THE SPOKE

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(District 3310 of Rotary International, Chartered on 27 June 1952)

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Rotary Revised Strategic Plan

2010/2011 Rotary International Theme

"Building Communities Bridging Continents".

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Dear Fellow Rotarians,

Our First Club Assembly

As we more through the Rotary Year 2010 / 2011 with our 1st Club Assembly, we must ensure that three more club assemblies will be scheduled for the whole year. The DG's visit is in November 2010 and the Committee Chairman are expected to present progress reports on their projects to the DG.

The Board of Directors and the Committee Chairman need to ensure that the club's activities are in line with the RI revised strategic plan. The RI revised strategic plan comprises of three priorities which emphasis the importance to Rotary's future support and strengthen clubs, focus and increase humanitarian service and enhance public image and awareness. These priorities stem from Rotary's core value of service leadership, integrity and fellowship. From time to time the Board and the Committee Chairman will incorporate other projects on the need to need basis factoring the RI's revised plan. I salute all Committee Chairman and Sharon, our Executive Secretary on their wonderful presentation.

I will be overseas in New Delhi with PP Dr. Shanmugam, Rtn J.S. Kwang, Rtn Dr. Vishvadeep and Rtn Ranjeet Singh to attend an ex-Rotarian Naresh Kalanis wedding and will only return on the 19th July 2010. Our sincere apologies to all Rotarians. The month of August is a Membership and Extention month and programmes wil be drawn up accordingly.

Building Communities, Bridging Continents.

Thank You.

Yours In Rotary

DR. S. SIVAMOORTHY

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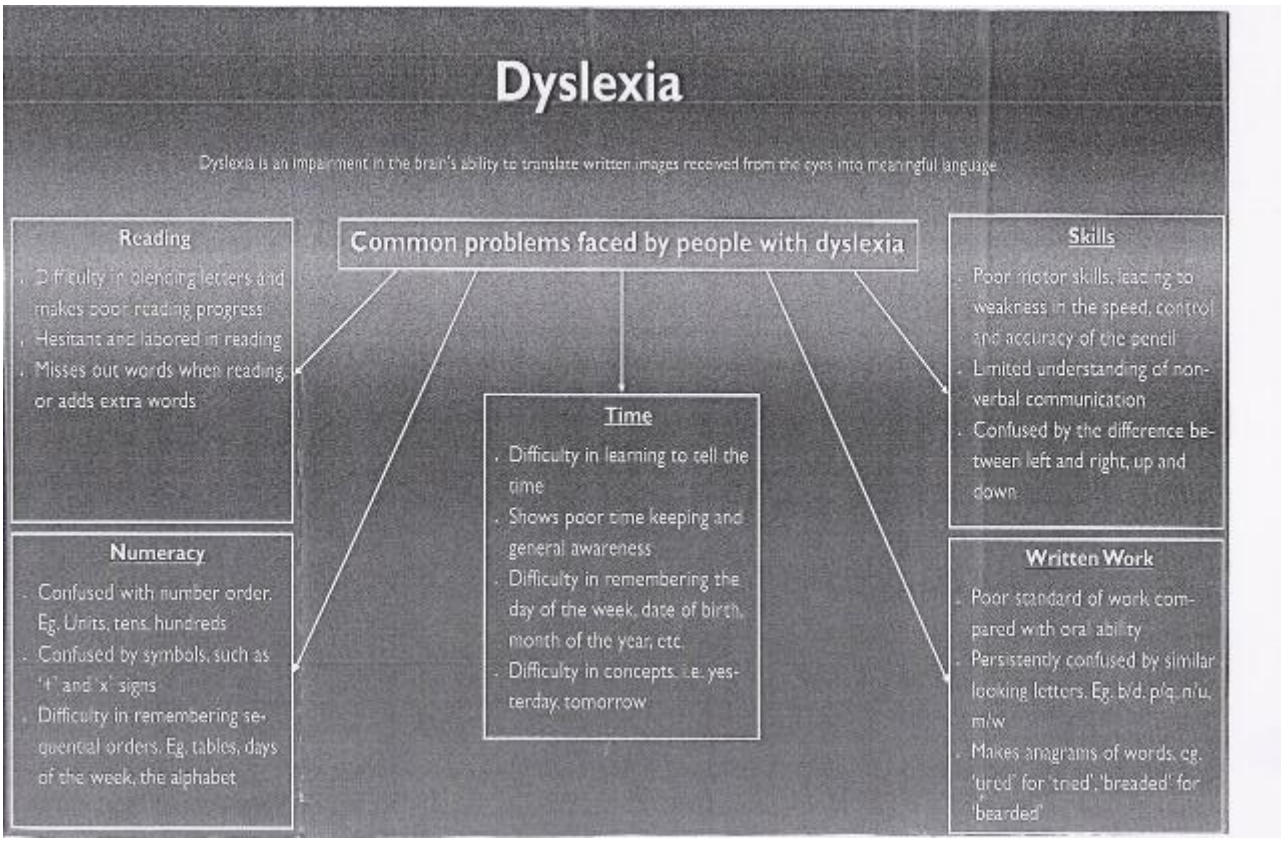
Dyslexia



