

## MESSAGE FROM THE PRESIDENT



Dear Members,

Just to meet again in person,  
To connect face to face,  
To reach out and hold a hand  
Together at one place.

Such a relief to see each other and to feel the warmth and togetherness after almost two years at our 50th AGM. The past months have been challenging to say the least with all the strict restrictions put on us for our own good. Luckily as IASAP members we have been able to connect online through engaging and interactive programs organised by our dynamic Immediate Past President Edna Martis and all the Governing Council working together as a team. Learning never ceases.

Having been a proud IASAPian for nearly 2 decades and a member of the governing council for the past few years, I am extremely honored and excited to be nominated as your President and together with the Governing Council promise to make this an exciting year for all our members. I encourage members to enthusiastically participate in the programs and events planned. I want to encourage all our members to be "Making A Difference". It's a MAD world we live in, so let's do our bit to make it a happy place for as many people as we can. We have planned many interesting sessions like Webinars, Educational Programs, Workshops, Fun Sessions etc. for which we will keep you informed. It was a joy to meet up in person for a few events since the AGM in November 2021 and see your enthusiasm to participate in these events. The Governing Council and all members can together make events vibrant and fun and we encourage you all to register and participate in our events in large numbers.

The X'mas Celebration on 15th December at Radio Club was a grand success with the active participation of 58 members and a few guests. Games and prizes galore and our very own Santa made the event so much fun, and set the tone for a glorious Christmas and ending the year on a high note. Omicron tried to dampen our spirits in the New Year, but the Governing Council gave all members an opportunity to showcase their talents in true Indian spirit on Republic Day with some unique contests.

The Educational Tour to Tata Strive at Dighe, Navi Mumbai, was an eye-opener a great experience. A dedicated attempt by Tatas to make a meaningful impact to the less fortunate and train them with skills to live a fruitful and productive life. The second half of the program "Plan B" gave us an opportunity to experience the great Ikea store at Turbhe and shop to our hearts content. Our members loved and enjoyed the Ikea shopping experience

Our Women's Day Brunch at Irish House saw 54 members and a few guests dressed in Pink and Blue enjoying the afternoon with dance, quiz and lots of lucky dip prizes. We the Governing Council promise to make each month special.

And the highlight for 2022 is the National Convention in a beautiful 5 star Beach Property in Mahabalipuram from April 28th to May 1st organized by the Tamil Nadu chapter. I hope your bags are packed and ready to go. Let's make it an event to remember, after 2 long years.

Recognition on Administrative Professionals Day (April 21) and during Administrative Professionals Week (April 18 to 24) may be especially valued this year, as many administrative professionals and support staff have been working remotely since the start of the COVID-19 pandemic. According to Brie Weiler Reynolds, a career development manager and coach at FlexJobs, a site for flexible and remote jobs, "There are some specific skills that make remote workers successful, and many of those skills align with skills that office support workers also need. This includes being very detail-oriented and organized, having strong proactive communication skills, being self-disciplined, being great at time and task management and planning, having adaptability, being adept at problem-solving, and having high emotional intelligence."

We are celebrating Administrative Professionals Week and our members organize, assist, plan, solve, simplify, coordinate, and probably do a billion other amazing things we don't even know about to keep their workplace running smoothly. So HAPPY ADMINISTRATIVE PROFESSIONALS' WEEK to all our dear members.

I hope you all are as enthusiastic as I am to see how we can overcome challenges and the new ideas we can bring to make the events fun and interesting. Alone we can do little, but together we can do so much. So let's connect every month!

**YOU!! MAKE A DIFFERENCE and together WE MAKE A DIFFERENCE !!**

**GOD BLESS!!**

**KASHMIRA GAMADIA**  
President All - India

## AN ARTICLE BY COLETTE CARLSON

What does the crème filling of an Oreo cookie have in common with Administrative Professionals? Everything! Without that crème, there's no magic center that holds it all together. You're left with two chocolate disks that sit there waiting for something special to happen, and administrative professionals are that special ingredient.

Unfortunately, too often administrative professionals discount or downplay the incredible amount of wisdom, skills and abilities that they bring to the table. Oh sure, they may joke that their boss couldn't live without them, but when it comes to stepping up to the plate and claiming their greatness, that's often another story. If you are in this incredible position, take notice of your contribution and give yourself the credit you deserve by embracing the OREO approach.

**O**wn your talents. Take the time to recognize how adaptable and flexible you truly are. Name a job that has changed as much as yours in the past 30 years. From typewriters with carbon paper to the daily use of software applications that include word processing, spreadsheets, databases and more, your ability to embrace technology is amazing!

**R**isk more often. Do you want time off to attend an off-site meeting to grow your career? For that matter, do you want your company to pay for your Association membership? Take a risk and ASK! When you recognize how much value you bring to the organization and are able to articulate the benefits that you'll bring back to the company through your participation, you will feel more empowered to make those requests known. Start asking for what you need and want.

**E**liminate the word "just." Every time you introduce yourself as "just" an assistant, you set yourself up to be seen as less than a vital player in the workplace. Your role is "just" as important as anyone else's in the company and never forget it. Introduce yourself with confidence to gain the credibility you deserve.

**O**ver Apologizing – avoid it. Too many admins are in the habit of saying "I'm sorry" when they've done nothing wrong. For example, "I'm sorry we weren't able to get you on that flight." or "I'm sorry, but I need your expenses for the report." In the last circumstance, replace "I'm sorry" with "Excuse me" because "sorry" implies fault and can make you look less than your confident, capable self. Manage your image to be seen as the valuable contributor to the team that you are.

## WORKSHOP - "COMMUNICATE TO WIN"

A WORKSHOP ON "COMMUNICATE TO WIN"  
WAS CONDUCTED BY MR. DINAKAR NAIR ON  
SATURDAY 23RD OCTOBER 2021  
FROM 4.00 P.M. TO 5.30 P.M. VIA ZOOM



Our All-India President - Ms. Edna Martis welcomed the participants and the speaker and explained why the Executive Assistant needs to possess excellent communication skills – thereby creating a good image of the Company and the Executive that she represents. She emphasized the fact that Employers value Employees who can communicate effectively. She also

stressed on the listening skills and the importance of empathy. She urged the participants to be interactive in the session to follow which would improve their communication and thereby create a win-win situation for all stakeholders. She then called upon Ms. Gracy Lee to introduce the speaker.

