



Secretary's Digest

A Publication of the Distinguished Secretaries' Society of Pakistan

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EDITOR'S NOTE



Dear friends,

- 4 - 5 During the fourth week of September, ASA (The Association of Secretaries and Administrative Professionals in Asia Pacific) will be holding its 23rd Congress. Did Ms. Virginia Elbinias realise how far and wide this association would go when she founded it along with a few like-minded friends 42 years ago? ASA was created as a means for secretarial associations in Asia and the Pacific Rim countries to communicate with each other for the betterment of the individual association and the profession. Besides professional, these congresses have created a personal bond among those who attend.

The congress is held every alternate year hosted by one of the ASA countries, except for 2006, 07 and 08 when it was held consecutively. ASA was initiated in the Philippines and the first Congress was organised by PAS (Philippine Association of Secretaries and Administrative Professionals. Inc.) in Manila. This year is PAS' third Congress, the second being in 1994. Check out the programme on pages 6 and 7.

UPCOMING EVENTS

-  **AGM / Elections** 30 Oct.
-  **45th Anniv. Gala** 26 Nov.
-  **Year-end / Handing Over** 11 Dec.

The DSSP congratulates PAS and wishes them a very successful and meaningful Congress!

In May, our members had the opportunity to hear Ms. Shireen Naqvi speak on 'Me and My Identity' urging us to quieten the turmoil in our lives and listen to our inner voice. Last month, we had Mr. Norbert Almeida speak to us on 'My Personal Safety' where with a little thoughtful planning one can stay relatively safe.

Also in this issue are articles on how to keep your boss happy, attend a company paid training session and several alternatives to Wikipedia.

Happy reading!

Goretti Ali

DSSP NEWS

Hi-Tea at Movenpick – 21 May 2016

Journey of Self-discovery for Women

Natasha Mavalvala, DSSP's President greeted and welcomed all at the Hi-tea meeting on Sat. 21 May, 2016 at Movenpick Hotel, Nargis Hall.

To fire up our imagination and erase that self-doubt that impedes the goals of possibly tens of thousands of workers, DSSP invited people developer and training consultant, Ms. Shireen Naqvi to walk and talk us through the processes that guarantee growth and instill within us a sense of happiness and appreciation.



Ms. Shireen Naqvi



Listening with interest



Hi-tea at Al-Bustan



The Execucom

Age-old philosophical questions are as relevant to today's workplace as they were to the great civilisations of the past. Just as the people of those civilisations grappled with the issues of identity and sought to find their individual place in the world, today's workers, especially women, need to discover who they are and more importantly what they would like to achieve, depending on their talents and skills. At the heart of the matter, of course, lies the central question of what else could they do in their lives.

Ms. Naqvi spoke lucidly about 'Me and My Identity'; explaining with the help of visual aids how men and women of distinction had become international icons, synonymous with a particular sphere of activity. Often that activity brought profound change in the world. The lives of these people were meaningful and served a higher purpose. It is that purpose that we are called to seek and find, according to Ms. Naqvi. "Our subconscious mind keeps asking us, Why? Where am I going? What will I become? And how will people remember me?" Ms. Naqvi said.

Our answers to these fundamental questions will ultimately determine the direction that our lives take and how much satisfaction we draw from what we do.

"Each one of us is born with a gift," said Ms. Naqvi. The challenge is to discover that gift and utilise it in our lifetime. She also warned against letting those talents go to waste.

Ms. Naqvi urged the participants to listen to their inner voice and navigate past the turmoil of the world and discover their vocation. "Be restless, keep engaged" she said, offering her recipe for fulfillment and success. "Those will be happy who have sought and found a way to serve."

In appreciation of her inspirational talk, DSSP President Natasha Mavalvala presented Ms. Naqvi with a small gift.

Members were served an appetising and delectable Hi-tea at Al-Bustan Restaurant which concluded the evening's programme.