The developmental of dyslexia

Dyslexia is a learning disability that impairs a person's ability to read,, and which can manifest itself as a difficulty with phonological awareness, phonological decoding, orthographic coding, auditory short-term memory, and/or rapid naming. Dyslexia is separate and distinct from reading difficulties resulting from other causes, such as a non-neurological deficiency with vision or hearing, or from poor or inadequate reading instruction. It is estimated that dyslexia affects between 5 and 17 percent of the population.

There are three proposed cognitive subtypes of dyslexia: auditory, visual and attentional. Although dyslexia is not an intellectual disability, it is considered both a learning disability and a reading disability. Dyslexia and IQ are not interrelated, since reading and cognition develop independently in individuals who have dyslexia.

How Do Kids with Dyslexia feel

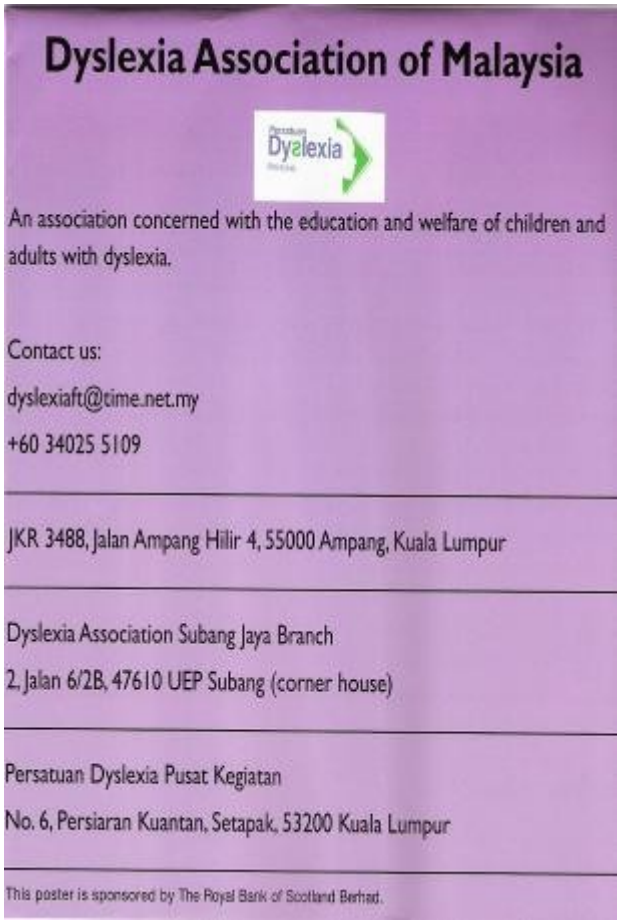
Kids who have dyslexia might get frustrated, angry, or sad because reading and spelling are so hard. They may not like being in a different reading group than their friends or having to see a special reading tutor.

