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Director, Ministry of Foreign Affairs, Dhaka,
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"An honest, unpretentious guide to diplomacy at the workplace that marries Machiavelli with commonsense to help you reach your fullest potential in the smartest, most effective fashion while competition drops by the wayside."

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Member of Parliament, Government of India.
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'A useful survival guide at the work place...

Dr S Y Quraishi,
Former Chief Election Commissioner of India.

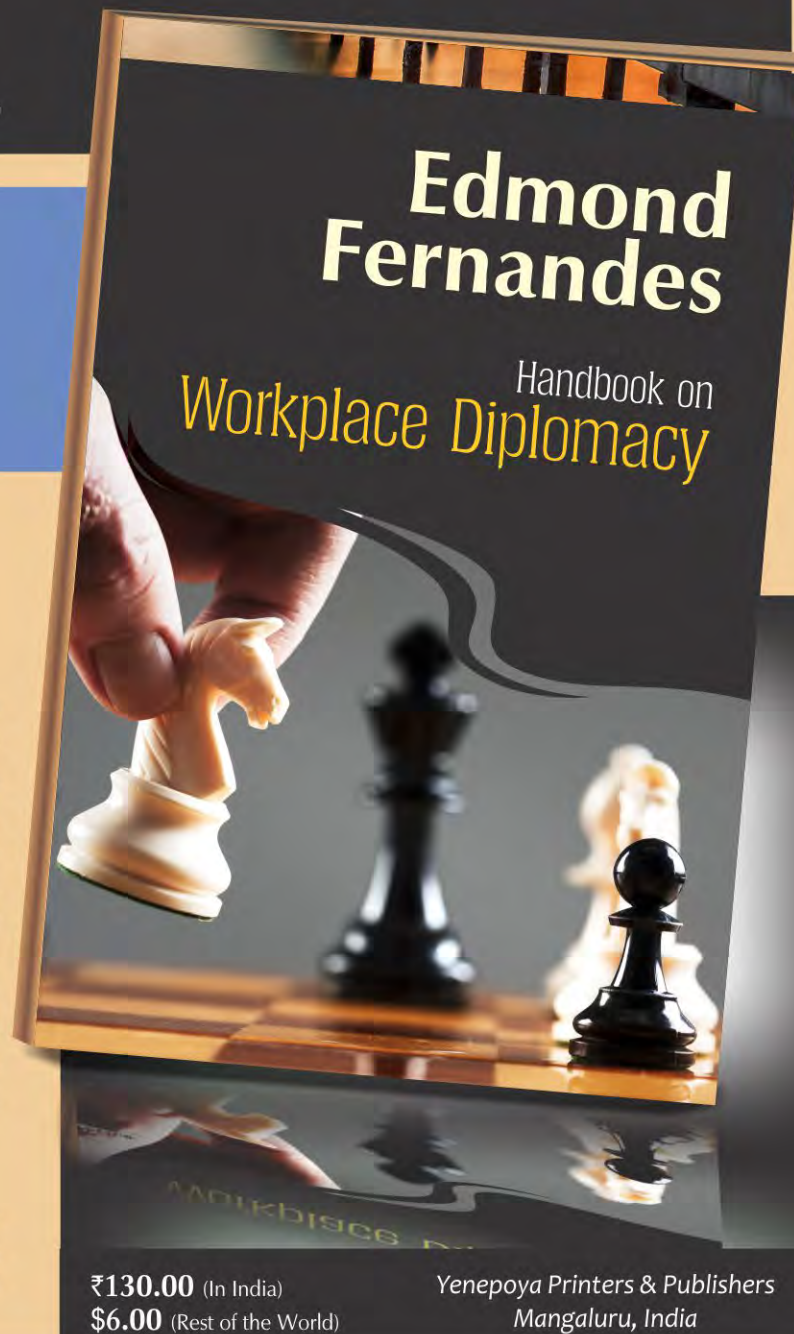
"Foreword written by
Dr. Simona Marinescu,
UNDP Chief Development Impact, New York. "



Edmond Fernandes
www.edmond.in

Handbook on Workplace Diplomacy will help you cultivate wisdom and grace of your own by suggesting ways in which you can be less judgemental, less reactive, more calm and more composed. Work place cultures are rapidly changing and Dr Edmond Fernandes has put together his thoughts very smartly which will take you to a new level of fellowship and goodwill. This handbook will teach you how to guard your image at the marketplace and how to move forward. Through these narratives and key points will emerge the direction in which your life can shape.

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HANDBOOK ON WORKPLACE DIPLOMACY

SURVIVING WORKPLACE IN A MUTLIPOLAR
UNPREDICTABLE WORLD

by

Edmond Fernandes

www.edmond.in

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Handbook on Workplace Diplomacy

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Dedication

This book is dedicated to my countrymen who work very hard to earn their daily living.

Acknowledgement :

This book would not have been possible without the extraordinary support of a number of people. With each passing day, I am able to appreciate more deeply, how lucky I am for the kind of people I work with. I would like to profusely thank Yenepoya University Chancellor, Mr Yenepoya Abdulla Kunhi for believing in me and helping me go the extra mile with his encouragement, promise and liberty to rise higher. I am tremendously grateful to Dr Arun Bhagwat, Deputy Director, Yenepoya Research Centre who has believed in me from the word "Go." I express deep gratitude to my Hon'ble Vice Chancellor, Dr. M. Vijayakumar for encouraging me in all my efforts. My former Vice Chancellor, Dr. P. Chandramohan has been a guiding light throughout. I would like to thank Dr. C. V. Raghuveer, Registrar, Yenepoya University & Dr. Ghulam Jeelani Qadiri, Principal, Yenepoya

Medical College for supporting me in all my activities. I would also thank Dr Akther Husain, who has always helped me realize "what do we live for, if not to help others."