By Marina Fernandes

Hi-Tea at Marriott – 21 Aug. 2016*Mr. Norbert Almeida*

In August, the DSSP invited Safety and Security Advisor, Mr. Norbert Almeida to speak to the secretaries. The topic 'My Personal Safety' proved to be enlightening and thought-provoking. As Norbert pointed out, his message was not new or different. But with our busy lives most of us do not stop to think and to pay a little attention to our personal safety and that of our families. Protecting yourself against predators and an unsafe environment is plain common sense.

Norbert quoted several examples where basic common sense could have prevented or lessened the disaster. Points to remember are:

- Family members should be aware of each other's activities and timings always. If one is delayed or the norm varies, inform your home at once.
- Important contact nos. i.e. ambulance services, hospitals, Edhi, fire stations, gas and electric companies, police and CPLC should be easily available. Relatives, neighbours and colleagues contacts should always be on hand.
- Do a Hazard Hunt in your home and office. Look for anything that could prove dangerous and correct it.
- Have an emergency plan in mind, in case your family requires to rush out of the house. What documents or items must you carry with you? Do you have infants or elderly in need of care in such a situation?
- How trustworthy is your domestic help as well as the servants of your neighbours and the building security guards. If you feel your residence is not secure enough, do something about it. Be the AIR (Adult In the Room) in all situations.
- Travelling to or from work, have a plan in mind if an unpleasant situation arises. The same when travelling out of the country. What safeguards do your children need to remember?
- Be aware of the activities in your city, public holidays, events planned during key dates, road closures, processions etc. Plan ahead for these days.

*Listening to safety tips**A token of appreciation*

One might not always be able to avoid a disaster, but one can make a snatching, robbery or kidnapping difficult for a perpetrator. These scenarios need to be played out with your family, colleagues, friends etc. so that one is prepared, as it's very difficult to think calmly on the spot. Assailants thrive on the element of surprise.

Mr. Norbert Almeida writes a regular Advisory Column for the 'Dawn'. He can be contacted by email: ask@norbalm.com Twitter: @norbalm and has a webpage <http://www.norbalm.com>

President Natasha Mavalvala thanked Norbert for the informative talk and meaningful advice, presenting him with a small gift as a token of appreciation.

*Playing a round of tombola*

This event was held at the Dumpukht, Marriott Hotel on Sun. 21 Aug. 2016. A round of tombola was played before members enjoyed a bounteous and appetising hi-tea.



PSWA's Admin. Professionals Day



'Consumer Rights & Responsibilities'



Conference for Secretaries, Admin. Professionals and Exe. Assistants



'Social Media and Digital Marketing'



ASA NEWS

PSWA (Professional Secretaries Welfare Association, Bangladesh) celebrated their 21st Admin. Day on Fri. 29 Apr. 2016. It was the last event for the current Executive Committee. The theme was 'Proven Increase Productivity Engagement Retention.' There was a cultural programme, a stand-up comedian, guest speakers etc. Hi-tea was served. There were gifts and a raffle draw as well. A souvenir was published for the occasion.

During the month of June, Obaida Kabir, Past President, PSWA and friends distributed 72 sarees and 56 lungees to the under privileged.

IASAP (Indian Association of Secretaries and Administrative Professionals) arranged a talk by Advocate Uday Waivekar on 'Consumer Rights and Responsibilities' on 16 Jun. 2016 at Fariyas Hotel, Colaba, Mumbai.

On Fri. 24 Jun. 2016, 13 members from Mumbai, one from West Bengal and two from Pune attended the Exclusive Conference for Secretaries and Administrative Professionals conducted by Confederation of Indian Industry at Baroda. Homai Mehta, President Emeritus addressed the gathering and both Homai and Sharon Pires were panelists at the discussion 'Change, Challenge, Opportunities – explore the possibilities.'

As IASAP is working on forming a new Chapter at Baroda, members stayed back the next day to interact with the new contacts met at the Conference.

On Fri. 8 Jul. an enlightening session on 'Financial Wellbeing' was conducted at the YWCA by Mr. Maher Damodiwalla, a financial expert and investment consultant.