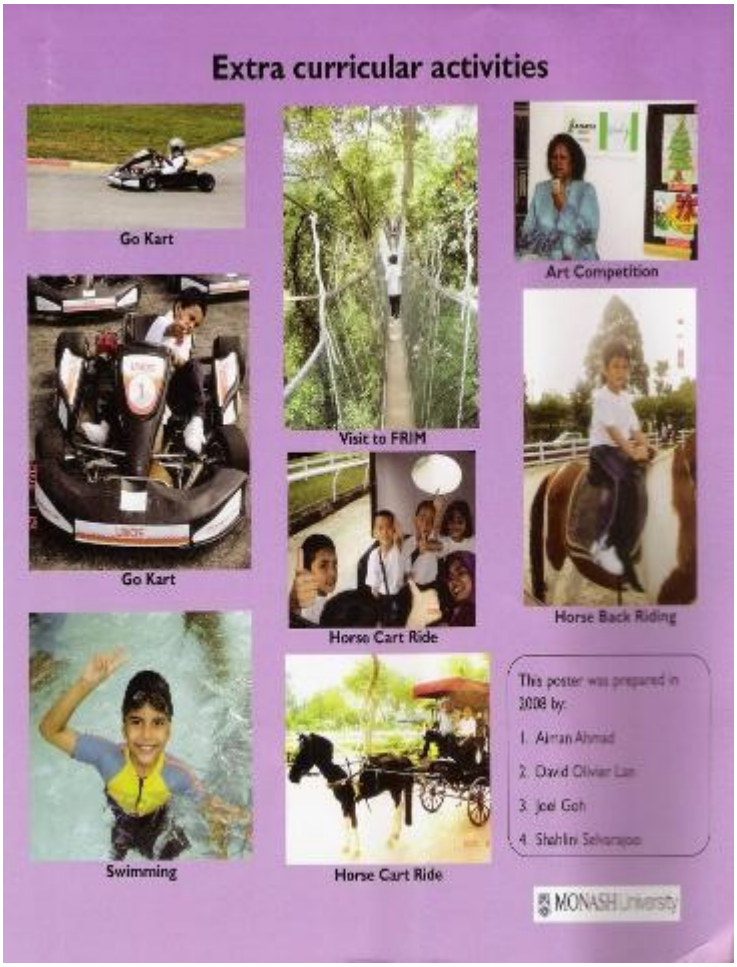
But getting this help is so important and will help them go on to do great things in life. Some of the most creative and successful people have dyslexia, but it didn't stop them from chasing their dreams!

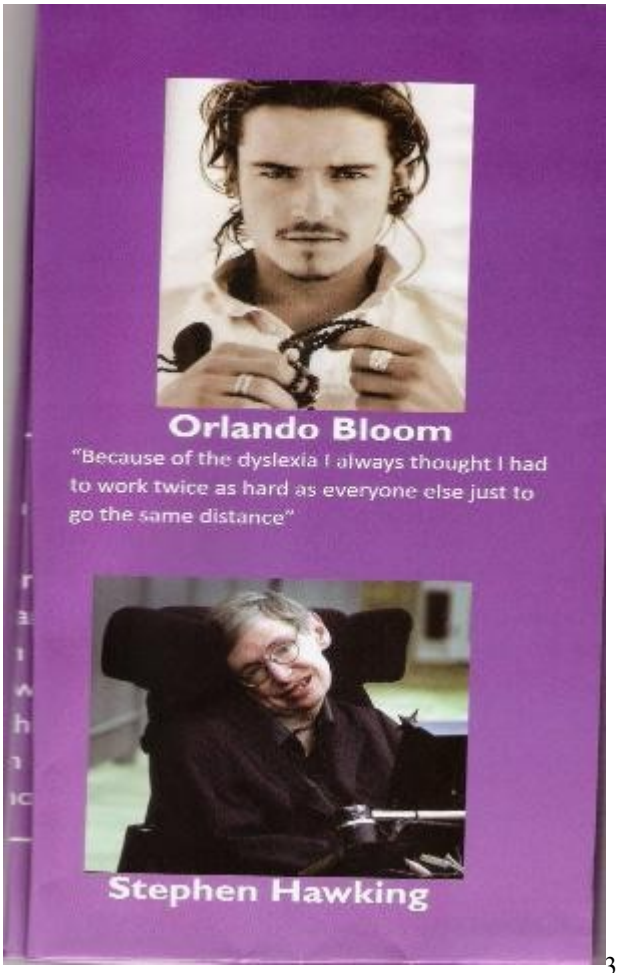
Is there any treatment?

