, so more and more people are learning new languages. English is one of the most popular and in-demand languages in the world, and its closeness to other languages such as French and German makes it quite easy to learn.

There's just one thing: English isn't as easy as one would think, and you have its odd pronunciation rules to thank for that.

Why Should You Practice English Pronunciation?

The reasons for practicing pronunciation are numerous and significant:

- Improving your pronunciation helps with reading, writing and communication
- A better understanding of pronunciation leads to less confusion, especially during conversations
- Most importantly, it's a sign of progress and it makes you feel more comfortable and confident with communicating in English



Mastering English pronunciation may be the goal, but that doesn't mean that there's only one way to reach it. As with everything else in life, everybody has their own way to accomplish their goals. No matter your needs and wants, these strategies will get you there.

1. **Know What You Want to Sound Like** - English uses many diverse sounds. The pronunciation of English can vary dramatically from one region to the next. For example, the United Kingdom may be relatively small in size, but it's rich with different accents that carry their own personalities.
2. **Focus on Words That Are Giving You Trouble and Break Them Down** - Have you bumped into a long, confusing mass of letters? Are you forgetting when to say some words differently? Whenever you hit a wall and don't know how to pronounce a weird word, just stop, take a break and pay close attention to that word's features. Features include its spelling, syllables and meaning. What you'll want to do is take that long and complicated word and break it apart into pieces. Then slowly put it back together.
3. **Read Out Loud and Record Yourself** - The best way to make progress in any challenge is to keep track of your improvements. For practicing English pronunciation, the best way to do this is to record yourself reading and speaking loudly and clearly, giving yourself a great reference for progress. Once you get over the sound of your own voice (we all hate the way we sound when recorded), you'll find yourself making greater strides than you would otherwise. When you record yourself speaking English months or years in the future, then you'll really hear how much you've improved.
 
4. **Listen Closely to the Music of Words** - Everything in life follows some form of organization. Life has a strong rhythm. Otherwise, everything would be random and unorganized. Just as we memorize and understand songs and other pieces of music by listening closely to the lyrics and other features, we can also master difficult words by listening carefully to their rhythm and the way certain syllables sound. Words change with emotions, and listening to how words are spoken will also tell you more than just their meaning. The intonation, or tone of words, affects their meaning. Depending on which part of a word is stressed, and where it's placed in a sentence, it can either be a noun or a verb.
5. **Communication is Key: Always Practice with Someone** - The best way to speak English like a native is to actually speak with one. Whenever you're in class or taking a walk in the park, make sure that you're only speaking English. If you don't know any native speakers living near you, don't let that get

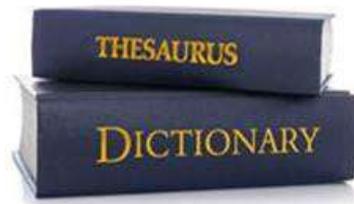
in the way of your progress. As I mentioned earlier, there are lots of great forums and other websites that allow language learners to connect and teach each other. Google+ is a great example of this: people from all over the world come together in a global classroom as both students and teachers. This makes it a comfortable and fun environment to improve your pronunciation, and also to make new friends from across the world.

6. **Watch the News** - While you may not love to watch the news all the time, you can use it as a great tool for mastering your pronunciation. Newscasters tend to speak slowly and clearly to deliver their messages. If subtitles are available, this makes things even better. Watching the news helps to put English words in their usual contexts and allows you to hear what they sound like in real life. Plus, news shows use lots of pictures and videos to help make their messages stronger, which will make things easy to understand for you.



7. **Forget What You Know About Reading and Pronunciation** - As I mentioned earlier, English is known for having words that look way different than the way they're spoken. If your native language is like Spanish, where what you read is what you hear, then learning how to say some words in English may become a challenging puzzle (remember though and tough?) That's why you shouldn't bring what you know about one language over to another. Reading English as you would Spanish will only confuse you.

8. **Dictionaries Are Your Friends** - When things get tough, dictionaries are always there to help. It's always good to keep one handy, especially if you have a smartphone. The Merriam-Webster dictionary app is a great example that includes a simple but very effective pronunciation guide for every word. While these are helpful and will tell you what you need to know, studying the International Phonetic Alphabet (IPA) will tell you exactly how to pronounce words. This is going to be challenging but once you master IPA no English word will be too difficult.



9. **Slow Is Smooth, Smooth Is Fast** - It's easy to get excited and start speaking quickly once you learn how a word is pronounced, but the best thing to do is to be patient and keep practicing that word slowly until you can say it perfectly. Your friends and teachers understand this, so don't worry about sounding funny or speaking too slowly. Learning a language is all about the journey and not just the end, so take your time and enjoy the ride!

AARTI ASRANI

IDENTITY COACH

Aarti Asrani is an Identity Coach, Bestselling Author & a TEDx Speaker. Having over 21 International Certifications and trained over 2500 individuals on various subjects, her aim is to inspire and guide you to have the change you are looking for. For more information feel free to connect with her on her webpage www.aartiasrani.com

TOPIC: MONEY CONSCIOUSNESS

2020 is almost here ... what would you like to add to your financial reality this year?

Have you been stuck in the same money problems? Let's see why and what can we do about it NOW.

We all come into this world with a blank slate but as we grow, we model all the people around us. Our parents, uncles, teachers, mentors, newspapers and others impact us. We buy their point of views about money. The way they function with money, handle money, crib about money, save money and spend money. We are constantly fed so much information about money that it stores into our sub conscious and we become "the chained elephant.

This is how we get captive to other people's point of views about money and hence get stuck. Stop creating. Don't progress. In order to change our vibes with money we must break these chains of thoughts and choose more.

In order to do so let us look at the ways that we are trapped? What are the points of views that you have bought from others?

- Money does not come easy....
- How can I have both money and love....
- Money does not grow on trees....
- You have to work hard for money....
- Only if you work hard will you be successful....
- Jack of all master of non....
- If you don't study you will be unemployed....
- You can never beat your father's success....
- Is having all that money even possible....
- You have to be doing something wrong to have all that money....
- Money is the root of all evils....

- Money causes war....
- Money causes drifts....

I have given here tons of examples but what is stored in your belief system? What did your parents, family, friends, relatives, and even enemies tell you that you made solid and real. That is what you need to break out of today.

Start by listing these points of views

Once you have listed them being to be able to view them, as someone else’s point of view – that is the 1st step to changing it..

- Whose belief is this?
- Who am I behaving like?
- Who is that talking in my head?
- Once you have listed it allow this energy to change by looking at each one of them as someone else’s point of view and from your heart say “ I return this energy from wherever it came with consciousness, thank you for serving me all this while and now I am willing to let it go, choose more

and it's all is ok"

- Allow the energy to just pass. Allow it to leave you now. Exhale it out. Know that it was never yours to begin with.
- Think of one of your point of views
- Let's say mine is "It cannot be so easy"
- Now whose point of view is that?
- Who is that talking in my head?
- Can I let it go now?
- Take a deep breath and "I return this energy from wherever it came with consciousness, thank you for serving me all this while and now I am willing to let it go, choose more and its all is ok"
- Or just "I return it to the source of its creation with consciousness attached"
- You could replace this with a new Point of view:
- Money flows to me with ease
- I am a money magnet
- My bills are always paid on time
- I have access cash lying with me at any given point

(WRITE YOUR OWN)

Make this your new Mantra (self – talk) and create a new vibration towards money.

I CAN'T AFFORD IT

It's what we think that we cannot afford, the thing we cannot have is what becomes valuable. It's not because it has value that it becomes valuable, but because we can't have it. We make scarcity the significance. So, every time you say I can't afford it, you're saying you can't have it.

If you see something that you would like to have, don't look at the price tag and say: I'm going to have this in my life and walk out.

If money weren't the issue what would you choose?

All of us have certainly used the words "I can't afford this", or "It's too expensive" it's time to get out of that.

Imagine yourself in a beautiful mall in Dubai. All branded stores around. Dresses, shirts, Wallets purses, watches bags and more.

Hmm. Branded? May be expensive. You enter a store with much resistance wondering how expensive it may be.

You look at the tag... feel shocked with the price. And within a minute walk out of the store with a heavy heart.

You probably say to yourself "forget it" too expensive. Not worth it. "Aaj kal online bhi ye copy mil jayegi saste main"

You will get the fake copy online for cheap who needs the original.

Let me just point out to you what all happened during this process.

Going into the mall: great feeling

Looking at the shops: good feeling

Thinking about the fact they are brands: wondering if they are affordable. Can I afford it feeling?

Going into the shop: excitement probably, may be little fear of judgment, may be nothing...

Looking at the price tag... Very expensive... the feeling of lack...

The feeling of shit too expensive and hence a feeling of not feeling too good

Walk out of shop: disappointment, and hence a feeling of upset.

What energy are you being at this moment? You are being energy of lack. I can't afford this. You are telling the Universe that you cannot afford it and hence you will always stay in that energy of lack. The upset of not having something will.

Continue to be the energy of I cannot have this.

But what can you do?

So here is another scenario

You walk into a beautiful Dubai mall. Branded stores, buzzing energy. However, this time you walk in with a feeling of

“I can have anything in this mall that I desire”
Every object that you look at is with “I can have it”

When you can have everything. You actually choose what you desire. You don’t function from constant lack and you actually choose what works for you.

Going into a little detail actually I would ask you to go one step further and try this today.

If you walked into a branded store, and in that store you could have anything; anything at all. How would you look at the things around?

Ask yourself “If I could have anything in this store what would I choose?”

All of a sudden, your focus starts actually shifting on what you truly desire rather than wanting everything possible.

And it could also be that you don’t want anything from that store. Only because you made it something you cannot have earlier it was so important to you. It had become significant.

The things that you don’t have or can’t have are what you make valuable.

So once again:

Narrowing down the process

Going into the mall: great feeling

Looking at the shops: good feeling

Walking into a shop: good feeling

Knowing that you can have anything that you desire: great feeling. Abundant feeling

In the shop: You know you can have anything that you desire. Fabulous feeling

So, here is the trick you might ask me. What if I do like something and I don’t have the money?

Which is a high possibility.

In this case... If you at that point do not have the money do not go into lack tell the Universe – “I would like to have that please”

And the Universe will start working around bring that to you. HOW? That is not your problem. Don't make it your problem. Just have the belief that you have asked the Universe will deliver

EXERCISE

*Go shopping today. Keep in mind that before you go, **know that you can have anything that you desire.** That should be your continuous thought.*

Observe and see when you know “you can have anything you desire” how many things do u truly want?