A relevant and fun session on 'Social Media and Digital Marketing' was organised at the YWCA International Centre on 5 Aug. 2016. The speaker was Mr. Rohit Onkar, a Digital Marketing and Social Media Specialist who is the Marketing Head of Care-24 Mumbai's largest home healthcare provider.

JSA (Japan Secretaries & Administrative Professionals Association) held a course on 14 Jun. titled 'Secretary Leader Training' and a seminar on 17 Jun. on 'Business Legal: Contract Training.'

Their Annual Convention 2016 was held on the last Saturday of August.

PNGAAP (Papua New Guinea Association of Administrative Professionals) National Conference was scheduled for July in Jayapura, Indonesia. The theme 'Gender Partnership – Bridging'.

They also hold training workshops every quarter to refresh and upgrade skills and knowledge in office administration management for their members and interested persons.



PAS (Philippine Association of Secretaries and Administrative Professionals, Inc.) has held regular meetings hosted by different sectors in the hotel and restaurant industry. These events have enabled members to share ideas, work and learn from invited motivational speakers.

On Sun. 12 Jun. 2016 Sr. Becky Ortega, Brahma Kumaris Coordinator (Philippines) spoke on 'The Power of Being in the Now' at The Aristocrat Restaurant.

July's general monthly meeting was on Sat. 23rd at Hotel H20 Manila. The topic was 'The Power of Voice' and the speaker was Mr. AJ de la Fuente, Coach and Training Consultant.



'The Empowered Admin Professionals' at CulinaryOn Training Room

Singapore held a Gifts and Trade Fair and Office Expo Asia from 29 Jun. – 1 Jul. 2016 at Marine Bay Sands as well as the Page Personnel Executive Assistant of the year 2016 Contest.

A training course 'The Empowered Admin Professionals' at CulinaryOn Training Room @ One Raffles Place, Tower 2, on 2 Jul. 2016 from 12.00 pm – 4.30 pm. was arranged.



SLAAPS' CSR Mar. 2016

A two-day workshop to acquire modern business writing skills in order to communicate clearly, directly and concisely was planned for the 25 – 26 Jul. in Hong Kong and 28 – 29 Jul. 2016 in Singapore.

SAAP's AGM was held on Sat. 27 Aug. 2016 at SCWO Centre.



WSAT on 2 Jul. 2016

SLAAPS' (The Sri Lanka Association of Administrative and Professional Secretaries) CSR Project this year is 'Foster with love'. The Project began in March and they are training young stenographers / secretaries at various institutions. A training session has been held at the National Savings Bank. They will also be diversifying in fostering towards various women in need.

WSAT (The Women Secretaries & Administrative Professionals Association of Thailand) had an English Course on Sat. 2 Jul. 2016 from 9.00 am – 4.30 pm.

23RD ASA CONGRESS, MANILA, PHILIPPINES – 2016

**ASA Committee Meeting
19 May 2016**



23rd ASA CONGRESS
- Manila, Philippines
September 25 - 29, 2016

"TODAY'S VISION
TOMORROW'S REALITY"

P R O G R A M M E

Pre-Congress Saturday – 24 September 2016

1830 – 2100 Hrs	ASA Council of Presidents and Coordinators' Cocktails
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DAY ONE Sunday – 25 September 2016

0700 – 0900 Hrs	Hotel Breakfast for Foreign Delegates who arrived/checked in on Saturday – 24 September
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NOTE: OFFICIAL ARRIVAL OF FOREIGN DELEGATES AND HOTEL CHECK IN COMMENCE ON THIS DAY, SEPTEMBER 25.