Gracy gave a brief introduction of the speaker, Mr. Dinakar Nair - A successful Trainer Motivator, Problem Solver and Communicator with core competencies in implementing and training multiple disciplines – passionate about training and provides leadership skills and guidance. He uses his life experience to coach and empower others to become the best version of themselves.

He has been a visiting faculty at the Times Business School and Aegis Institute of Telecom Management School. Also represented many US and UK MBA schools for their orientation training and Universities in the US for their India interests.

Gracy then handed over the stage to Mr. Dinakar Nair. Mr. Dinakar emphasized that the topic was vast, but he would like to focus on one area which he called statistic and tactical communication.

He explained to us about the communication breakdown which takes place and how our empathy was of utmost importance which, if not present, will cause us to react instead of responding – like a fuse blowing. He did a short interactive exercise on "How good a Communicator are you?" He went on to explaining the 4 types of Communication: Verbal + Non-Verbal + Written + Visual and the barriers in communication. He then expanded on Practical Communication and tips to win.

He highlighted that "85% of our financial success is due to our personality and ability to communicate, negotiate and lead. Shockingly, only 15% is due to technical knowledge". He stressed on how emotions are integral to us and how humans are driven by emotions. He very nicely put it by saying that if the EQ is high, we will see a change in society. He gave us a good tip on "the power of a pause" because people don't remember what to tell them or write to them, but people remember how you make them feel.

He went through The 3 principles of effective communication: Assertive, Inquiry and Empathy with examples and live situations and the art and power of Inquiry : Am I reading you

right? Be reflective and not reactive!

He also touched on Feeling Empathy: Active and Passive Listening, Empathetic Listening. Weight of verbal v/s non verbal cues when judging and feeling. He mentioned the two things that can destroy any relationship: a) unrealistic expectations b) poor communication.

He went on to talk about Leadership qualities and how unless we are self-aware only then can we communicate effectively. How to handle difficult people with power phrases: I can see.... I can tell.... I can understand... He went on to explain the "Danger phrase" and the "Power phrase" The principles are - I am in charge of every relationship in my life. Verbal patterns for implementing this principle. When we tend to have the victim mentality and if we think we are a victim, the universe will make us a victim. We need to start to use the verbal pattern .... "because I". How to address a problem without disempowering yourself. He then took us through the Hamburger Principle of communication and taught us how to alter our speech pattern.

He ended by drawing an analogy between our lives and a car that has gone off-track and how, in a situation like this we would not continue to drive off-track but on the contrary we would navigate the car to come back on track.

Navigate your conversation or relationship like you are navigating your car which has gone off the road and then you will come back on track.

Edna then called upon Ms. Binaifer Daruwala to give the vote of thanks and she did so in poetic form - excerpts of which are given below:

"Dear Mr. Dinakar, thank you very much for being our guest speaker.

The Pearls of wisdom you have shared are amazing and true,

They will help us to communicate and win in all that we do.

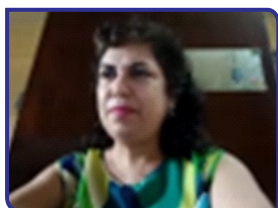
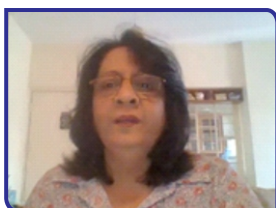
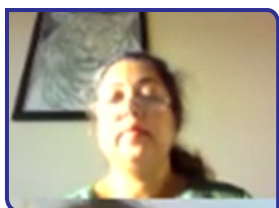
Communicate to Win is very important indeed,

Without which we cannot proceed or succeed."

She then thanked the speaker Mr. Dinakar Nair and Ms. Gracy Lee for introducing the speaker and wished all the members A Very Happy Diwali.

#### **GRACY LEE**

Writer Corporation



## **THE 50TH ANNUAL GENERAL MEETING OF IASAP**

The 50th Annual General Meeting of IASAP was held on 10th November, 2021 at Hotel Fariyas, Colaba. Ms. Edna Martis, President, IASAP presided over the Meeting and welcomed the members at the first off-line meeting to be held after the start of the pandemic. The meeting commenced with a two-minute silence observed as a mark of respect for the dear departed Ms. Homai Mehta, President Emeritus and Ms. Betty Kent, Past President.

The AGM Docket containing the Minutes of the previous AGM and Activity Report had been circulated earlier and were taken as read and passed in the Meeting. The Resolutions to adopt the Profit & Loss and Balance Sheet and to reappoint M/s Ganesh & Rajendra Associates, Chartered Accountants, from the conclusion of this meeting to the conclusion of the next AGM was also passed. The results of the nominations for various posts on the Governing Council for the year 2021-22 are as follows – Ms. Kashmira Gamadia, President; Ms. Vijayalaxmi Amin, Hon. Secretary; Ms. Binaifer Daruwala, Hon. Treasurer; Ms. Rashna Ardesher, Governing Council Member; Ms. Joan Lobo, Governing Council Member. Immediate Past President, Ms. Vimala D'souza, administered the oath of office to the new Governing Council and presented them with their badges. The IASAP Pins for 50 years, 40 years, 25 years and 15 years active membership due during the year 2020, as well as 2021, were distributed by Immediate Past President, Ms. Vimala D'souza. A commemorative silver coin was also presented for 50 years active membership. Ms. Moti Vazifdar, Editor and Past President released the newsletter for the year 2021 and copies were distributed to all present.

Ms. Edna Martis, President, informed that after rigorous follow-up with the Charity Commissioner's office, the Order for the year 2020 has been passed. Schedule I changes will be completed soon and the matter is on track as there are no pending items.

The suggestion of raising the age limit of the Chapter Chairperson and All-India President, provided they are in full-time active service of a public limited company, had been proposed at the AIGC meeting earlier. If they were serving in the Committee and rose through the ranks to be eligible to become President, then the relaxation of the age limit of 60 years would be allowed, provided they filed their nomination by the age of 60. The matter was discussed, but since a conclusion could not be reached, it was kept in abeyance for discussion with the Past Presidents.

On a happy note, Edna reminded the members to give their names for the Christmas Party and announced the tentative



program of the upcoming events for next year - New Year Party in January, Educational Tour in February, Women's Day in March, National Convention in April and retired Secretaries lunch in May.

Immediate Past President, Ms. Vimala Dsouza handed over the Trophy, Past President's Badge and a Floral Tribute to Ms. Edna Martis. Ms. Edna Martis handed over the President's Badge to Ms. Kashmira Gamadia and congratulated her on her new role.