Deep Gratitude needs to be extended to Dr R P Pai who has believed in me and has been a source of motivation consistently. I must say, I am mighty privileged and fortunate to have an amazing Department of Community Medicine to which I belong. The affection and love provided by my faculties and colleagues, keeps me going. It is a blessing to have the opportunity to work with and be guided by my Professor and Head, Dr Abhay Nirgude who continues to inspire and guide my ways.

Above all, I would also like to thank my mom and dad and my friends and all well wishers in India and abroad who have knowingly and unknowingly

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Illustrations by Delma D'cunha

About Ms Delma D'cunha

Delma D'cunha is a final year MBBS student at Father Muller Medical College in Mangaluru and works on different art forms as a hobby.

More by Edmond Fernandes

- Small Things That Matter Much - 2012

"Diplomatically Speaking"

ON COMMUNITY DEVELOPMENT

Society is often shaped by what we put into it, rather than what we take out of it. Community development is a tireless process to build hope, view growth and assist aspirations block by block and day by day. Noticing a world beyond oneself is the starting point of hope for mankind.

- Dr Edmond Fernandes

PREFACE

This handbook are from the lessons learnt on my journey rubbing shoulders with people of different mindset, understanding levels of tolerance and calibre, both nationally and internationally. It has triggered in me, a lifetime of memories. This is only a humble attempt to make life a little less complex than it already is, to add more value than what we are presently doing and to look at life from a perspective brighter than it is. We live in an age where we have more information than ever before, yet we do not know what is going on. The challenges we face before us are enormous and our workplace is often consumed with petty gossips and superficial politics. To be yourself in a world that is constantly trying to make you something else is a great accomplishment. As this remains by far a handbook, gaps in my account are obviously enormous. The thought process has largely happened haphazardly, unconsciously and opportunistically. I have tried to represent through this, human solidarity that can be achieved with diplomacy and also have attempted to represent

imagination within the realms of reality. As we practice diplomacy at the workplace, there may be times when we would need to make compromises, but the common bond is where everything gets started. It is my conviction that pointers from this book will help all of us at some point in time. In an increasingly changing world, it would remain imperative that people cultivate skills of diplomacy and foster friendship.

On the same note, writing this handbook has helped me reflect upon my own shortcomings in substance and style. I would like to leave you with the words of Lord Salisbury in the 19th Century; he said "There is nothing dramatic in the success of a diplomatist. His victories are made up of microscopic advantages, of a judicious suggestion here, of an opportune civility there, of a wise concession at one moment and a far sighted persistence at another, of sleepless tact, immovable calmness and patience that no folly, no provocation, no blunder can shake."

Dr. Edmond Fernandes,
Mangaluru City, India

Foreword

In our time, the workplace is equally a home, a classroom and a Facebook page. We spend most of our life on the job, continuously learning and interacting with a variety of people. Most of the jobs expose us to different cultures, work habits, management styles, tight deadlines and persistent insecurities, which invariably increase the level of stress under which we operate. As human beings, adjusting to so many rapidly changing circumstances in the labor market and combining competitiveness with collegiality every step on the way are not easy undertakings. Decades of normative efforts by the International Labor Organization and other United Nations entities have resulted in labor standards and work-related rights that have been adopted in national legislations and tripartite agreements, but their enforcement varies from country to country and from business to business.

Corporate social responsibility has further contributed to improved work conditions and to positive externalities in and for the communities in which businesses and jobs are located, CSR initiatives aiming, inter-alia, at reversing adverse social and environmental impacts by dedicated investments to benefit people and nature. While all those remarkable gains of international cooperation and corporate citizenship were critically needed for economies to improve and create better societies, there is a lot more that each and everyone can do to micromanage aspirations, emotions and actions to avoid making the workplace unfriendly, non-inclusive and, ultimately, hostile and unhealthy.

Subtleties such as how much of your private life you should reveal to ensure people will never get to know too much about you to be able to remain nonjudgmental are never taught in school. How to lend a hand to your workmates without being

perceived as aiming to show power and superiority is also, in itself, a challenge and a mountain climbing experience in anyone's life. How much is too much in closeness and in peer to peer communication and transfer of knowledge and practice to keep relationships safe, smooth and conducive to individual growth is also a continuously asked and never answered question.

Edmond Fernandes' s book is an attempt to unpack work ecosystems into human interactions and exchanges, further analyzing them from a performance and satisfaction standpoint. We should be happy working together to maximize our contribution to what we are meant to create together, be it services, goods, research or international development.

Work diplomacy is what we owe people in our immediate professional universe to ensure the

exercise of our rights does not limit their freedoms and does not affect our wellbeing. Managing what we are outside our family and circle of friends is a lifelong test of maturity and of self-transformation. While at the core of what we are certain features of our personalities never change, the expression of each and everyone in a work environment is the result of a carefully self-designed individual, capable to lead a life in full respect of people met on the journey. Edmond Fernandes' s fresh approach to the topic offers a pleasant and equally interesting read. His deep understanding of work psychology translated into a seamless sequence of valuable advices and ideas makes this handbook indispensable, something you should have in your bag, on your desk or packaged as a gift for each of your colleague's birthdays.