1000 – 1700 Hrs	Registration of Delegates (Secretariat)
1000 – 1400 Hrs	ASA Council of Presidents' Meeting (with Lunch)

1830 – 2200 Hrs	<p style="text-align: center;">~ OPENING NIGHT ~</p> <ul style="list-style-type: none"> ▪ Welcome Message by ASA President ▪ Opening Remarks by ASA Founding President ▪ Speeches by Guests of Honor ▪ Dinner & Entertainment
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Dress Code: Traditional / Formal

DAY TWO Monday – 26 September 2016

0600 – 0830 Hrs	Hotel Breakfast for Resident Delegates
0900 – 1045 Hrs	<ul style="list-style-type: none"> ▪ Official Opening of the 23rd ASA Congress ▪ Keynote Address on "Today's Vision – Tomorrow's Reality"
1045 – 1100 Hrs	Morning Break
1100 – 1230 Hrs	<ul style="list-style-type: none"> ▪ Photo Opportunity for ASA Delegates by Countries
1230 – 1330 Hrs	Networking Lunch
1345 – 1415 Hrs	<ul style="list-style-type: none"> ▪ Financial Literacy – A Tool for Administrative Professionals
1425 – 1500 Hrs	<ul style="list-style-type: none"> ▪ Happiness & Excellence in the Workplace (Paolo Trinidad)
1510 – 1545 Hrs	<ul style="list-style-type: none"> ▪ Stepping Up Into Leadership - from Best to Great (Francis Kong)
1545 – 1600 Hrs	
1600 – 1645 Hrs	Afternoon Break
1700 – 1830 Hrs	<ul style="list-style-type: none"> ▪ Image Management – Creating a Personal Brand
1845 – 2130 Hrs	<p><i>ASA BAZAAR</i></p> <p>Dinner & Entertainment</p>

Dress Code: Office Attire

DAY THREE Tuesday – 27 September 2016	
0600 – 0800 Hrs	Hotel Breakfast for Resident Delegates
0830 Hrs	Depart Hotel
0830 – 1700 Hrs	Educational Tour (with lunch)
1800 – 2100 Hrs	Dinner
	<i>Dress Code: Shirts as Distributed</i>
DAY FOUR Wednesday – 28 September 2016	
0600 – 0800 Hrs	Hotel Breakfast for Resident Delegates
0830 – 0930 Hrs	<ul style="list-style-type: none"> ▪ Social Media - Affecting the World at Large (Sean Li)
0940 – 1020 Hrs	<ul style="list-style-type: none"> ▪ Think BIG – Unleash the Potentials in YOU (Chinkee Tan)
1030 – 1100 Hrs	<ul style="list-style-type: none"> ▪ Shine Bright Like a Diamond (Closing: Inspirational)
1100 – 1115 Hrs	Morning Break
1115 – 1215 Hrs	ASA PROJECTS CONTEST PRESENTATION & AWARDING
1215 – 1315 Hrs	Networking Lunch
1330 – 1545 Hrs	CLOSING CEREMONIES <ul style="list-style-type: none"> ▪ Summary of Council Presidents' Meeting ▪ ASA Attendance Award (5, 10, 15, 20 recipients) ▪ Presentation of Certificates of Attendance ▪ Presentation of Certificates of Appreciation to Congress Organizing Group ▪ Exchange of Gifts ▪ Handover of ASA Flag and Gavel ▪ Presentation of next 24th ASA Congress Host Country-Member Association
1545 – 1600 Hrs	Afternoon Break
1600 – 1800 Hrs	<ul style="list-style-type: none"> ▪ Rehearsals for Closing Night Performance
1900 – 2200 Hrs	<ul style="list-style-type: none"> ▪ CLOSING NIGHT: Dinner and Performance of ASA Member Associations
	<i>Dress code: Formal / Traditional</i>
DAY FIVE Thursday – 29 September 2016	
0600 – 0830 Hrs	Hotel Breakfast for Resident Delegates <ul style="list-style-type: none"> ▪ Departure Check Out and Airport Transfer for Overseas Delegates

WORKPLACE

How To Keep Your Boss Happy and Get Ahead

How to keep your boss happy is simpler than you think. I know the immediate reaction will be "Well, you don't work for my boss, so it's easy for you to say!" I won't profess to know the answers. And you are right; I may not have the answers. There are many personalities in this world and there are multitudes of contexts these personalities work in.

First things first, the most obvious to do and often ignored point is to change your mindset. Accept the fact that you can make your boss happy and that it is possible. At the very least, the fact that you ended up reading this is because you want to work on how to keep your boss happy. So, that is a good start.

