

NCRCL®
NCR Consultants Limited

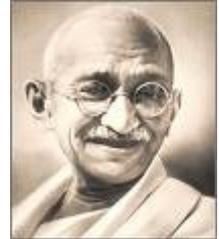
 An Associate of **Parker Randall**

Values Beyond Consulting

The things that will destroy us are:

Politics without principle;
 Pleasure without conscience;
 Wealth without work;
 Knowledge without character;
 Business without morality;
 Science without humanity;
 And worship without sacrifice.”

-Mahatma Gandhi


 Consultants Corner remembering 140th year of Gandhi's birth!

The Flow should not be missed!


R.S.Murali

Have you observed 'flow' when you work with interest? flow of ideas, flow of words, flow of strategy, flow of what next to be done, above all the flow of energy, etc. You feel totally engrossed and 'time' is really not comprehended by our brain. Such 'flows' can be experienced by us in our day to day affairs. It is only when such a flow is affected we actually do not know what is to be done or the quality of the output is low and so on!

One more aspect of the 'flow' is that it can be very clearly understood by another person at the receiving end. For instance, a student may not know a subject, but he can very easily get that the teacher is not teaching properly – because he cannot receive the 'flow' properly.

There are instances when the flow of one person is recognised by another person. The following true incident brings out this theme:

When Rabindranath Tagore's Gitanjali was being recommended for Nobel Prize, it had to be translated into English. Though Tagore felt that translation to English may not provide the same flavour as in Bengali, he accepted. The translation was made by Tagore himself and he requested C.F. Andrews the great linguist and Christian missionary of the time. C.F. Andrews not only knew English but also Bengali! He did his job prudently and said that four words in the translation had to be changed in order to convey the meaning as it was in Bengali. Actually Tagore would not approve of it as he felt that poetry would be missing, but then he yielded feeling that it was technically correct.

The work had to be screened by a committee of experts in England. One among the experts was the great poet Yeats. Yeats went through the entire text and said the work is wonderful but "four rocks have to be removed" – yes he exactly meant the same four words which Tagore was hesitant about! The four words were replaced as Tagore originally translated. Then Yeats said "Now everything is okay. Those four rocks are removed from the river-like flow. Your words are not grammatical but they are poetic, and they are coming from your very heart."

How did Yeats exactly identify the same four words? This is the result of the 'flow'. Such flow is not restricted to only famous and successful people – all of us at all times have the 'flow' in us; only thing is that we take effort to ignore the same and do not recognise it. But then how do we recognise the flow in us? As Yeats said the work we do need to be done with total dedication – it has to come "from your very heart".

'flows' can be experienced by us in our day to day affairs. It is only when such flows are affected that the quality of our output is low!

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Tips on Writing Formal Reports (17)

Source- Business Communication Centre (University of Toronto)



Guhaprasath



Discussing proposed work

In a research proposal, it is never acceptable to announce only that you are planning to "study topic X". Studying is a vague and unbounded task, with no criterion for success and no way to tell if you are getting anywhere. Studying is something you do in a course, not in research. In research, you need to specify the specific questions you are going to try to answer, the specific phenomena that need explanations, and so on.

Discussing future work

In the discussion sections of a research paper, be sure to discuss all topics that the audience expected to see in the paper, even if you yourself do not believe them to be relevant. The reader is more likely to assume that you have been sloppy about your literature review than to assume you knew about the work but believed it not to be relevant. Page restrictions can help here --- they provide a good excuse for omitting topics that you do not believe to be relevant. In a longer article or "Subject" without page limits you have no choice but to address the issue and explicitly state why the topic is not relevant despite the common belief that it is.

