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Let us make India strong at International Level

Dr. Qazi Azhar

To make our nation strong at the international level we have to bring back the real science, the science that doesn't have lines of control between the nations, doesn't have religious boundaries, doesn't have tampered and fake medicines, doesn't have contaminated toxic chemicals in water and doesn't have polluted air we breathe.

Now the question is; who could bring this change? If people ask me hundred times. My answer to this question will be "teachers, teachers and teachers only". But if teachers

themselves are not getting right education, imagine what will happen to the students? In

The writer is an Indian born neuro- scientist cum academician. He is based in the USA. Dr. Qazi Azhar is working on development of scientific temperament among Indian students for the last 26 years. He wishes to prepare students to become Noble Laureate.

fact teachers were students at one time.

Teachers have to realize their responsibility towards the nation building. They have to struggle hard and bring a change from within to save this nation from destructive and superstitious forces.

Otherwise, it doesn't take

much to see a prosperous nation biting to dust like Greeks and Romans. Teachers unions

could fight for increasing their member's salary. They could fight for increasing DA. What about protesting for bringing change in the curriculum? How about doing agitation for bringing educationists as secretary of education? Could they raise their voice for the absenteeism of their own teachers in the schools? Could

their union help the national and state government to bring quality education in the class rooms? Is it possible that their union publish research material that is useful for teachers' professional development? Do they arrange workshops and seminars for teachers' in-service training? There are many questions I ponder about and get saddened, because I do not have any answer.

We need teachers who really would like to sacrifice and work hard for our future generation. Let us work for an educated, prosperous, and peaceful India.

Tolichowki Girls block starts Eco-Friendly Club

In order to keep school premises neat and clean, Tolichowki Girls Block started 'Eco-Friendly Club'. "The main reason behind this concept is to let the students have a feeling of responsibility towards the school and the environment", informed Principal Ayesha Siddaqa.

Informing about the new initiative the Principal said, "being clean is a sign of spirituality, purity and goodness and through this club, children will also understand the importance of Sunnah i.e. "Cleanliness is half of faith". "We have selected three naughty students from all the classes and made them the leaders of eco-friendly club. One of the main problem teachers have is, bits of paper on the floor. A recycle bin is prepared for each section to eliminate this problem" said

Ayesha Siddaqa, Principal.

The leaders of the eco-club also are allotted some duties under various slogans. They are allotted duty to save electricity. They do this under the slogan: "Do right – save light". "Save electricity for your better tomorrow".

During lunch break these members have to keep an eye on their classmates that everyone should use napkin and should finish lunch boxes. This duty they perform under the slogan – "No one can change your eating habits for you: you have to be the one to make it happen".

Under the slogan "Wait, stop and think what if we didn't have water to drink", the eco- club leaders keep a check during interval and lunch-break that there is no wastage of water.

We should strive to bring peace and harmony in the society: Senior Director

Hyderabad : "Being an educator it is our duty to bring peace and harmony in the society", said Senior Director Anwar Ahmed after unfurling the National Flag at the Corporate Office on the 71st Independence Day.

Citing the prevailing situation of the country, he said we should make all efforts to remove enmity and hatred from the society. "The more interaction we will have with our non-Muslim brethren, the better we can handle with the communal tensions", said the Senior Director. He exhorted the audience to do more research on the contribution of Muslims in the freedom struggle and follow their footsteps to serve the nation. He further said, "we should make our next generation realize the sacrifices made by our ancestors to free the country from the British rule "

The 71st Independence Day was celebrated in a grand manner at the corporate office. Staff with glittering and colourful dresses turned up in large numbers. After flag hoisting, a brief speech session was organized which was addressed by Senior Director Anwar Ahmed and other staff members. The staff members shared the meaning and spirit of Independence. The HR manager Mrs. Amba thanked the staff to attend the programme. The Admin manager Yousuf Irfan and his team made all arrangements to make the programme a grand success. All the branches of MS also organized the Independence day programme with remarkable zeal and enthusiasm.





Editorial Section

A Chat with...

Fouzia Farooq, Manager CARD Academics,
Corporate Office. (Editor)

Q: Please enlighten us about your department?

Ans: It gives me a great pleasure to shed light on CARD department through this newsletter.

CARD is a Central Academic Research and Development Department of MS from where the curriculum is planned, scheduled, implemented and monitored. To cater to all types of learners, academics is integrated with various activities such as Assembly Campaign, Saturday Activity, Memory Activity to ensure learning happens 360 degree CARD is the Brain Child of our CMD Mr. Abdul Lateef Khan. It has been created to provide academic support to the teachers and make their work easy. This department is designed in such a way that it can mentor the teachers in every possible way. All the Subject HODs are the integral part of CARD.

