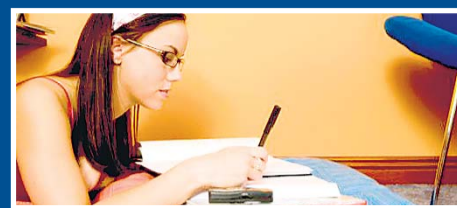




Employee Engagement and Page 6



How to implement strategic planning Page 4



Aggression at work Page 5

Choose innovation over stag-

During a meal break in one of my recent training workshops, a participant came to me and said he has been giving 100% to his workplace, but his supervisor always finds a reason to scold him and his work is never appreciated. He asked me why this is happening to him. This made me remember a story where a young child died in an accident and the parents, overwhelmed by the grief, went to see the head monk at the temple and asked him why such a misfortune has happened to their lovely son. What did he do wrong?, the parents asked. The monk answered - "your child died because he was born!" Isn't that a profoundly insightful answer? By knowing the reality of life should help us to face our day to day challenges much easily. The same rule applies to our work.

The fundamental reason why you have to endure being scolded by your boss is because you have decided to work for him! So if you are not happy with your manager, the immediate and the most obvious solution is to resign and leave the company. But remember, just changing the company or the manager may not guarantee happiness. This is

because, often times, it is not the manager who is at the center of the cause of the issue - but you! It could be your working patterns, your beliefs and habits, or your attitude towards life that is causing you the problems.

If your manager is not recognizing the good work you are doing - it is quite normal. This is simply because recognizing YOU is not what the manager is hired for! The manager is hired to simply get the job done. It is your responsibility to make sure that you are adding value with your presence and it is noticeable. That's why, when faced with a challenge at work, it is important to ask "what can I do to overcome this challenge" rather than "why it is happening to me?"

By asking "WHY it is happening to me", "WHY it is always me", or any other WHY questions - you are picturing yourself as a victim. But instead, when you ask "WHAT can I do about this" or any other WHAT question, you empower yourself instantly by



Nuwan Samarapathi

Let's elaborate this concept with another example. Let's take two sentences formed with more or less the same words - "I can't win this" and "how can I win this?" One is a statement and the other is a question. By saying the words "I cannot win this"- you are instructing your brain to stop working on the challenge.

giving your mind hope and a challenge to find an answer. Remember, your mind is custom built to find answers for you when you ask the right questions!

Let's elaborate this concept with another example. Let's take two sentences formed with more or less the same words - "I can't win this" and "how can I win this?" One is a statement and the other is a question. By saying the words "I cannot win this"- you are instructing your brain to stop working on the challenge. By asking the question "How can I win this?" your brain is put to work. Your brain gets stronger by exercising it. The people who engage in mental exercising are not much different to those who go to the gym to exercise on regular basis, and

those who deprive themselves of mental challenges are quite similar to those who spend most of their spare time sitting on a couch watching television. Proper physical exercise increases your health and proper mental exercise increases your chances for wealth. Laziness shrinks both health and wealth!

When you ask the question "what can I do about this situation at work?" - you get two options. One is to quit the job (we already talked about the consequences of this option earlier). The second option is to find a way to improve your value at work. Make yourself so imperative and special for your company; make them feel your presence - and they wouldn't dare to let you go!

So how could you do this? Regardless of what type of

work you do, and which company or industry you work for, there are tools and techniques that you can learn to make yourself stand out. There are so many new techniques, tools and methods available for personal development.

Why "Personal Development"?

It doesn't matter how many different training programs, workshops you attend or how much information is made available to you through books and internet, unless YOU want develop as a person! Without a personal commitment and an understanding about the underlying reasons - provision or reception of information is similar to pouring water to a pot with its mouth turned down!

You can easily understand my argument if you make few phone calls (or make few visits) to a sample of big companies in Sri Lanka to see how they respond to a simple inquiry from you. I did this exercise recently, and the results were startling! Very few customer service personnel had the skills and the required phone etiquette to act as the first port-of-call for these multi-billion rupee

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Country Director, Sri Lanka

Population Services Lanka is a dynamic reproductive health organization working in Sri Lanka for more than two decades. We are a marketing focused, results oriented social enterprise that delivers efficient, effective and high quality reproductive health services through out the country.

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