



ADMIN PRO
SEP - DEC 2023

NEWSLETTER

EVENTS

ARTICLES

MISCELLANEOUS

Glow With The Flow

Innovate, Integrate and Elevate

25th ASA Congress: 8-12 September 2023

Host: The Administrative Professional and Secretary Association of Thailand

Venue: Berkeley Hotel, Bangkok, Thailand



The recently concluded ASA Congress in Bangkok, Thailand, was held from September 8-12, 2023. The event was a resounding success, bringing together experts and professionals from across Asia to explore the latest trends and insights.

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ONE OF THE HIGHLIGHTS OF THE ASA CONGRESS WAS A PRESENTATION TITLED "THE ART OF TRANSITION AT WORK" BY OUR VERY OWN CHERYL MATHEW, WHO TOOK THE STAGE AS A SPEAKER. CHERYL'S PRESENTATION WAS NOTHING SHORT OF BRILLIANT, PROVIDING INVALUABLE INSIGHTS AND STRATEGIES FOR NAVIGATING TRANSITIONS IN THE WORKPLACE EFFECTIVELY.



I invite all our members to relive the ASA Congress experience by accessing the recorded sessions via the following link:

<https://www.youtube.com/watch?v=FQuQbIOajV0>

<https://www.youtube.com/watch?v=72rIsvTSyTY&list=PLyFLXM1PXm0YsOaPuJBl4YLL7Ka2XJBQY>

<https://www.youtube.com/watch?v=po-JMWPgAXQ>

<https://www.youtube.com/watch?v=QFPrvVVDj4c&list=PLyFLXM1PXm0YsOaPuJBl4YLL7Ka2XJBQY&index=2>

Dinner hosted by the Lady bosses of the year



Dinner cruise at Asiatique The Riverfront Destination

The Project

The Project Contest was held on 11th September. Six ASA member countries participated, just meeting the criteria for holding the Contest.

PNGAAP (Papua New Guinea): they showcased all their activities and workshops, mainly all program they held since the last Congress.

IASAP (India): They also showcased their best activities including teaching quilting to drug trafficker rescues, and the janitorial community.

MAPSA (Malaysia): they presented two activities, starting a business and healthy eating. They were able to obtain a grant of US\$ 2,000 from the government for the start-up project.

PAS (Philippines): The major highlight was training for teachers and a medical camp in one of the towns.

SLAAPS (Sri Lanka): The main activity presented was scholarship by way of Diplomas to the underprivileged. Additionally, they held their residential seminar in Malaysia and supported quarantined members with supplies during COVID in collaboration with other suppliers.

CASAP (Taiwan): Using the power of storytelling they focused on the sustainable development of building brands through mobile devices.

The winner was SLAAPS. It was suggested that an update on the sustainability of their project be shared at the next Congress.

26th ASA Congress

The Congress concluded with handing over of the ASA Flag and Gavel to the next host association. Azra Reyaldin accepted this on behalf of the Sri Lanka Association of Administrative and Professional Secretaries (SLAAPS). The next congress will be held in Sri Lanka in 2025.



The congress was an exceptional opportunity to delve into a wide array of topics as well as to gain valuable perspectives from esteemed speakers. I have included brief summaries of the key sessions below:

1. Artificial Intelligence and IT, The Pros and Cons (Presenter: Pongsuk Hiranprueck)

Pongsuk's presentation highlighted the dynamic landscape of Artificial Intelligence (AI) and its intersection with Information Technology (IT). He discussed the advantages of AI in automating tasks, improving decision-making, and enhancing customer experiences. However, he also emphasized the need for robust ethical frameworks and vigilance regarding data privacy. It is recommended to consider a balanced approach, leveraging AI's strengths while addressing potential pitfalls.

2. Learning to Cooperate Mind and Body (Presenter: Lynn Howard)

Lynn's presentation explored the connection between mental and physical well-being. She emphasized the benefits of mindfulness, building a strong foundation, exercise and a balanced lifestyle in improving overall performance. Promoting employee wellness should be a priority.