YOU ARE THE CREATIVE SOURCE

Money is never the solution:

Is money going to solve your problem – or are you? You are. How do you do it? You solve what seems to be money problem by claiming and owning the truth of you.

When you are unwilling to claim, own and be everything you are, as the outrageous, wonderful being you are- no matter how much you want to resist and react to it , no matter how much you want to get away – you bankrupt yourself in every respect until you have no choice.

Are you willing to give up the no- choice point of view and start recognizing that the way to create everything you want is to be as wild and crazy and wacky as you truly are?

The real money problem is that you are not willing to receive YOU into your life. When you start receiving the greatness of who you truly are, everything in your life starts to change and so does your money. If you are willing to receive the greatness of you, and allow the world to see the greatness of you, the world will then gift to you what you truly deserve.

You are the starting point in your life. You are the starting point of creation of your money, your wealth your power and everything else. Regardless of what disaster, regardless of what goes away or lost, you will always have you. You are the starting point of everything that happens in your life –

- Recall the time when you desired something so much that it showed up, even if last minute.
- The money for the rent...
- The much-awaited holiday...
- Money for the workshop you wanted to do...
- The contact you were looking for...
- A step further - Can you now think about all your creations..?

- Your job...
- Your house...
- The car you own...
- Your family...
- Loving wife...
- Boy's trip...
- Bonus...
- The orders...
- Bills taken care of automatically...

Now I would like you to recall one of your biggest creations. What is that you did and you amazed yourself and everyone else around you?

Look back at that energy as, the magic of you.

And ask for more...Ask for it to show up in all areas you are looking to shift.

And then magnify it. Make it big

➤ **ACKNOWLEDGE YOUR CREATIONS**

Observe all that you have created and ask for the same energy to show up to enhance your financial reality.

I hope you enjoyed this summit.

If you like to enroll for my upcoming workshop on the 8th Of December -Or connect with me for personal coaching - feel free to contact me or log on to my website www.aartiasrani.com

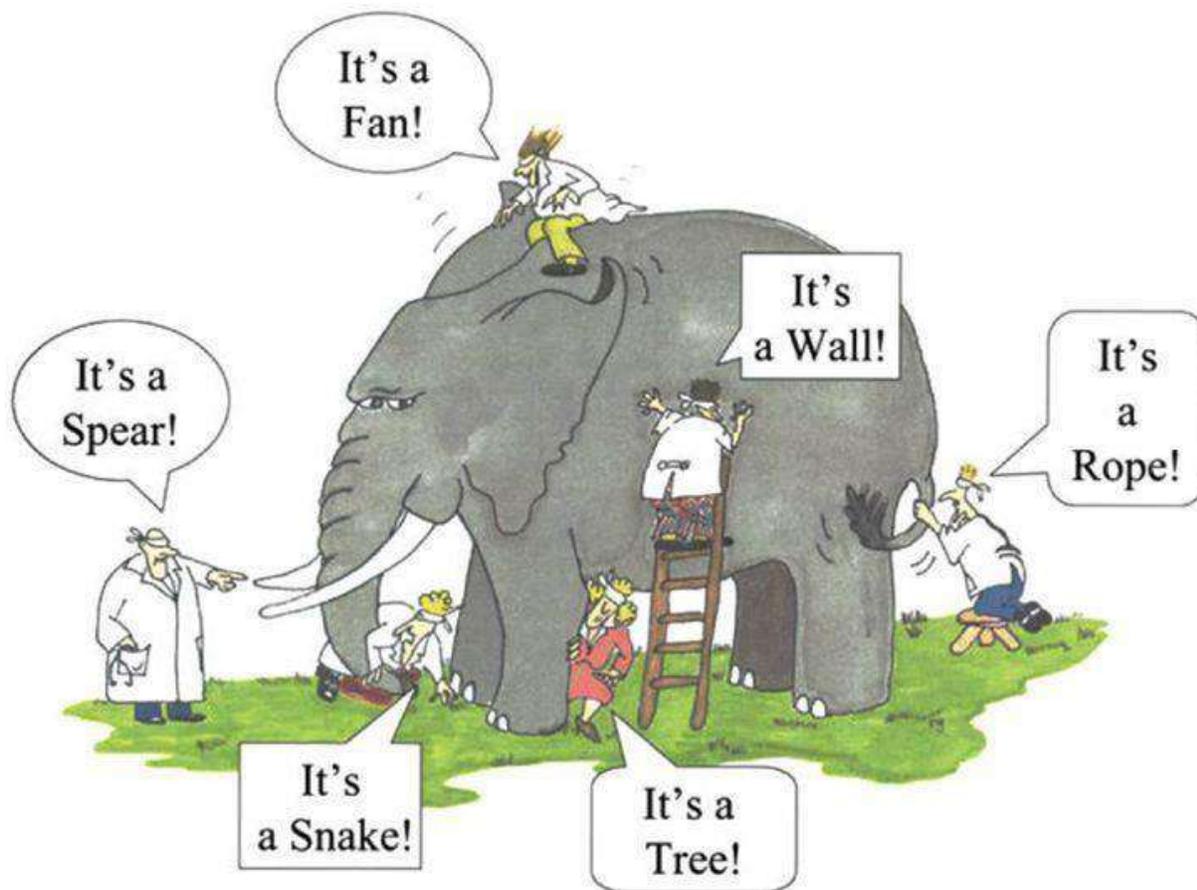
This 2020 Think Abundance...

Ramakrishnan Subramaniam

Leadership Coach & CEO of a Digital Startup

Ram is an Executive and Business Coach, CEO of a Digital Startup and an avid long-distance runner. After spending 25 years in various Corporates, he followed his passion of making a difference in people's lives. An ICF certified ACC, Master NLP Practitioner and a Gestalt Therapist, he has Coached more than 100 individuals and 25 businesses. For more information feel free to connect with her on his mail Id ramsubra2011@gmail.com

TOPIC: PERCEPTION MATTERS



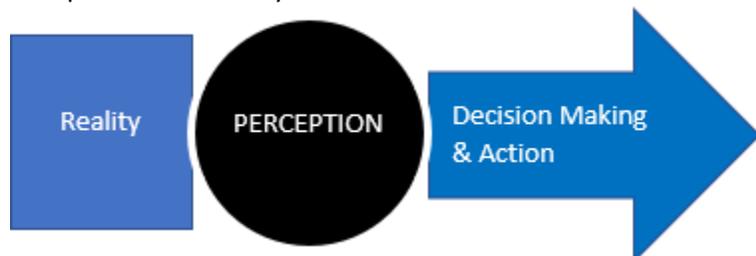
We have heard the 6 Blind men and the Elephant Story during our growing years.

Were the Blind men, right? Of course, they were not right. Their description of an elephant was so far away from reality (World Reality).

Were the Blind men wrong? The answer is not as obvious as we may think. They were right to the extent to which they had taken in the information before coming to a conclusion.

This brings us to a philosophical statement: 'Nothing is Absolute in this Universe'
The difference between what is and what we conclude it is can be termed as 'Our Perception'

In psychology and the cognitive sciences, perception is the process of getting, interpreting, selecting, and organizing sensory information. It includes the collection of data from sense organs through to the interpretation made by the brain.



Does Perception matter?

Of-course it does...Why?

Because, the Perception is an important element of our decision-making process

Perceptions can influence the decision-making process and hence the actions that follow.

1. Reality: Your boss is an introvert and does not open very easily
Your perception: You THINK your boss is arrogant
Action/Outcome: You do not enjoy your time in office.
2. Reality: You love your spouse
Your Spouse's perception: Your spouse THINKS you are not a romantic person because you do get any gifts.
Action/Outcome: Constant bickering
3. Reality: You have excellent skills in programming but not very good in your communication
Your Manager's Perception: He has no idea about your skill
Action/Outcome: You don't get the right roles and opportunities

As can be seen, PERCEPTIONS can influence your happiness at work, your relationships, even your career progression and so much more..

PERCEPTIONS DO MATTER

In fact, Dr. Marshall Goldsmith, the World's No. 1 Executive Coach says that ***Leadership is more about perception – How do your Stakeholders perceive you as a Leader?***

The Leader thinks s/he has the answers - ***Others see it as arrogance***

The Leader thinks s/he is contributing to a situation – ***Others see it as Micro-managing***

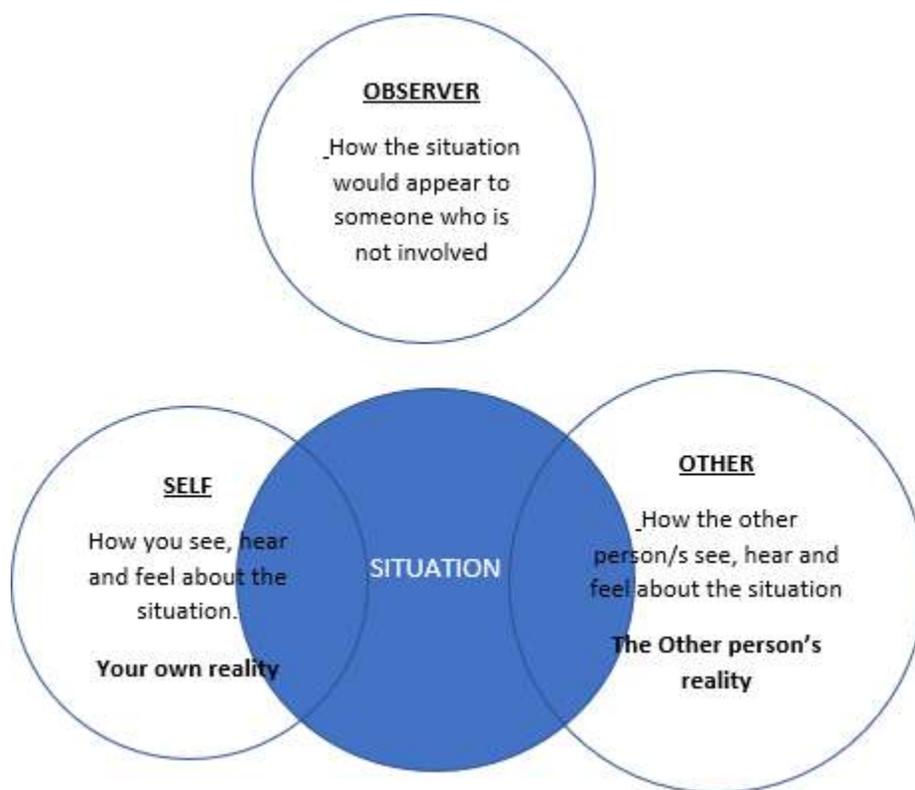
The Leader thinks s/he is delegating effectively - ***Others see it as shirking responsibilities***

The Leader thinks s/he is holding back her/his opinions - ***Others see it as unresponsiveness***

The Leader thinks s/he is letting people think for themselves - ***Others see it as ignoring them***

The way you are perceived by the people in your environment determines their behavior towards you.