The main focus of treatment should be on the specific learning problems of affected individuals. The usual course is to modify teaching methods and the educational environment to meet the specific needs of the individual with dyslexia.

Dyslexia Association of Malaysia







From the treasurer: TICKKIE BOTTLE:

COLLECTION ON 6 JULY 2010 :

Tikkie Bottle : RM58

Happy Fund : - Nil -

Totaling : RM 58 (Tikkie Bottle)

QUOTE: *It is our daily actions and our daily decisions that determine the course of Rotary for all of us.*

THE FUTURE OF ROTARY IS IN YOUR HANDS

-RI PRESIDENT JOHN KERRY

FROM THE ATTENDANCE CHAIRMAN PP FRANCIS LIP :- AS AT 6TH JULY 2010

Membership	**56**
Excused	7
Effective	49
Present	**35**
Percentage	**71.43%**

MEMBERS CELEBRATE

JULY		Wedding	Induction
Name	Birthday	Anniversary	Anniversary
Tan Chee Seng			2
J S Kwang	4		
Ooi Kao Yang	7	7	
Mohd Noh			8
Teo Shiok Fu	8		
Yeo Ann Kiat	22		
Tony Ong	27		
Mike Parry		27	
Roland Lim			29
Ho Loon Shin			8
Chua Tze-Wei	5		

Absent Rotarians On 6th July 2010

1. **PP Dato Francis Ng (Excused)**
2. **PP Dato Dr. Singaraveloo (Excused)**
3. **PP Dr. K.N Singh (Excused)**
4. **PP Jit Sehgal (Excused)**

1. PP Leslie Struys
2. PP Roland Choong
3. PDG John Cheah
4. PP Mokkam Singh
5. PP Tan Beng Sooi
6. PP Hj. Mohd Noh Ibrahim
7. PP Datuk Kuthubul Zaman Bukhari
8. PP Mok Tai Dwan
9. Rtn Tan Chee Seng
10. Rtn Cheong Nai Cheong
11. Rtn Francis Gopal
12. Rtn J.S Kwang
13. Rtn Dr. Lee Kim Tiong
14. Rtn Liang Teh Hai
15. Rtn Alan Cheng
16. Rtn Dr. Ho Loon Shin
17. Rtn Chua TzeWei

Attendance:

Last week's attendance 6th July was 71.43% , Previous week's attendance 29th June was 87.76%.

When complaints are seen as a sign of strength

At Your Service by DATUK DR TAM WENG WAH ,Saturday, July 10 The Star 2010

It is time a new complaints culture is created, which does not tolerate apathy toward complaints, but regards them as tools to improve our service.

WHEN modern Italy was founded, the then King of Italy, King Vittorio Emanuele II uttered these words to Giuseppe Garibaldi, "We have made Italy, now we must make Italians."

Prime Minister Datuk Seri Najib Tun Razak is now making a similar call to make Malaysians via the concept of 1Malaysia.

A country can never be defined solely by its geographical advantages or its material achievements. Rather, it is the people who maketh it.

The embodiment of the eight values of 1Malaysia – the culture of excellence, perseverance, acceptance, education, integrity, meritocracy, humility and loyalty is the key to making Malaysians.
In the era of globalisation, Malaysia's rich diversity can be of positive economic and cultural advantage. Through 1Malaysia and the other three main pillars – the Government Transformation Plan, New Economic Model and 10th Malaysia Plan – the Government is working very hard to deliver the quantum changes that Malaysia needs.

This includes inculcating good and exemplary public service culture. The resultant effect of this must be the speed in decision making and execution, value for money, the culture of creativity and innovations as well as integrity in conducts and dealings.

So where does the Public Complaints Bureau (PCB) stand in this grand scheme to things? What can PCB do to help the Government to achieve these objectives? How can PCB be relevant and create value in this transformation process?PCB is the complaints manager for the Government. PCB's front and centre role is to serve the public by receiving and resolving their complaints on government agencies and the services they deliver. Besides helping to resolve complaints, PCB also acts as a regulator and monitors the effectiveness of complaints management in ministries, departments and agencies.