Regardless of where we stand on the age scale, diplomacy is a must-use to enjoy meeting new

people and their unique, fascinating biographies. Crossing paths and sharing moments and experiences can be particularly enriching if we know how to make a positive mark on people's lives. The Handbook on Workplace Diplomacy is a guide for a wise approach to work and social life and a recipe for an optimal mix of energies and attitudes in any human environment in which we want to be perceived as emotionally intelligent co-workers and great leaders. I wish to congratulate Dr. Edmond Fernandes for his powerful writing skills and for the audacity to enter and navigate the labyrinth of words and gestures that define who we are beyond social conventions and institutional constraints.

Simona Marinescu, Ph.D.

UNDP, Chief Development Impact Group
Former Minister of Labor and
Social Affairs and Senator,
President of the Labor and Social Affairs
Committee, Parliament of Romania

Note: Opinion expressed is that of the individual and not that of any organization.

Message from Mr Farhaad Yenepoya

I am very happy to note that Dr Edmond Fernandes is coming out with his second book which is on workplace diplomacy and which is increasingly relevant to our times. This book sends out a message for people of all walks of life to learn from and put into practice. Creating healthy work environment is the starting step for professional excellence. Any serious individual who wishes to achieve success will need to implement and establish certain points that figure in this book and will have to win the affection and love of all. In this fast evolving age, we need to be increasingly careful with the nature of people who appear before us. While reaching out and helping people is fine, it is very important to promote a smart-work culture that encourages thinking and promotes talent. At a young age, Dr Edmond has shaped his thought process in a manner that others can learn from and associate. In a world characterised by the wide

expansion of freedom and rising levels of competition in all sectors of work, it becomes important that people channel their minds to get across the message without being largely aggressive and bossy. What the other person feels is also important while we put our views forward.

I take this opportunity to congratulate him and wish him all the very best. I would also encourage him to write more books for all of us to learn, understand and appreciate.

Best wishes,

Mr. Farhaad Yenepoya,
Director - Finance,
Yenepoya University

Message from Padmashri Dr V Mohan

It's a great pleasure to write this note about the "Handbook on Workplace diplomacy" by Dr. Edmond Fernandes. At a very young age, Dr. Edmond Fernandes shows deep insights into human nature and relationships. His book is packed with practical advice. Such writing normally comes from veterans and very senior people. I am pleasantly surprised to see the maturity in Dr. Edmond Fernandes's writing. I have always admired him for his forthright views and his courage in carrying out actions which he strongly believes in.

I am sure this book will be a great success and is very much needed in modern India. I wish him all the best with the same and I am happy to be associated with him in some of his activities.

With regards,

Padmashri Dr.V. MOHAN, M.D., FRCP (London, Edinburgh, Glasgow, Ireland), Ph.D., D.Sc., D.Sc (Hon. Causa), FNASc, FASc, FNA, FACP, FACE, FTWAS
Chairman & Chief Diabetologist
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WHO Collaborating Centre for
Non Communicable Diseases Prevention & Control
IDF Centre of Education
President & Chief of Diabetes Research
Madras Diabetes Research Foundation

SURVIVING WORKPLACE IN A MUTLIPOLAR UNPREDICTABLE WORLD

"Diplomatically Speaking"

On Service

Let no one stop you from being the individual you would like to be. Don't let the noise of other peoples' opinion affect your own inner voice. Let your service be found among the middle class college students, among the youth seeking a sense of purpose and direction, among grass-root urban and rural poor, also it should be found at top tables of governance, among academicians and scholars. Serve the world, your existence in this world is for a special reason, become special.

- Dr Edmond Fernandes



1. *Don't speak unless spoken to*

Remember, the goal is not just a peaceful workplace, but also stability and moderation which will continue to evolve.

Human nature is such that it craves for recognition. In this context we end up telling colleagues, acquaintances and others about our aspirations, projects and social circles. Remember this; they aren't interested in what you do. They are interested only in what they do.

Keep in mind; while your frankness is wonderful and welcomed, not all men are just. Bullies are the easiest people to lick.

They will take inputs from you with a smile and implement your ideas without a second thought and discredit you. Your honesty and openness makes people uncomfortable. It breeds jealousy and fosters hatred for no fault of yours.

In the best interest of all, it would be a very wise strategy to speak only when required, when enquired and if the occasion calls for. When you wish to engage with people, engage in a casual dialogue about how they have been and what they have been doing lately. Let them speak. Make them speak. In that you are safe. Talk about sports or the latest movies, it is perhaps the best thing to discuss. Position yourself smartly between interpreting remarks and reacting to observations and you will have friends. You will often face a situation you are new to, in which you will need to dedicate your energy differently to redefine the identity. Therefore speak less, hear more, see more and do more.

"Diplomatically Speaking"

ON SUSTAINABLE DEVELOPMENT

Cities need to be shaped envisioning the future with a concrete thought for reconstruction. Real challenges lie not in creating new structures but more appropriately in re-shaping existing ones. Sustainable development can take place only when we rise above reason and individual equations.

– Dr Edmond Fernandes



*Delma
Banks*

2. When you talk, be politically correct

Mine is perhaps the first generation to be exposed to the changing face of social media.

We live in a digital age. With rapid advances in technology, instances of honey trapping are rising faster than expected. People will lead you to different discussions. In the process of such discussions, they will honey trap you through an audio recording or a hidden camera or document your whatsapp messages. What you took years making; your enemies will capture in a fraction of a minute. Guard your reputation. It is most appropriate to not criticize people in the company of colleagues and at work.

It will take good amount of practice to distance your self from small talk.