WHOSE PERCEPTIONS MATTER?



Self – Your own reality determines the decisions that you make. This could impact your life, your career, your relationships and so on

Your Reality: Your colleague at office is coming to work at 8:30am everyday whereas the policy states that all employees need to be present at 8am. Would you THINK that your colleague is undermining the policy and impact your relationship with him?

World Reality: Your colleague has to drop his child at school every morning and hence has taken special permission from his Manager

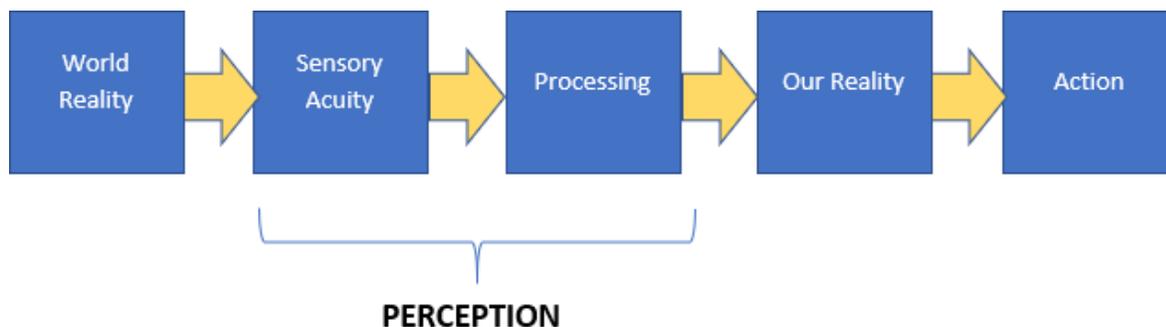
Other – The Other person’s reality determines the decisions that he/she makes in that situation which may have an impact on you.

Other Person's Reality: Your colleagues THINK you are arrogant because you don't greet them when they come to work

World Reality: When you are engrossed in your work, you don't even realize the presence of others.

Lets understand the process through which perceptions are created and how they can be influenced.

THE COMMUNICATION MODEL



1. World Reality:

This is the reality without any influence of people and environment. We never view the World Reality since perceptions always come in the way.

2. Sensory Acuity:

The only contact that we have with the world around us is through our senses. We take in the World reality through our senses which act as an input channel and also as a filter. Sensory acuity means how good your senses are at doing what they should do.

Every human being without any known disability has 5 senses. Does it mean that every individual when put in the same situation will absorb the same information from the environment? The answer is 'No'.

Let's look at some of the reasons:

- i. **Dominance:** While every human being has 5 senses, the development of each sense and the predominance of a sense over the others vary from one individual to the other. In the same context, 2 individuals may sense differently based on their dominant sense.
e.g. One individual may say "When the waiter brought the Chocolate brownie, the aroma made me salivate"

The other may say "When the waiter brought the Chocolate brownie, it looked so mesmerising, I began salivating"

In the first example, the individual's visual sense would have also seen the brownie, but his sense of smell was more dominating. In the second example, the individual's visual sense was

more dominating. Both the sensory acuity led the 2 individuals to the same decision in this case.

- ii. **State of Mind:** While an individual may have an ability to use all his 5 senses, the state of mind of the individual at a point in time determines, how much and what is sensed from a given situation.
e.g. If an individual is deep in thought while driving home from work, his senses may not be consciously sensing a number of situations that may be occurring on his way home
- iii. **Focus:** Another factor determining the sensory acuity is the Focus of the individual. If the situation is not in the area of interest of the individual and/or the individual's mind is focused on something else, it will impact the comprehension.
e.g. If a father is focused on the Sports event on TV, his auditory sense may not pick up the wailing of his son in the other room
- iv. **Clarity/Strength:** The clarity or the strength of the situation itself may have a bearing on how much is sensed.
e.g. If the classroom is noisy, a student's auditory sense may not pick up everything that the teacher is saying

The impact of all the above and other factors may lead to a difference between the World Reality and that which has been sensed by the individual.

3. Processing

Having acquired the information through the senses, the next step is to process the information. There are 3 known human behavioral models which take effect at this stage of the process:

- i. **Generalization:** Generalization is a process by which elements or pieces of a person's model of the world become detached from their original experience and come to represent the entire category of which the experience is an example.
e.g. When you would hear an ambulance siren behind your car, you consciously move out of the way. If you are told by a reliable source that most ambulances sound the siren even when there is no emergency, you may slowly start generalizing that all ambulances are notorious and do not move.
A child gets what he wants by throwing a tantrum and then generalizes that throwing tantrums will get him what he wants
Generalizations may impoverish our model of the world by causing loss of detail and richness of our original experience. It can lead to a negative impact on subsequent sensory acuity
- ii. **Deletion:** Deletion is the process by which we selectively pay attention to certain aspects of our experience and exclude others. This allows us to focus our awareness and attend to one portion of our experience over others. This also a way of coping with external stimuli and prevent our senses from being overwhelmed
e.g. An individual is able to read a book in a noisy train even though his auditory senses are capturing the other sounds around him. He has consciously deleted the other sounds during

- the processing stage.
- An individual who believes he is being unjustly treated due to past experiences may not process any words of appreciation coming his way even after their auditory sense has picked up the same.
- iii. **Distortion:** Distortion is the process which allows us to make shifts in how we experience sensory data. Without this process we could not plan for the future or turn dreams into reality.
- This is like visualizing an event which has not occurred but which the individual wants to occur.
- e.g. An individual distorted all criticism by telling himself, "I'm perfect"
- We have a perception that some people hate you. Even when we hear some words of appreciation from them, the same is distorted during the processing stage as having some ulterior motive.

These 3 violations of the communication model occur differently in individuals based on many factors:

- i. **Needs:** Our needs impact our ability to process information captured by our senses. Physiological needs, such as food and water (or lack thereof), can influence how we feel about certain situations. Have you ever been in a social situation where you were very hungry? If so, then you would have deleted a lot of the conversations with other people until you were served food.
- ii. **Peer Group:** Our peers tend to determine what is desirable or undesirable, thereby giving us information on how to interpret data around us. If your friends find a brand of clothing desirable, you may fall into a generalization about this brand. Suppose a supervisor uses Skype to conduct meetings because her perception is that it is an efficient way to do business. It is highly likely that others in your workgroup will generalize that it is a useful tool. If someone from your peer group shares a strong opinion about a restaurant, your perceptions about the place may be distorted
- iii. **Interests:** Our interests impact how and what information we process. If you like running marathons, your thoughts on seeing the price of running shoes will be distorted as compared to someone who has no interest in running.
- iv. **Expectations:** Expectations also alter our perception after the fact. For example, if you are dreading getting an injection because you expect a lot of pain, once you actually have it done, you may say, "That didn't hurt at all" (perception), because your expectation prepared you beforehand. In other words, our expectations affect our perception after the fact. In this example, our expectation was extreme pain, but when that didn't occur, our perception was changed.
- v. **Environment:** The environment we were exposed to during our growing years, our education, our upbringing, family values, exposure all contribute to how we perceive things.

What is left after the processing of the information sensed from the World Reality, becomes our reality. The perception therefore continuously influences our decision making and actions

HOW CAN WE INFLUENCE PERCEPTION?

If our perception about the world and the others' perception about us is so significant, how can we

influence them

Influencing Sensory Acuity

1. Increase your state of awareness at every moment that matters
2. Being in the moment without letting your mind wander into areas which may not be relevant in that situation
3. Prioritize at every point in time on what is more important for you and train your mind to focus on that subject
4. Develop the unconscious skill of calibrating people by detecting the subtle movements in another
5. person’s physiology and voice tone.
6. Expanding your peripheral vision while staying focused on the central object

Influencing the Processing of Information

There are many ways in which the 3 violations can be reduced to reduce the gap between the World Reality and our reality. This is explained through the META MODEL table below

META MODEL TABLE

The Meta Model is an explicit set of linguistic information gathering tools to bridge the gap between the World Reality and our Reality.

The language is a representation of an experience just as a Map is a representation of the territory. The Map is not the territory. But we only get the experience the map and never the territory.

If we can ask the right questions to challenge the statement, the inferences drawn from it can be suitably influenced

STATEMENT	VIOLATION	ASK	PREDICTION
a. I am uncomfortable	Simple Deletion	a. About what? b. About whom?	Remove the ambiguity from the statement
a. It is better to stay b. Mary is a better person	Comparative Deletion	a. Better than what? b. Better than whom?	Remove the ambiguity from the statement
a. They do not listen to me b. That does not matter	Lack of referential index	a. Who specifically does not listen to you? b. What specifically does not matter?	Specify the Verb
a. Rita rejected me	Unspecified Verbs Verbs which leave us in the dark about the experience being described	a. How specifically did Rita reject you?	Specify the verb

a. Eric and I want to improve our communication	Nominalization Process words that have been turned into nouns	a. How would you like to communicate? b. You're communicating what and to whom?	Turn back into process word and specify the verb. Recover deletion and referential index
a. Jason never listens to me	Universal Quantifiers All, every, never, no one	a. Never? b. What would happen if he did?	a. Recover counter example a. Recover effects outcome
a. I have to take care of her	Modal Operators of necessity Require, Should/Shouldn't, Must/Must Not, Have to, Need to	a. What would happen if you didn't? b. What stops you?	Recover effects, Outcomes, causes
a. I can't tell John the truth	Modal Operators of Possibility Can/Can't, Will/Won't, May/May Not, Possible/Impossible	a. What will happen if you do? b. What stops you from telling him?	Recover effects, Outcomes, causes
a. If my husband knew how much I suffered, he wouldn't do that	Presuppositions Search out and question anything that is assumed	a. How are you suffering? b. How do you know that your husband does not know? c. How is the husband acting now?	Specify verb "Suffer" Recover representation, Specify what he does
a. You make me sad	Cause and Effect Watch for words 'made and cause' and the conjunction 'but'. Challenge violations by asking how does X cause Y	a. Was there ever a time when I did not make you sad? b. How specifically do I make you sad? c. How specifically are you sad?	Recover counter example, Recover cause-effect Recover complex equivalence
a. You do not like me	Mind Reading Know someone's internal state	a. How do you know I do not like you?	Recover source of information (Complex equivalence)

a. It is bad to be inconsistent	Lost Performative Value judgements	a. Who says it is bad? b. For whom is it bad? c. How do you know it's bad to be inconsistent?	Recover source of belief Recover belief strategies
a. Rosy hates me b. Rosy is always yelling at me	Complex equivalence Go after sensory grounded experience when two experiences are interpreted as synonymous	a. How does her yelling mean she hates you? b. Have you ever yelled at anyone you do not hate?	Recover complex equivalence Counter-example requested through Referential Index shift

By asking the relevant questions, the ambiguity around the statements can be removed and the processing of the information received can be more closer to the World reality.