Ms. Edna Martis, Immediate Past President, then gave her address as the outgoing President and thanked the Governing Council for their wholehearted support and excellent team spirit and Vimala in particular, who had been a pillar of support during her tenure.

Ms. Kashmira Gamadia, President, gave her address as the incoming President. She welcomed the new Governing Council and expressed that she would take on her role with the same excitement and dedication with which she approached all her commitments. On behalf of all the Past Presidents present, Ms. Zarine Commissariat, Past President, thanked Ms. Edna Martis profusely and voiced her appreciation of her handling her post during the difficult time of the pandemic with its unique set of challenging circumstances. The meeting was concluded with a Vote of Thanks by Ms. Binaifer Daruwala, Hon. Treasurer.

Members then proceeded for a scrumptious Buffet Dinner and an eagerly awaited chance to meet and greet and enjoy each others company after the long lockdown. Kudos to the President and Governing Council for arranging this successful offline meeting.

**LORNAD'SOUZA**  
Indian Oil Company



President, All-India Kashmira Gamadia receiving the President's Badge from Imm. Past President Edna Martis



Editor and Past President Moti Vazifdar releasing the Newsletter



Past Presidents applauding the New President All-India Kashmira Gamadia  
L-R : Pancy Reilly, Shera Langrana, Jeroo Irani



Imm. Past President Edna Martis receiving the Rolling Trophy from Past President Vimala D'souza.



New Governing Council for 2021-2022 - Joan Lobo (Governing Council Member), Binaifer Daruwala (Hon. Treasurer), Edna Martis (Imm. Past President), Kashmira Gamadia (President, All-India), Vijayalaxmi Amin (Hon. Secretary) and Rashna Ardesher (Governing Council Member)



## CHRISTMAS PARTY

The Mumbai Chapter hosted its Annual Christmas Party on 15th December 2021 at the Radio Club, Colaba at 6.30 pm. The Christmas party was being held after a gap of two years because of the lockdown with the imperative COVID - related precautions once the restrictions were eased.

Hosting the Christmas party always has its fair share of challenges but this time, there were some more in as much as the Organizing Committee wanted the party to be as normal as always and which meant emphasis on observing the appropriate protocols without diluting the fun element. It was therefore decided to limit the number of attendees for the Christmas Party.

The party began with a welcome speech by our President Kashmiri. This was followed by observing one minute silence in memory of our founder and President-Emeritus the Late Mrs. Homai Mehta.

It was time now for everyone to meet/catch up with friends and colleagues after a long time. This was over soft drinks, starters and exciting and entertaining individual and team games. As expected, this served to lighten the mood as well as refresh many memories and exchange of notes. There were three prizes for the top winning teams and for the best dressed member. The mood was upbeat and it was clear that the party was being enjoyed by all through enthusiastic participation.

It is often said that it is Christmas in the heart that puts Christmas in the air. One can feel the joy and a feeling of wellbeing embracing us. No wonder, Christmas bonds the family and friends together and helps us to appreciate the love in our lives that we often take for granted. Christmas is also about spreading joy and laughter, and sharing and giving. In this spirit, the members happily opened their purses to contribute generously for the less privileged. A total amount of Rs.16,000/- was collected with a matching contribution made by our IASAP Mumbai Headquarters.

It was time now for our beloved Santa to make an appearance and we had our own joyful, plump and cuddlesome Santa Clause Shera Langrana, in the signature red coat and white beard singing and dancing to the Christmas carols. Next were group photographs with our glamorous Santa amid much merriment and laughter making up for the fun we missed over the last two years.

The Christmas party wouldn't have been as much fun without the active participation of all, thereby rekindling the spirit and joy of Christmas.

In conclusion, I would like to take this opportunity to thank our Committee Members for organizing such a glorious event, full of fun and merriment, joy and happiness over dance, drinks and a scrumptious dinner. It was great to be part of such a wonderful celebration imbibing the spirit of Christmas.

Wishing all a Merry Christmas and a Happy New Year.

**PERSIS SETHNA**  
State Bank of India



Games were organised by  
Past President Sharon Pires and  
Governing Council Member  
Joan Lobo



Santa (Past President  
Shera Langrana) with our  
photographer Premlata Puthran



Members enjoying the games



Governing Council Members with Santa



Past Presidents with Santa



Members posing for Group photo

## 'BEING ASSERTIVE'

Sukanya Roy Chaudhary conducted an online session on 'Being Assertive' for IASAP members on Saturday, 29th January 2022, wherein more than 55 women from India and abroad attended. She is a specialist in HR, Training & Development. She has held national and regional positions in several prestigious organizations. She is the founder of 'Learning Levers'. She has conducted over 100 training programs not just in India but also abroad. She has her own Youtube channel 'Miles & Stone'

Sukanya began her session by relating the 'Abilene Paradox' story wherein the members fail to be assertive because they become victims of Abilene Paradox. They do not speak up and give their point of view and do not communicate their feelings and thoughts. Assertiveness is a style of communicative behaviour. The other types of behaviours are 'Aggressive' and 'Submissive'. Aggressive style is 'My way or the High way'. Aggressive people do not have respect for others. Submissive style of communication is passive. A submission person does not express herself and consequently you are taken for granted and others can lose respect for you. Both 'Aggressive' and 'Submissive' styles are detrimental to your personality in the long run. Each person's feelings, beliefs, opinions and thoughts are important. Hence the assertive style of communication is the best, wherein you respect yourself while winning the respect of others.

Sukanya emphasized that we need to use the SBI technique viz. Situation, Behaviour, Impact. Firstly we need to speak about the situation, then the behaviour and lastly the impact which is the feelings. She also spoke about 'How to say No'. We can do it in 4 steps. Firstly, listen & acknowledge the fact. Secondly, politely refuse; thirdly, give reasons for refusal and lastly provide alternatives or options.

Practical ways of being Assertive. State your point of view, use the right choice of words, give facts and reasons, communicate in a friendly tone and try not to offend the others in the group. For often it is not what you say, but how you say, that matters. She also mentioned that at times, one can be aggressive or passive, by choice, depending on the situation, but it should not become a pattern or a habit.

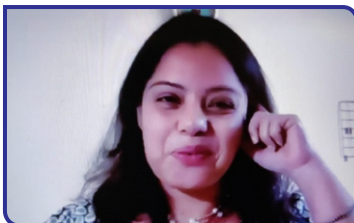
Finally, strike the golden balance in communicating – Be assertive. Being aggressive is only respecting yourself and not others. Being passive is respecting the other person and not yourself. Whereas being assertive is respecting yourself and the other person. Hence being Assertive is the best style of communication.