Q: How does this department work?

Ans: The CARD works in a very meticulous style. Before making any plan we discuss it thoroughly with the concerned subject heads of each of the branches. Every move is discussed, debated and approved by all the heads of branches before being implemented. We do not make any academic plan unilaterally.

This academic year we have completed all the planning and scheduling for the entire year with the consensus of the teachers and are on the field to mentor them for effective implementation.

Our HODs make frequent branch visits to guide the teachers and help in their professional growth. These visits are scheduled not to pick mistakes but to mentor them. Regular training are also conducted to channelize the talent of the teachers.

Though we strive tirelessly to reach each of you, we have yet to achieve our target.

However with each passing year we can proudly say that the competency and commitment of CARD is growing in leaps and bounds.

Q: What is the new initiative of CARD this year?

Ans: This year CARD has taken up the resolution of 'SPEAK ENGLISH', Teaching, Non-teaching staff, Incharges, HOD's, HMs and Principals are requested to adopt the resolution to SPEAK ENGLISH. Our aim is to contribute confident and smart citizens who are prepared with an ocean of vocabulary and excellent communication skills.

We wish to achieve this goal before we enter 2018. Insha Allah.

Pre-primary has also undergone a 'face lift'.

New hands on activities to teach various concepts have been introduced. Regular workshops are being conducted in phonics and in preparing teaching aids.

To build a strong foundation of the students, the skills of Home Teachers are being sharpened through regular training.

Class 10 teachers are also working hard by brushing up their content and delivery through workshops. We are conducting workshop and teacher's training not only for MS teachers. Franchisee and sister MFERD schools are also given rigorous training along with complete academic support.

Cont.. on pg.12

Editorial

As Salaamu alaikum,
Dear MSOwnians,

It has been an exciting journey so far. Alhamdulillah! MS Family is now living by its name. There was a time when the editor had to call and make numerous reminders to get input from someone atleast. We had to keep a tab on how many readers are actually reading it. However, with each passing year, the importance of this platform is growing exponentially and there's a huge influx of article contribution, suggestions and more.

MS Family is intended to bring MSownians together like a family and share joy as well as challenges together. It is meant for internal circulation and it contains notices, notifications, promotions, news updates from various nook and corners of our organization.

Based on your suggestion, we have created dedicated sections now for various aspects of our life at MS. I express my heartfelt gratitude for the new initiatives taken by branches like Toli Chowki Girls, exuberant literary contribution by Zakir Nagar, Delhi and much awaited inputs from Junior and Degree Colleges. HR and IT departments managed to retain one page each for their extraordinary work while ESI team and CARD exhibited their ever zealous attitude. Quick Solutions article on building brand image is definitely exceptional as well as inspirational.

I hope this issue of MS Family amuses all the readers and meet their expectations. I hope we will make the most from the enlightening articles on how to make India strong, how to deal with differently-abled students, student engagement, traits of real teacher, etc.,

What the world needs is ethical leadership. But hey, don't forget that ONLY LEADERS CAN MAKE REAL LEADERS. My dear MSownians you are entrusted with the opportunity of developing leaders from your institutions to ensure a prosperous nation. It all starts from realizing followed by thinking leading to action. But the irony is most of us have seized to think. We live our life as if we would live here forever. So, how and what do we think? It's very interesting and InshaAllah we will cover it in our next issue of MS Family. Meanwhile, please encourage MSians to contribute for the upcoming MS World.

Keep shining MSownians
Regards,

Dr. Syed Misbahuddin, Deputy Director
MS Education Academy

IMPORTANCE OF TEAM WORK IN ISLAM

Working together is an important aspect in Islam and it has always been emphasized to work as a team. Working in a team makes sense because it is close to impossible to survive on one's own.

A lot of good can come out of hanging on together and helping each other out in times of difficulties. Prophet Muhammad(PBUH) also urged Muslims to work together as team. In one of the Hadiths, he said, "Faith Believers are to each other as a brick of a wall,

supporting and reinforcing each other".

MS teachers also believe that the greatest resource that they (teachers) have is other Teachers.

Acting on this philosophy our branch teachers have started sessions for sharing ideas to help students better. In such sessions each teacher discusses his/ her method of teaching and train others to grow professionally.