PCB provides access to the Government. From the day of its establishment, PCB has always been the link between the Government and people. An undeniable fact is that most people are overwhelmed, frustrated and in some instances, intimidated by the sheer size and complexity government offices seem to potray themselves to be.

This may not necessarily be the case in reality. People suffer in silence for fear of being sidelined and not given the needed services even though a lot of effort has been taken to provide a customer-centric service delivery.

This must and can no longer be the case. Every complaint is a complaint too many. Every complaint must be addressed and answered. PCB is where the public must go to. They must view PCB as their right to seeking answers for unresolved issues.

PCB is NOT a postman. PCB does not merely act as a mediator bridging the complainants and the respective agencies. By taking in complaints, PCB also acts as the "sounding board" or sometimes "counsellors" to the complainants. A complaint is a means of registering displeasure or dissatisfaction; there are people who use the complaints channel provided by PCB to register their frustration or displeasure.

PCB is strategically placed to directly gauge the feelings of the people on the ground, identify public touch points and get the feedback from the people on the initiatives of the Government and its wide range of service delivery.
To remain competitive and to meet the ever-increasing demands and expectations of the public as well as the rapidly changing global environment, government agencies can no longer afford to make small steps or incremental change. There must be significant transformation in many areas and PCB cannot, on its own, make that quantum leap. PCB needs to work closely with other ministries and agencies as well as the community and the media to help bring about the required change.

In January 2010, in partnership with Kuala Lumpur City Hall (DBKL), the National Institute of Public Administration (Intan) and media editors, PCB established the DBKL Call Centre. This was launched by the Chief Secretary to the Government on Jan 4, 2010. We are working on introducing similar call centres in other agencies.

As a society we need to create a new complaints culture. This is a culture that does not tolerate apathy towards complaints. In the new culture, complaints are highly and positively regarded and taken as tools for improvement. This said, complainants and the public must be aware of the laws and rules too, when making a complaint. There is also such a thing as hazard complainants, who complain for the sake of it. As a society, we must be proactive and constructive – ultimately for the common good of all Malaysians.

Where do you spend your time?

SCIENCE OF BUILDING LEADERS
By ROSHAN THIRAN

A SCHOOL teacher one day spots a scribbled paper from her son and suddenly gets emotional. Her husband, who had just walked in, saw her crying and asked why. She quickly shows her husband the essay and asks him to read it. The husband reads it, thinking it is a homework assignment of one of her students. The essay goes as follows:

Dear God,

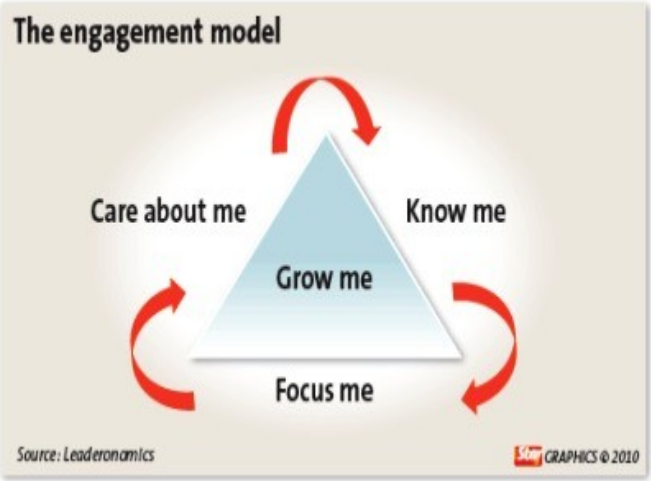
Grant me a favour. Please make me into a television. I want to take the place of the TV in my house and I want to have my family around ME. To be taken seriously when I talk.

I want to be the centre of attention and be heard without interruptions or questions. I want to receive the same special care that the TV receives even when it is not working. I want to have the company of my dad when he arrives home from work, even when he is tired. And I want my mom to want me when she is sad and upset, instead of ignoring me.

I want my brother and sister to fight to be with me. I want the whole family just to spend some time with me. And lastly, I want to make my family all happy and entertain them, just like the TV. Please grant me this wish to be a TV.