### LORRAINE DSOUZA

Hindustan Unilever Ltd



Members listening attentively and enjoying the session by Sukanya Roy Chaudhary



Our speaker Sukanya Roy Chaudhary

## REPUBLIC DAY TALENT CONTEST 2022

The Republic Day Talent Contest 2022 started with a bang, filled with some Sooperrr Se Ooperrr wala talent by our IASAPIans.

Some did the Indian Tri-colour proud by cooking up a feast, like our very own Celeste Colaco, who won the Contest in the Cooking category. She made mouth-watering Chicken Momos, Palak Paneer momos, Tri-colour biscuits and Tri-colour Apple Cake. Nilufer Dastoor, who won a consolation prize in the same category made a delicious Tri-colour Halwa barfi from carrots, semolina and bottle gourd. While Jasmine Sahukar sang a melodious patriotic song, entitled "I love my India" from the movie, *Pardes*, and won the Contest in the Singing category. We got a winning patriotic poem entitled "The Flag of Unity and Freedom" from our Past President Sharon Pires.

IASAP thanks our judges, Past Presidents Vimala D'souza and Maria Pontes who had a challenging time judging entries since all the participants displayed great talent. Last but not the least, IASAP thanks its members for participating with such patriotic zeal and fervour.

### RASHNA ARDESHER

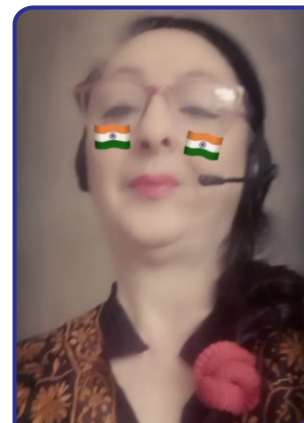
Ernst & Young LLP.



Winner of the Food Category Celeste Colaco receives her prize from Past President Edna Martis



Cooking contest Consolation Prize Nilufer Dastoor



Singing contest 1st prize Jasmine Sahukar



## THE FLAG OF UNITY AND FREEDOM

The Indian tri-colour unfurled,  
Our National Anthem sung

Our hopes are raised,  
Our unsung heroes praised

Our symbol of freedom  
And joy all our days.

Unity in Diversity and freedom for all  
Let's each do our bit to keep India strong.

Saffron tells of bravery and sacrifice  
That our great leaders made  
Their perseverance and dedication  
Let's live it up each day.

White signifies purity in truth and spirit  
Let's always endeavor to keep it untarnished  
Lasting peace we long for, we must work for it  
For a secure future for the Indian masses.

The green reflects the bounty of our farmlands  
Creativity and commitment to save our natural habitat  
Let's make every effort to preserve nature's bounty  
The abundant resources bestowed to us in plenty.

The chakra in blue with its 24 spokes  
Represents the 24 hours of each day, that gives us scope  
To live, to work, to love, share and care  
To keep moving in life, and make a difference everywhere.

Let's be torchbearers in our own little way  
On this auspicious 73rd Republic day  
Proud to be Indian in thought, word and deed  
Sowing seeds of harmony and peace.

### SHARON PIRES

Past President  
Ex- Bharat Petroleum Corporation Ltd



Winner of the Writing Category Past President  
Sharon Pires hoisting the Flag.

## EDUCATIONAL TOUR TO TATA STRIVE ON 26 FEB 2022

Tata Strive is an initiative by the Tata group of companies on skill development programme for the underprivileged Youth in collaboration with NSDC (National Skill Development Corporation). Our visit started with travel by bus arranged by the Governing Council members followed by a scrumptious breakfast in packed snack boxes. On arriving at the venue of Tata Strive Skill development Centre, which is located at Venus Building, Dighe Talav, Thane Belapur Road, Airoli, Navi Mumbai, we were given a warm welcome at the Reception by the security staff who diligently checked our temperatures and entered our names in the incoming register maintained by them. We were accommodated in a bright classroom with lots of charts and slogans prepared by the students undergoing training at the centre. We were introduced to the Centre Manager, Ms. Lubna, who gave an overview of the Centre and their achievements in the skill development programme from 2015, the year of their inception. She was assisted by Prachi More and Jyothi. A Power Point presentation titled 'Mumbai Journey' was also shown, displaying various skill development courses and milestones achieved by the Centre.

Following ongoing courses are conducted by them:

- Assistant Electrician
- General Duty Assistant
- Quick Service Restaurant
- Assembler Modular Furniture
- Cabinet Maker – Modular Kitchen
- Auto Service Technician
- Auto Sales Consultant
- Call Centre Executive
- Business Development Executive

Their admission procedure is as follows:

- Meeting the candidate and understanding his/her needs
- Counselling session
- Mind mapping module
- Admission process
- Whatsapp group
- Sharing of links of the module
- Uniform Kit distribution
- Starting of batch by domain facilitators

The Learner students are given hands on experience of the courses on state of the art equipment and machines sponsored by various MNCs and majority being from Tata group of companies. They have one of the best 'On Job Training' as well as lectures are imparted by Industry experts who visit them. They strive to make them industry-ready by coaching them in life skill through games, activities and field trips. They cater to the needs of students who have passed their 8th grade to graduation and post-graduation between the age group of 18 to 35 years depending on their interest, passion and their ability to learn and progress in life. The students are given placements as they have tie-up with various Industries and NGOs for absorbing their students.

We visited each course which was in progress, and interacted with the facilitators and students. We had the lunch organised by Governing Council and had a lot of photo shoots. It was

indeed an eye-opener and a great learning experience for each one of us. We were very grateful to the Tata group of companies who devote 60% of their capital gain to social causes. The cherry on the cake was a visit to Ikea mall and refreshments arranged by our ever-caring Governing Council. All in all, it was a day well spent which gave us an opportunity for an introspection of one's self to give back to society what we have achieved and gained in life to the underprivileged and make every individual industry-ready. Cheers !!!! IASAP Mumbai.

**FLAVY D'SOUZA**

Jet Airways (I) Pvt Ltd



Governing Council Members at Tata Strive



A Care givers class in progress at Tata Strive



A Carpentry Assembly class in progress at Tata Strive



Group photo of Members who enjoyed the Tata Hospitality

## DONATIONS BY IASAP

### SUNBEAM TRUST

A sunny afternoon spent with bright students of Vision Classes through NGO Sunbeam. IASAP volunteers had taught "Conversational English" to the Std. X students of Vision Classes, Sai Classes and Gurukrupa Classes. The donation we collected at our Christmas party was partially donated to Sunbeam on March 1, 2022.

