

What Great Listeners Actually Do

Source: HRD



Chances are you think you're a good listener. People's appraisal of their listening ability is much like their assessment of their driving skills, in that the great bulk of adults think they're above average.

Infact, most people think good listening comes down to doing three things:

- Not talking when others are speaking
- Letting others know you're listening through facial expressions and verbal sounds ("Mmm-hmm")
- Being able to repeat what others have said, practically word-for-word

In fact, much management advice on listening suggests doing these very things – encouraging listeners to remain quiet, nod and “mm-hmm” encouragingly, and then repeat back to the talker something like, “So, let me make sure I understand. What you're saying is...” However, recent research conducted by Harvard University on analysing the behavioural data of 3492 participants suggests that these behaviours fall far short of describing good listening skills.

With those results in hand differences between great and average listeners were identified and an analysis was done to determine what characteristics their colleagues identified as the behaviours that made them outstanding listeners.

Some surprising conclusions, along with some qualities were found which were grouped into four main findings:

1. **Good listening is much more than being silent while the other person talks.** To the contrary, people perceive the best listeners to be those who periodically ask questions that promote discovery and insight. These questions gently challenge old assumptions, but do so in a constructive way.
2. **Good listening included interactions that build a person's self-esteem.** The best listeners made the conversation a positive experience for the other party, which doesn't happen when the listener is passive (or, for that matter, critical!).
3. **Good listening was seen as a cooperative conversation.** In these interactions, feedback flowed smoothly in both directions with neither party becoming defensive about comments the other made.
4. **Good listeners tended to make suggestions.** Good listening invariably included some feedback provided in a way others would accept and that opened up alternative paths to consider.

While many of us have thought of being a good listener being like a sponge that accurately absorbs what the other person is saying, instead, what these findings show is that good listeners are like trampolines. They are someone you can bounce ideas off of — and rather than absorbing your ideas and energy, they amplify, energize, and clarify your thinking. They make you feel better not merely passively absorbing, but by actively supporting. This lets you gain energy and height, just like someone jumping on a trampoline.

From The Editor's Desk

Dear Readers,

With the retreat of Monsoon its clear skies once again and the whole GVIL team is in high spirit to scale new heights. If you want to stand out as a leader, a good place to begin is by listening and **“What Great Listeners actually do”** is a must read by all. Do live the celebration moments with events in “Max Panorama” section. Be alert by knowing the symptoms of Viral fever and do check out “The 8 mantras for Success” by Mr. Pawan on to the last page.

Wishing all Teachers & Engineers a Happy Teacher's & Engineer's Day for their integral contribution to the society.

Birthday wishes to everyone. Stay Safe , Stay Healthy.

Regards,

Nitesh Chaharia

MR.WISE

If there is any one secret of success, it lies in the ability to get the other person's point of view and see things from that person's angle as well as from your own.

For any suggestion, write-ups, photographs, participation in Editorial Board please mail us at nishtha@gnggroup.in

13TH AUGUST FOUNDER'S DAY CELEBRATION



LIGHTENING OF LAMP AND PRAYER

Max Cement celebrated the birth anniversary of the Founder Late Shri GN Agarwal with an array of activities in its plant premises located at Nongsning Village, East Jaintia Hills, Meghalaya on August 13. The day-long programme started with lightening of the lamp at GN Agarwal Memorial Club and the addressing of the vision of the Founder to the company employees and workers by the seniors.



FREE SCHOOL BAG DISTRIBUTION TO CHILDREN:

On the occasion of Founder's day celebration school bags were distributed to school children.



12000 PLANTATION OF 52 NATIVE SPECIES IN MIYAWAKI METHOD

A Mega Plantation Drive was successfully completed in its motive to protect the environment by planting native trees considering the rich bio-diversity of the region. The plantation program was carried out under the guidance of Dr. Shantanu Kumar Dutta, Senior Environmental Engineer of Central Pollution Control Board and as many as 12000 saplings of 52 native species of trees was successfully planted. The unit adopted Miyawaki Method of Environment Forest Plantation as guided by Dr. Dutta, who learned the method after attaining a training program in Japan organized by the Japan International Cooperation Agency (JICA). The target of Miyawaki method of plantation is to plant a 'dense forest' for environmental protection instead of 'planting trees'.



