



APPOINTMENTS

MAKING OPPORTUNITIES KNOCK ON YOUR DOOR



Three key office systems you need to manage your business

These days we are so overloaded with information that it's easy to lose sight of the basics of running a business, and you very quickly become overwhelmed and suffer from information overload! Just take a look at some of the ebooks, products, courses etc. you have stored on your PC - I bet they all relate to marketing your business, getting more clients, increasing your income etc. but I bet NONE of them tell you how to manage your business!

Building a successful long-term profitable business isn't about "marketing" your business, it's about "managing" your business - the marketing comes once you have your management systems in place.

You cannot begin to market your

business if you can't find the information you need, don't know who you are marketing to, and don't know where you are in your business.

So, let's go back to basics and take a look at the 3 key office systems you need to "manage" your business before you can start to "market" your business.

Filing Management System

Creating and maintaining a filing system is the very foundation that your business is built on, so this is the very first system you need to put in place - an efficient and effective filing system.

With a proper filing system in place you will very quickly and easily be able to find the information you need, when you need it.

Pitfalls of goal setting and what you must do instead

To all success-minded business owners and leaders ... "Traditional goal-setting - as touted in millions of books, seminars and expensive programs -- just doesn't work!"

Yes, that's right. The likelihood is that the way you have been setting goals is actually the very reason why you are not achieving goals. How do I know?

Be honest with yourself. How many goals have you set in the last year which ... you did not take action on?

you gave blood, sweat and tears to achieve with little results to show for it?

you lost your focus or motivation to keep going?

The good news is: through the tools of

NLP (NeuroLinguistic Programming), you can learn the most powerful goal-setting techniques of top achievers to create powerful compelling outcomes in your business.

Let's first take a look at the top 7 pitfalls of traditional goal-setting ... and how the new turbo-charged techniques can ignite your most ambitious goals into high velocity results.

Pitfall #1: Lack of Precision

Vagueness is deadly in any business, especially in the area of goal-setting. Vague goals create vague, if any, results. When you write your goals in specific, precise

language, your subconscious mind, which is the part of

you that actualizes your goals, gets busy in the "how" and drives all its energies toward accomplishing your goals.

"I want to earn more money" or "I want my employees to be more productive" is like speaking greek to the subconscious mind.

It doesn't know how to interpret what you want. Instead, a more precise goal is stated as: "I want to earn \$100,000" or "I want my employees to get out their reports by 3pm daily." That goal is precise, specific and measurable.

Now the subconscious mind will go to work and keep you focused, until you get to that end result.

Pitfall #2: Not Knowing Your Compelling "Why"
Most people set

their goals in a vacuum. They set goals on what they think they want, rather than on what they really, really want.

Le. goals that will motivate them and create meaning and fulfillment in their businesses and lives.

The secret: Ensure that you are defining goals congruent with your most important values. Values are your subconscious drivers that motivate you to do or not to do anything.

For example, let's say you set the goal: "I want to make \$100,000. Yet family, fun and recreation are your most important values. If your goal is not congruent with your top values, you will produce marginal results with that goal. Your subconscious mind will always drive you to take actions and decisions that feed your most important values.

Always, always

ask "why is this goal important for me to achieve?" It's a "power question" that will link your goals with your values.

Pitfall #3: Lack of a Time Deadline

It has been said that a "goal is a dream with a deadline." Without a deadline, it's likely that achieving your goal exists only vaguely sometime in the future.

"I want to achieve \$100,000" lacks any sense of direction. The old "someday" syndrome kicks in and your subconscious mind takes a nap, thinking it has all the time in the world. A goal with a time deadline

instead alerts the subconscious mind that you are ready to take action, focus your energies and achieve your desired outcome within a certain timeframe. IE. "I want to earn \$100,000 by December 31, 2008" is a goal that cre-

ates a sense of urgency and puts you in momentum..

Pitfall #4: Not Considering the Consequences of Your Goal

In NLP, we always check for the "ecology" of achieving a certain goal. I.e., does achieving your goal conflict with other areas of your life? Does it negatively affect others? Does it negatively impact the planet?

In today's high stress, cooker pressured business world, business owners and leaders often pursue goals that cost them in other areas of their life.



SRI LANKA AIR FORCE OFFICER VACANCIES



Applications are invited for Commissioned Officers in the Electronics Engineering and Air Field Construction Branches in the Regular and Volunteer Force of the Sri Lanka Air Force.

PROFESSIONAL QUALIFICATIONS

ELECTRONICS ENGINEERING (EE) BRANCH

* **Electronics & Telecommunication Engineering Officers (Male - Regular)**

BSc Degree in Electronics & Telecommunication Engineering or NDT in Electronics & Telecommunication Engineering or Higher National Diploma in Engineering (Electronics Stream) or Diploma in Technology (Electronics / Telecommunication Engineering) from Open University of Sri Lanka or National Diploma in Engineering Science (Electronics / Telecommunication Stream) or equivalent qualifications.