Avoid gossips. Gossips are dangerous not because it affects the individual being gossiped

about, but because it generates negative energy within you.

If you cannot speak good about them, don't speak ill about them. Every individual has something good. Try to reach that. Whenever sought for opinions on organizations, individuals, comment in a way that is not interpreted otherwise. Standardize your comments. Become a champion in your own way. What you cannot protect by your own tongue and your own powers, others cannot do for you.

"Diplomatically Speaking"

ON RELIGION

The 21st century inspite of its many transitions remains adequately dominated by stereotyped obsession and ideological fanaticism which stands up tall like a chain of coconut trees in a desert. Let us remember, it is love and tolerance that has sustained the world, not Religion. It is urgent to re-discover grounds of hope, of belief in humanity and of affection to fellow countrymen.

- Dr Edmond Fernandes



My dog
died last
night

He had renal
stones

Well, atleast
he was
old.

I just ate
spaghetti

I'm so FULL!

I think I
might throw up!

Delma
D'Curby

3. If you can't associate, don't dissociate. Just be there

There is no compulsion that always one should endorse and associate with the viewpoint and ideas of another. We are children of this universe and eternal citizens of a country and we are entitled to have our perceptions and differences. Avoiding people because they don't synergize with you, is not diplomacy. You need to be there. Lending a ear to listen, observing people and trying to understand why they do, what they do, reveals a lot more. Your friendship or fellowship should never be influenced just because you disagree with a person in religious ideology, in political leaning or in intellectual thought processes. Learn to adjust, never try to suggest a person to change. Give it a thought, try changing some of the habits within you and you will understand how difficult it is to change others.

Help them when they need you, don't make

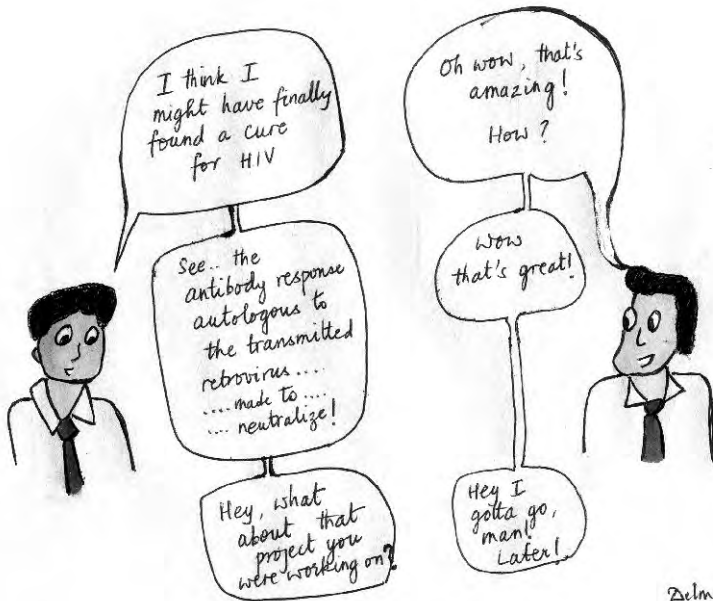
comments which will put people off. Learning to love them from a distance can make good, a lot of relations. They need not enjoy your confidence and private conversations, but they should never get feelers that you are ignoring them. This will call for a show down which will not be a good outcome for both. When two people are annoyed and disappointed, the human mind transcends different barriers. People begin to form opinions on their own. By just being around, you keep them guessing. That is the only thing which can sustain goodwill. Keep them guessing, don't associate, but never dissociate. Stick in like a leech.

"Diplomatically Speaking"

ON POLITICS

Based on the needs and priorities of shifting power centres, politics is a wise result of immediate calculations for larger benefit, ideally for the citizenry in order to create unselfish commonwealths.

- Dr Edmond Fernandes



Zelma
ZCunha

4. *Never reveal anything unless there is an occasion to*

Many people have a tendency to enquire, what's going on? And Lo! We begin pouring out history, geography, science and fiction that happens in our lives. In the bargain what happens, the person gets all the information at our end and takes careful note of it in his mind's eye. And when you reciprocate the courtesy asking what's going on at their end, they end up telling you, not much, nothing much, usual daily stuff. Have you faced such people? I am sure you would have. Reveal only information that is necessary and to some extent reveal information that is un-necessary. When I say un-necessary, you can talk about how you followed the cricket match or football leagues on television to keep the conversation going. Or you can talk about how the US President's policies are making the world uncomfortable. Well these are ideas!! But don't reveal where your recent hobbies have taken you,

people are usually uncomfortable with your success, especially your colleagues. You may also come across people decades older than you, who may start getting uncomfortable, just because you are shining in the eyes of society. If that happens, don't confront them, forgive them, they are not able to interpret why good things are happening to you. Pray for them and love them. If possible, help them.

Bear in your mind, that information is power. And it is heavy power. Listen to all. Speak limited and do not speak when you are not asked to. Lawyers are good at this game. They have been trading this attitude in courts. They will never reveal anything unless the occasion demands. Engaging in pep talks does not oblige you to enter into personal talks.

There are very many issues in the world to talk about. So be wise. Don't speak your heart out. Your ideas may be stolen, your work may be eaten

up, and your efforts may go down the drain. You may have colleagues at work place who you must report to. Just complete what you need and off you should be. Don't end up chatting. See how your colleague is, is he friendly, is he social and outgoing, is he harmful, is he suspicious? That will reveal what your next moves should be.