Apology: My personal quirks

Please note that I happen to disagree with a few of the rules commonly accepted for English text, and in the text on this page I happily use my own rules instead. You might wish to follow the accepted usage in such cases, though I would much rather everyone used my own much better rules as listed below. If you do agree to join my one-man campaign to fix the English language, I cannot accept any responsibility for points deducted by less enlightened folks. :-)



Ramachandran

Tips to manage inflation

Though "Inflation" sounds like an Economics term, even Lehman knows the meaning of this term. In precise, they experience it the hard way, rather than knowing the meaning of the term.

Inflation indirectly pulls our standard of living & sustained inflation will make the entire population poor in the long run. Instead of talking on the impact, statistics & implication of inflation, which has already emerged as Eagle Eye, here are few tips for us to manage/counter Inflation:

1. **Prepare a checklist on your spending pattern:** Revisit on the expenses that are desirable, but not vital or essential. It doesn't mean to stay a saint, but where one can be restrain. When Corporate giants are Cost Conscious-with a motto-"Penny saved is a Penny earned"; why can't an individual, who fights for a decent standard of living? Aim for the same.
2. **Prioritize the expending pattern:** Spend on essential commodities & postpone expenditure on luxuries. If you wish to have a mobile with added features, while you possess a basic version which still serves the purpose, avoid spending on it in the near future.
3. **Manage Consumption:** Buy non-perishable food items in bulk to get bulk discounts. Economies of Large scale operation not only apply for Industries, the magic will do for everyone.
4. **Expenditure on Fuel & Energy:** Plan your trips to conserve fuel and cut on fuel costs. This not only saves money, but environment is also taken care!! Use public transport in every possible occasion. Take steps to reduce the electricity bill by limiting usage of air conditioners & using power efficient gadgets, disciplined in switching off lights that are not used.
5. **Credit cards & Bills:** Do not spend on credit cards; use a debit card where possible. It is better to stay away from credit card.
6. **Savings Plan:** Stick to investments that fetch attractive return over a period of time. Reduce allocation towards bonds and fixed income — Inflation will cause a vicious reduction in your purchasing power if you are heavily invested in fixed income instruments.
7. **Look for alternative assets & investments:** Real estate is considered as *ever green investment*, but during the course of inflation, it is better to hang on from going for new properties, as the cost of construction will shoot up. Alternatively, one can go for gold, artistic creation and so on.

Let the nation take steps to encounter Inflation. We'll contribute from our end that is possible. After all we are part of the nation.

Project Management (2)



Ashok Rao

Recap: ***A project is a temporary endeavor undertaken to create a unique product or service.***

What is Project Management?

The PMBOK defines Project Management as ‘the application of knowledge, skills, tools and techniques to project activities in order to meet or exceed stakeholder needs and expectations from a project.’

Here the word ‘stakeholder’ has a much broader meaning to include all persons associated with or affected by the project like the client, employees, Government etc.

Project Management Knowledge Areas

Project management processes can be classified under nine broad areas called project management knowledge areas as shown in the Figure.

Project Integration Management: To ensure that the various elements of the project are properly coordinated. It consists of project planning and overall control.

Project Scope Management: To ensure that the project includes all the work required and only the work required. It consists of initiation, scope planning, scope definition, scope verification and scope control.

Project Time Management: To ensure timely completion of the project. It consists of activity definition, activity sequencing, time estimation, schedule development and schedule control.

Project Cost Management: To ensure that the project is completed within the approved budget. It consists of resource planning, cost estimating, cost budgeting and cost control.

Project Quality Management: To ensure that the project will satisfy the needs for which it was undertaken. It consists of quality planning, quality assurance and quality control.

Project Human Resource Management: To make the most effective use of the people involved in the project. It consists of organizational planning, staff acquisition and staff development.

Project Communications Management: To ensure timely and appropriate generation, collection, dissemination, storage and ultimate disposition of project information. It consists of communications planning, information distribution, performance reporting, and administrative procedures.

Project Risk Management: To ensure that risks are identified, analysed and responded in an appropriate manner. It consists of risk identification, risk quantification, risk response development and risk response control.



