



# Indian Association Of Secretaries And Administrative Professionals Brain And Brawn

April to  
June 2024

## FROM THE CHAIRPERSON'S DESK....

### MANAGING COMMITTEE

CHAIRPERSON  
MONICA D'SOUZA  
9850152385

VICE CHAIRPERSON  
ANNABELLA SALIS  
9822895157

HONORARY SECRETARY  
ASSUNTA CHRISTY  
9850893540

HONORARY TREASURER  
DAISY D'SOUZA  
7057465475

### COMMITTEE MEMBERS

RATIKA KHENAT  
9970067693

ASHWINI AGNIHOTRI  
8605019082

EFFIE CASTELLINO  
9168249977

CONNIE FERNANDES  
9881254799

IMMEDIATE PAST CHAIRPERSON  
BAKHTAWAR BATTIWALLA  
9890175552



"Life is never perfect, when it knocks you down, we need to get up, dust ourselves and move on."

Dear Members,

Am honoured and excited as I take the new responsibility as Chairperson of IASAP, Pune.

First and foremost, I want to extend my heartfelt gratitude to our visionary stalwarts, past Chairpersons and Committees for their support and dedication which has been integral to our Association's growth and success.

I express my gratitude to members for their continued long association with IASAP, we acknowledge your significant contributions and unwavering support. Am delighted to welcome our new members, may your time here be filled with growth, learning, and meaningful connections. Am overwhelmed with the generosity of our members towards the Best Practice Contest project, with a remarkable success story behind us, I am confident that we are poised for even greater achievements ahead.

Every new chairperson brings with them a wave of hope, a fresh perspective, and a promise to do something creative and innovative. We will focus on tapping in-house experiential knowledge, support BPC project, ensure new learnings, stay connected and support one another. Your enthusiastic participation during the monthly sessions will give our Managing Committee that extra boost and strengthen us to walk that extra mile to give in our best to you.

On behalf of my Committee, I thank you once again and look forward to a fruitful journey ahead.

"Be happy, be bright, be YOU " □

Monica D'Souza

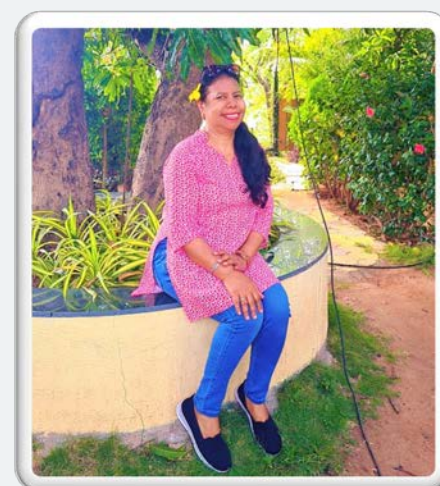




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*FROM THE EDITOR'S DESK.....*



GRACIAS

Dear Friends,

I take this opportunity to thank our Past Chairperson, Ms. Beroze Divecha for all her support and guidance to the committee during the past several years. She is a source of inspiration and motivation for everyone. You are a beautiful, loving, talented and kind hearted soul dear Beroze. You are an admirable leader. God bless you abundantly!

A big thank you to our immediate Past Chairperson, Ms. Bakhtawar Battiwalla for her support and guidance to the committee. Your ability to lead and inspire others is truly impressive. You really know how to bring out the best in us. A beautiful, loving, stern outside but soft inside person, you deserve the best. God bless you abundantly dear Bakhtu!

Congratulations and best wishes to our new Chairperson, Ms. Monica D'Souza. You have already set the stage on fire. You are beautiful, brilliant and bold leader who will keep our Pune Chapter flag flying high under your dynamic leadership. God bless you abundantly dear!