We personally met the students whom we had taught and also the ones studying in the current batch. The ones we taught were brimming with joy and enthusiasm of joining College with percentages in their 90s in Std. X, SSC Board exams. They were an inspiration to the ones studying in the current batch, who interacted with President Kashmira, Hon. Treasurer Binaifer Daruwala and Governing Council Member Rashna Ardesher. Some wanted to become CAs, some engineers, some doctors, some wanted to join the Police and some wanted to join the Navy. The IASAP Governing Council wished the students all the very best for their upcoming SSC Board exams.



President All-India, Kashmira Gamadia, presenting the cheque to Teachers of Sunbeam



Few students from the English-Speaking classes of Sunbeam interacting with IASAP members





IASAP members involved in discussion with Sunbeam students

## IASAP

President Kashmira Gamadia, Hon. Treasurer Binaifer Daruwala and Governing Council Member Rashna Ardesher visited the Indian Association of Promotion for Adoption and Child Welfare (IAPA) on March 4, 2022 to give the donation collected from IASAP members at the time of the Christmas party. IAPA facilitates base level teaching for the children studying in West Khetwadi BMC school, where the IAPA Office is also situated. Such teaching covers academic subjects like English, Maths and Marathi, besides extracurricular activities like yoga, dance and computers right from Stds. I to VII. They also counsel on the adoption of children by foster families or by the kin of the adopted children by giving them incentives to ensure education and all-round development of the child. Thus IAPA provides therapeutic intervention for behavioural, emotional and academic challenges that the underprivileged children face. We met the staff, the volunteers and students there as young as 5 year olds to as old as 18 year olds who had come, especially to talk about what education they are now pursuing, all thanks to IAPA. All in all, time well spent with another opportunity for IASAP to pursue a Best Practice!

## RASHNA ARDESHER Ernst & Young LLP



Presenting the Donation Cheque to the Founding Trustee of IAPA



IASAP Members with the staff of IAPA

## INTERNATIONAL WOMEN'S DAY

International Women's Day was celebrated by IASAP on 12th March 2022. The theme this year was "Break the Bias". The celebrations were held at Irish House, BKC. It was lovely to see us all dressed in the color code for the event, Pink and Blue.

Our President Kashmira gave us a warm welcome and was happy to see so many of us attending this event. We started off with a Penguin March in twos. We were then divided into groups and had a number of interesting group games that involved all the team members. Delicious snacks and drinks were served in between the games. There were plenty of spot prizes and lucky draws for most of us. All the quiz games were organized by our Governing Council member Joan Lobo.

We were then served lunch and dessert. It was truly a joy to meet all our fellow IASAPians. Return gift by the Governing Council was a beautiful printed purse and our member Josephine gave us delicious handmade chocolates.

It was a wonderful afternoon and we all returned home proud to be 'Women of Substance'.

## COLLEEN DANTAS KPMG



Group picture of the Governing Council



Group picture of Past Presidents and Governing Council



Group picture of a few of our members



Imm. Past President Edna Martis announcing the lucky prizes



Walking the tunnel after the penguin dance



Group picture of a few of our members

## TOP 5 WAYS TO USE OLIVE OIL FOR BEAUTY BENEFITS!

If those stubborn stretch marks and acne marks refuse to fade away, try massaging your skin with olive oil.

From nutrition and health and from hair and skin care, the multifaceted ingredient olive oil offers a multitude of benefits. The oil's unique composition and properties make it a great choice for skincare.

Olive oil contains anti-aging antioxidants and hydrating squalene, which make it excellent for hair, skin, and nails. It is an important management in every DIY beauty maven's kit, just like coconut oil. It is likely that you must have heard about the beauty of Egypt's queen Cleopatra. One of the secrets to her flawless beauty was olive oil. All thanks to olive oil, she looked beautiful and glowing throughout her life.

It turns out that olive oil may be equally beneficial for our skin as it is for our diets. Vitamins and antioxidants in olive oil make it an effective moisturiser, protector against the sun, and a great moisturiser. It can be used as a skincare product on its own or even as a combination with other beauty products.

## HALL OF FAME

TMG creation and Amardeep Balvikas Foundation presented Maharashtra Nari Ratna Award to around 40 women and our member Rakhee Patil was selected as one of the women for teaching jewellery and candle making to ladies who are at home and not educated.



Our member Rakhee Pushkar Patil receiving the State level Nari Ratna Award

Hira Mehta, Mumbai, is a retired communication professional from ICICI Bank with 39 years of service, and author of four published books, 'Young And Sixty', 'Twisted Tales and More', 'Reboot Life', and 'Tales of Friendship - Ages 6+' available online. She has also contributed a chapter in the first exclusive one of its kind book in India on Dementia, titled "Remember Me-You, Me and Dementia" by Sailesh Mishra. At the age of 48, she completed a one year diploma in Event Management from the National Institute of Event Management (NIEM) with students half her age to fulfil her passion for events and thereon acquired a certificate in Voice Over and Dubbing from Sugar Mediaz, Mumbai.

She has also concluded a project, worked on Voice Industry Blogs for Sugar Mediaz, Mumbai, wherein she interviewed and sought inputs of industry stalwarts and blogged on various topics concerning the industry. She has been awarded the Karmaveer Chakra- Bronze and Rex Karmaveer Global fellowship instituted by icongo in partnership with the UN in 2018-19. She is the host of "UMANG- senior talent show" since 2015 and continues to host events, be a freelance content writer, actor, event host, interviewer, moderator, and motivational speaker with a passion for writing quotes and creating self-motivation reels on Instagram.

She supports the causes of senior living, Dementia, Alzheimer's, women-child education and donates note books to students belonging to the scheduled tribes of Mokhada and Jawahar every year. Presently, she is spreading positive vibes through her Insta live interview series "#GupshupDiaries", where she interviews inspiring people from all walks of life.



Hira Mehta interacting with children of the Mokhada tribe



I studied in a very humble school - Sir J. J. Girls' High School. I was a very active member of the Junior Red Cross and participated in several projects. I also attended four All India Red Cross Camps in different States during the school vacations.