13TH AUGUST, 2016 : FREE MEDICAL CAMP FOR ALL AT MAX CEMENT PLANT



13TH AUGUST, 2016: SUNDERKAND PATH AND PRASAD VITARAN



15TH AUGUST, 2016: INDEPENDENCE DAY CELEBRATION AT PLANT

Like every year this year, the Independence Day was celebrated in front of Administration building commencing with flag hoisting by Mr. Pawan Joshi (GM- Commercial) with salutation by GVIL guards and followed by National Anthem.

The event continued with a speech on Independence Day by our respected President, Shri M M Tiwari and Mr. B B Biswas (GM- Mines). On this occasion, the Lady Teachers were awarded by President Sir for rendering their valuable support to the GVIL management to continue the Free Tuition Classes to educate the Kids of Max Cement employees.

The programme continued with prize distribution of the Table tennis tournament winners and the champions of Carrom competition. GVIL guards were awarded by President Sir and the best attendees were appreciated by Mr. Pawan Joshi and Mr. B B Biswas.



1st Position
Mr. Umesh Vishwakarma



2nd Position
Mr. L Priyo Singh



3rd Position
Mr. Rupesh Mishra

15TH AUGUST, 2016: PRIZE DISTRIBUTION TO THE WINNERS OF TABLE TENNIS TOURNAMENT



WINNERS OF CARROM BOARD TOURNAMENT

- 1st Position : Mr. Kunal Kashyap
- 2nd Position: Mr. Dhiraj Sharma
- 3rd Position: Mr. Padum Bahadur Thapa



The Lady Teachers were awarded by Plant President for rendering their valuable support to the GVIL management to continue the Free Tuition Classes to educate the Kids of Max Cement employees



GVIL guards were awarded by President Sir and the best attendees were appreciated by Mr. Pawan Joshi and Mr. B B Biswas.

CELEBRATION OF "SHRI KRISHNA JANMASHTAMI"



Krishna Janmashtami was celebrated at plant on 25th August, 2016. On this occasion Dahi Handi competition was organized in front of guest house in the memory of lord Krishna in which 16 teams of 10 members each participated from the entire department inclusive of Contractors and Security of the Plant. The contractor's Team Vashu Technical won the first prize for breaking the Dahi Handi in 15 Seconds, followed by Security Team in 17 Seconds and Commercial & Mines jointly in 19 Seconds.

A great crowd witnessed the competition and enjoyed by participating and supporting their teams.



25th August, 2016: BHAJAN SANDHYA FOLLOWED BY AARTI AND PRASAD DISTRIBUTION

MAX CEMENT CONTRIBUTES 5 LAC IN CM RELIEF FUND



Max Cement donated an amount of Rs 5 lakh to Assam Chief Minister's Relief Fund for carrying out relief operations for flood hit people. The cheque was formally handed over to Chief Minister Shri Sarbanand Sonowal by Max Cement Managing Director Shri Vineet Agarwal at his office chamber in Dispur secretariat. Others present on the occasion were Max Cement Executive Director Shri Prakash Agarwal and senior officials of the company. Expressing solidarity with flood affected families, Max Cement employees have contributed their one day salary besides management contribution. Max Cement also dispatched trucks loaded with rice, potato, muri, biscuits, packed drinking water and other necessity items for flood affected families of Bokoghat district.



15th August'16: Gogamukh Volley Ball Tournament, organised by Max Dealer B.D Enterprise.



New Dealer Kit distribution to DUBEY STEEL, Biswanath Chariali.



New Dealer Kit Distribution to ARZOO ENTERPRISE, Itakhola.



New Dealer Kit Distribution to SWASTIK HARDWARE, Gossaigaon.



MAX CEMENT held a DEALERS MEET on 29th August at AIZAWL CLUB in Aizawl, Mizoram. The meeting was addressed by the company's Chairman, Mr. Praveen Agarwal. In the meeting, gifts of Max Monsoon Mania Scheme were also distributed to the qualified dealers in the form of LED TVs, iPhone, Laptops, Yamaha Fascino, etc. Mizo Dealers enjoyed the cultural programmes, musical chair games and other activities.

We Welcome New Members at Green Valliey Industries Ltd.