A big thank you to our committee members, Chairperson, Ex-Chairpersons, and all members of our Pune Chapter for bestowing your love and kind support and guidance to me as Editor of our newsletter for the last couple of years. As I move on to my new responsibility I assure you to give my best in all that I do for our Chapter. As always, let's keep our Pune Chapter mantle always bright and shining by our love and support to one another.

With tons of love,  
Daisy Dsouza







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April 2024  
Administrative Professionals Day 2024  
The Influential Assistant: Shaping Strategy,  
Steering Success



An evening filled with moments of joy, learning and connection.

We celebrated the Administrative Professional's Day on Sunday, 28<sup>th</sup> June 2024 with setting the tone for an evening of joy and togetherness. Our Chairperson, Ms. Bakhtawar Battiwalla welcomed the members and guests and bid them a super-duper fun filled evening.

A big thank you to our All India President, Ms. Vijayalaxmi Amin, our Guest speaker for the evening Ms. Colleen Dsouza, past guest speakers viz. Ms. Gitanjali Thite, Ms. Rosy Dias, Ms. Farida Khan, Adv. Nilima Deshpande, Bosses viz. Adv. Nikita Agrawal and Mr. Chandresh Sampat, our own members and their spouses for gracing the occasion and making the evening more vibrant with their honorable presence.

The evening began with Ganesh Vandana performed by our pretty members Ms. Preeta Venugopal and Ms. Assunta Christy. They kept the audience mesmerized with their graceful and poised performance.

Ms. Colleen Dsouza wished the Chairperson and members on the occasion of 37 years of foundation in Pune and was glad to participate in the Annual event "The Administrative Professional Day" celebration. Over these years Pune Chapter has progressed into an establishment dedicated to shaping the journeys of over 200 members. She urged the members to take forward the narrative of women breaking barriers and propel towards a future of limitless possibilities and to let our stories be those of **WHO** we want to be rather than **WHAT** we want to be. She urged the members to read the book "Top 5 Regrets of the Dying" by Bronnie Ware.



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She also recited a poem by Marianne Williamson titled "Our Deepest Fear" which is so inspirational:

Our deepest fear is not that we are inadequate.  
Our deepest fear is that we are powerful beyond measure.  
It is our light, not our darkness  
That most frightens us.

We ask ourselves  
Who am I to be brilliant, gorgeous, talented, fabulous?  
Actually, who are you not to be?  
You are a child of God.

You're playing small  
Does not serve the world.  
There's nothing enlightened about shrinking  
So that other people won't feel insecure around you.

We are all meant to shine,  
As children do.  
We were born to make manifest  
The glory of God that is within us.



The committee members did a surprise dance performance and soon the members too joined them and voila everyone were on their feet swaying and crooning to the old melodies sung by Mr. Amogh Bhaskar Tapasvi and Ms. Bhagyashri Sujay Rahane the Star Performers of the evening.

The evening got merrier as most of them were lucky enough to receive gifts for the lucky draw. Hidden talents sprung up as some members sang their favourite songs and wooed the audience with their beautiful and soothing voice while some others put up their best dancing shoes and danced till the music could stop. Kudos to you all of you!

A big thank you to Ms. Geeta Rao and staff of Poona Club as this would not have been possible without their support. A big thank you to all the committee members and members for making this event a grand success. A big thank you to Mr. Sushil Malusare for so painstakingly capturing all the special moments in pictures and video. And of course a big thank you to Lina D'Souza for your love and generosity to our IASAP Pune Chapter. God bless you all!

Everyone went back home with beautiful memories and gifts galore.