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Project Procurement Management: To acquire goods and services from outside the organization. It consists of procurement planning, coordination and contract administration.



Activity: Identify one or two **unsuccessful** projects that you may have been involved in. Try to pinpoint which project management knowledge area was not managed properly in those projects. Share these insights through this space for others to understand the knowledge areas better.

-To Be Contd

Look Within Ourselves.

A man feared his wife wasn't hearing as well as she used to and he thought, she might need a hearing aid . Not quite sure how to approach her, he called the family Doctor to discuss the problem. The Doctor told him there is a simple informal test, the husband could perform to give the Doctor, a better idea about her hearing loss.

"Here's what you do," said the Doctor," stand about 40 feet away from her, and in a normal conversational speaking tone, see if she hears you. If not, go to 30 feet, then 20 feet, and so on until you get a response".

That evening, the wife is in the kitchen, cooking dinner, and he was in the den. He says to himself, "I'm about 40 feet away, let's see what happens".

Then in a normal tone he asks, 'Honey, what's for dinner?' No response.

So, the husband moves to closer to the kitchen, about 30 feet from his wife and repeats, "Honey, what's for dinner?" Still no response.

Next, he moves into the dining room where he is about 20 feet from his wife and asks, "Honey, what's for dinner?" Again he gets no response.

So, he walks up to the kitchen door, about 10 feet away. "Honey, what's for dinner?" Again there is no response.

So, he walks right up behind her." Honey, what's for dinner?" "James, for the FIFTH time I've said, CHICKEN!"

Sometimes, the problem may not be with the other one as we always think, could be, very much within us..! Lets look within ourselves before we find fault with others.

Words confused and misused

Ability-Capacity

Ability is power to do something; skill in the use of physical powers or intellectual faculties. "He has unusual ability as a mechanic." Capacity is power to receive, hold, or contain. "The water tank has a capacity of ten thousand gallons." As applied to intellectual faculties capacity means power to take in knowledge as distinguished from power to take in knowledge as distinguished from power to express in doing.

Accept-Except

Accept is a transitive verb meaning to receive with favour, as "I accept the gift," or to approve or assent to, as "I accept the excuse."Except is a transitive verb meaning to omit or excuse , as "if you will except the last clause, I shall accept the contract."

Advise-Advice

Advise is always a verb, as distinguished from advice, which is always a noun. He advised me to stop" means that he admonished or counselled me to stop. Advices is old-fashioned journalistic cant in the sense of news and old-fashioned commercial cant in the sense of business information.

Affect-Effect

In present usage effect is always a verb. It means to influence, as "Hot weather affects his health." Effect is both verb and noun. As a verb it means to accomplish, produce, carry out, bring to pass, or complete, as "He has effected great reforms." As a noun effect means result, consequence, and outcome.

Amateur-Novice

One who practices an art or indulges in an activity for pleasure rather than for gain, no matter how long he continues to do so, is an amateur. Amateur is often misused as if it meant novice, that is, a beginner. One who is unskilled in an art, a game, or a trade, and one who is new in a calling, is a novice even though he is pursuing it in a professional way.

Rekha

"Alphabets" which SOUND as WORDS

They are:

- | | |
|---------|-----------|
| B → Bee | C → Sea |
| I → Eye | Q → Queue |
| R → Are | S → Yes |
| T → Tea | O → Oh |
| U → You | V → We |
| Y → Why | |

Yehi Hai Right Choice!



Rekha Murali

Often we find ourselves at crossroads - unsure, confused, worried about the choice to be made! Questions arise in our minds... is this the right decision? Will it lead me in the right path? Will I face trouble from my boss/colleagues for this decision? Am I making the correct choice?

Lack of confidence & lack of knowledge make us ponder over the choices.

These questions come up particularly when we are not sure of our self. Lack of confidence & lack of knowledge make us ponder over the choices.

The choice could be as simple as turning left or right in an unknown area or as complex as making a critical life altering decision like changing one's job.