Mrs. Ruquiya Butul, (V P)
MS Creative School,
Shah Ali Banda Branch

Readers Column



POEM

Many a times I wonder
 Sitting alone I ponder
 I studied Architecture
 I worked as a lawyer
 Yet, concluded as a teacher

What brought me here ?
 Why MS became so dear ?
 Almighty Allah has chosen
 me His dear
 Its an answer to my prayer

It saves me from what's
 forbidden
 It makes me feel forgiven
 It made me filled with
 compassion,
 Hoping for the rewards
 in heaven

Often I miss my break,
 Late at night I stay awake,
 Blessings is what I take,
 No, matter if income
 is at stake

I used to regret I have
 only one son
 MS gave me children many
 more than dozens
 I teach them all with passion

They love to learn in
 celebration

All those who are
 my readers
 Please Remember me
 in your prayers

Qhudsia Sultana

English Teacher

Rajendranagar Branch

Interview

Tanveer Razi and Fatima Begum (Research Associate)

Q: What is the activity of Research Department?

Ans: Research Department works to bring improvement in the education system. It diagnoses the system and comes out with remedial solutions. It also brings innovation in teaching methodologies.

Q: What is the outcome of Research Department?

Ans: Research Department, since its inception in 2015, has carried out 4 projects successfully. These projects are:

1. Teacher Engagement
2. Student Engagement
3. Academic Excellence
4. Parent Engagement

Q: Please throw some light on Teacher Engagement project?

Ans: The objective of Teacher Engagement project is to make every teacher aware of the pivotal role they play in shaping children through Innovate, Inform and Intervene method and in turn develop the ummah.

Under this project the teachers are also being trained in action research, innovative methods so that they can be available and sensitive to children's learning needs. This project enables the teachers to engage students through 5Es methods, to teach students through Prophetic

and innovative methods and to improve communicative English of students.

Q: What is Student Engagement project?

Ans: This project provides a platform where students can have positive competition and can develop their skills and improve behavior, taking up responsibility for self, family, community and country at large through Learn, Live and Lead.

This program is designed to enable Self-esteem, Personal growth, Radical responsibility in students. The program comprises of 2 major components: Workshop Learning and Action Learning.

Q: What are other projects that your team is working on?

Ans: Currently we are developing modules for students on self-awareness, communication skills, negotiation skills, positive thinking, decision making skills, understanding their anatomy and crisis management (how to strive and thrive in the current pressured situation all around the world for Muslims).

We are also working on the teachers' manual. It is a guide for teachers to engage with their children at home and develop a nourishing bond with them and also inculcate important values in them through month wise Islamic months.

The concept of Overwhelmed

Solution is "RAIN"

FEELING OVERWHELMED

Remember "RAIN"

Four steps to stop being so hard on ourselves

R - Recognize what is going on

A - Allow the experience to be there just as it is

I - Investigate with kindness

N - Natural awareness, which comes from not identifying with the experiences

Try to follow these steps to get relieved from anxiety or overwhelmed in a situations.

By : S. Sreelatha
 Psychologist, Learn Maximum
 MS Corporate Office.

As days pass by...

In a year, we will meet our families once or twice...

And as days pass by, we will engaged in our lives...

A time will come when we will never get a chance to meet them twice...

And as days pass by...

Our parents will cry day and night,

But we would not know their price...

And as days pass by...

A day will come when no one will be there to cry...

Its then when we will realize...

Ms. Sayma Ishtiaq
 Zakir Nagar, (Delhi)

Readers' Opinion



Dear Editor,

MS Family newsletter is indeed a good initiative as the staff comes to know the latest news of MS Organization in regards to developments, new extensions, new faculty, promotions etc. It also helps the readers to get to know many new things and increase their knowledge. I do really appreciate the contents published in the newsletter.

Regards

Abdul Basith, PA to Chairman

Dear Editor,

I read the MS Family Nov. 2016 issue and it gave me immense pleasure that my concept to make the classroom a British Island has been taken a step further

by the teachers of MS School in Maharashtra.

In every workshop that I conduct I always make a point and stressed on the fact that teachers have to motivate the students to make them speak in English. Bravo my sisters/team keep it up!

Nayeemullah Khan

Lecturer (English), MS Jr. College.

Suggestions to improve

The initiative taken by MS FAMILY is the need of the hour and it is best at its Place. The following suggestions can be included in MS FAMILY:

MS classified column should be included to know the various opening in

MS Organisation. Pages should be segregated for each activity.

Provide more information about the events held in college.

Aneesa Parveen

Commerce Faculty, MS DCW, Tolichowki

Things liked most in previous issue

In the previous issue I liked the following news item the most : 1) Achievements columns 2) Lesson for parents. 3) Teams of MS win regional awards for best computer games. 4) MS Degree College Organizes Seminar on Psychology. 5) Entrance exams for Free Residential IAS Coaching.