When I was 14 years old and a student in Std. X, the Indian Red Cross Society interviewed me, along with students of so many other schools in Bombay. I was honoured when I was one of the five school/college students from all over India selected to participate in Operation VISTA, to be held in the USA in July 1962. Needless to say, it was totally free of charge. We were 122 Red Cross participants from all over the world. In Washington DC, we were welcomed into the White House by President John F. Kennedy, who personally shook hands with all of us.

After 6 weeks I returned to India but kept in touch with many Op. VISTA participants through letters. In 1962, there were no email or WhatsApp facilities. One person in the group was Ban Ki-moon of S. Korea who, after many years, became Secretary-General of the United Nations. He started organizing our Reunions on a regular basis (for which we had to bear the cost personally). My husband and I have had the pleasure of attending five out of these six Reunions organized by Ban Ki-moon, one of which was in S. Korea. We are all still in touch with each other and hopefully look forward to our next Reunion!

#### **ZARINE COMMISSARIAT**

Past President



Past President Zarine Commissariat is 2nd from left, wearing a sari and holding a white purse.



Past President Zarine Commissariat with Mr. Ban Ki-moon at UN HQ

Happy to inform that I was crowned Queen of Empress - Cordelia Cruises held onboard the Empress of Cordelia Cruise in November 2021.

#### **LORRAINE MATHIAS**

Hindustan Unilever Ltd.



Lorraine crowned Queen of Empress

I never imagined I would be able to ride a bicycle again after over 40 years! On 3rd November 2020 I let go of my fear and rode small distances alone. The face lit up with an achievement smile! Oh it was such a joy riding the bicycle with the wind against your face. Felt like a teenager all over again. A few more sessions and I was ready to join the K/East Ward for the Sunday morning rides. I may even Cycle2Work soon.....

This was quite an achievement!

Keep Riding, Stay Safe!

#### **Colleen Dantas**

KPMG



In October 2021, I was elected to the Vice-Chair of the WFM-IGP global body.

The mission of World Federalist Movement-Institute for Global Policy (WFM-IGP) is to promote global governance to address inequality, violent conflict, mass atrocities, climate change and corruption.

I was attached to the World Federalist Movement soon after I finished graduation in 1974 and was nominated by my College-Queen Mary's college in Chennai to attend the international conference of World Federalist Movement in Delhi.

Thereafter I have been an active participant in their programmes as a Counselor and have now been elected to their Executive Committee as Second Vice-Chair.

In the past, I have made a presentation at one of IASAP's monthly meetings at the request of our dear founder, the Late Mrs. Homai Mehta about the work we do, and this was also featured in our IASAP newsletter.

For those interested in knowing about the organization and its activities, please refer to : <https://www.wfm-igp.org/people/vijayam-raghunathan/>

#### **VIJAYAM RAGHUNATHAN**

Ex-HDFC Bank Ltd.



## THE GIRL AND THE TRAIN THAT SAVED LIVES

If I had met Zelma Lazarus, 86, last week I would not have recognised her, nor she me. Time has a way of rewriting our faces, replacing the sturdy invincibility of youth with frailty and crinkled skin. Creeping dementia had also robbed her of memories one by one till only a few important faces remained. I was not one of them.

But this shrunken woman with fading recollections whom I have called friend for 40 years had created something stunningly unexpected that will long outlive her. Of all things, it was a locomotive train that saved lives. By the time Zelma passed away six days ago, her train, the Lifeline Express, had brought new health and a better future to two million poor Indians over 217 expeditions to India's hinterland.

If you want to understand the connection between this chestnut-haired old woman and a railway train, you must first understand numbers.

Zelma's problem has always been with numbers. Multiplication tables, calculus, ordinal and cardinal numbers, sums after sums after sums. For example, how many lives could you save if you had 67,956 of railway lines covered by 13,169 passenger trains that stopped at 7,349 stations? Zelma and arithmetic were wary adversaries circling each other. There was only one rule: you couldn't run away.

I have seen a few sepia photographs of Zelma from her school-girl days, a freckled girl with clear skin and eyes and a sunny sky above her. If there were any dreams, they might have been typewriter fantasies ending with a carriage return. Girls like Zelma in those days could always count on at least a secretarial future.

But by 1983, 47-year-old Zelma was a senior officer in Voltas and woman Friday to its visionary chairman, the late A H Tobaccowala. She understood perfectly the power of the well-made wish. Anything can become true, if you only dream it well. On loan from her company to the United Nations, she was asked to head up IMPACT, a global initiative against preventable disability promoted by the UNDP, UNICEF and WHO.

Like the best of ideas, it could be summed up in a sentence—how amazing if India's vast railway network could be used to carry treatments for preventable blindness, deafness and impaired mobility and facial deformities to remote corners of the country that were inaccessible to modern medicine? Zelma was charged with making it happen.

A considered audacity was the chief trait of the Zelma I knew. I was not very surprised when she told me over lunch one day that she needed a good name for three railway bogies, equipped with surgical instruments, medicines, top-flight doctors and a recovery room, which would travel to remote villages hitched to existing trains. Once there, they would be sidelined and for a few weeks deliver free treatment to people laid low and helpless because of diseases like polio. No point

asking her how one human being could hope to accomplish such a daunting enterprise. With Zelma, it was always first the yes, then the rest.

I noticed once that she stitched patchwork quilts every Sunday after church, about ten at a time. Why? She had discovered, while investigating why so many newborns in Palghar were lost within hours of birth, that they died of hypothermic shock in the few minutes they were laid on the cold floor while the mother's umbilical cord was severed. Zelma's solution—make quilts to wrap warmly around the babies as soon as they emerged. She had already stitched about a thousand life-saving quilts.

If you study Zelma's life carefully, you can learn things, not about trains or arithmetic but the art of living, and the special skills needed to make a difference in someone's life. At the height of her train project, there was a moment when she despaired of the Lifeline Express, as it was called, ever happening. I asked her why she didn't share her troubles with her team.

"Never ever let them know you're worried," Zelma replied. "They'll lose heart and it'll become nobody's baby. But," she added unexpectedly, "never let them see your jubilation either. Then they'll assume it's your baby, not theirs."

Zelma never understood how the Lifeline Express again and again brought together so many willing hands and hearts, corporations and NGOs, high-flying medical skills and with so much love in the service of those for whom every step is a lifetime. She might puff up with pride when talking about the train, but never once has she called it "my train". Like Alice in Wonderland, she felt linked with objects and events immensely larger and more inexplicable than she.

The question of numbers came back again recently, when someone, perhaps a journalist, demanded to know how many people the train had served. Mathematics again, but this time Zelma challenged the inquisitor, asking why saving even a single life should not be considered a universe of difference.