I believe it is all about adaptability and taking risks. Taking healthy risks enable us to face challenges and lead us to Great Opportunities. If it fails, then it becomes a lesson from the wonderful book called Life.

From a philosophical perspective, I think we use our free will and the right of choice! Our destiny is shaped based on the choice we make. God/Universe has two paths cleared out for us. Each choice opens new door of opportunities. So, in a way we decide our destiny based on the choice we make. It is indeed a great revelation to know that we chalk out our own path breaking future!

Therefore making the right choice becomes very crucial particularly with major decisions. A little careful planning and analysis can go a long way in any major decision taken! This can be done in the following ways:

- ❖ Weigh the pros and cons of each of the choices
- ❖ Discuss with a trusted friend/relative/Boss
- ❖ Analyse the need for making a choice
- ❖ Meditate for guidance on taking a right decision
- ❖ Pay heed to the intuitive feelings that arise from deep within

- ❖ Ponder over whether the choice is for 'my highest good'
- ❖ Introspection on whether the choice makes you happy!

But please do remember that there is a psychological hypothesis called deliberation – without – attention effect. It is not always advantageous to engage in conscious deliberation before choosing. Simple choices may produce better results after conscious thought. But sometimes the complex choices are better left to action based on unconscious thought. For instance, against all practical odds, listening to what your heart (or intuition) says may be the most beneficial choice!

So, each one of us have the right of choice. The question is, do we make the right choice, following our hearts? Or are we tempted by the negative option, influenced by our ego, or fear or greed? It's clear which is the best way to go. The choice is ours. And ultimately, there is always a loving, guiding force gently steering us along irrespective of the Choice!

10 ways to raise your consciousness

(Source courtesy The Speaking Tree)



Suresh

1. **Forgive yourself and others:** Life is too short to hold on to regrets, grudges, misunderstandings, or disappointments. Free yourself by forgiving and letting go of any negative energy you're holding on to about yourself or others. The process of forgiving yourself and others will result in your feeling light and free: it will raise your vibrations.
2. **Practice gratitude and appreciation:** Whatever you focus on grows. So, when you focus on everything in your life you feel grateful for all and the wonderful people you appreciate, the universe hands you more to feel grateful about.
3. **Live each day as though it were your last:** Then you will be living in a state of light, love and unconditional contribution. What would you say to the people you care about?
4. **Meditate or pray:** You open up a direct link between yourself and the spiritual realm when you meditate or

Cont'd to next page

pray. You will come closer to your creator energy, raise your vibration experience, peace, clarity, joy and connection, as well as a perfectly balanced state between your mental, physical, emotional and spiritual realms.

5. **Suspend judgment:** One judges another to feel less guilty about one's won misgiving. Judgment energy is dense, dark and heavy. On the other hand unconditional acceptance is light, free and accepting. Let go of judging and criticising yourself and others. Everyone is on a different path and some appear to be farther ahead on their path than others. Neither path is better nor worse than another. Raise your consciousness to one of acceptance.
6. **View every experience as a gift:** If you look back at occurrences in your life, you can easily see how even the worst situations you experienced in your life ended up teaching you invaluable lessons and therefore resulted in putting you in perfect place for your continuing development. When you view every experience – the good, the bad, and the ugly – as a gift, life flows more like a gentle, inspiring breeze.
7. **Stay consciously aware of all your thoughts and feelings:** It is easy to fall into negative patterns of complaining and feeling like a victim of society and your life. When you catch yourself in the negative zone, don't feel badly about it and beat yourself up. Simply choose to switch your consciousness to one gratitude and positive thinking.
8. **Treat your physical body as your temple:** Your body is the only vehicle you've been given for this ride called life. The better you care for your body by eating a healthy, balanced diet, and by implementing a regular exercise routine, and by giving your body the rest it requires, the more you will experience increased energy, vitality, joy and freedom.
9. **View the world through the eyes of a child:** Children are enthralled by the process of observing and experiencing the wonder and beauty in every single thing. They can't get enough. Look at every tree, sunset, cloud and human being as a child would and you'll be in constant state of wonder, joy, surprise, acceptance and enlightenment.
10. **Give love, love, love from your heart:** It's all about love. Love is the highest vibration. Allow yourself to receive love unconditionally from others. Give love from your heart unconditionally to yourself and others and you will experience the highest state of consciousness possible.