Name : Rohit Kumar Singh
Designation : Godown Assistant based at Baridua Godown
DOJ : 10th August 2016



Name : Roni Deb
Designation : Trainee – Sales based at Cachar
DOJ : 22nd August 2016



Name : Chiranjib Deb
Designation : Trainee – Sales based at Hailakandi
DOJ : 22nd August 2016



Name : Ratish Das
Designation : Executive – Sales based at North Lakhimpur
DOJ : 1st August 2016



Name : Maynul Haque
Designation : Godown Assistant based at Aizawl
DOJ : 5th August 2016



Name : Dilip Chandra Paul
Designation : Godown Assistant based at Fulertal
DOJ : 5th August 2016



Mr. Jnanendra Kumar Nayak, M.Com. & MBA has joined us as an Assistant General Manager in Accounts & Finance Department and has versatile experience with many companies dealing in different segment. He is from Odisha , Bhubaneswar.

PEARLS OF WISDOM

RISE ABOVE ALL THE LAUGHTER

By: Umesh Vishwakarma, Manager (Process)

One day a school teacher wrote on the board the following:

$9 \times 1 = 8$, $9 \times 2 = 18$, $9 \times 3 = 27$, $9 \times 4 = 36$, $9 \times 5 = 45$, $9 \times 6 = 54$, $9 \times 7 = 63$, $9 \times 8 = 72$, $9 \times 9 = 81$, $9 \times 10 = 90$

When she was done, she looked to the students and noticed that, they all were laughing at her, because of the first multiplication which was wrong and then the teacher said the following:

“I wrote the first one wrong purposely, because I wanted you to learn something important. This was for you to know how the world out there will treat you. You can see that I wrote right 9 times, but none of you congratulated me for it, you all laughed and criticized me because of one wrong thing I did. So this is the lesson.

The world will never appreciate the good you do a million times, but will criticize the one wrong thing you do. But don't get discouraged, always **“RISE ABOVE THE LAUGHTER AND CRITICISM. STAY STRONG”**.

THE EMPTY SOAP BOX

By Rupesh Mishra, Asst. Manager (Commercial)

One of the biggest Japanese cosmetics companies received a complaint that a consumer had bought a soapbox that was empty. The company isolated the problem to the proper assembly line, which transported all the packaged boxes of soap to the delivery department. For some unknown reason, very rarely, a soapbox passed through the assembly line empty. Management asked the engineers department to solve the problem.

Big Company Solution

The engineers department constructed an X-ray machine with high-resolution monitors manned by two people to watch all the soapboxes that passed through the line to make sure they were not empty... But they spent a huge amount of money to do so.

Small Company Solution

But when a small company was posed with the same problem, it did not get into complications of X-rays, etc. The small company bought an electric fan and pointed it at the assembly line. The fan simply blew the empty boxes out of the line.

Business Moral

Always look for simple solutions. Avoid complications. Devise the simplest possible solution that solves the problem. Economize your resources.

NISHITHA



PLANT

DOB	Employee Name
1 st Sept	Dipankar Tamuli
2 nd Sept	Gurajala Jeevan
3 rd Sept	Gautam Singha
4 th Sept	Debina J. Sangma
5 th Sept	Mrs. Wityborn Pala
6 th Sept	Shaik Muhammad Gouse
7 th Sept	Palash Modak
10 th Sept	Tapash Choudhury
11 th Sept	Animesh Mani
14 th Sept	Dimbeswar Basumata-ry
16 th Sept	Sosanim Hasting Bam-on
19 th Sept	Lekh Raj Singh
20 th Sept	Kamal Bora
21 st Sept	Tuklu Das
22 nd Sept	Handa Kajuh Pala
23 rd Sept	Karmveer Azad
27 th Sept	Abul Hussain Barbhui-ya
30 th Sept	Estar Shylla

GUWAHATI

DOB	Employee Name
1st Sep	Pinku Dutta
14th Sep	Manjeet Das
18th Sep	Biswajit Tanti
24th Sep	Lalrammawia Hmar

VIRAL FEVER DENGUE & CHIKUNGUNIA



Dr. Rajat Paul , Senior Manager-Health Service Dept

Viral fever refers to wide range of viral infections usually characterized by an increase of normal body temperature it is quite common in children and old peoples because of weak immunity. Viral fever is a self limiting disease like flue / influenza infection, but sometimes it become serious if secondary infections appeared. Dengue, Chikungunya, Yellow fever are more dangerous than the others viral fever.