INFLUENCING PERCEPTIONS

A. Changing your own Perceptions:

If your perceptions about people, events etc. are affecting your journeys, it is important to address this perception.

e.g. You are always burdened with work which is not necessarily your responsibility. You may be either offering to help everyone or you do not like to say 'No' to people because you have a perception that this will impact your relationship. This may be affecting your own responsibilities, your health and possibly reducing the time that you may spend with your family.

- 1. INCREASE AWARENESS:** In every situation, become more conscious of your own responses. Keep asking yourself the question, "Why did I behave the way I did in that situation?". Identify gaps in Sensory acuity and Meta model violations. An honest assessment would provide you with a lot of insights about your own perceptions which influenced your actions
- 2. DEVELOP EMPATHY:** In every situation, learn to look at things from the other person's perspective. This will be a good indicator of your own perceptions and how they match or differ with that of others around you.
- 3. BREAK PATTERNS:** As a practice, keep breaking the patterns that you have fallen into. Most perceptions are also a result of unconscious patterns that we have developed over a long period of time.

B. Influencing the Perception of others about us:

If the perception of others about you is adversely affecting your journeys, it is important to address this perception.

e.g. If your team has a perception that you are not approachable, it will be very difficult to expect them

to be more open with you. This will affect the possibility of you being known as a good Leader. The only way to reduce the gap between Your Reality and the Others' Reality is to request for feedback from others.

1. **ASK:** At periodic intervals, ask for feedback about specific aspects of your behaviour from your colleagues at work, your acquaintances and even your family. Ask for specific examples to understand the feedback better
2. **LISTEN:** The feedback is useful only if it is accepted without being defensive. Listen to the feedback without giving any response and thank the giver of the feedback
3. **INTROSPECT:** Spend some time on the feedback received and reflect on the examples shared. Be honest with your thoughts. Accept being vulnerable. Accept the negative feedback without reducing your own self-esteem
4. **IDENTIFY ACTIONS:** For all the feedback which you feel strongly about, evaluate the possible actions to change the behaviour. Convert them into SMART actions. You can also take the help of a Coach to help with this activity.
S-Specific, M-Measurable, A-Achievable, R-Realistic, T-Timebound
5. **COMMUNICATE ACTIONS:** This is a very important step in the journey to change perceptions. Communicate the actions that you have identified with the people who had provided you feedback. This will ensure there is pressure on you to implement the actions. Secondly, this is a way of acknowledging the feedback giver which will also go a long way in enhancing your relationship. Thirdly, the people will now be conscious of the effort you are putting in to bring a change in your behaviour and they will tend to give you the benefit of doubt.
6. **SEEK FEEDBACK:** After a reasonable period, approach the same people and seek their feedback on how they think you are now doing with the specific behaviours. Their response will indicate the change in their perception about you.

If you can have the COURAGE to ask for help, HUMILITY to admit you can be vulnerable, PATIENCE to listen and are DISCIPLINED in implementing the actions identified, it is possible to change Others' Reality about you i.e. Change their perceptions.

PERCEPTION DOES MATTER

While it is important to improve our skills and behaviour in pursuit of our life goals, it is also important to become aware of our own perceptions and the perception of others towards us. These perceptions need to be leveraged or influenced to ensure that they get added to your support system rather than become obstacles in your journey of life.

SIJI VARGHESE

INTERNATIONAL BEHAVIOURAL FACILITATOR, TEDx SPEAKER

Siji is an international behavioral facilitator, Karamveer Chakra awardee, TEDx speaker and change agent

TOPIC: THE IMPORTANCE OF EMOTIONAL INTELLIGENCE

Do you recognize the emotion you are feeling? Can you manage those feelings without allowing them to swamp you? Can you motivate yourself to get jobs done? Do you sense the emotions of others and respond effectively?

If you answered yes to these questions, it is likely that you have developed some or all of the skills that form the basis of emotional intelligence.

Emotional intelligence forms the juncture at which cognition and emotion meet, it facilitates our capacity for resilience, motivation, empathy, reasoning, stress management, communication, and our ability to read and navigate a plethora of social situations and conflicts. EI matters and if cultivated affords one the opportunity to realize a more fulfilled and happy life.

Five Categories of Emotional Intelligence (EI/EQ)

Self-awareness: the ability to recognize and understand one's own emotions and their impact on others.

Self-awareness is the first step toward introspective self-evaluation and enables one to identify behavioural and emotional aspects of our psychological makeup which we can then target for change.

Emotional self-awareness is also about recognizing what motivates you and, in turn, what brings you fulfilment.

- Self-regulation: the ability to manage one's negative or disruptive emotions, and to adapt to changes in circumstance. Those who are skilled in self-regulation excel in managing conflict, adapt well to change and are more likely to take responsibility.
- Motivation: the ability to self-motivate, with a focus on achieving internal or self-gratification as opposed to external praise or reward. Individuals who are able to motivate themselves in this way have a tendency to be more committed and goal focused.
- Empathy: the ability to recognize and understand how others are feeling and consider those feelings before responding in social situations. Empathy also allows an individual to understand the dynamics that influence relationships, both personal and in the workplace.
- Social skills: the ability to manage the emotions of others through emotional understanding and using this to build rapport and connect with people through skills such as active listening, verbal and nonverbal communication.

The importance of EI should not go unappreciated; the ability to understand and manage your emotions is the first step in realizing your true potential. How can we achieve meaningful progress if we don't recognize and acknowledge the point from where we're starting? When checking directions on your sat-

nav, a destination is useless unless we know the origin.

Whether it be connecting with others and improving interpersonal communication, achieving success in the workplace or social relationships, dealing with stress and improving motivation or refining decision-making skills – emotional intelligence plays a central role in realizing success in both personal and professional life.

Resilience and EQ

Emotional intelligence is undoubtedly a valuable tool to utilize in the face of adversity; it has the potential to enhance not only leadership abilities and teamwork effectiveness but also personal resilience.

Focusing on the impact of EI on one's resilience, that is, one's ability to cope with stressful conditions, research suggests that those who display higher levels of emotional intelligence are less likely to succumb to the negative impacts of stressors.

In the context of a leadership role, one might expect increased responsibility to coincide with elevated potential stressors, highlighting the importance of **strong EI for those in leadership** or management positions.

An investigation into the relationship between emotional intelligence and the stress process found that participants who displayed higher levels of EI were less likely to be negatively impacted by the presence of stressors.

In a nutshell, those with higher levels of emotional intelligence also displayed greater resilience and were less likely to 'burnout' or succumb to depression.

How about Emotional Intelligence and Motivation?

Emotional intelligence matters for motivation, and motivation matters for success. Whether it's in relation to work, personal goals or health, the emotionally intelligent individual understands the deeper meaning of their aspirations and the self-motivation skills required to achieve them. Goleman (1995) identified four elements that make up motivation: our personal drive to improve, our commitment to the goals we set for ourselves, our readiness to act on opportunities that present themselves to us and our resilience.

Motivation arouses, energizes, directs and sustains behavior and performance. Intrinsic motivation, that is, motivation that comes from within, pushes us to achieve our full potential. An Emotionally Intelligent individual not only possesses the skills for self-motivation but also the skills required to motivate others, a useful talent to have especially in management positions.

While self-motivation is central to achieving one's goals, emotionally intelligent leaders within a business can also impact employee motivation. The capacity to recognize the emotions and, in turn, the concerns of others is an invaluable skill to have at your disposal in terms of realizing the most effective ways to motivate teams and individuals.

Using Emotional Intelligence to Deal With Stress

We all endure stressful days, it's completely normal and completely manageable if you have the right

skills at your disposal. An individual with high Emotional Intelligence has sufficient self-awareness to recognize negative feelings and respond accordingly to prevent escalation. Uncontrolled and misunderstood emotions can exacerbate our vulnerability to other mental health issues, like stress, anxiety, and depression.

The skills associated with emotional intelligence can effectively help individuals deal with negative emotional states like stress and promote more positive emotions in its place. Failure to address and manage stress can lead to a further deterioration of one's mental state and impact our physical health in turn.

Emotional intelligence allows us to effectively cope with stress. Furthermore, emotionally intelligent people also have the ability to initially evaluate situations as less stressful.

While this has the obvious effect of lessening the adverse impact thereof, it also results in greater life satisfaction and happiness. Conversely, a deficit in EI and self-regulation can lead to lower subjective well-being and a relatively exaggerated response to stressors.

The ability to effectively manage emotions and emotional information increases our ability to cope with a wide range of emotionally challenging scenarios.

Linking EI and Decision-Making

Emotional Intelligence is closely related to personal and professional development, it impacts on more than how we manage our behaviour and navigate social complexities, and it also affects how we make decisions.

Having an authentic understanding of the emotions we feel and why we are feeling them can have a huge impact on our decision-making abilities, if we can't look at our emotions objectively how can we avoid making misguided decisions based on them?

Superior emotional intelligence is an important element in the prevention of decision making based on emotional biases, whereas lower EI can create anxiety and lead to poor decisions. It's not about removing emotions completely from the decision-making process, rather it's about recognizing the emotions that are unrelated to the problem and not allowing them to be influential to the final result.

Negative emotions can impede problem-solving and decision making both in the workplace and personal circumstances. The ability to recognize emotions that are superfluous to forming a rational decision and having the capacity to effectively disregard said emotions, negating their impact on the final outcome, holds obvious benefits for decision-making processes.

Goals and EI

If we think of goals as an aim or desired result, we can see how emotional intelligence skills can help one to achieve personal goals and when exercised correctly by leaders and managers, can also help to drive change and progress in the workplace.

The facets of EI are interwoven, to achieve self-actualization, we must first achieve motivation, in order to achieve motivation we must also be happy in what we are doing. Without happiness, it is a challenge to reach the levels of motivation required to achieve our goals. In essence, if we are not motivated how can we expect to achieve our goals?