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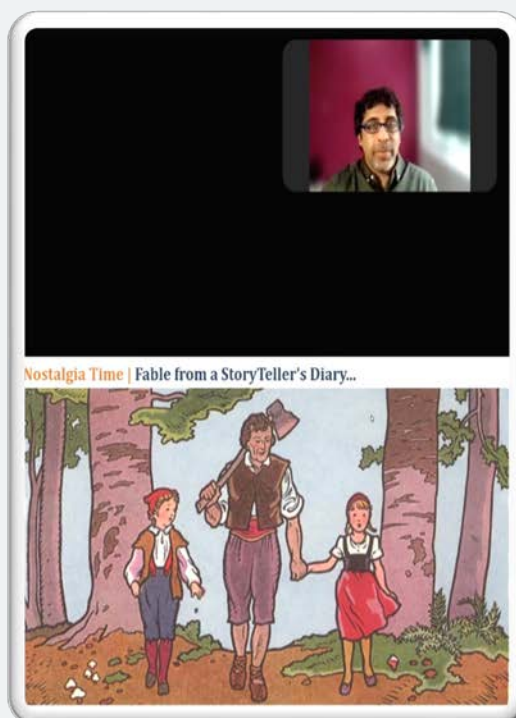




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May 2024  
Art of Story Telling by Mr. Sandeep Kochhar



An insightful and interesting session by the Master Story Teller, Mr. Sandeep Kochhar.

Mr. Kochhar is a CXO Coach, a Social Media Influencer and an Indian Institute of Management, Bangalore, India Alumnus. An Electronics & Telecommunication Engineer with more than two decades of Corporate Consulting experience. He is an insightful, innovative, powerful and inspirational Coach, Speaker & Storyteller.

His passion lies in using Story Telling as an instrument to transform individuals and organizations. His authentic, very real "Wabi Sabi" Story Telling Leadership series has helped people make that big switch in their lives and radically improve their way of thinking. He has 400 million+ views on the stories he shares on LinkedIn, He has over 630,000+ followers who trust him. He is the CEO of Blew Minds Consulting LLP, an eclectic Leadership Consulting practice that operates across geographies in the space of unconventional learning in different areas of Executive Coaching, People Consulting and Organization Consulting. He has been awarded with the title of LinkedIn Top Voice India 2019 for his highly influential stories on LinkedIn.

We all must have heard stories told by our parents and grandparents during our childhood. And now, as we ourselves have assumed the roles of parents/grandparents, we tell stories to our children and grandchildren. We all love listening to stories about real life incidents, of great men/women of valor, fantasies, and stories about love, life and death, etc. Story Telling is an art/skill which is inherent in all of us and all of us have a unique way of expressing it.



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Each one of our lives is a story that is worth telling, some are short, some are long but all are beautifully woven and special in their own essence. The world, in turn, is one big library full of different stories of each one of us.

Mr. Kochhar's story telling is altogether transformational; he uses story telling as an instrument to impact and transform individuals and organizations.

## Key Takeways:

The story should have emotion and feelings.

Entice: It should Entice the audience and attract them to it.

Engage: It should keep the audience engaged and glued to it.

Educate: There should be some lesson/learnings from it.

Impactful: The story should leave an impact on the audience/society.

## New learning:

While negotiating we should keep some share on the table for the other person/party

### StoryTelling Frameworks

**CDE Model**

- Content (What)  
Character, Setting, Plot, Ending
- Delivery (How)  
Intent vs Impact, Communication
- Evidence (Why)  
Social Proof, Authenticity

**EEE Model**

- Entice
- Engage

**Understanding Your Audience**

- Logos
- Ethos
- Pathos

**Pathos – Emotional Appeal**



### The Art of Positive Influencing

Engage > Inspire > Motivate

Does the Win-Win Model work in real life?