For Zelma, arithmetic only ever made sense when you added 1 and 1 and got infinity.

**C. Y. GOPINATH**  
(Newspaper Article)



After learning of newborn deaths in Palghar, Zelma made thousands of quilts to wrap warmly around the newborns as soon as they emerged.



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## KNOW YOUR GOVERNING COUNCIL MEMBER



Joan Lobo joined the IASAP in 2015 and has become a part of the Governing Council in November 2021. Hailing from Mazagaon, Joan did her schooling at Convent of Jesus & Mary, Clare Road, Byculia and completed her Masters in Sociology from St. Xavier's College, Fort. She also did her Human Resource Management studies at Narsee Monjee Institute, Vile Parle. Joan started her working career with Jet Airways and after a year moved on to Jardine Fleming which was later merged with JPMorgan. Later, she was offered a job in a leading investment bank in which she is working to date.

All through her school and college life, Joan took an active part in co-curricular activities such as music, elocution, dramatics, etc. These experiences have helped her to be at ease in different social settings, be it making new friends, organizing programs or compering shows. She also sets aside some spare time for her favourite hobbies of baking and cooking.

Membership in the IASAP has given Joan a chance to grow in varied ways through workshops, conferences and interactions with different admin professionals. She is grateful for the many opportunities received and appreciates the valuable role played by IASAP in assisting the personal and professional growth of its members. Those who know Joan closely see her as a kind and caring person, one who can empathize with others and help them out in need. At the same time, she is fun-loving and cheerful, always ready to try out something different and get off the beaten track. She has a firm belief that it is more blessed to give than receive, and hence her motto in life is to sprinkle kindness wherever she goes.



### NEW MEMBER - DIVYA SHAH

Executive Secretary to Chairman of Mafatlal Industries Limited, one of India's oldest textile companies.

Mafatlal products are extremely popular with well established brands, across the globe.

I feel proud to be directly associated with the promoters of the company which is more than 105 years old.

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## CHALLENGES WOMEN ENTREPRENEURS FACE

### Mental /Emotional Challenges :

Perfectionism coming in the way while taking the baby steps towards their businesses. Rather prioritize progress over perfection. Striving for total perfection can stifle productivity.

Owning accomplishments - we are only allowed to own our failures, not accomplishments. Unwillingness to embrace failures, learn and move on.

Not able to monetize her craft : Difficulty asking for money. Others labelling her as a financial fool.

Transition from employee to entrepreneur mindset:

Employee mindset of just serving and the salary coming into the account on the fixed day, which is not so as an entrepreneur.

### Business related challenges:

Lack of skills as self-education to grow is not into mainstream. It is ignored by a lot of people. Skills such as Creating a Personal & Product Branding, Marketing (how to show case the product, pricing the product and making an offer on her product such that others will want to buy. Negotiating and getting the value of the services.

Competition - When clients do want to pay more, they start criticizing the product thereby forcing them to sell it at a lower cost.

Funding the business with limited resource at the beginning of the startup

One man (woman) Work-related travel leaving family behind

### Technology updates/ upgrades:

Lack of social media knowledge of running the business online and making her presence on social media to finding the right client avatar. Practical problems such as tech knowhow.

### Societal challenges:

Lack of support from parents or in-laws: Marriage and relocation from one city to another, to continue their entrepreneurship journey is a challenge. She has to strike a fine balance between her business and family. Total involvement in family leaves little or no energy and time to devote for business.

Struggle to be taken Seriously. Negative comments. Earning respect is also a struggle. Getting acknowledgment is a struggle - All due to male dominated society. They cannot accept a female can be equal or even better than them.

Taking more time than male counterparts to gain trust and recognition. Especially if you are going to make deals with men. Men have a big ego problem taking instructions from women.

Being gender biased in attitude, criticism (if they want to get goods at lower rates) and sometimes even passively threatened in emergency handling. Most responses are sarcastically appreciated than genuine.

### MARIA PONTES

Past President



Maria Pontes with her mentor Arfeen Khan

## **OBITUARY - ZELMA LAZARUS**

**15.10.1936 – 12.01.2022**



In the most loving memory of Zelma Lazarus, Founding President, Indian Association of Secretaries and Administrative Professionals, who left us for Heavenly abode on 12 January, 2022. Zelma was born on 15 October, 1936. An incredibly dynamic lady, Zelma's wisdom will live on through the IASAP legacy, which is to acquaint and familiarise us constantly with new secretarial and management knowledge, skills and practices. Zelma's sense of devotion was unmatched as were her kind words. Zelma will live in our hearts and memories forever. Gone but never forgotten.

IASAP Salutes Zelma.

**RASHNA ARDESHER**

Governing Council Member

## **OBITUARY - SHAMBHAVI R. SHENAI**



As 2021 drew to a close and as we welcomed 2022, it will unfortunately be remembered as a year in which we lost several of our members of long standing. The latest was one of our pioneer member Shambhavi R Shenai, who passed away on 21st January, 2022. I had the privilege of interacting with her during some of our monthly meetings and at the AGM in November 2021.

True friends remain with you. They become a part of you. And that happens regardless of whether they are near or far, in or out of touch, in this world or out of it. Shambhavi was one such person, who touched the lives of many.

Her trademark positivity remained with her through life, until the end. Even when seriously ill, she would always reassure everyone that she would soon be well. Shambhavi had more than her fair share of ups and downs during her 87 years on earth. But, whether in toil or turmoil, her calm and confident courage never once deserted her.

Shambhavi's family consisted of two daughters, sons-in-law and three grandchildren. She came from a poor background. She was a self-made woman. After completing her matriculation, she came to Mumbai, took up a job and completed her graduation while financially supporting her parents and siblings.

She was a very brave lady who didn't allow a cancer diagnosis in 2008 to stop her from working as hard as ever. Unfortunately, cancer struck again and she was detected to have metastasized cancer but she did well on treatment for a year.

Sadly, she started deteriorating from 2nd January this year because the disease wasn't controlled anymore. She passed away peacefully in the presence of her beloved family on the afternoon of 21st January, 2022. That is why, marvellous memories of Shambhavi will always abide, in many hearts, in many parts, of all Chapters of IASAP.

Shambhavi was cherished by all and will continue to be remembered for years to come.

**VIMALA DSOUZA**

Past President – All India

## **OBITUARY - DINU RUSI BHUMGARA**



It is with great sadness that we announce the demise of Dinu Rusi Bhumgara.