A person who talks sweetly, does not always mean well for you. Behavioural science tells us, watch for eye movements, the body language for discomfort and the shifting asymmetry of the general discourse. Also see how much a person promises you and what they end up delivering from that. Don't form opinions immediately. Let it unfold with time.

5



NOTHING LASTS FOREVER UNLESS YOU'RE A VAMPIRE .

5. *Nothing last forever, people certainly not*

Construct new powerful alliances of interests and values. We ought to live our life as we will, also we ought to let live, threaten none, covet the possession of none, desire to overthrow none. At workplace, there is no permanent friend or permanent enemy. It is only about permanent interest and safe guarding self interest. Without a second thought you will be written off by your colleagues if you give them a weak point. Create a balance of power, but remain motivated by the best intentions. There would be people who pretend as a friend, but hate you because you are good and because you are honest. Being diplomatic does not mean being dishonest. Work place diplomacy is an art that can be learnt and a science that can be studied.

Sweet talkers are an increasing tribe at workplace today. You will get a feeling they are

with you, but in your absence, they will ridicule you. Do not react if you get information about such characters. Not reacting is power. Continuing to assume the attitude of goodness and smiles which will defeat these people. It has been said, long time ago, kill your enemies with your kindness.

If you know you have enemies, be smart not to go very deep into creating animosity that you cannot look into the person's eye and talk. Politicians have a special way of dealing with such characters. Over a period of time they become thick skinned and less reactive. They don't easily get excited or disappointed.

Don't create animosity, as far as possible avoid confrontations and try to arrive at amicable solutions.

You can filter out who is on your side and who is not by listening to them, the way they

comment, react and criticize. This reveals a lot. When you also react in the way they do, the fun is lost. You end up lowering yourself.

Diplomacy is about being calm, being smart and choosing words that are not damaging and hurting. If you are to ask me, how often one must be diplomatic, my answer to you is, as often as you can. Always make others talk, ask questions which they will like to answer. You will attract people by making them speak about the recent trending things in their life. In the bargain, if you consider them as your friends, so be it. Our time on this earth is limited. We are temporary travelers. We lose nothing in being good. Lets exercise diplomacy as a principle to reach out to all in a decent manner.

“Martin just entered the boss's office... they shook hands....
.... Yes, he raised an eyebrow...”



*Delroy
D'Amico*

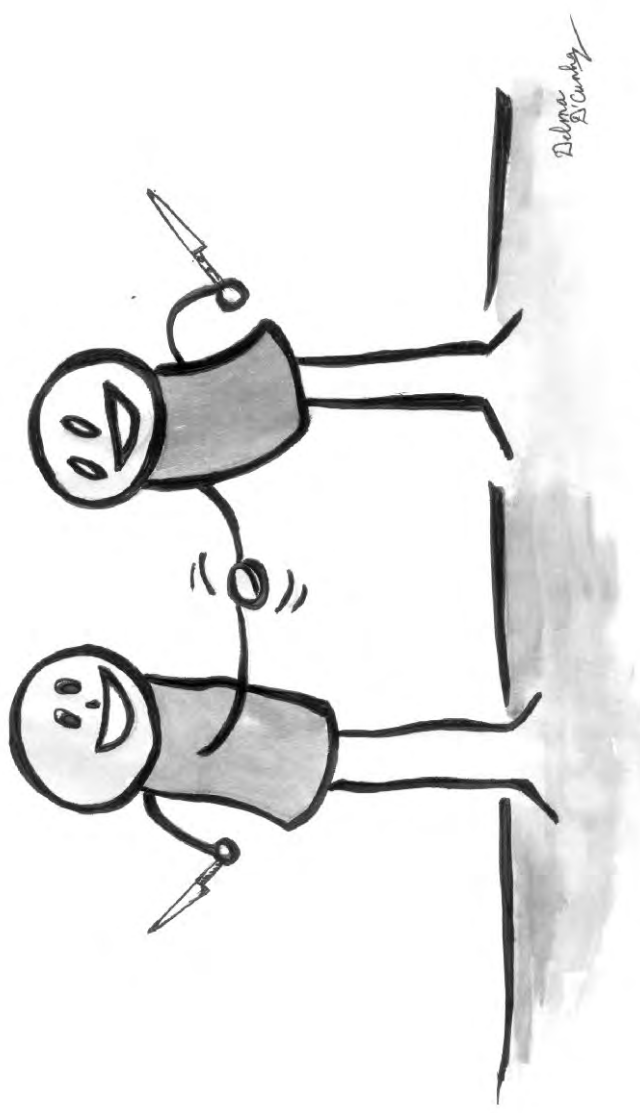
6. Identify informants, be on your vanguard

Administrators usually have their people placed at different locations in different sectors. These people are called informants to the system. When you join organizations, begin to feel the waters. Usually the first 1-2 months are crucial when you join any organization. Watch the movements of people, who moves around with whom, who sit over lunch or coffee with whom and who engages in conversations. This will give you an idea and overview as to where the movements and dialogues take place and how information gets passed around.

Shifting eyes, swaying words and wagging tongues need to be noted. They have an opinion for each and everything that happens and they often misrepresent facts on the table. If the administrator is smart, he will listen and take only what he has concluded and what co-relates with actions. If he is ignorant, it will weaken the structure, it will hijack

the system and it will suppress weak employees. If you are one among those who inform others, make sure you are professionally fair. Do not mix your personal equations with your opinion to make or break others. It is the institution credibility and growth that is at stake. Playing it to the game becomes an important attribute you need to showcase with informants. Tell them what they like to hear and tell them nothing else. With such people, recall guideline 1. Don't speak unless spoken to. And if you are informed that they have misrepresented things, you secretly convey the same to the persons concerned in the way in which it could be done. Make them alert. This will save others, and will give you a clear conscience also. You are a healthy child of this universe. So don't let what you know, go unheard. Defend the righteous and paralyze the other kind. I have always been an advocate for unmolested development of the individual and the institution and with it

undisturbed progress for all. So draw power from the good there is to be done, be on your vanguard.