3. Preparation for the Wean off (Presenter: Mea Isaac)

Mea discussed the importance of succession planning and leadership transitions. She highlighted the significance of rooming talent within the workplace to ensure a seamless transition when key leaders step down. We should invest in leadership development programs to address this need.

4. Work-Life Integration (Presenter: Hyacinth Arya)

Hyacinth's session focused on the concept of work-life integration, advocating for a more holistic approach to balancing professional and personal life. She stressed that fostering a flexible and supportive work environment can lead to increased employee satisfaction and productivity. I propose that we explore ways to enhance work-life integration within our organization to foster a healthier and more engaged workforce.

5. The Essentials of Educating Beyond (Presenter: Sunethra Jayaratne)

Sunethra's presentation underscored the significance of continuous education and upskilling in the rapidly evolving landscape of data science and analytics. She emphasized that encouraging employees to pursue lifelong learning can contribute to their professional growth and our company's competitiveness. We should consider investing in training and development programs to ensure our workforce remains well-equipped for the future.

6. The Art of Transition at Work (Presenter: Cheryl Mathew)

Cheryl spoke about strategies for navigating transitions in the workplace, whether due to changes in job roles or organizational shifts. She highlighted the importance of adaptability, effective communication, and a growth mindset during times of change. She emphasized the importance of clear communication, resilience, and adaptability during times of transition. Her approach to the art of transition at work revolves around understanding the "why" behind the transition, identifying gaps that need to be addressed, and creating a comprehensive plan to guide through the change process. This structured approach not only enhances the chance of a successful transition but also fosters a sense of clarity and purpose during times of change.



7. Be an Actionary (Presenter: Mellisa Ong)

Mellisa's session focused on cultivating a proactive mindset in the workplace. She stressed that taking initiative and being proactive can lead to innovation and positive outcomes. Encouraging our employees to be actionaries can help drive oneself forward in a competitive landscape.

8. The Art and Part of Living: The Sky Has No Limit (Presenter: Panitta Srisa-ard)

Panitta's presentation offered a broader perspective on life, encouraging attendees to seek personal fulfilment beyond their professional roles. She emphasized the limitless possibilities in life and the importance of maintaining a healthy work-life balance. Her insights resonate with the importance of employee well-being and morale.

In conclusion, the 25th ASA Congress provided invaluable insights into a variety of topics, reinforcing the importance of adaptability, continuous learning, and a balanced approach to work and life. I believe that the knowledge gained will be instrumental in guiding our association's future decisions and strategies.

I would like to express my gratitude for trusting me to represent DSSP.

Christine D'lima
President 2023-24



Closing night performance and dinner



A GLIMPSE INTO CONVERSATIONAL AI

By Cheryl Mathew

In recent years, the impact of AI on our daily lives has been profound, permeating various facets of our routines and interactions. From the moment we wake up to the time we go to bed, AI has become an invisible yet integral part of our modern existence from personal assistants like Siri, Alexa, and Google, GPS navigation & transportation, and content recommendations on platforms like Facebook, Instagram, and YouTube. Tailored content suggestions, friend recommendations, and personalized advertisements are all driven by AI, shaping our digital experiences. However, this could be daunting to some.

Wikipedia: Artificial intelligence (AI) is the intelligence of machines or software, as opposed to the intelligence of humans or animals. It is a field of study in computer science that develops and studies intelligent machines. Such machines may be called AIs.

As administrative professionals, AI tools can play a significant and transformative role, enhancing productivity and efficiency. There are several tools that one can benefit from, I will be talking about three that I have used and found to be beneficial.

Grammarly

(<https://app.grammarly.com>)

A Ukraine-founded cloud-based typing assistant. Widely used by job seekers, writers, and other professionals to proofread and edit documents. It reviews spelling, grammar, consistency in punctuation, clarity, engagement, and delivery mistakes in English texts, detects plagiarism, and suggests replacements for the identified errors.

The tool offers three subscriptions, free, Premium, and Business.

TOME (<https://tome.app>)

No one wants to waste time and we all wish we had more of it...TOME does just that, saves time!

Founded in 2020 by Keith Peiris and Henri Liriani, both have previous experience as managers at Meta, TOME creates a presentation in seconds. All one needs to do is give the tool an outline and TOME's intelligent digital canvas and template gallery, gives you limitless ways to express your thoughts. A good tool to get that presentation going.