In order to produce our best and achieve our goals, we need positive self-regard, heightened emotional self-awareness, effective problem solving and decision-making skills. We must understand clearly what our goals are, and be motivated to accomplish all we can.

How EQ Affects Communication

Our ability to be aware of and understand our own emotions can aid our awareness and understanding of the feelings of others. This sensitivity, or lack thereof, impacts our communication capabilities in both personal and work life.

If we consider communication in the workplace, and more specifically, conflict resolution in the workplace, individuals with higher emotional intelligence are more likely to approach conflict resolution in a collaborative manner, working together with others in order to effectively reach a mutually acceptable outcome.

Relationships in the workplace are affected by how we manage our own emotions and our understanding of the emotions of those around us.

The process of successful communication and, in terms of conflict, successful negotiation are closely linked to high levels of EQ. Where those with low levels of EQ may react defensively in stressful situations and escalate conflict, individuals with higher emotional intelligence have the skills available at their disposal to communicate effectively without resorting to confrontation or escalating tension.

Why Emotional Intelligence Matters For Happiness

Happiness seems like a simple enough concept, but have you ever tried to define it? Try now – what is happiness? It is more difficult than it seems because it means something different to each of us. While it is true that happiness means distinctly different things to different people, what is clear is that emotional intelligence really does matter for happiness irrespective of your interpretation.

EI facilitators such as happiness contribute to our self-actualization and self-actualization, in turn, contributes to our happiness in a positive feedback loop. Happiness, is the key factor that has a positive impact on intelligent behaviour.

By developing the skills for EI one can reduce stress, which consequently has a positive impact on well-being and happiness. In addition to its motivational value, happiness monitors one's immediate well-being and interjects positive mood in the way individuals cope with daily demands, challenges, and pressures.

While these EI skills are not the sole contributor to levels of happiness, it is important to recognize their impact, with over 50% of the total variances in happiness being attributed to emotional intelligence competencies.

If we think of happiness in terms of overall life satisfaction, we can agree that developing an aptitude for EI can positively impact well-being and happiness.

Tools & Strategies to Improve Emotional Intelligence

Journaling as a Tool to increase Self-Awareness & Self-Regulation

Sometimes we get so lost in our day to day activities that we overlook our feeling and our thoughts. Reflective Journaling is a simple yet powerful tool to keep in touch with oneself. Have a personal chat with yourself with these set of questions. Be honest and true to yourself when you answer them.

Questions to reflect upon:

1. Look at yourself from the outside. What are the 3 or 4 challenges you are facing currently in your life?
2. What are the 3 or 4 important aspirations / areas of interest that you would like to place more focus on in your future?
3. What about your current work / personal life frustrates you the most?
4. What are your most vital sources of energy?
5. What holds you back or prevents you from getting things done currently?
6. For the past couple of weeks, what new aspects have you noticed within yourself? What new questions do you see to be appearing within you?
7. Think you are in a helicopter. Ask / think:
8. What are you doing / trying to do in your personal / professional journey?
9. What is the footprint you want to leave behind / what is it that you want to be remembered for by people?
10. From your future self to your current self, what advice do you want to give yourself?
11. What would you have to let go of in your current state to achieve your future state?
12. Who could be a helper / partner to achieve your future state?
13. If you wish to take this forward, what are some of the practical steps you intend to take in the next one week?
14. What sacrifices / compromises are you having to make currently?
15. What if there is no one to judge you, what would you do?

Emotional Agility

Effective leaders don't buy into or try to suppress their inner experiences. Instead they approach them in a mindful, values-driven, and productive way—developing what we call emotional agility. In our complex, fast-changing knowledge economy, this ability to manage one's thoughts and feelings is essential to business success.

Emotional agility can help people alleviate stress, reduce errors, become more innovative, and improve job performance.

- **Four strategies to practice Emotional Agility**

Recognize your patterns

The first step in developing emotional agility is to notice when you've been hooked by your thoughts and feelings. That's hard to do, but there are certain tell-tale signs. One is that your thinking becomes rigid and repetitive. You have to realize that you're stuck before you can initiate change.

Label your thoughts and emotions

When you're hooked, the attention you give your thoughts and feelings crowds your mind; there's no room to examine them. One strategy that may help you consider your situation more objectively is the simple act of labeling. Just as you call a spade a spade, call a thought a thought and an emotion an emotion. I'm not doing enough at work or at home becomes I'm having the thought that I'm not doing enough at work or at home. Similarly, My coworker is wrong—he makes me so angry becomes I'm having the thought that my coworker is wrong, and I'm feeling anger. Labeling allows you to see your thoughts and feelings for what they are: transient sources of data that may or may not prove helpful. Humans are psychologically able to take this helicopter view of private experiences, and mounting scientific evidence shows that simple, straightforward mindfulness practice like this not only improves behaviour and well-being but also promotes beneficial biological changes in the brain and at the cellular level.

Accept them

The opposite of control is acceptance: not acting on every thought or resigning yourself to negativity but responding to your ideas and emotions with an open attitude, paying attention to them and letting yourself experience them. Take 10 deep breaths, and notice what's happening in the moment. This can bring relief, but it won't necessarily make you feel good. In fact, you may realize just how upset you really are. The important thing is to show yourself (and others) some compassion and examine the reality of the situation. What's going on—both internally and externally?

Act on your values

When you unhook yourself from your difficult thoughts and emotions, you expand your choices. You can decide to act in a way that aligns with your values. We encourage leaders to focus on the concept of workability: Is your response going to serve you and your organization in the long term as well as the short term? Will it help you steer others in a direction that furthers your collective purpose? Are you taking a step toward being the leader you most want to be and living the life you most want to live? The mind's thought stream flows endlessly, and emotions change like the weather, but values can be called on at any time, in any situation.

SHERIN MATHEWS

FOUNDER & DIRECTOR, STORYNEST

TOPIC: CORPORATE STORYTELLING

MAKE PEOPLE FALL IN LOVE WITH YOUR PRODUCT/SERVICES...

Would you like your business to be worth \$1trillion?

It'd be nice, wouldn't it?

But whilst that goal might be a little lofty, there's no doubt that corporate storytelling could transform your business forever.

First, why stories?

Stories sell.

They sell because they evoke our emotions.

You see, as humans, we're wired to love stories.

We always have done and always will do.

Stories engage our brains and make us feel things.

They shape us, motivate us and... influence us. Storytelling

HEROES JOURNEY EXPLAINED

1. Ordinary World

This is the where we first learn that the hero exists. It's before the story begins, and they're oblivious of what's going to happen.

Here we find out the hero's characteristics, morals and suchlike.

The hero is usually uneasy for some reason.

Hopefully, this is the where the groundwork is done; the work that allows us to identify and empathize with our hero.

2. Call to adventure

Something shakes up the situation; either a direct threat from the outside or some sort of internal change.

The hero must now adapt in some way.

3. Refusal of the call

Initially, the hero doesn't want to adapt.

He or she fears the unknown [as we all do].

The problem he faces may seem too much to cope with. Instead, the comfort of the world he knows seems far more attractive than the what lies ahead.

Again, as humans, we hate change too, so this helps us bond with the reluctant hero.

4. Meeting the mentor

So in order for things to progress, the hero needs help: a mentor.

This could be wise advice, training, equipment, courage, strength... whatever.

5. Crossing the threshold

The hero is now ready.

They commit to the journey and there is no turning back.

6. Tests, allies, enemies

The hero is now out of his comfort zone.

He or she is met with a variety of obstacles that they must assess and overcome. The test for the hero is working out who or what can be trusted.

7. Approach to the inmost cave

There must be a particular place wherein lies a particularly terrifying danger, or some sort of hazardous inner conflict that the hero has not yet had to face.

Final preparations must be made before taking that final leap into the unknown. Old fears may briefly resurface, but they are nevertheless overcome.

8. Ordeal

This is the ultimate physical or mental crisis that must be beaten.

Only through some sort of 'death' comes a form of 'new life'. In other words, something big needs to be overcome if the hero is to prevail and live on stronger.

There is a knife-edge. Failure for the hero means either death or the knowledge that life won't ever be the same.

9. Reward

The enemy has been defeated.

The hero is transformed and gets the reward.

10. The road back

It's time for the hero to return to the world that he left some time ago. The journey is the same, but there is now a feeling of vindication or absolution.

11. Resurrection

This is the climax. There is usually one last test where the Hero must have his final and most dangerous flirtation with death.

12. Return with the elixir

This is the last stage of the hero's journey, where he returns to his ordinary world completely changed.

In no particular order, here are the 13 most important pieces of storytelling advice:

- : How you tell your story is vital.
- : Your story doesn't have to be unique.
- : Keep your story consistent.
- : It's important to have a story with a hook.

- : Your marketing campaigns should build anticipation and tease.
- : People don't buy the 'what'; they buy the 'why'.
- : Your story should have 'edge of the seat' qualities.
- : Your story must relate to the desires of your target audience.
- : Your story should be relatively quick and simple.
- : Be transparent, authentic and honest.
- : Be memorable...

... as the great Rudyard Kipling once said:
If history were taught in the form of stories, it would never be forgotten.