"So, we're good, right? for now?"

7. If you find someone against you, take measures to end the "game"

Deal with your enemies, if they have started plotting things against you. Show no mercy and throw down a challenge. If you have been on the right side of the law, take measures to end game. You have nothing to fear about. Such people need to be kept at their place, otherwise victimization and false authority will reign supreme and honesty will be hijacked. On principles, if they have attempted to hijack your professionalism, be on your vanguard. If you continue to remain silent, you will be suppressed forever. Never give up when you still are right and convinced, no matter who it is, no matter what. Make sure you draw the line on every occasion with your enemies. But its important as far as possible not to have a quarrel with anyone. Have no other feeling, but that of sympathy and friendship at all times.

Cultivate an aura of dynamism and smartness at different junctures, more unknown to the seasoned players.

"Diplomatically Speaking"

ON EDUCATION

Today's children should be guided by the wisdom and principles of curiosity and they need to be taught how to command respect than demand it. Education should mean reclaiming the meaning of learning and should restore sense of purpose for which intellectuals are being created, so that new discoveries can be born through this tireless effort and time invested into education. Let education create value to be the singularly most powerful tool to have ever crossed the earth.

- Dr Edmond Fernandes



8. As far as possible, be good. Don't hurt the wrong people

Being good comes free, does not require effort and consumes less energy than the usual. It is your mind that influences the bad things in you. Opinions and perceptions in society influence our thinking often. This makes us judgemental. We need to give each person we meet a fair and fighting chance, rather than making opinions about who is good or bad. What remains significantly important is not hurting the wrong people. We need to realize, it is not worth disappointing our superiors, but it is equally important to not disappoint our subordinates. This does not mean, we should listen to everything they say, listen to your own conviction and inner voice. No one comes before your own life, strength and conviction.

Make it a discipline to be good, speak

well of others and avoid commenting and criticizing on what they do. Infact, I would say develop strong bonds with all the folks and others who cross your path .

"Diplomatically Speaking"

ON MEDIA

Many journalists around the world have their sense of affection and humility intact, while they go forth to question, interpret and comment, they are often met with choices to make. It is important to handle matters very delicately and bring newsroom breaks to logical conclusions without making it appear out of proportion. Versatility, Respect and Range should guide a creative journalist!

- **Dr Edmond Fernandes**



*Delina
Dunha*

9. *Promise less than necessary*

To broker peace with society we often promise to do a lot of things and leave people filled with hope of getting things done. But the actual disappointment starts when we do not deliver.

It is wise to promise less than necessary and do more than required, which will not only surprise people, but will also win you the admiration of a lot of them, making friends for a long long time and it would be welcomed anytime at the marketplace. The tongue weighs next to nothing, in the bargain we end up selling dreams without a second thought. It becomes extremely important not to excite people when we don't mean it. There is no point living in richness of promises and poverty of deliverables. Instead, keeping things as status quo often helps seal the deal in a better fashion when the going gets tough.

TAKING RISKS!



10. Take Risk, do it !!

Never hesitate to take risk. Don't worry about what people will think about you if it fails. They have been thinking about you since the time you have entered their life. Good or bad, what people think does not matter, what you think is what is more important. Just go ahead, march forth and do it. Communicate to people, pick up the telephone and call, respond quickly, take new initiatives and take risk. Unless you have begun the task, you will never be able to understand the excitement that comes with its success or the lessons you will learn with its failure. Any new idea will be met with rejection because human beings are not programmed to change. It takes a while for them to understand and adapt to changes. That's why you often need to rebel, protest to get things done. You need a fire in you to fire up others.



1 1. Criticising your boss should be an accident

It is extremely unfortunate if you are found criticising your boss regularly. Your boss is your boss, unless you exit from the organization. If he is a nice person, praise him, if he isn't according to your wavelength, don't comment. Adjusting is a good idea. If you have a boss who is more like a friend and less like a boss, you are a blessed person. Cultivate the relation, nurture it, let it bloom to the highest potential there is.

Criticizing your boss will give no solution to your already existing problem, instead seek ways to dialogue, define your problem and see if it could be adjusted and altered.

Life is not about finding your self, it is about creating your self.

Be smart, speak smart. At no other moment in

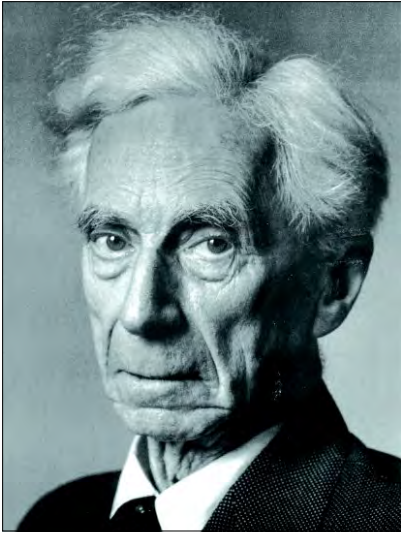
history has the world witnessed a wind of change to such an extent that inclusion remains a way of professional courtesy. It helps us to build a plural organization built on the promise of all individuals.