At that moment the husband paused and said, "Poor kid! What horrible parents he has!'

The wife looked up at him and said, "That essay is our son's work!"



Many businesses are just like this family who care more about their TV sets than their kids. Many businesses have leaders who hardly spend time with their employees and are shocked and surprised when their top talents leave their organisations. Just like the frustrated kid lacking attention, care and focus, your top employees similarly crave your attention, care and focus.

A Conference Board survey reported 55% of workers are unhappy with their jobs and bosses. Another study finds that "two out of three employees would rather work elsewhere" as they were disappointed, especially with their boss' lack of care.

This is alarming as most organisations rely heavily on their people than on any other resource. In the old world, employees needed the company far more than the company needed the employee. Jack Welch, voted Manager of the Century, understood the value of engaging with his workforce. He spent more than 40% of his time internally with his people – teaching them, reviewing his people, talking to them, and even learning from them. And even though he was always busy with the chores of being a CEO, he never missed his teaching sessions or his employee roundtable sessions.

At Leaderonomics, we've realised that the relationship with our talent is a strategic alliance and that our top performers can leave the company anytime. But we know it's the non-monetary benefits that keep them. At the heart of the matter, most people stay if they are engaged. And these four basic engagement steps will ensure your employees (and your family too!) is engaged to achieve your goals:

1.Know Me
2. Focus Me
3. Care For Me
4. Grow Me

Know Me

Bill George in Authentic Leadership says, "The capacity to develop close and enduring relationships is the mark of a leader. Unfortunately, many leaders of major companies believe their job is to create strategy, organisational structure and processes. Then they just delegate the work to be done, remaining aloof from the people doing the work."

Getting to know your employees – their goals, their pressure points, what excites them and their strengths – is critical to great leadership. Don't patronise or pry on your staff but show your interest in their well being and enable them to feel fulfilled.

Focus Me

Employees need your time to focus them on essential work. Many times, frustrations in the workplace are due to unclear directions and expectations. In fact, employees constantly feel overwhelmed when management unwittingly deems every initiative as urgent and important..Leaders need to focus their employees by keeping things simple and direct.

Continued -Where do you spend your time

When employees know their priorities and what they should spend their time on, they achieve desired outcomes and are engaged by their success.

Care For Me

Indra Nooyi, CEO of Pepsi, played lead guitar in a rock band, plays cricket, and sings karaoke at corporate gatherings. She hails from Madras and worked as a receptionist once. Former Pepsi CEO Reinemund notes that her secret to success is that "she is a deeply caring person" who "can relate to people from the boardroom to the front line."She told the BBC that she calls her mother in India twice a day. "At the end of the day," said Nooyi, "don't forget that you're a person, don't forget you're a mother, don't forget you're a wife, don't forget you're a daughter." And she makes sure everyone in her organisation is similarly caring.

You can also show care by being brutally honest with your employees. Engagement expert Jim Haudan claims leaders must tell the truth, enabling trust. Haudan adds, "Telling the truth conveys that leaders understand the predicament our people are in, in such an empathetic way it creates a connection to go forward."

The key to caring for your employees is to create a bond with them. They must feel an emotional bond with you and the organisation. Achieving results through relationships brings higher returns than just managing the bottom line.

Grow Me

Growing your employee means growing your business. In *First Break all the Rules*, Buckingham and Coffman said, "What should you do to speed up a person's progress? Great managers would offer you this advice: Focus on each person's strengths and manage around his weaknesses. Do everything you can to help each person cultivate his talent. Help each person become more of who (they) already are."

Enabling employees to acquire new competencies requires your time and attention. Your role is to keep pushing them out of their comfort zones, which may seem contrary to engagement myths stating you need to be nice to employees all the time. Research proves beyond a doubt that the best companies retain their employees by pushing them to growth. P&G, HSBC, Shell and GE all practice job rotations to ensure employees are always challenged to learn and grow.

Ideas for Engagement

Here are my top 10 practical engagement opportunities:

1. Know each employees' contribution to your organisation and let them know you know.

2. Constantly reward your best performers even if it's just a pat on the back or recognition. We tend to neglect high performing employees that don't need much managing.