One can refine the presentation using the outline editor which also includes the option for manual customization. The length can be adjusted on how short or long a presentation is required.

Think of Tome's AI as a teammate and a thought partner. As you discover the shaping and getting starter ideas for your presentation using prompts is seamless and fast, but that's only the beginning.

The inclusion of downloading capabilities adds a practical dimension to this AI app, allowing users to seamlessly capture and retain content.

ChatGPT (<https://openai.com>)

Developed by OpenAI (founded in December 2015), ChatGPT represents a significant milestone in natural language processing. It is part of the GPT (Generative Pre-trained Transformer) family, built upon a transformer architecture that enables the model to understand and generate human-like text based on the input it receives.

One of the notable features of ChatGPT is its ability to engage in dynamic and contextually relevant conversations. Trained on diverse datasets, it demonstrates a broad understanding of various topics and can generate coherent responses. The model's versatility allows it to be applied in different domains, from customer support to creative writing prompts like letters, responses to customers, articles and much more.

Despite its capabilities, ChatGPT faces challenges, including the occasional generation of inaccurate or biased content.

OpenAI acknowledges these issues and emphasizes the importance of ongoing research and user feedback to enhance the model's performance. Ethical considerations surrounding responsible AI use and mitigating unintended consequences are integral aspects of developing such technologies. ChatGPT can make mistakes, human intervention and tweaking is necessary. If one is not happy with the content, a retake feature is available.

The landscape of AI tools is vast and diverse, offering a myriad of possibilities for exploration. Whether delving into natural language processing tools, computer vision applications, or machine learning frameworks, each presents a unique opportunity to uncover the potential of artificial intelligence across various domains. The dynamic nature of AI tools ensures a continuously evolving journey of discovery and innovation; using AI tools for learning, rather than solely making life easier can indeed contribute to a more enriching and empowering educational experience.

How can you use empathy to improve your professional emails?

Powered by AI and the LinkedIn community

[How can you use empathy to improve your professional emails? \(linkedin.com\)](https://www.linkedin.com)

An interesting discussion on LinkedIn, Make a good read, you may visit the link to add on the topic.

Happy reading,

Why empathy matters

Email is one of the most common and convenient ways of communication in the workplace. However, it also has some limitations and challenges. For example, email can lack the tone, context, and body language that convey emotions and intentions in face-to-face conversations. This can lead to misinterpretation, confusion, and frustration. Empathy can help you overcome these barriers and write emails that are clear, respectful, and effective. By showing empathy, you can demonstrate that you care about the needs, feelings, and perspectives of your recipients. You can also anticipate and address their concerns, questions, and feedback.

How to show empathy

Showing empathy in professional emails is important. To help you, here are some tips and examples. Use words that express appreciation, gratitude, encouragement, or praise instead of negative words, sarcasm, or criticism. Acknowledge the emotions and situations of your recipients and express your sympathy, support, or empathy. When writing emails, use personal pronouns and names to make them more friendly and human. Ask open-ended questions and listen actively to your recipients, without making assumptions or judgments. Lastly, provide clear and helpful information that can answer their questions, solve their problems, or meet their expectations.



How to practice empathy

Empathy is a skill that you can improve through practice. To practice empathy in your professional emails, you should read them from your recipient's perspective and ask yourself questions such as how they would feel upon receiving it. Furthermore, you should seek feedback and learn from it, as well as observe and analyze how others use empathy in their professional emails to identify best practices and examples to emulate or adapt. Doing so will help you show more empathy in your emails and avoid common mistakes.

How to balance empathy and professionalism

Empathy can enhance your professionalism, but it can also have some drawbacks if you use it too much or too little. To balance empathy and professionalism in professional emails, it is important to consider the audience and purpose of the email. Different recipients and situations may require different levels and types of empathy. It is also important to be authentic and sincere when expressing empathy, as well as respectful and professional. Slang, jargon, emojis, and irrelevant or confidential information should be avoided. With these tips in mind, you can ensure that your emails convey the right amount of empathy while remaining professional.