Win-Win	Win-Lose	Lose-Lose	Lose-Win
Problem Solving, Collaborative (Win-Win)	Competing (Win-Lose)	Competing (Lose-Lose)	Accommodating (Lose-Win)

**Customize your StoryTelling Narratives for Impactful Communication**

1. Use Solution-focused Approach (Replace negative with positive words)
2. Use Forward Looking approach (Growth Mindset v/s Fixed Mindset)
3. Make a Positive Impact (Use keywords from outcomes/expectations of stakeholders)
4. Align your Narratives to Stakeholders (Understand Stakeholder Preferences)
5. Customize mode of Story Communication (Understand Stakeholder Preferences)

**Reciprocity**  
When people receive something first, they are more likely to give.

**Commitment**  
If people take a vote or pledge, they are likely to take action and follow through.

**Authority**  
People are more likely to give to organizations that are credible and trustworthy.







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## June 2024 37<sup>TH</sup> ANNUAL GENERAL MEETING



The 37<sup>th</sup> Annual General Meeting (AGM) of IASAP Pune Chapter was held very smoothly and successfully on Sunday, 9<sup>th</sup> June 2024 at 4 pm in the presence of Returning Officer (RO) - Ms. Anubha Ramgopal, the Managing Committee and our 49 members.

Ms. Bakhtawar Battiwalla welcomed the members and the R.O. She thanked the members and committee for their support during her tenure as Chairperson for the past two years. Ms. Daisy Dsouza introduced Ms. Anubha Ramgopal, RO to our members. Mrs. Anubha Ramgopal declared the results after receiving 100% acceptance from the attended forum. The New Managing Committee Team elected for the year 2024-25 are as follows:

Ms. Monica D'Souza, Chairperson  
Ms. Annabella Salis, Vice Chairperson  
Ms. Assunta Christy, Hon. Secretary  
Ms. Daisy Dsouza, Hon. Treasurer  
Ms. Ratika Khenat, Committee Member  
Ms. Ashwini Agnihotri, Committee Member  
Ms. Effie Castellino, Committee Member  
Ms. Connie Fernandes, Committee Member

Oath taking ceremony was conducted by the elected Managing Committee Team. Member get member awards and attendance awards were given to the respective members.

The new Chairperson thanked the ex-Chairpersons for being her inspiration and assured the members to keep the IASAP Pune Chapter flying high to reach greater heights under her leadership. She requested the members to participate in large numbers for all the monthly sessions.





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Past Chairperson, Beroze Divecha thanked the committee and the members for their love and support extended to her during her tenure. She assured the new committee of her help and guidance whenever required.

Ms. Anubha Ramgopal requested the members to contribute towards a cleaner and greener environment by doing their bit daily viz, to cut the plastic packets of milk and other products in such a way that the cut portion stays with the packet and not thrown away separately. And while disposing the plastic water bottles to put its cap inside the bottle,

The AGM was concluded with a vote of thanks to the RO and members by Ms. Assunta Christy.