Causes: Viral fever is transmitted from one person to another person through direct contact with the person's body fluids. When an infected person coughs, sneezes, yawns, or even talks they tend to spray tiny particles of fluid contains viruses from their body. If you are close enough to the infected persons, the viruses enters in your body through your nose or mouth and infect you. The **Dengue & Chikungunya** are spread by "**Aedes Aegypti Mosquito**" bites. The incubation period of the virus is 16 to 48 hours to precipitate signs and symptoms.

Symptoms

- High great fever with chill (persistent or intermittent in nature)
- Does not subside with medicine
- Severe Headache
- Severe Body pain & joint pain
- Runny nose
- Sore throat & Cough
- Swelling of face & rashes
- Nausea, Vomiting
- Loss of appetite
- Bleeding in (nose, vomiting, stool)
- Fatigue

Prevention

Wash hands regularly before touching your mouth & nose or before eat foods.

Don't move to crowded place (to prevent direct contact with infected persons).

- Use nose musk if you are having cold & viral fever it does not only prevent to spread the disease but also prevent you from the secondary infection when you are already ill.
- Use mosquito net to avoid mosquito bite (Aedes Aegypti mosquitoes usually bitten in day time mostly just after sunrise and before sunset) and prevent viral infection like Dengue, Chikungunya & Yellow-fever.
- Regular cleaning your air cooler, don't make storage water in open place to breed mosquito.
- Place woodpiles and stacks scraps and others waste materials at least 100 feet away from your house.
- Vaccination can prevent viral fever but availability of vaccine is against less variety of viruses.
- It's important to attention towards your foods & water, don't take oily, fried foods, eat fresh and light foods.

Home Remedies

If high fever temperature > 102°F you can use cold sponging on forehead.

Wear light & loose cloths.

Soak your feet in a warm bath and wipe them.

Take fruit juice and soup to maintain energy level.

Once a person is infected by a virus, he/she cannot be infected by the same virus again because of body makes antibody for that specific virus. These antibodies fight the virus before it has a chance to infect you again. If you suffering from recurrent viral fever it is likely that you have been infected by different type of viruses at different stages. Remember you should not ignore viral fever if you observe any of the above symptoms.

सफलता पाने के 8 सूत्र



By Pawan Singh, Senior Manager Mechanical

दुनिया में दो ही तरह के लोग है एक तो वो जो सफल है और दूसरे वो जो नहीं है जिन की तादाद सफल लोगो से कहीं ज्यादा है इसकासाफ मतलब है जो लोग हमारी तुलना में सफल है वो लोग कुछ तो अलग करते ही है जो असफल होने वाले लोग नहीं करते है और किसी भी व्यक्ति का व्यापार में सफल होने के पीछे एक कहावत है कि " किसी व्यापार में सफल होने के लिए कोई ऐसा तथ्य जानना होता है जो बाकि के लोग नहीं जानते है ऐसे ही सफल होने वाले लोगो के नेचर में भी कुछ खास बातें होती है जो उन्हें सफल बनाती है | लेकिन फिर भी कुछ बुनियादी चीज़े है जिनका ध्यान रखकर अगर हम जिन्दगी में आगे बढ़ते हैतो काफी हद तक सफलता के करीब पहुँच सकते है चलिए इस बारे में आगे बात करते है -

किसी को बीच में नहीं टोके : अगर आप सच में सफल होना चाहते है तो एक बात का हमेशा ध्यान रखें कि किसी भी व्यक्ति को बीच में नहीं टोके जब तक वो अपनी बात पूरी नहीं कर लेता है | एक अच्छा श्रोता बने और लोगो को ध्यान से सुने और कोशिश करे कि उनकी सफल असफल कहानियों के बीच में आपके काम आ सकनेवाले फैक्टर्स खोजे और देखें लोगो ने क्या गलतियाँ की है और उनसे सीखने की कोशिश करे |