BY CHERYL MATHEW



Gala Night Extravaganza: A Night of Elegance, Entertainment, and Empowerment

On the enchanting evening of 28th October 2023 DSSP hosted a Gala Night- RED CARPET in celebration of 52 Years of the Association, that transcended expectations, leaving an indelible mark on the hearts of all who attended. The event, held at the Avari Towers was a celebration of elegance & entertainment creating an unforgettable experience for our esteemed guests.

Elegance Unleashed:

From the moment attendees stepped onto the red carpet, they were greeted by an ambiance of sophistication, glamour & handbag full of gifts. The venue was transformed into a breathtaking spectacle of opulence, adorned with exquisite decorations, glittering arrangements. The dress code was RED CARPET BEST, and our guests embraced the opportunity to showcase their most stylish ensembles, adding to the overall aura of refinement.

Entertainment Extravaganza:

The entertainment lineup was curated to captivate and delight. ENGAGING PARTNER Games & mesmerizing dance routines. The Gala Night became a stage for talent, with each act leaving the audience in awe. The DJ set the perfect mood, and the dance floor was alive with energy, as guests celebrated the night away.

Memories Woven in Elegance:

As the night unfolded, the Gala became a tapestry of moments etched in time. Guests mingled, connected, and celebrated the spirit of unity and accomplishment. Laughter and joy echoed through the venue, creating an atmosphere of camaraderie and shared success.

A Heartfelt Thank You:

Our sincere gratitude goes to the dedicated EC team whose meticulous planning and hard work made this Gala Night an unparalleled success. We also extend our appreciation to our sponsors and members who contributed to the event's success.

In retrospect, the Gala Night was not just an event; it was an experience that transcended the ordinary, leaving an indelible mark on the collective memory of our Association. We look forward to building on this success and creating more extraordinary moments in the future. **CHEERS !**



EXPLORE THE VISUAL SYMPHONY OF ELEGANCE AND JOY CAPTURED IN OUR EVENT PHOTOS, A VIVID PORTRAYAL OF THE ENCHANTING MOMENTS THAT MADE OUR GALA NIGHT TRULY EXTRAORDINARY."

GROUP PHOTO - DSSP MEMEBRS



THE EXECUTIVE COMITTEE



MEMEBRS ENJOYING THE BALLON GAME



GROOVING TO THE MUSIC



FIND YOUR PARTNER'S SHOE- GAME



GIFT BAGS FOR ALL



SANA SAFINAZ SUITS FOR MEMBERS



BUMPER PRIZE WINNER MR. & MRS. LOBO



PHOTO CORNER



SPECIAL COUPLE CELEBRATING THEIR 30TH WEDDING ANNIVERSARY

MR. & MRS. PAUL- BALLOON GAME WINNERS



GALA FEEDBACK FROM OUR MEMBERS

I wanted to take a moment to extend my heartfelt gratitude for the absolutely stellar gala DSSP pulled off. It was a night to remember, and I can't thank you enough for the fantastic time we had.

The entire evening was a testament to your great event planning skills. The games were not only engaging but also added a fun and competitive element to the night. The ambiance was lovely, setting the perfect tone for the event.

I must tip my hat to you for the culinary delights – the food was scrumptious.

One of the standout moments for me was the organization's generosity in showering attendees with an abundance of gifts. It's not every day you attend an event where practically everyone goes home with a little piece of magic. It was a very thoughtful touch that added an extra layer of enchantment to the evening.

The musical selection was spot on, and it had us dancing the night away, unable to resist the irresistible beats. It added an extra layer of pizzazz to the gala, and I believe it made the event even more memorable for all of us.

In a nutshell, the gala was a runaway success, and I applaud your team's hard work and dedication in making it such a memorable soirée. Please pass on my heartfelt thanks to the entire organizing crew for their outstanding efforts.

I eagerly anticipate future events organized by your team, and I'm confident they will be just as sensational as this gala. Thanks once again for a night to remember.

Warm regards,
Celine Vaz

Every year we look forward to the DSSP Gala and this year again was looking forward to an enjoyable event.