1. Know Your Boss' Style

Do you know how your boss works best? Is he an evening person, which means in the morning he is probably grouchy and cannot process information? Or he has a tendency to make impulsive decisions at a certain time of the day maybe because he is handling something else at that time?

Know his schedule; are there periods of time when he will be stressed out? For example, some bosses are stressed out right after a management meeting. For obvious reasons, you do not plan to get that all-important signature from him at that time.

How does your boss like to be updated and when? Is an email summary enough? Or is he the kind that likes formal daily reports? He dispenses all these and is happy with a verbal debrief? When you learn your boss' style, you learn how to keep your boss happy.

2. Communicate

This sounds easy enough but a lot of newbies at work forget the most important thing on how to keep your boss happy is to communicate with him. Let's start by asking. Do not assume anything. For example, in the next meeting are you expected to prepare the agenda or your boss? Well, the best way to know is to ASK.

Be honest with your boss, keeping your boss informed no matter how far you have climbed the corporate ladder is important. It is even more important to be honest with good and bad news. Do not hide bad news and do not make things seem trivial when in fact they need your boss' attention immediately. No matter how bad the news is, your boss needs to know. It's better for you bring it to him than for him to find out from someone else.

Be reliable, always under promise and over deliver. I have seen juniors at work who are so afraid to disappoint the bosses that they promise deadlines that cannot be delivered. Not being able to keep your promise often casts doubts on your capability.

Be there when the unit needs you and volunteer for additional work when the opportunity arises. Learn to be reliable if you want to know how to keep your boss happy. Right down to small things like making it to work on time!

 *Know your boss' style*

 *Communicate*

 *Learn how to use the boss' time well*

 *Cooperate with others*

 *Be willing to grow and pay the price*

3. Learn How To Use The Boss' Time Well

Not wasting your boss' time on small matters is one thing you need to know to keep your boss happy. Learn when to involve your boss and when not to. Learn when he expects to be involved and when he trusts you enough to make decisions or attend meetings on your own. Initially you may be unclear but across time a pattern will appear and you will know intuitively when to involve him. Again, if you are unclear – ASK.

4. Cooperate With Others

This may sound simple, but you would be surprised how many people in the working world cannot work with each other. Learn to cooperate at work early in your work life and prepare yourself for that managerial post. Managers need to learn how to work intra department and inter department.

When you learn how to cooperate with your colleagues regardless of departments, you learn how to keep your boss happy. One of the many things that irritate bosses is the constant whining and complains about having to work with a certain department or person. There is not much your boss can do in most situations especially if it is more of a personality clash. You are better off learning to cooperate.

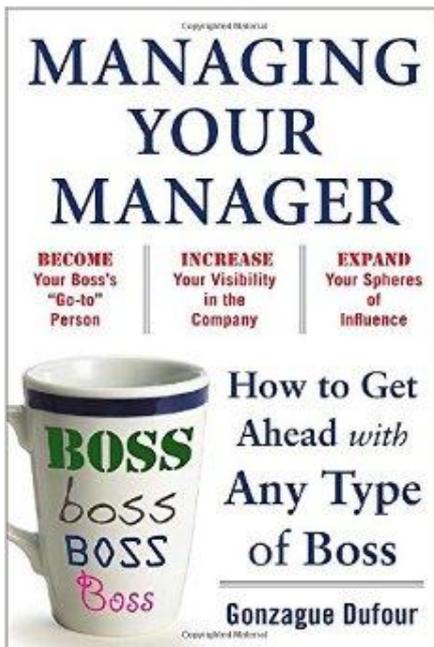
5. Be Willing to Grow And Pay The Price

This means you are willing to be groomed for a higher position. And not only are you willing to be groomed, you are willing to pay the price too. What price? Well, the price for professional growth is struggle and sacrifice. If you work under the right boss – and we all hope you do – your boss will want you to grow professionally.

Take personal responsibility for your own career growth too. While one expects the boss to coach and mentor, you must be willing to work hard. You must be willing to sacrifice time and put in that extra effort that winners are made of. How to keep your boss happy? Have a winning attitude at work and take personal responsibility for your own growth too. Your boss can guide and facilitate, but ultimately you need to do your part.