"Diplomatically Speaking"

ON INDIAN POLITICIANS

It is that time of the day when the Indian youth can shift the pendulum to actively dawn the baton of Indian Polity. I am convinced that all Indians are destined for a meaningful life in our Republic and the discourse of Indian polity can change only with involvement of our youth at the centre stage. Uniting a divided country on grounds of religion, caste and socio-economic disparity will not be a task that can be met easily.

- Dr Edmond Fernandes



Bertrand Russell

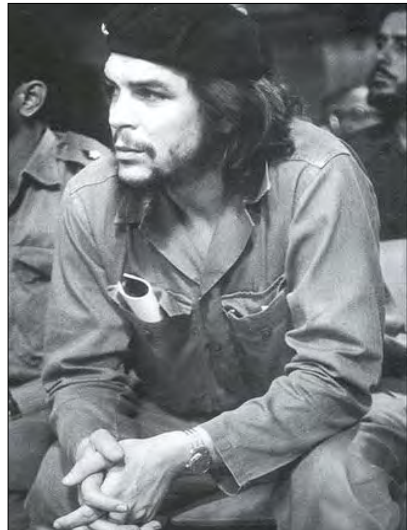
Chanakya



Machiavelli

Courtesy : Google Images

Che Guevara



12. Never give up for faulty doings

Don't stoop down to people and accept things at the face value. You should never suck up to people for wrong doings. It will make you a compromised character if you do that. For your whole life you will then be sucking up to such people. To rebel often and much is a good thing. If you have people around you who want you to do something wrong in order to do something right, agree never. In compromised values, you will be a compromised soul, you will become eternally vulnerable to people who will use and abuse you. You may not tell a lie, but you need not necessarily speak the truth every-time. Take a firm stand. Do not give up just because a person is senior or junior to you. Build on the principles of social justice, ethics and intellectual honesty. In the end, when its time to meet your maker, he will not see what you achieved and what you did not, he will see how you walked through the journey.



Delma
Al Gunha

13. Low profile, high efficiency

Average minds discuss people it is said. Often or so, you will come across people who talk about people. Avoid it. Wear your diplomatic charm. Listen to them if you are forced to, but leave it that very moment. In front of people who are uncomfortable with your presence and your success, act neutral. That is what they want. Many in this world cannot tolerate the success of others and their growth. Healthy competition is also a farfetched reality for them. To buy peace, work with high efficiency and maintain low profile.

Strike if required and strike hard then. People are historical characters. Whether as individuals, we have promoted each other to enjoy individual liberty and be guardians of their rights and create their own destiny is uncertain and of significant doubt.

As you rise up the ladder, there will be people

who will stereotype and brand you with different labels, your critics will increase and with that you will begin to have fewer friends on the journey. Stay tough. Listen to them, but do not act. Do what your mind and heart says. Listen to your deepest conviction. After all it is your life to live.

"Diplomatically Speaking"

ON RELIGIOUS LIFE AND ITS LEADERS

Religious life is a very sacred call to direct and guide the ways of the world. While all religions have preached tolerance and peace and love, little have religious leaders done to unite mankind. They ought to appropriately differentiate and not discriminate between the haves and the have not's. As I reflect on the possibility of evolving a more plural world citizenry, I become more convinced that unless the religious orders come forward to table their thoughts to make this union happen, we will continue to walk on troubled waters, will continue to be surrounded by unrest, conflicts, social tensions that will not only rob today of its meaning, but also hijack hope of a better world tomorrow.

- Dr Edmond Fernandes



14. Climb on the shoulder of giants

You are successful and have achieved something in your life because someone invested time and love in you. There will be few people in this world who will hold you close to their heart. Be with them, take care of them and climb higher on their shoulders. It is important that you have some elders and peers on your side. They will guard you, guide you. When your time comes in life to give back, ensure that you give more than needed. Give love, give time, give space to enjoy the journey. Don't complain that you are busy, they were busy too. But they made time for you. Think about it. It so happens that we get consumed with the work we do, once we rise higher. Priorities change and affection decreases. Efforts will need to be made to soldier the giants who once soldiered you. In their old age when ideological and senile changes happen, be with them more as a friend, listen to them. Slowly guide them if possible and help them watch the world go by.



"You should channel your energies into something more productive.."

"LIKE WHAT??"