SELF-DIRECTED

(Source – Times of India)



Mahesh

Probably the most important skill for today's rapidly changing workforce is skills in self-direction. The highly motivated, self-directed learner can approach the workplace as a continual classroom from which to learn. Supervisors and employees who works together to accomplish formal, self-directed learning in the workplace also accomplish continuous learning for continued productivity and learning.

Self-directed training includes the learner initiating the learning, making the decisions about what training and development experiences will occur, and how. The learner selects and carries out their own learning goals, objectives, methods and means to verifying that the goals were met. We buy a book and think about the writer's viewpoint. We attend a presentation given at a local school. We take some time at the end of the day to think about our day and what we learned from it. These are all informal forms of self-directed learning.

Self-directed learning becomes even more powerful when it's systematic, that is, when we decide:

- What areas of knowledge and skills we need to gain in order to get something done (our learning needs and goals)
- How we will gain the areas of knowledge and skills (our learning objectives and activities)
- How we will know that we've gained the areas of knowledge and skills (learning evaluation) After many years of reflection about learning, eminent psychologist, Carl Rogers, founder of self-directed therapy, asserted that "anything that can be taught to another is relatively inconsequential, and has little or no significant influence on behavior. The only learning which significantly influences behavior is self-discovered, self-appropriated learning" Self-directed learning programs
- Are more effective in development because learning accommodates employees' learning styles and objectives
- Save substantial training costs because learners learn to help themselves and each other with practical and timely materials
- Achieve increased employee effectiveness in their jobs as they learn to learn from their own work experiences and actually apply their learning in their places of work.

Readers' Corner

This space has been intentionally left blank since no response has been received from readers.

Events and Happenings in NCRCL®



Subba Rao Selected as a volunteer for the 'Teach India' campaign of the Times of India. He will be teaching 5 to 8 year old kids in Personality Development



9th AGM of NCRCL® on 12th Sept. 2008 at Raintree

1. Workshop on Presentation Skills by British Council – attended by Pavithra & Sujatha on Sept 17, 2008
2. Workshop on Personality Enrichment by MMA – attended by Maheswaran & Sriram on Sept 5, 2008
3. Induction programme for TEEMSINDIA on Sept 18 -19, 2008 at NCRCL on Accounts, HR activities and General Admin.



Farewell

NCRCL® wishes the best of luck to Manikantan



Wedding Bells

Deepak married Karpagam (Kalpana) on 5th September 2008

Best wishes from NCRCL®

Smart Corner

Name the country where Chess was invented?

Send in your answers to the editor at bangalore@ncrcl.com

ANSWER FOR LAST MONTH'S SMART CORNER QUESTION:

What is the abbreviation of 'SIM' and when was it invented?

ANSWER: SIM stands for 'Subscriber's Identity Module'. It was invented in 1991.



The right answer given by

Subba Rao, Archana, Shalini

!!! Congratulations !!!

Humor Corner



"The IT guys want to know whether you want more wires, more servers, or more IT guys."



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Birthday Wishes

Happy Birthday to the October born



Manjunath.O - 19 Oct

Know Your Colleagues

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Years with NCRCL:	2 months	
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My Role Model:	Mr. Vijay Mallya – (UB Group)	
My Message:	"Be true to your self"	

From the editor's pen tip

Dear Readers,
Send in your comments and suggestions to bangalore@ncrcl.com.
Thank You...