There are of course many more ways on how to keep your boss happy, these are some you can use today!

Contributed by MOK



PERSONAL DEVELOPMENT

Want your company to pay for you to attend a Conference / Training Course?

So you have found a conference or training course that you desperately want to attend, and you want your company to pay for it but how do you get them to agree?

Here is some practical advice on how to get your Executive to agree to pay for you to attend.

- 1) You need to make a business case to attend. The powers-that-be will want to see what they will get out of you attending and that comes down to the cost. Unless your executives are very nice people that really care about you, they won't care whether you 'want' to attend or not. They will only care what attending will do for the business.
- 2) So whilst you might be most excited about the inspirational speakers, your executives probably won't be.
- 3) They want to know what practical skills you will bring back to the office that are immediately actionable.

You can tell them that the speaker is probably one of the best trainers of Microsoft in Karachi right now. He will save you hours every week. Or that he / she is a Project Management guru and will give you the step by step tools you need to manage projects of any size. If your company is looking at mentoring schemes, if you have more than one boss to manage, if you look after social media or your company understands that the Assistant is usually the first point of contact for someone calling into your company, and as a brand ambassador needs to be trained to best utilise this, then this speaker is the best person to guide you.

Date

Dear <Manager>:

I would like to attend the GovSec West 2013 Conference — The Government Security Conference & Expo. The conference will enable me to gain valuable insights about key issues central to the protection of our nation while also networking with top-level government security, network-centric and border security officials. I am seeking approval for the registration fee, travel expenses to the conference and minimal food expenses during the conference. The detailed cost breakdown is listed below.

<You will need to insert your travel cost numbers in here>

Here is the breakdown of conference costs:

Airfare:

Transportation:

Hotel:

Meals:

Conference Fee:

Total conference cost of _____.

I plan to attend several sessions providing education in areas of <fill in topic areas> that could immediately be put to use with <project(s) you are working on>. The sessions are presented by leading government security and law enforcement experts. I chose each of these presentations because it is directly related to an issue we are dealing with in the <project(s) you are working on> right now. Gaining knowledge in this format will greatly reduce the time and costs otherwise necessary. Incidentally, I have only listed below some of the sessions that I will attend as the GovSec West 2013 Conference offers over 30 educational sessions.

<List out the top sessions/topics you plan to attend.>

The opportunity for me to develop better contacts with industry experts and to gain knowledge in specific areas of government security makes my attendance at the GovSec conference a wise investment, which will yield rich dividends for <your company>.

Sincerely,

- 4) They will also probably want to know what your learning objectives are. Your covering letter should include the unique opportunity this conference will give you. Some points to include are:

I will

- ✓ Learn from the best.
- ✓ Discover proven time saving techniques that will free up my time.
- ✓ Understand proven methods to make me more effective and productive.
- ✓ Help me to implement effective strategies to align my role and the business' needs in ways that will reduce costs and improve performance.
- ✓ Learn smarter use of our resources (people, process and technology) to deliver higher quality services.
- ✓ It is extremely good value for the level of intensive education.

- 5) Taking into account all of the above, when you write your cover email or walk into your executive's office to discuss the possibility of attending, you might like to push these facts.
- 6) If your company doesn't want to pay for the whole thing, you don't have to book it all. You can just book one workshop so you can tailor the conference to just the sessions that you need.
- 7) If they are still reluctant and you really want to attend, the last thing to use as a point of negotiation is that this conference takes place on a Friday and Saturday - so you are taking a day out of the office, but also giving up a day of your time for your personal development too.

DOWN MEMORY LANE

From then to now



1982 – Farewell to GBL (Maryan is in the centre in pink)



Mid '80's – At HSBC (3rd fm left)



Early '90's – At UNICEF



May 2016 – At UNICEF

I remember being a young girl of about 16 or 17 and watching the office vans come to pick up the young ladies going to work. How I wanted to be one of them! I could not wait until I finished school to start working, and was even ready to travel by public bus, which I had never done before. My mother was cautious and deterred me for a while. Finally my first job was for only half-a-day and not too far from home so I could walk there. It was a company which produced the magazine 'The Economic Review' so there was a lot of typing on a manual typewriter. Here, I mastered my typing skills.