3. Bonding with them. Allow open and honest communications

4. Create a great workplace – learn from Google or check out ideas for fun workplaces at http://leaderonomics.com/lifeatleaderonomics

5. Listen to their ideas

6. Treat direct reports as you would like to be treated yourself.

7. Explore flexible work practices

8. Challenge your employee constantly (also helps as they will not have time to update their resumes with all the challenges you throw their way!)

9. Keep asking your employee for advice on how best to retain them. They will give you some great ideas.

10. Implement mentoring and learning programme

Final Thoughts

Employees' level of engagement is directly related to the relationship employees have with their immediate manager. People don't leave companies, they leave managers. Remember, the way you treat your employees is the way they will treat your customers. As Bill Marriott says, "Take great care of your people, they'll take great care of your customers, and your customers will come back and back and back."

So, start your journey to becoming an engaging leader. It's easy – simply spend time with your employees. If Jack Welch had time to know, focus, care and grow his people, you need to make time for your people too.

● *Roshan Thiran is CEO of Leaderonomics, a social enterprise passionate about transforming the nation through leadership development.*

Health Facts

8 Habits That Make You Fat

1. TV Watching — **Prolonged TV watching is a strong predictor for obesity Recent research has proved that people who watch around two hours of TV per day are much more likely to be overweight than those who watched only half an hour per day. When you watch TV you are virtually motionless. Your heart rate, blood pressure and metabolic rate decline, resulting in burning 20 to 30 calories less per hour. Research by Harvard University has shown that there is a link between the amount children eat and the amount of television they watch.**

2. Eating Too Fast — **It is a habit of most people living in a fast paced society. Eating fast lets you eat too much before you are fully aware of it. It takes the brain about 15-20 minutes to start signaling feelings of fullness. Scientists suppose that fast eating is a risk factor for the metabolic syndrome, a combination of the symptoms such as high blood pressure, obesity, high cholesterol, and insulin resistance.**

3. Task Snacking — **Task snacking refers to eating while doing other activities. if you often eat meals or snacks while working by yourself in front of your computer, while driving, watching TV, or standing at the kitchen counter, shopping with a friend, or talking on the phone, it's likely that the "task snacking" eating style is increasing your odds of becoming overweight or obese.**

4. Frequent Fast Food Consumption — **One of the big reasons we're seeing more obesity in our society these days is that we are too stressed and busy to make healthy dinners at home, often opting to get fast food at the nearest drive-thru instead. Fast foods compromise the quality of the diet by replacing more healthy foods. Fast foods are known for having high content of saturated and trans-fat, low content of fiber and massive portion sizes, which leads to obesity.**

5. Eating To Manage Feelings — **Emotional eating is the practice of consuming large quantities of food (usually "comfort" or junk foods) in response to feelings (such as depression, anxiety, or loneliness) instead of hunger.. Experts estimate that 75% of overeating is caused by emotions. How many times have you found yourself scouring the kitchen for a snack, or absently munching on junk food when you're stressed, but not really hungry?**

6. Too Busy To Exercise —**With all the demands on your schedule, exercise may be one of the last things on your to-do list. If so, you're not alone. Americans live a more sedentary lifestyle than we have in past generations, yet our minds seem to be racing from everything we have to do. Unfortunately, from sitting in traffic, clocking hours at our desks, and plopping in front of the TV in exhaustion at the end of the day, exercise often goes by the wayside.**

7. Your Friends Can Make You Fat — **If you're putting on weight, you might want to take a look at who you're hanging around with. A study published in the July 26, 2007 edition of the New England Journal of Medicine suggests that obesity may be "socially contagious." The study was conducted on more than 12,000 people over 32 years, and concluded that having an overweight friend, sibling or spouse increased one's risk of obesity by 37 to 57 percent.**

8. Lack Of Sleep —**Sleep deprivation can increase your risk of obesity by boosting ghrelin (an appetite stimulating hormone) and lowering leptin (an appetite suppressor). The study from the University of Bristol in the United Kingdom found that, compared to an eight hours of shut-eye, each one-hour decrease in sleep duration was linked to almost 3% more body fat.**