AIR FIELD CONSTRUCTION (AFC) BRANCH

* **Civil Engineering Officer (Male - Regular)**

BSc Degree in Civil Engineering or NDT in Civil Engineering or equivalent qualifications

* **Mechanical Engineering Officer (Male -Regular)**

BSc Degree in Mechanical Engineering or NDT in Mechanical Engineering or equivalent qualifications

* **Architect (Male / Female - Regular / Volunteer)**

BSc (BE) and one year on the job training /experience.

* **Surveyor (Male - Regular / Volunteer)**

BSc Degree in Surveying Science / Surveyor Diploma at ISM Diyatalawa.

OTHER ENTRY REQUIREMENTS

- Nationality : Must be a citizen of Sri Lanka.
- Civil Status : Married and Unmarried
- Gender : Male / Female (As applicable)
- Age : Not more than 35 years (AFC) and not more than 30 years (EE) as at 1 March 2009
- Height : Male - 5' 5" and above
Female - 5' 4" and above
- Chest : Minimum 32" (Male)
- Weight : BMI $\frac{\text{Weight(Kg)}}{\text{Height (m)}^2} < 25$
- Vision Colour Standard: Cp2
- Visual Acuity : Left eye 6/6 and right eye 6/6 (With or without spectacles)

* Selected candidates will be commissioned in the rank of Pilot Officer, Flying Officer or Flight Lieutenant in keeping with their qualifications and experience.

* Gross pay between Rs. 23,500/- and Rs. 30,500/- with fringe benefits covering food, accommodation, transport, uniforms and medical.(Allowances for married individuals exceeds Rs. 10,500/- per month)

SPECIMEN APPLICATION

- * Full name (As per National Identity Card)
- * Branch applied
- * Post applied
- * Permanent address
- * Nearest Police Station to permanent address
- * Present postal address
- * Date of birth
- * Height
- * Telephone number
- * Professional qualifications
- * Work experiences (Organization, duration & job description)
- * Achievements in sports / extra curricular activities
- * Details of previous service in the Armed Forces if any
- * Other achievements of note

I hereby certify and declare that the details furnished above are true and correct to the best of my knowledge.

Date.....
Signature of Applicant

* For further details see Government Gazette Number 1586 of 23 January 2009.

* The envelop should be marked "APPLICATION FOR COMMISSIONED OFFICER IN THEBRANCH" on the top left corner. Applications should be forwarded under registered cover to reach "CHIEF RECRUITING OFFICER, SRI LANKA AIR FORCE, EKALA, KOTUGODA" on or before 1200 noon on 30 JANUARY 2009.

Web site: <http://www.airforce.lk>



Get Smart Working at iSmart

iSmart Timex is a joint venture between iSmart Global (Pvt) Ltd, India and Timex (Garments) Ltd, Sri Lanka. This BPO venture is setup to serve the telecommunication industry and other emerging industries. To capitalize on the foundation laid and further strengthen and accelerate our growth, we are looking for individuals with an innovative flair for the following posts.

Assistant Manager Inbound Call Centre

- ☎ Minimum of 3 years experience in managing Call Centre operations
- ☎ Sound understanding of Call Centre dynamics in an inbound environment
- ☎ Understanding of manpower requirements.

Trainer

- ☎ Minimum of 2 years of training experience, preferably from the telecom industry.
- ☎ Excellent oral and written communication skills are essential.
- ☎ Candidate with experience in module creation, content development and delivery will be preferred.

Team Leaders

- ☎ Minimum of 1 year experience in Team Management in a call centre environment (inbound or outbound) or from the back office space, preferably from the telecom industry.
- ☎ Experience which demonstrates the ability to effectively communicate with customers and peers over the phone, and in writing is essential.
- ☎ Candidate should be well versed with MS Excel, Data Analysis, Client Communication and Man Management.

Quality Assurance Executives

- ☎ Conduct quality checks on work completed by associates based on decided guidelines.
- ☎ Error analysis.
- ☎ Share process updates / changes.
- ☎ Process refresher trainings.
- ☎ Facilitate & coordinate quality initiatives.
- ☎ Track, monitor, report & meet / improve all CTQás.
- ☎ Regular process quality check as per frequency & sampling strategy.
- ☎ Document process dashboards.
- ☎ Process Improvements.
- ☎ Drive continuous improvement initiatives through brainwaves & projects.
- ☎ Knowledge & prior experience in the Telecom industry is preferred

Send your CV now to: careers@ismarttimex.com or Fax to: 011 4 810003

Call Centre Agents

- ☎ Male or Female, Age below 30 years, Minimum of 1 year experience in a Call Centre preferably from the Telecom Industry will be best suited for the role.
- ☎ Experience which demonstrates the ability to effectively communicate with customers and peers over the phone and in writing is essential.
- ☎ Candidates should be well versed with MS Excel, Data Analysis, Client Communication and Man Management.

Walk-in - interviews from Monday to Friday From 9.00 am - 4.00 pm

Attractive salary package awaits you!

iSmart Timex (Pvt) Ltd,

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Tel: 011 4 810001/2