My next job entailed taking down a lot of shorthand, another common necessity of being a secretary in the early '70's. Finally I landed my first job in a good institution, National and Grindlays Bank. All my typing and shorthand experience helped me tremendously. Though I had nothing to do with banking, it was good to work for a bank. I was still typing on a manual typewriter, even had to type on stencils. Anyone remember typing on stencils? It was frightening to know that no mistake could be made and if you happened to make one, you had to correct it by dabbing a pink solution on the wrong alphabet. I am so glad those days are gone! Here, I was also first introduced to the computer but did not actually work on one. The manager, who brought in a computer, put fear into all by telling us that if it got unplugged accidentally you lost all your work and somehow this happened on his computer often.

After working at Grindlays Bank for eight and a half years and then Hongkong and Shanghai Banking Corporation for another eight years, I emigrated with my family to the United States. I started my job hunt by visiting countless job agencies and giving typing tests. In 1990, they were still using typewriters but computers were fast taking over. I had a good typing speed and also remembered my shorthand so was able to get into UNICEF, New York, a part of the United Nations. I wish I had worked for UNICEF in Karachi. I could have carried those years over to the US, but at that time we did not know much about UNICEF as an organisation. I took classes in Word Perfect, but they were using Wang in UNICEF. That was okay because when they moved to Word Perfect I already knew it. Through the years we changed to Word and many updates of it.

At UNICEF, I was a secretary for many years, but my passion was working with figures, managing budgets and keeping Excel sheets. It was not easy to get into this field as one needed to know SAP and have some experience. By helping the secretary who did this work I learnt enough to finally get this job. Nothing is better than learning on the job. Problems come up, you ask and learn. I loved it. Finally after 26 years in UNICEF, I reached the end of my career and retired in July this year. Oh boy, was I looking forward to this day!



28 Jul. 16 – Retiring fm UNICEF
(4th fm left)

By Maryan Lobo

WIT AND WISDOM

47 Alternatives to Wikipedia

47 Websites You Can Use Instead of Wikipedia

Wikipedia is perhaps the most popular reference site online, with millions of high quality articles available on virtually any topic. However, there are limits to what Wikipedia can offer.

Check <http://websearch.about.com/od/referencesearch/tp/wikipedia-alternatives.htm> for 47 Wikipedia alternatives you can use to find information, research a paper, get quick answers and much more.

A few of the sites are:

Wolfram Library Archive

Wolfram Alpha, a computational search engine, also has a pretty impressive library archive where you can find thousands of downloadable resources from Wolfram research.

Martindale's Reference Desk

The Martindale Reference Desk is divided into multiple sections: Language, Science, Business, Mathematics, etc. Simply choose the subject area you're interested in and browse the references available.

The Open Directory Project

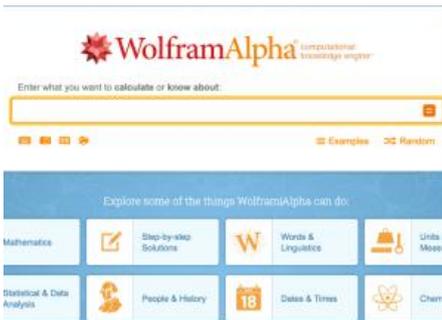
The Open Directory Project is a humanly compiled Web directory of a variety of topics, anything from Arts to Health to Sports. Each link has been scrutinised for quality here by at least one pair of eyes, so you know it's going to be good.

Open Library

Open Library is an Internet Archive project aimed at compiling one Web page for every book ever published. To date, they have amassed over 20 million records, all of which are freely accessible.

Webopedia

If you need to know about a computer or technology related term, you can find it at Webopedia.



Wolfram Library Archive



Martindale's Reference Desk



The Open Directory Project



Open Library



Webopedia