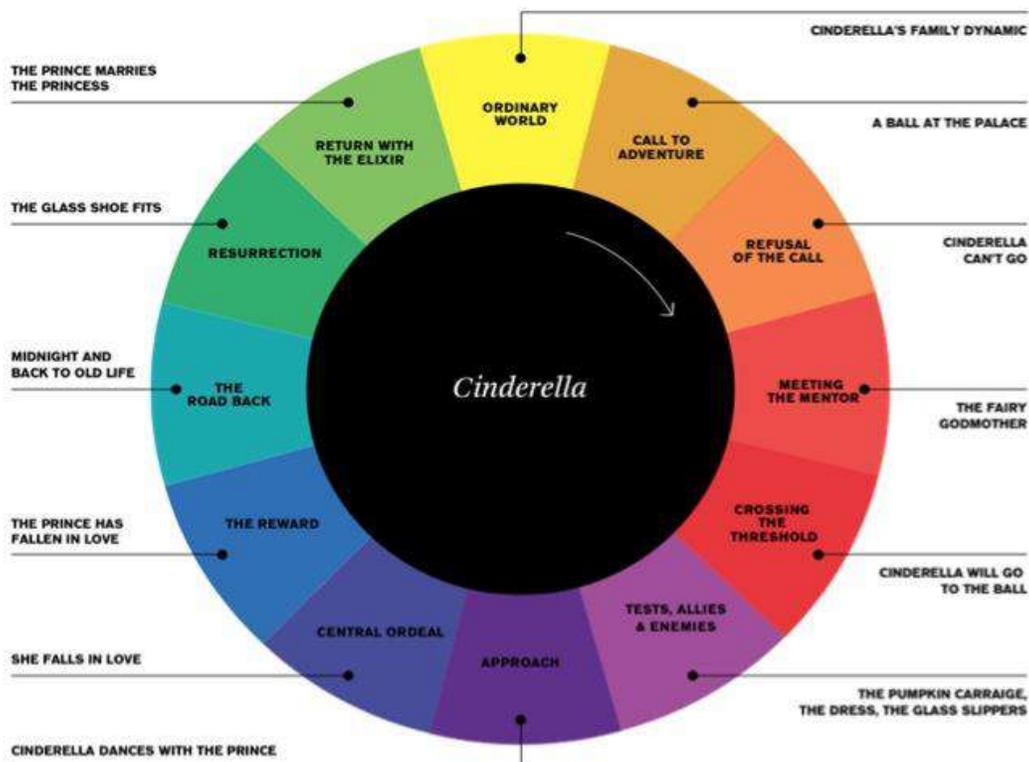
I'll leave you with a quote from Philip Pullman:

After nourishment, shelter and companionship, stories are the thing we need most in the world.

SHERIN MATHEWS

Youtube/sherinstorynest Sherinstorynest.com Facebook.com/storynestofficialpage

Insta/sherinstorynest2 Linkedin/sherinstorynest 9004748616



RIYAZ MULLA LEARNER

Riaz is an engineer by education, a facilitator for business and behavioral change by profession, a therapist by vocation and a writer by inclination.

And a learner for all times.

You can read what he writes on www.riazwrites.com

TOPIC: EXPERIMENTS WITH BECOMING EMPTY

MY EXPERIMENTS WITH BECOMING EMPTY

We live in a world where what we acquire determines our success.

So why should one aspire to be empty in such a world? And what happens when one strives towards it?

As the topic suggests, this has been my endeavor for the last few years and what I am going to share is my experiences in that journey. Two things – one this is my experience, and each one of us will have our own, two it is a journey, which means I haven't yet reached the destination and don't know whether I will.

So, if that is the case why should one ever attempt a journey for which we know we may not reach the destination?

A few years back in Pune, I was about to do this book reading session on Paulo Coelho's The Alchemist at my office when a close friend who is also into behavioural change said 'These books are all very good, but they don't tell you how to pay your next EMI.' I hadn't prepared for that question and yet almost on cue I replied 'But if you follow what these books say, you may never get into a situation of having to pay EMI.'

It was a good thing to say and I don't know where I got the answer from. Have you had such moments in life when you said or did something intuitively and then realised, wow that was such a nice thing to say or do? When you wanted to meet someone and suddenly you run into that person or he calls you?

What if something like that happened on a regular basis? How magical life would become?

Of all the musical instruments that Lord Krishna could have chosen as his musical companion he chose the Flute. What could be the reason? The flute plays music because it is hollow. If it was filled with something the music would not be as pure as was intended, and the problem would not be with the player or the creator of that music, the problem would be with the instrument. The same is with us. If we are to become an instrument of the universe and play the song which the universe desires to play through us, all we have to do is be empty. Once that happens, the music that is produced through us i.e. our actions and our outcomes are outcomes that the universe has decided to happen through us.

When you live in complete congruence with the universe, you become the universe and then you can make anything happen, because the universe is everything – outside of you and inside.

For this congruence of ourselves with the universe, which we are to a large extent born with, the one thing we have to do is stop filling ourselves with us.

What does that mean?

Let us begin with a simple exercise. Take a pen and a piece of paper and write down your answer to this question.

Who am I?

Write down whatever comes to your mind.

IDENTITY

I am, very simply put Riaz. But was I born Riaz? Of course not. I received this name from my parents because there had to be something they and the world had to call me – to identify me with.

Our name becomes our first identity. And then our gender and our religion and our country. You are born into this – it is not something that I had chosen or selected and yet imagine how many conflicts I would have got into because of my attachment to being a male, an Indian or a Muslim.

And unfortunately it doesn't remain restricted to that.

A few months back I was having lunch in my office cafeteria when I hear these few girls – and they were millennials – chatting and one of them saying “But he doesn't even look like a Vaishnav.” Now are Vaishnav's supposed to look in a particular way only?

Our identities start becoming our first 'filling'. So I am not just an Indian, I am a Maharashtrian and then a Mumbaikar and then within Mumbai I am from South Bombay... now are you beginning to get the drift. So when I am in a team comprising of folks coming from Kalwa and Mira Road and Govandi and Kopar Khairane I start to feel a little different and thus behave a little different and the music starts to get corrupted.

Our identities give us our first mask. And we keep on collecting identities all our life. I am today not just Riaz Mulla a South Bombay, Muslim, male – I am Global Head of Leadership Learning and Talent Dev of an India based MNC, I am an advanced NLP and advanced Gestalt Practitioner, I am a Coach, I am so many things. Each of those is an identity and each identity in a sense is a limitation – for two reasons.

First it sets expectations – for the world but more importantly for myself. So if I am a Global Head and a so many things, I expect the world to treat me in a particular way. If I am in a class facilitating a session and if someone starts challenging my views I may tend to get irritated because he is not just challenging my view point, he is challenging Riaz Mulla the Global Head who has 30+ years of experience and thus has to be respected for that. So I will begin to do one of the few things, either raise my voice and try to

prove him wrong or start ignoring him or use some means to show how I know more than him. Each of these is music that is disharmonious.

Our identities – either given or acquired become our first elements that we fill ourselves with. Because each of those identities means something I have to protect, defend or demonstrate. Imagine, as Anil has quoted Father Dick in his ode to the great man – living a life of ‘nothing to prove and nobody to impress’. All of us would aspire for a freedom such a life can bring. It can only happen when we drop the various identities that we have assumed for ourselves. Because we were born with almost none of them.

There is of course a huge challenge in dropping identities, because whatever I am in the eyes of the world – and thus myself are those identities. And often I start evaluating myself based on those acquired identities. If I write a blog and put up on LinkedIn I expect the world to start liking it and commenting on it and if that doesn’t happen I feel a loss of self-worth. Because I seek praise in whatever I do.

Can I drop this need, rather craving for praise and thus the seeking of credit? Do I internally seek to be praised for whatever I am – a loving husband, a responsible father, a devoted son – or do I do things simply because I love my wife and children and my parents and simply enjoy the bliss of the moment when I sit with my wife and have a laugh over something silly, or stand with my teenage son and compare height or have a cup of tea with my mother over mundane family matters despite all the pending important work.

Do I do something so that I can talk about it – like probably what I am doing now and expect the world to start admiring me or purely for the sake of bliss the doing provides.

Each corruption of intent is a source of corruption in the music my flute will play.

Dropping the need for praise, dropping the need to impress to me has been a very difficult thing to drop. Because we live in a world where success is determined by the credit we receive. I can get a high rating in my appraisal and thus a good salary hike, only by claiming credit. My success as a professional is measured by the followers I have on social media, my success as a writer by the books I sell and so on and so forth. Nothing wrong in having many followers or selling many books – the problem is if I make that as a measure of my success. That expected success parameter starts to corrupt my process of writing because now I am writing, not because I love to express or to elicit emotions for my readers but to sell more books.

There is this famous story about how Pandit Tansen was once disturbed because he was not able to get a raga right. So he went to the forest where he heard his Guru singing the same raga with such perfection. So he stops by the guru and asks him how does he manage to do this and the guru replies ‘You sing to please the King, I sing to please the Lord.’

So as a first step in the exercise write down what are all the identities that YOU identify yourself with and for each of those identities what are the expectations you have of the world.

Identity (Professional and Personal)	Expectations



Every situation that comes up is just that – a situation. Your opinion or judgement about the people involved starts to distort the facts of the situation and thus the map that you create of that situation. And then that map becomes your reality and you operate from that reality. You start deciding your actions – what you will say or do, not because that is what you should have said or done but from how that action will reflect your identity in your map of manufactured reality. And then the action will no longer be pure.

How do you drop identity in a world of brands and digital marketing where the first thing you need to do on a social platform is create your identity and then push it? I started with my first identity – my name Riaz Mulla. How can I disassociate from it? How can it be as impersonal as say an employee Id or a Aadhar Id which my organization or the government gives to identify me. That to me is at the root of dropping all worldly identities. Because, since I love my name, I want to see it appear at many places, and I am afraid of it getting besmirched. If I can disassociate from my body, and see myself as I go through life – happy, sad, angry, excited, tired and a myriad of other emotions, I can see their transient nature and not be too deeply impacted by any of them.

Vipassana teaches the techniques of becoming an observer and watching life as it is going by and staying aware of every moment.

Your body is a medium for you to act. Your feeling is the language your body uses to communicate with you. What if that is all you let it be without giving any other meaning, your meaning.

MEANING

We develop this uncanny habit of giving meaning to everything happening around us. When I return home from office one evening and my wife gives me a big, expansive smile, which I normally don't get every day, I immediately think there is some favour that she is seeking tonight. And then suddenly I recall a dress on Amazon that she had sent me over WhatsApp in the day earlier and that reinforces the meaning that I have given to her smile. And I will inadvertently find more such examples that further reinforce my meaning because sub-consciously now I am looking for it. And then sometime later I will tell her I know the reason she was extra warm today and she will get upset and what could have been a beautiful evening will turn ordinary or even worse.

Now you see what was happening here? What is the reality? The reality is my wife did something today which she doesn't do every day. Which definitely means that something different has happened within her – because everything that happens on the outside is a manifestation of a change that has happened within. If I observe that change which is visible and share with her that I did notice the difference and how it made me feel, the conversation may move into a very different direction.

I have the choice to make my own meaning of what is happening around me in life, or observe it and share it and seek to experience or understand the cause of it. When I write an email to my boss which I feel is important and he doesn't respond – I can assume that he is extremely busy, or that the matter is not important to him, or that I am not amongst his set of favourite subordinates and he treats my mails with less importance etc. Now any of them may be the reality, or there may be another reality altogether – he might have seen that mail, acted upon it already and decided in his mind to speak to me

about it when we were to meet a few days later – may be.