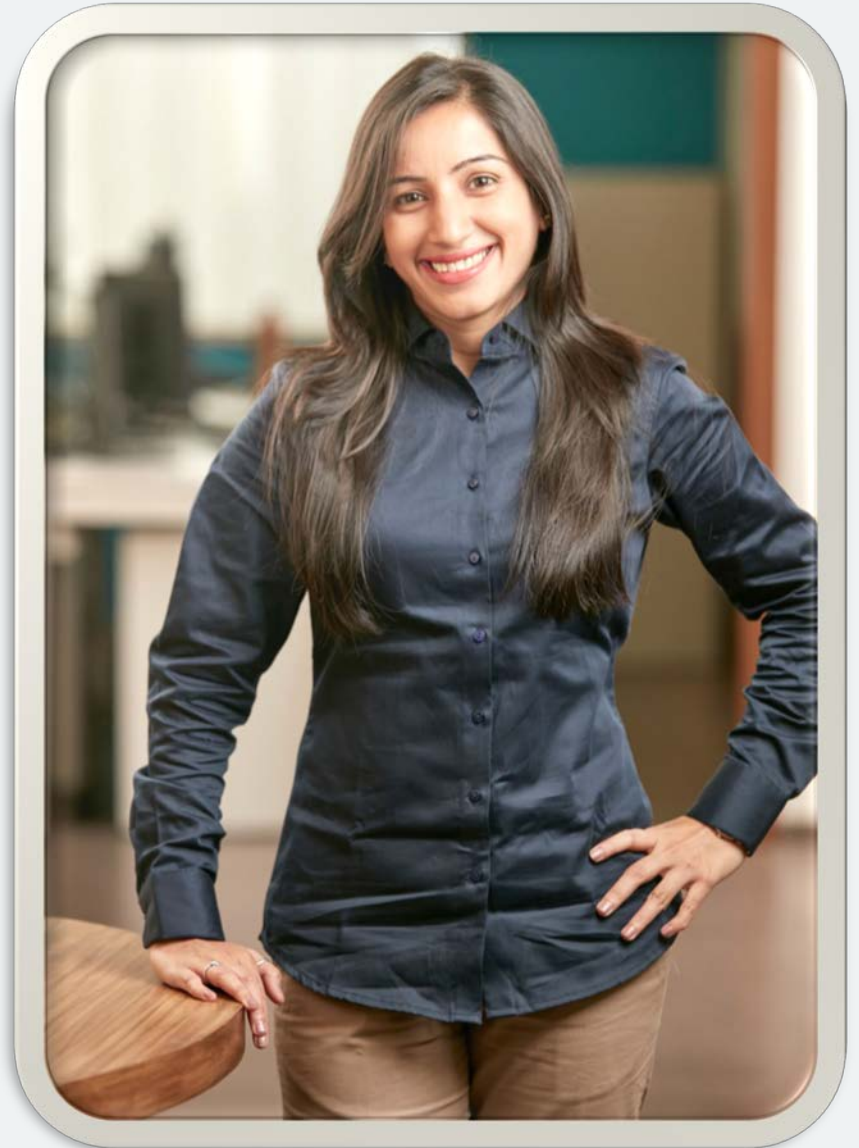
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IASAP Pune Chapter extends a warm welcome to Madhu Jain



Best wishes Madhu  
Looking forward to your  
participation in all our sessions



“Making things work behind the scenes” - You can remember this tagline for me ☺

I am Madhu Jain, has overall work experience of around 19 years; with Atlas Copco around 8+ years now, enjoying the work profile of Executive Assistant and Office Co-ordinator.

I am a curious kid who is ready to learn everything that I don't know and implement the same in my day to day work. I am in Sports Committee and a member of Emergency Response Team in my office. I ensure my creative ship is well-oiled and that work runs smoothly across. I enjoy listening music, being with nature and spending time with my loved ones ☺





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*Chai time with Jaya!*



Dear Friends,

Our first job is always very special. I started my career working with a Social organization called Poona Urban and Rural Service Mission. It was here that I got my first-hand experience on typing and shorthand. It was a part time job, while I was graduating. It was a great experience to read my shorthand and then type the letters of various kind. I used to work half day and would rush to attend my college. I enjoyed the earn and learn phase of my life.

The secret mantra that I learnt early in my life is Punctuality, Sincerity and Dedication. Along the way I have realized that good relationship with co-workers goes a long way.

Regarding my professional career, I have worked for the most reputed companies like J. M. Marshall Pvt. Ltd., Thermax Ltd., Kirloskar Chillers & Bharat Forge Ltd. From past 14 years I am working with Khed City, which is a JV of BFL and Kalyani group of companies. I have worked with both male and female bosses. In my vast career experience I have learnt a lot from each of them. I am in touch with all my ex-Bosses and ex-colleagues till date.

My day begins with prayers to God and then feeding the birds. The birds gather in my balcony as if they are waiting for me. To keep my hobby alive in my busy schedule, I have again started to play the keyboard and practice singing.

Though you can call me a self-motivated person, I would like to give credit to my sister Geeta Rao, for my successful career. She has always encouraged me to do the best in everything.