मना करना सीखें : सफल लोगो में एक सबसे अलग बात जो होती है वो ये है कि वो लोग जानते है कि मना कैसे किया जाता है इसलिए वो ऐसे ही सामने वाला नाराजनहीं हो इसके डर से फालतू की जिम्मेदारियां नहीं लेते है |

गोसिप से बचे : किसी भी गोसिप का हिस्सा बनकर समय खराब नहीं करें क्योंकि आप जानते है आपको क्या करना है इसलिए गोसिप का हिस्सा बनाकर समय खराब करना कोई समझदारी नहीं है |

सही समय पर शुरुआत करें : सफल लोग अपने दिन की **planing** दिन के शुरुआत के साथ कर लेते है कि पूरे दिन भर उन्हें किस तरीके से काम करना है और किस को प्राथमिकता देनी है इसलिए वो लोग जल्दी उठते है अपना दिन प्लान करते है और किसी भी मीटिंग में देर से नहीं जाते है |

भावनाओं पर काबू रखें : ऐसे लोग दूसरे लोगो के काम को **judge** करने की बजाय अपने काम पर ध्यान देते है और इसलिए वो लोग अन्य सफल लोगो से प्रेरणा लेतेहुए मंजिल की ओर बढ़ते जाते है | अपनी भावनाओं पर नियंत्रण रखते हुए वो किसी के काम में कमियां निकालने की बजाय अपने काम और **skills** में इम्प्रूवमेंट करतेजाते है जिसका नतीजा बाद में उन्हें सफलता के रूप में प्राप्त होता है |

अतीत को हावी होने न दे : जिन्दगी में हर कोई सफल पैदा नहीं होता और हर किसी को अपनी जिन्दगी खुद से बनानी होती है और जब हम अपने लिए ऐसा करते हैतो बहुत सम्भावना है कि हम गलतियाँ भी करते है लेकिन ऐसे में अपनी गलतियों से सबक लेना चाहिए आपके आज के काम के बीच में अपने अतीत की गलतियों कोकभी आड़े नहीं आने दे |

कदम – दो-कदम

अवधेश कुमार, सिविल अभियंता

कर्मभूमि या युद्धभूमि हो, आगे कदम बढ़ाना है।
निश्चय फल चरणों में होगा, केवल बढ़ते जाना है।
बाट जोहते नहीं किसी की, जिनको मंजिल पानी हो।
चल पड़ता है वीर अकेला, जिसने मन में ठानी हो।

यदि मन में संकल्प भरा हो, तन में भीषण हो ज्वाला।
पर्वत राई सा लगता है, सागर भी लगता नाला।
कर्मवीर बन जाओगे तो, चलकर साधन आयेंगे।
कदम पड़ेंगे जिन राहों में, सब जयकार लगायेंगे।

कदम- दो- कदम चलकर देखो, अनुगामी जुड़ जायेंगे।
मंजिल होगी पास तुम्हारे, सब मिल मोद मनायेंगे।
भारत माँ के वीरपुत्र हो, याद करो फिर से गाथा।
राज हिमालय शोभित करता, बनकर के जिसका
माथा।

टिम- टिम करते अगणित तारे, तम को नहीं मिटा पाते।

अंधकार मिट जाता है बस, एक चन्द्रमा के आते।
वही चन्द्रमा बनकर तुमको, जग का ताप मिटाना है।

किसी की नक़ल नहीं करें : सफल व्यक्ति बाकि लोगो से प्रेरणा तो लेते है लेकिन वो उनके जैसे बनने की कोशिश नहीं करते है |

दोष नहीं दें : आज के दौर में जो लोग सफल है उन्हें विरासत में कुछ अधिक नहीं मिला था और उन्होंने अपना साम्राज्य खुद ही खड़ा किया है इसलिए ऐसा नहीं सोचेकि आपके पास समय कम है या संसाधन कम है बल्कि पूरे उत्साह से अपनी दिशा में काम करें।

ये कुछ खासियतें है जो सफल लोगो को असफल लोगो की भीड़ से अलग करती है अगर आप भी इनमे से कुछ अपने में डेवलप कर पाने के सक्षम होते है तो आप भीजिन्दगी में उन्ही की तरह ऊँचाई को छू सकते है और भीड़ से अलग हो सकते है।