Our meanings lead us to our judgements and opinions – as was my case with my boss above. And the problem is I start passing such judgements and ‘life sentences’ not just about others but also about self. I was counselling a girl in her 2nd year BCoM who decided she didn’t want to become a CA but rather take up Law because, in her words, ‘I cannot do Maths’. And all this because she had failed in Maths in the CA entrance test. This was a girl who had scored 94 in her maths in school.

When we explored her reason for failing the entrance test, it became obvious it was due to her lack of preparation because of her obsession with her mobile phone. She had since stopped using it. With this realization when I asked her to repeat ‘I don’t want to become a CA’ – she couldn’t say it because her body simply couldn’t allow it.

Our judgements and opinions start solidifying into our beliefs and our beliefs become our reality. If we hadn’t done this simple introspection she would have lived her life believing she was not good at maths. Now take the table of your Identities and Expectations and add your judgement / opinion about each.

Identity (Professional and Personal)	Expectations	Judgement / Opinion
A responsible, yet friendly father	My daughter should be as open and friendly with me as I am with her	Kids today only seek/want and do not display enough sense of responsibility

There could be many such expectations and opinions from one role. You can start creating a table each of all your important identities and the various expectations and judgements / opinions.

With our Judgements and Opinions we also start forming our definitions of Good and Bad, Right and Wrong. Good or bad, right or wrong – remember they are your opinions. Who knows what they really are? Your judgement and opinion have given them your context.

For example, as you read this, you are forming your interpretation of what you read and that forms the basis of your understanding – how would you ever know what was the understanding with which I wrote this? The same is true of any text you read. How then can we go about with the surety of our knowledge?

The problem with meaning is that the meaning I give becomes my reality because sub-consciously then I begin to search for things which fit in with my perception of reality and I magically begin to see more such things because like a self-actualizing cycle I am giving the same meaning to other activities happening around me.

Meaning can distort reality and reality is the language of the universe; it is the universe. When I live in a world of my meaning I live in a distorted world and thus my actions become distorted because my flute is not hollow anymore but filled with my meaning of everything that is happening around me.

The NLP Meta Model is a powerful tool for you to scythe through your or anyone else’s meaning-making and get through to reality. For those who are not aware of the meta model, just becoming aware of what is happening or what is different and then sharing your feelings and asking questions and listening will help you get closer to reality. The closer you are to reality the closer you are to the universe and its manifestation.

Now go back to the table, look through all your judgements and opinions, and see if you can identify your beliefs.

Write these beliefs on a piece of paper. Take that piece of paper, look at it with all the love and gratitude you can, say thanks to your beliefs because they have made you what you are today and then simply fold the paper and burn it.

Because then you can be whatever the universe has chosen you to be. Which brings us to the questions: What is it that we want to be?

DESIRES

The legendary poet Daag Dehelvi says:

Laakh dene ka ek deena hai
 Dil-e-be-muddaa diya tune [muddaa – desires]

Our desires drive us. They become the source of our striving and our motivation. If that is the case, then why should we drop desires? Why does the poet say that a heart with no desires is a gift worth a million gifts?

Take a piece of paper and write down what you desire

Whatever you write, there is nothing good or bad, right or wrong about it. The question to ask, as Gurusharan Das says in his famous book ‘Kama – The Riddle of Desire’ – how are you making yourself ‘deserving of your desires.’

And to make yourself deserving of that desire you have to work, put an effort. How much effort are you willing to put for your desires? And often my desires may come in seeming conflict with my passion and purpose. For example, in my desire to reach a high status in my professional circle or to make more money, how willing I will be to get into a job that gives me the title of a Chief Learning Officer, even if it will take me farther away from what I really like doing – that is standing in the classroom and facilitating a session and seeing people get insights.

Now in the column opposite to your desires write down what you like to do (doing, which makes you feel happy)

My Desires	What I love to do
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To become a person known for his wisdom	Facilitate experiential workshops
To have people recognize me in a crowd	Create exercises that draw insights

Do your desires lead you into conflict with what you love doing? Where are you now putting your efforts?

The doing that makes you feel happy, that makes you feel light is the doing that the universe intends for you, the music that universe intends to play through you. The more time and effort you spend in that doing the more you are living in congruence with the universe. And the more likely that magic will happen. When you drop your desires, you give space to expand yourself for that which is to be your doing on this earth.

Desires manifest themselves in possessions – material and non-material; a luxury car, a bungalow, a title etc. And then we spend our lives in collecting and storing these possessions because they now are the outward representation of our identity. And with collection also comes the fear of loss. So, we hold on to them and fill our homes and ourselves and even our mobiles with these possessions.

When I was shooting the 30 seconds promotional video for this program, I got a message that there was no space on my mobile. And I wondered at the irony of a man struggling to create space on his mobile going to talk about becoming empty. And when I thought more, I realized the same was the case with my cupboards at home or office. So, it was a pattern.

I deleted my WhatsApp chats (and I admit it was a struggle) and my photos (after copying them to the laptop – which is in fact cheating.) And I have become aware of how I collect things and store them in case they would be needed later. I am now making a conscious effort to stop that.

Exercise:

This may be a simple (at least on paper) exercise to begin with – see how much you can empty your mobile, your laptop, your shelves, your cupboards of things that you feel you would need sometime later in life. And at the same time become aware of your habit of collecting. It can be a great start to becoming empty.

Being empty is just being - without any identity and without giving any meaning, without expectations and judgements and opinions, without the need for praise and the need to be right all the time.

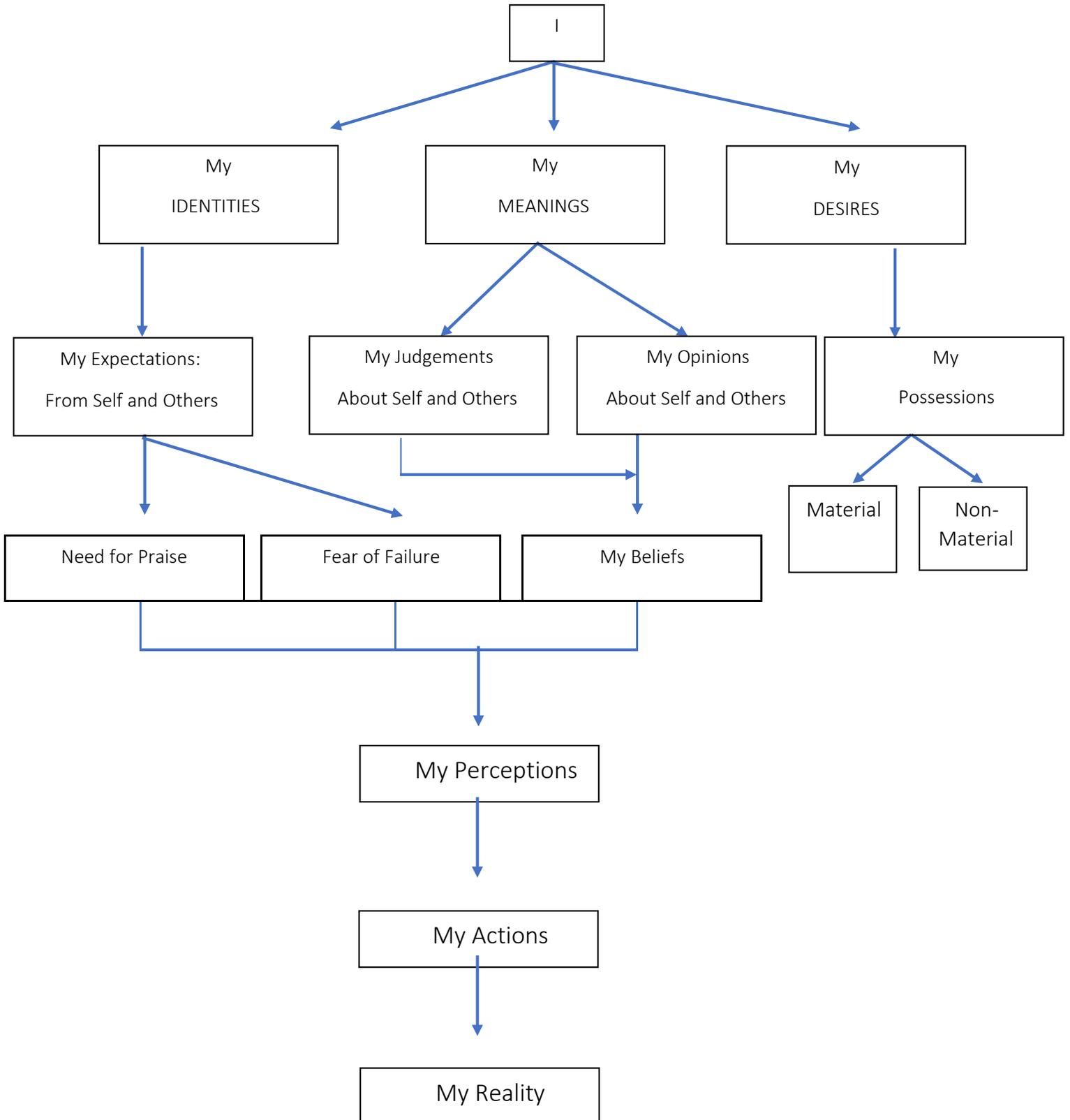
As I was writing this line, an interesting thing happened. My mother knocked on my bedroom door to say that the gas had gone off while she was making tea and requested me to change the cylinder. As I was replacing the empty cylinder with a filled one I wondered, what use is an empty cylinder. It serves its purpose only when it is full.

Why then should one aspire to be empty?

For some time, I didn't know the answer and I thought I will leave my readers there, letting them find their own meaning. And then I got my answer. Only an empty cylinder can be filled, like only an empty vessel can contain.

Being empty, is leaving space for the universe to fill you with the gas that it knows is right so that you can become the flame that the universe intends you to be.

I wish, you and I become that flame in 2020. Love and Gratitude... and Thank you.



ANIL THOMAS

MASTER NLP FACILITATOR & GESTALT THERAPIST

Anil Thomas is an eminent speaker in the field of human development and has coached more than 8600 clients across India over the last 17 years. He is a NLP-Double Graduate(Basic, Advanced, Health & Tools), Gestalt Therapist Double Graduate and a Certified Metaphor Practitioner. He owes his therapeutic skills to Dr. Richard (Dick) McHugh SJ PhD.

TOPIC: V2MOM

V2MOM

Obviously, you must have considered the upcoming New Year and what you want to accomplish. In recent decades, many people have written about the process of effectively setting their goals. Many years ago, the acrostic for S.M.A.R.T Goal was formed, which is -

S – Specific
 M -Measurable
 A – Attainable/Assignable
 R – Realistic/Rewarding
 T – Time-able/Tangible



Goal setting often functions as a prerequisite to success in most areas of life. Yet unfortunately, 95% people do not set their goals.