Loving wife of Rusi B. Bhumgara, beloved mother of Rayomand and Burzin, mother-in-law of Yasmin, grandmother of Nasreen, passed away on 24th January, 2022.

A very active member of IASAP and will be remembered by all whose lives she has touched for so many years. Her friendly demeanour, cheerful nature and generous heart will be cherished forever.

Deeply mourned by family and friends, she leaves only love and fond memories. Our beloved 'Dinamai' *Apra mai* will be deeply and endlessly missed.

**KASHMIRA MASTER**

Ex-Central Bank of India



## OBITUARY - PREMILA ALPHONSO



Premila Alphonso went to her heavenly abode on 8th December 2021. We lived in the same housing society and I have known her and the family for several years. Premila was a lively and dynamic person who lived life to the fullest. She did her first years of schooling at Villa Theresa and then completed her schooling at the Jesus and Mary School, Byculla. After graduating from KC college, she went on to do a secretarial course at Davars and then added another dimension to her professional life by completing a Nursing course at St. John's, Bengaluru. Her working career was rich and varied, covering a number of different roles in diverse organisations. She started at Abbott Laboratories and was there for more than a decade. After that, she served at Barclays Bank, Eureka Forbes, Lazard Credit Capital and finally Price

Waterhouse Coopers from where she retired. Her energy and zest for life saw her starting out on a new innings, so to say, as the celebrity manager of Ravi Shastri for close to 12 years.

Premila did not have much time to enjoy her retirement, with her last illness striking in November and claiming her life soon after. However, the manner in which she lived her life during her working years bears testimony to the spirit of enterprise and dynamism that we associate with her. She leaves behind her husband, daughter and two lovely grandchildren. Our thoughts and prayers are with them during this time of bereavement.

**JOAN LOBO**

Governing Council Member

## OBITUARY – MARLENE FOO

Salute to my dear Marlene, a helpful and kind-hearted person. The first time I met her was at our ASA Congress 1984. She was so delighted to be in Mumbai. Awed by the hustle and bustle of the city, she enjoyed visiting our Museum, Art Gallery and shopping for trinkets at Colaba. After our first meeting we were in touch for years on end.

Marlene will be missed.

May her soul rest in eternal peace!

**ALOOD. BHARTHANIA**

Ex -Tata Sons Ltd.

## 12 BEAUTIFUL MESSAGES IN LIFE!

1. Stay away from anger... It hurts... Only you! It doesn't solve anything. It builds nothing, but it can destroy everything.
2. If you are right then there is no need to get angry, and if you are wrong then you don't have anything to get angry.
3. Patience with family is love, Patience with others is respect. patience with self is confidence, and patience with God is faith.
4. Never think hard about the past. It brings tears... Don't think more about the future, it brings fears... Live this moment with a smile. It brings cheers.
5. Every test in our life makes us bitter or better, every problem comes to make us or break us, the choice is ours whether we become victims or victorious.
6. Beautiful things are not always good but good thing are always beautiful.

7. Do you know why God created gaps between fingers? So that someone who is special to you comes and fills those gaps by holding your hand forever.

8. A satisfied life is better than a successful life because our success is measured by others. But our satisfaction is measured by our own soul, mind and heart.

9. Life is like a note book. Two pages are already written by God. First page is birth. Last page is death. Center pages are empty. So, fill them with smile and love.

10. Happiness keeps you sweet so try and be happy from within.

11. God has sent us all in pairs... Someone somewhere is made for you... so wait for the right time and right moment...

12. Life is an echo. What you send out - comes back. What you sow - you reap. What you give - you get. What you see in others exists in you. Don't judge - so you will not be judged. Radiate and give love, and love will come back to you.

Contributed by **ZARINE AMALSADVALA**

Ex -Homi Mehta & Sons Pvt. Ltd.

## EDITOR'S PAGE

Dear Members,

After two years of pain and hardship, a new dawn is emerging. Our faith kept us going, helping us somehow to accept and make peace with the fact that the Universe had its reasons. Our resilience held us in good stead, as we continued battling this awful global catastrophe (virus) which just wouldn't let up! But finally Covid is in retreat! We are stronger and hopefully smarter! Our beloved Association is back on track from the zoom days, and the footfalls at our monthly meets are almost back to normal. It is great to see our beloved IASAP once again humming with activity. We have celebrated International Womens' Day and look forward to the National Convention AND SO ON!

A few thoughts on our professional life and its repercussions. India's white collar job market recorded the strongest active job count this January, shrugging off concerns that the third wave would put the brakes on hiring. January recorded the highest count of white-collar openings in the past two years even as several organizations put a temporary hold on their return to work plans. This was remarkable as the numbers had nosedived to their lowest in and from June-July 2020 and have recorded a 23% higher figure this January! This upsurge in hiring white-collar workforce is across all sectors – technology, e-commerce, manufacturing, industrial and others.

As we celebrated International Women's Day recently – it was heartening to record the fact that more women were successful in their journey to the top of their vocations! This was due to the world being diverse, equitable and inclusive. Women have broken free from the shackles of gender biases and discriminations that were ingrained in our daily lives and workplaces for long. Women



have now made it clear to the world that this is where we belong and will stay! It is now a world where women share the dias with men and rightfully so as proved by our success stories which speak for themselves! At the beginning of the century the biggest challenge was to get more women to enter the technology sector but, as technology has broken new ground, the number of women employed in the IT industry has risen consistently in the last few years.

World over, we are seeing more women in positions of leadership and command. There is growing evidence that women not only make excellent addition to high level roles, but also contribute actively to increased productivity. Corporates have realized that by adding more women at top positions, they have the chance to make a lasting change resulting in a better work culture. According to a study, women directors tend to be more likely to observe higher standards of corporate responsibility and are less likely to take unnecessary risks. To sum up, dear Members – ALL women have the potential to make a difference in their working life and transform the workplace! Focus on the vision of being successful in YOUR working life and stay true to the "vision" – pursuing it AGAINST ALL ODDS!

For the success of our newsletter, it would be wonderful if each one of us at Headquarters could give in articles of the tremendous changes that one's jobs have undergone at the workplace during the pandemic of last two years, share our personal experiences with each other. This would prove to be not only educative and informative, but also spread camaraderie!

Wishing you Happy Administrative Professionals' Day and Week!

**MOTI VAZIFDAR**

Past President & Editor



*Wishing all Members  
Happy Administrative Professionals  
Day and Week*

*The President and  
Governing Council Members*