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Being an IASAP member is definitely the greatest asset. I have attended many training programs and conventions, where we learn from each other's experiences and examples that motivate us to cross our hurdles. We had many inspirational speakers, workshops, which pushes us to become more and more enthusiastic in our day-to-day life. I was a very quiet person but after joining IASAP, I started interacting more with my friends and going out with them and this gave me so much joy. You start loving life. And I feel that's how it should be. Work-Life balance is a must, then only we can enjoy life. I could not contribute much to IASAP activities due to pre-occupation with other social work which is a must for me.

Friends, IASAP Group is The Platform, which helps us navigate to greater heights in our career.

All the best,

Love,

Jaya Lingham



Jaya has always been a calm and cool person.  
Wherever she goes she carries that sparkle in her eyes.

It was a good sharing with Jaya over a cup of chai.

Wishing you most and more,

Best Wishes,  
Assunta Christy







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The most famous broadcaster in America is Oprah Winfrey. She announced her retirement, and they held a festival honouring her in a football stadium, but the surprise was to discover that she had sponsored 65,000 poor people for a quarter of a century without anyone knowing...

Many of them attended the stadium and 450 people came out with candles.!

Five of them were professors at Harvard University who gave a short sermon summarizing it: "If it were not for Oprah, we would now be in a different place than this..."!!!

One person changes the lives of 65,000 people? And in secret?

Humanity is not a religion, but rather a rank that some people reach.  
"Socrates".

Over to Nigerian millionaires and billionaires. Build human capacities instead of competing in building castles and buying exotic vehicles which will become old models in a few years.

Be an epitome of humanity.  
Sponsor children of the poor to school.

Shared by Maria Romel



## Fun Facts

*Make you smarter*



### Did You Know??

Almonds are a part of the peach family



An ostrich eye is bigger than it's brain



Tigers have striped skin, not just fur



Most people fall asleep in 7 minutes



If you sneeze too hard, you can break a rib



There are 293 ways to make change for a dollar



### Did You Also Know...

Summer on Uranus last 21 years



One human hair can support 3 ounces



It takes 492 seconds for sunlight to reach earth



The average person eats almost 1500 lbs of food a year



The human eye blinks an avg. of 4,200,000 times a year



It's impossible for most people to lick their own elbow, Try It!



### Sources You Can Explore

National Institute of Environmental Health Sciences  
Statistics Brain

## Learning is GREAT!







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**Happy Birthday**



Meena Kapoor	3-Jul
Supriya Panchal	3-Jul
Muriel Christy	4-Jul
Elizabeth Fernandes	8-Jul
Geeta Rao	8-Jul
Zeeba Irani	8-Jul
Gracy D'Souza	9-Jul
Suchitra Gokhale	9-Jul
Hetal Nehgandhi	11-Jul
Monica Mangal	15-Jul
Shanta Mohan	15-Jul
Sandra Rebello	16-Jul
Anita Martyres	22-Jul
Santoshi Bisht	24-Jul
Cynthia Sangale	31-Jul
Pushpa Gonal	31-Jul

Joanet Lobo	2-Aug
Anita Nair	3-Aug
Sita Muralidharan	6-Aug
Marie Menezes	8-Aug
Nirmala Rawat	13-Aug
Tesie Mony	16-Aug
Helen Netto	18-Aug
Saroj Paranjpe	20-Aug
Preety Vaz	24-Aug
Kamla Ramanathan	25-Aug

Geeta Sadhwani	1-Sep
Shernaz Kutar	2-Sep
Ratika Khenat	6-Sep
Aparna Deshpande	7-Sep
Preeta Venugopal	9-Sep
Vrishali Dalvi	11-Sep
Lakshmi Narayan	15-Sep
Angelica Valentine	16-Sep
Padmaja Avachat	21-Sep
Surekha Deshpande	22-Sep
Ashwini Agnihotri	25-Sep
Nawaz Vijaykumar	25-Sep



*Count not the candles... see the lights they give. Count not the years,  
but the Life you live. Wishing you a wonderful time ahead!*

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