The acrostic “S.M.A.R.T.” worked for very long for too many people. But NLP provides multiple effective tools for Goal Setting. The NLP model enables all of us to go beyond mere “Goal Setting” into the actual “Programming” of our minds to drive us towards our desired goal. How does this happen? The “S.M.A.R.T” model works quite well, but it lacks specificity.

The brain mainly works from our sensory system (pictures, sounds, feelings). The NLP goal setting model addresses this by setting our Goal Sensory Specific, but, it does not stop there. For, the brain not only uses the sensory system but it also uses our word meanings that drive the sensory system. For this reason, the NLP Goal Setting Model makes sure that we language ourselves in such a way that we drive our very neurology and physiology towards reaching our desired goals.

The specificity of the NLP Goal Setting Model focuses concentration on what you internally see, hear, and feel. Your attention will direct itself toward external and internal resources necessary in achieving the goals. The NLP model provides the following features as a way to more clearly move from present state desired state.

- **How to set a Goal?**

First you need to consider what you want to achieve and then stick with it. Set your SMART goals that encourage you regularly and then write them down. After that, plan your steps to realise your goals and tick each one out after you keep going through them.

Goal setting is a powerful process to picture the future you want. Goal setting is also powerful to turn your vision into reality. The process of setting goals even helps to decide where you want to take your life, by knowing what exactly you want to achieve, by doing so you also realise where exactly concentration needs to be. You will also spot the distractions that can lead to nowhere.

- **Why Set Goals?**

Top level athletes, successful businesspeople and achievers from all the fields, they all set their goals. Setting goals gives you long term vision and short-term motivation for excelling. It focuses your knowledge in a place and helps you with organizing your time and resources, so that you can make the most of your life with it.

By setting clearly defined goals, you can evaluate and take pride in the achievement of those goals. You will see progress in what might have seemed a long never-ending grind. You will also see hike in your self-confidence, as you recognize your own true ability and competence in reaching the goals you have set.

- **Start by setting personal goals?**

Mark your goals on number of levels:

- Firstly, you create a “Big picture” of what you want to do with your life (it can be next 5 years or even 10 years) and highlight the big goals that you want to achieve on any condition.
- After that, you must break down these goals into smaller targets that must hit to reach your lifetime goals.
- Finally, once you have a real plan, you start working to achieve these goals.

This is why you must start the procedure of setting goals by looking at your lifetime goals. Then work for the things that you can do in next 5 years, then next year, next month and so on moving forward towards them.

Step 1: Setting the lifetime goals

The initial step in setting personal goals is to consider what you want to achieve in your lifetime. Setting lifetime goals gives you an overall perspective that moulds all other aspects of the decisions you make.

To give a wider coverage of all important areas in your life, try to set goals in the following categories:

Career – On what heights do you want to reach in your professional life?

Financial - How much do you want to earn and by which stage? Is this related to your career goals? If yes, then how?

Family – Do you want to be a parent? If so, how are you will you be a good parent? How would you like to be seen by your partner and your extended family?

Artistic – Do you want to achieve any artistic goals?

Attitude – Is there any part in your mind that holds you back? Is there any particular way you behave which upsets you?

Physical – Are there any athletic goals? Or do you want to be in good shape in your old age? Mention steps you will take to achieve these goals.

Pleasure – How would you like to enjoy yourself? (Remember that some of your life is only for you)

Public service – Do you care to leave the world better from when you came in? If so, then how?

You need to spend some time in brainstorming things and then decide one or more goals from each category that best fits for what you want to do. Then trim again so that you have significant goals that you can focus on clearly.

Step 2: Setting smaller goals

Once you are done setting your lifetime goals, set your 5 years plan consisting of smaller goals that you need to reach if you reach your lifetime plan.

After that, create a one year plan, 6 months plan, and one month plan of progressively smaller goals that you should reach to achieve your lifetime goals. These should be based on your previous plans.

Then make a daily to-do-list of things that you should work on today to work towards your lifetime goals.

At an early stage, your smaller goals might be to read books and gather information on the achievement of your higher-level goals. This will help you to improve the quality and bring realness in your goal setting.

Finally, evaluate all your plans, and make sure that they fit in your life.

Staying on Course

Once you've decided on your first set of goals, start reviewing and updating your To-Do List on a daily basis.

From time to time, review the longer term plans and modify them if needed to reflect your changing priorities and experiences.

SMART Goals

The SMART mnemonic is a useful method of making goals more powerful. There are number of variants but SMART usually stands for:

- S – Specific
- M – Measurable
- A – Attainable
- R – Realistic
- T – Time-able

For example, instead of having "I want to sail around the whole world" as a goal, it's more powerful to use the SMART goal "To have completed my trip around the world by March 31, 2022." And of course, this will only work if lot of hard work and preparations are set into right place and time beforehand.

Achieving Goals

When you have achieved a goal, take the time to enjoy the satisfaction of achieving it. Absorb the conclusion of goal achievement and see (feel too) the progress you have made towards other goals. If the goal was notable, reward yourself accordingly. By doing so, you build self-confidence you deserve. With the experience of achieving this goal, evaluate the rest of your goal plans:

- If you achieved this goal easily, make your next one harder.
- If the goal took too long to achieve, make the next one a little easier.
- If you learned something that asked you to change other goals, do so.
- If you saw a deficit in your skills despite achieving the goal, decide whether to set goals to fix this.

The key components below allow you to effectively highlight your desired state and it begins by evoking that state even now. Often called as, **The Well-Formed Outcome Model**.

1) State your goal in positive terms.

Describe the Present Situation and compare it with the desired future goal.

- Where are you now?
- Where do you want to be?
- What do you want?
- State it in the positive (what you want to achieve).
- What are you going toward?



2) Specify your goal in Sensory Based Terms.

- What will you see, hear, feel, etc., when you finally have what you desire?
- What steps or stages are involved in reaching this goal?
- Engage all of your senses in this description process to employ more of your brain and nervous system.
- Have you broken down your goal into smaller chunks so that each is doable?
- What are the sizes of the behavioural chunks? Could the size overwhelm you?



3) Specify your goal in a way that you find most compelling.

Is the goal compelling enough? Make it a compelling future representation that is dissociated. (When you see your goal, make sure you see yourself having obtained your goal)

4) Run a Quality Control check on your Goal to make sure it is for you in all areas of your life.

- Is the desired goal right for you in all circumstances of your life?
- Is your goal appropriate in all your personal relationships?
- What will having your goal give you that you do not now have?
- What will having your goal cause you to lose?
- Is your goal achievable?
- Does it respect your health, relationships, etc?



Run a quality check to make sure that your goal fits every part. Ask yourself “Are there any parts of me that objects to actualizing this desired goal?” If so, address those unconscious frames of mind. Pay attention to how your whole self-responds to the question in terms of images, sounds, words, and sensations within you.



5) Self-initiation and maintenance.

- Can you initiate your goal yourself and maintain?
- Test your goal by asking yourself if it is something that you have within your power or ability to do.
- Is it really in your control?
- Your goal must be something that you can initiate and maintain. Your goal must not be dependent on other people. Make sure that your goal reflects things that you can directly affect.
- Is it self-initiated and maintained?

6) State the Context of your goal.

- Where, when, how, with whom, etc. will you achieve this goal?
- Is the goal rightly contextualized?
- Test your goal by applying it to a context: When, Where, with Whom, etc. to make sure that it is going to be fitting and appropriate. Readjust your goals to make sure that it fits.



7) State the Resources you need to achieve your Goal.

- What resources you need in order to achieve your goal?
- Who will you have to become?
- Who else has achieved this goal?
- Have you ever had or done this before?
- Do you know anyone who has?
- What stops you from moving towards it and attaining it now?

8) Evidence the Procedure.

- How will you get to know that your goal has been realized?
- How will you know that you have attained that desired state?



9) Set goals that motivate you.

When you set goals for yourself, it is important that they motivate you. This means, making sure that they are important to you and that there is special sense of value in achieving them. If you have little interest in the outcome or that they are irrelevant given the larger picture, then the chances of you putting in the work to make them happen are slim. Motivation is the key to achieve your goals.

Set goals that relate to the higher priorities in your life. Without this type of focus, you can end up with far too many goals, leaving you little time to devote to one. Goal achievement requires commitment, so to maximize the likelihood of success, you need to feel a sense of urgency and have an "I must do this" attitude. When you don't have this, you risk putting what you need to do to turn the goal into your reality. This in turn leaves you feeling disappointed and frustrated with yourself, both of which are far from self-motivation and you might end up in a destructive "I can't do anything or be successful at anything" state of mind.

10) Set goals in writing.

The physical effort of writing down your goal makes it look realer and tangible. Now you have no excuse for forgetting about it. As you write, use the word "Will" instead of "would like to" or "might."



For example, "I will reduce my operating expenses by 10% this year" and not "I would like to reduce my operating expenses by 10% this year." The first goal statement has power and you can "see" yourself reducing expenses, the second lacks passion and gives you an excuse if you get off track.

Post your goals in a visible place to remind yourself every day of what it is you intend to do. Put them on walls, work-desk, computer monitor, bathroom mirror or refrigerator as a constant reminder.

11) Prepare your Plan of Action.



This step is commonly missed in the process of goal setting. You get so focused on the outcome that you forget to plan all of the steps that are needed along the way. By writing out the individual steps and then ticking each one as you complete it, you'll realize that you are making progress towards your ultimate goal. This is even more important if your goal is big and demanding or just long-term.

12) Time to stick with it now!

Remember, Goal setting is an endless exercise. Create reminders to keep yourself on track and make regular time-slots to review your goals. Your end destination may remain quite similar over the long term but the action plan you set for yourself along the way can change significantly. Make sure you maintain the relevance, value and necessity.



Q'S AND A'S

A. What would happen if you achieve your Goal?

B. What would happen if you achieve your Goal?

C. What would happen if you don't?

D. Are there any negative effects of getting to your goal?

E. What are the benefits of your current state of not having that goal?

F. What makes your Goal so important?

G) How would you break your big Goal into smaller chunks?

- Who will do them, you or others?

- By when will this be done?

H) What daily/monthly/yearly practices would you like for yourself?

I) What internal resources are you seeking for yourself?

- Who has them in abundance in their behaviour.

J) Mention your favourite quote from a book or movie?

K) What is currently stopping you from taking those actions to get to your Goal?