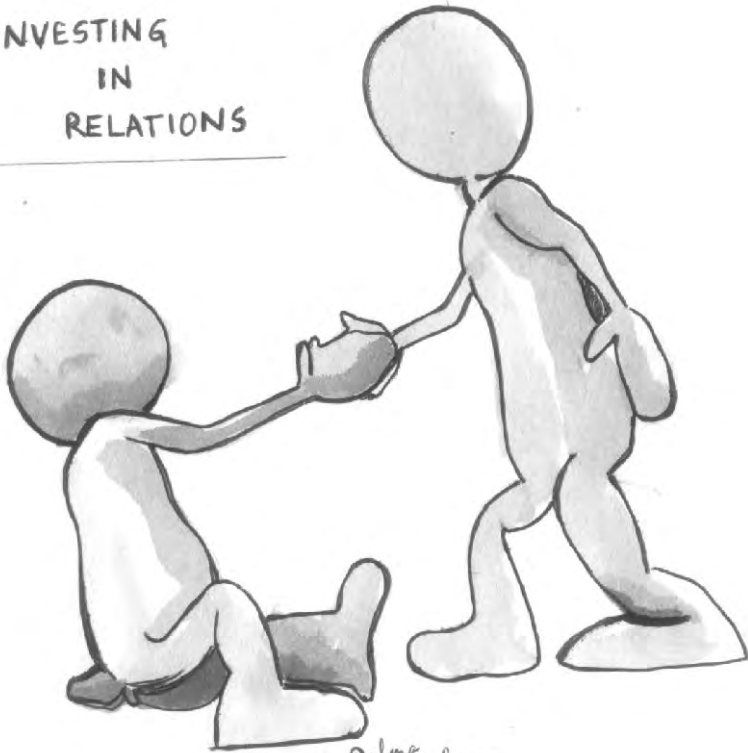
Doddy Cowley

15. Get amused, never angry

Getting angry on someone will not yield result. It will consume your inner energy and will work on your mind. Get amused. It will help in a big way. This will need to be cultivated. You will have to develop the approach of expecting less from people and reacting less to any situation, good or bad. Don't get excited easily or get angry easily, It would do you a lot of good.

When you get amused, people are unable to comprehend your mood. It helps you reflect more about human behaviour and it also sends a message of how you could re-shape your approach in future with regard to that particular thing. People need to be silently lead towards what they believe in, countering them into an angry argument will yield no result. Negotiating well, slowly, patiently and building it up is an art that needs to be learnt over time.

INVESTING
IN
RELATIONS



*Delma
Kunhe*

16. Goodwill and goodness are the only investments that never fail.

Often when we look back, we realize that we face choices to make. Many good, others not so good. However, it remains upon us how we go about the work there is at hand. Goodwill and goodness are the priceless and timeless creed of humanity since times immemorial. The creativity of goodwill is boundless; it is able to find countless new ways of bringing in newness. Conventional wisdom has always stated that we ought to be good to people on our way up, because at some point in life, we will need them on our way down. Work-place diplomacy in this context becomes an incidental hard-lining truth of our lives. It is possible to discover perfect joy through imperfections; diplomacy is the means to shape that journey. After all goodwill and goodness are perceptions that are motivated by the best intentions.

LETS JOIN HANDS ..

FOR A BETTER TOMORROW



17. Preserve peace, promote love, be a team player

Preservation of peace and promotion of love will spring a new calculus of power backed by an entire fraternity called humanity. End of the day, all humans are comfort seeking, peace loving and in need of love. Practicing diplomacy is a set in that direction; it is the way of achieving the result for the kind of the world we all collective believe in. Living a life of insecurity will never yield solid results. Greatness is being able to foster fellowship in a world less blessed than our own, to be able to carry along more people and to be a beacon to follow. You can carry people along only when you are a team player, involve others. Appeal also to their interest, not just your own. With love, people are willing to adjust.

Peace and love will be a certainty which can over ride calculations of self interest and it can

guarantee a battle to the end. It takes great amount of versatility, scholarship and patience to practice peace and promote love, especially in a world surrounded by farce at several junctures. The real challenge in any of your associations will be to leave behind things, radically different from what you found it, more effective and more vibrant than anything one could have ever bargained for. In the end, when you look back, if you have helped others realize their own dreams, if you have been the reason for the smiles for others, if you have inspired even one person to understand his own journey, you have met with exceptional success, diplomatically!

"Diplomatically Speaking"

ON SOCIAL JUSTICE

Social Justice depends largely on the social system through which we have evolved. There are many ways to look at social justice ; and human rights activists are closest to championing these causes. However, unless social justice is engraved into the DNA of a growing up child, the child will never be able to appreciate its interpretations during the phases of growth as deeply as one could expect.

- Dr Edmond Fernandes

"Diplomatically Speaking"

ON EUTHANASIA

God loves human beings more than God would love anything else. But when it comes to mercy liberation (Not Killing) of any individual who is not even technically aware that s/he is alive; Does it not become important to reconsider the inherent worth of life then ?

- Dr Edmond Fernandes

"Diplomatically Speaking"

ON GAY RIGHTS

Increasing protests and increasing demands have continued to shape mankind today. In a world that continues to evolve and a world where mutual respect remains a priority, it may not be wrong to accept the voices of gay rights and give them what is due to them. After all, we come under the umbrella of humanity, right?

- Dr Edmond Fernandes

"Diplomatically Speaking"

On Visions and Missions

Institutions remain guided by visions and missions; they adhere to the dogma they very closely believe in, with an extraordinary insight to explore, to commerce, to make life more meaningful than it already is. Institutes and organizations need to be motivated by the most brilliant intentions in-order to further progress and sustainable development in due course.

- Dr Edmond Fernandes

"Diplomatically Speaking"

ON GENDER VIOLENCE

Women and Children are the threads that bind humanity together. Yet, in a world that goes berserk and sometimes becomes indifferent to the needs of all, violence is witnessed in very many quarters. Time to urgently re-discover grounds of hope.

- Dr Edmond Fernandes

"Diplomatically Speaking"

On Hypocrites at Work-place

Pray for them, they are frustrated souls that need your prayers. They will spread rumours, tell lies and attempt to make life a living hell. Never get consumed or worked up with such people. Smile!

- Dr Edmond Fernandes

"Diplomatically Speaking"

On Leadership

Leadership involves using discretion, to have the ability to judge talent and to encourage talent. Leaders are required to exercise diplomacy but intervene consistently when required and not be mere watchdogs and spectators when work-place politics ascends to newer limits. Conservative and traditional leadership is bound to fail in a digitally expanding world.

- Dr Edmond Fernandes