The DSSP Committee worked diligently to organize such a smashing event. The door gifts were lovely, especially the glossy black bag.

The hors d'oeuvres were good and the food was delicious. Thoroughly enjoyed the music, kudos to the DJs.

The lucky draws prizes were also great. All in all it worth amount we paid for the gala tickets.

A big thank you to all the committee members for all their hard work and efforts in organizing such a superb event!

Kind regards,
Rufina Fernandes

The healing power of music

Madison, Wis. – It’s been called many things – the universal language, a great healer, even a reflection of the divine. While there’s little doubt about the power of music, research now shows us just how powerful it can be.

“Across the history of time, music has been used in all cultures for healing and medicine,” said health psychologist Shilagh Mirgain, PhD. “Every culture has found the importance of creating and listening to music. Even Hippocrates believed music was deeply intertwined with the medical arts.”

Scientific evidence suggests that music can have a profound effect on individuals – from helping improve the recovery of motor and cognitive function in stroke patients, reducing symptoms of depression in patients suffering from dementia, even helping patients undergoing surgery to experience less pain and heal faster. And, of course, it can be therapeutic.

“Music therapy is an established form of therapy to help individuals address physical, emotional, cognitive and social needs,” said Mirgain. “Music helps reduce heart rate, lower blood pressure and cortisol in the body. It eases anxiety and can help improve mood.”

Music is often in the background just about anywhere we go – whether at a restaurant or the store. But Mirgain offers some tips to help use music intentionally to relax, ease stress and even boost moods:

Be aware of the sound environment

Some restaurants use music as a way of subtly encouraging people to eat faster so there is greater turnover. If you’re looking for a location to have a meeting, or even a personal discussion that could be stressful, keep in mind that noisy environments featuring lively music can actually increase stress and tension.



Use it to boost your energy

On the other hand, when you need energy levels to be up – like when exercising, cleaning or even giving a presentation – upbeat music can give you the lift you need. Consider using music when you're getting ready in the morning as a way to get your day off on the right beat.

Improve sleep

Listening to classical or relaxing music an hour before bedtime can help create a sense of relaxation and lead to improved sleep.

Calm road rage

Listening to music you enjoy can help you feel less frustrated with traffic and could even make you a safer driver.

Improve your mental game

Playing an instrument can actually help your brain function better. Faster reaction times, better long-term memory, even improved alertness are just a few of the ways playing music can help. Studies have also shown that children who learn to play music do better at math and have improved language skills.

Reduce medical anxiety

Feeling stressed about an upcoming medical procedure? Consider using music to calm those jitters. Put your ear buds in and listening to your favorite tunes while sitting in the waiting room can ease anticipatory anxiety before a medical procedure, such as a dental procedure, MRI or injection. Ask your health care provider if music is available to be played in the room during certain procedures, like a colonoscopy, mammogram or even a cavity filling. Using music in these situations distracts your mind, provides a positive experience and can improve your medical outcome.



HIGHLIGHTS FROM OUR ANNUAL GENERAL MEETING HELD ON 03RD DECEMBER 2023

Our Annual General Meeting (AGM) was held on 03rd December, a pivotal moment for our association as we gathered to reflect on our achievements and set the course for the future. The event, hosted at Beach Luxury Hotel, brought together dedicated members, to discuss some pending key Topics, financial updates, and strategic initiatives.

The AGM provided a platform for transparent communication, where members could voice their perspectives, share insights, and actively participate in decision-making processes.

During this gathering, we celebrated the commitment and dedication of our members, acknowledging their invaluable contributions to the association's growth. The financial overview underscored our prudent fiscal management, instilling confidence in the sustainability of our mission. Through collaborative discussions, we identified areas for improvement, innovation, and expansion.

Scrumptious Buffet lunch at 007 followed by a round of tombola which was enjoyed by all members.



Together, we embrace the future with enthusiasm, knowing that our collective efforts will shape a stronger, more resilient association.

Listen actively. Learn actively.
Forgive freely. Connect genuinely.
Express gratitude. Practice patience.
Act authentically. Embrace positivity.
Challenge assumptions. Set realistic goals.
And more importantly, live a little more,
one moment at a time.