Samera Kausar, Commerce Faculty
 MS DCW, Tolichowki



Delhi Page

Riddle

- * The most important asset in one's life.
- * The most precious gem on this earth.
- * The most cherishing gift by Allah.
- * The most Compassionate.
- * The most Caring.
- * The most unconditional in love.
- * The most Hard-working.
- * The most Tolerable.
- * The most Dedicated.
- * The most Magnanimous.
- * The most Empathetic.
- * The most adorable.
- * The most Peaceful.
- * The most Graceful.
- * The only SELFLESS creature
- * The blessing
- * The Strongest.....

The above list is endless but only one magical answer is there. 13, 15, 20, 08, 05,18 (please decode the following English alphabets & you'll get the answer!!!)

Nabila Khan
Primary In-charge
Zakir Nagar Branch (Delhi)

There's Hope

My luck pushed me back many times. I have been knocked down. Then also I am living just because of this word HOPE. The time is passing by as its own speed, with that many things are changing, specially the life.

Sometimes due to many circumstances I feel like dying but the feeling of HOPE is always unchanged.

I will prove myself one day, this is my HOPE.....My HOPE is to define my destiny.

I have always heard that good things never come to an end, HOPE is among one of them.

"Aye my HOPE, stays inside me and never die....."

Ms. Sadiqua Fatima
Zakir Nagar, (Delhi)

My First Job Experience

I had the best feeling of my life, when I got my first job. Lots of questions were in my mind. First, of all I was not sure if would be selected as teacher, secondly, I did not know how to go about teaching interview. Everything was new to me; school environment, colleagues and students as well. But everybody was so friendly and welcoming that it became very easy to start my work. Nonetheless, my first day in the classroom was not that much better as I had expected.

My job was to teach PP II, I had taught phonic sounds, how to read and spell words, simple maths like counting,

Urdu alphabets, EVS and rhymes and stories. Observation plan and making various charts was something that I had never done before. I also made many mistakes, which made me nervous but my colleagues helped me out in this situation.

I have learned a lot in MS Creative School about teaching and still I am learning. I am feeling that teaching is like a performing act. I have learned a lot and I will do in future also because now I am enjoying this profession and more excited to explore this amazing field as a teacher.

Ms. Afsah Lanker, PP II A
Zakir Nagar, (Delhi)

Teacher should be the source of construction of students' future

Becoming a teacher was never my dream. But destiny somehow pushed me here. There were many challenges that came across while teaching. What made me continue my journey are students. They kept on giving me reasons to grow professionally. But I think this profession needs updation more frequently than any other. You cannot remain same all the time. But what does not change is their love towards students. I always enjoyed being a teacher and that is the reason my students enjoy in class. But what makes me sad is those students who are talented but is shy.

We teachers are more interested only in marks of very good students. And in all this we neglect those students who lag behind. For those students we teachers are partial. They don't want to perform just because they don't like us. They only need little attention from us, little love from us and little faith on them. Sometimes we make fun of them.

We have to become honest in our profession. We have to develop confidence in every student. Although it's not easy, but at least we should not hurt any student so much that he or she closes himself or herself in a box. The best way we should talk them individually. Appreciate such students wherever possible.

We should become the source of construction of their future not of destruction.

MS. Fauzia Sultan, Zakir Nagar, (Delhi)

Say Alhamdulillah for Hardships

It may sound challenging to accept, but let's think about it. All of us experience good times and bad times in our lives. We have gone through bad phases that makes us think life is unfair, but admit it as a part of destiny as after every deep dark night there is always a beautiful morning, our life also takes turns in the same way.

We should learn to say Alhamdulillah, for the hardship, for they not only makes us who we are but also helps us in

understanding how blessed we are. Always remember: "Allah gives the toughest battles to His strongest soldiers."

Let's thank Allah, as in all cases, trials can be good for a true believer. "If he is tested with hardship, he should remain patient and he will receive a reward." Remember if Allah wants to do good to somebody, He afflicts him trials'

Ms. Nurain Fatima
Zakir Nagar, (Delhi)

Laws of Nature

The food we eat, has to be digested and then throw out of body in 24hours, else we will fall ill.

The water we drink, gets in our body and is thrown out of body in 4 hours, else we will fall ill.

The air we breathe, has to be thrown out in 1 minute, else we will die.

What about negative emotions like hatred, anger, jealousy, insecurity....

We hold in our body for days, months and years.

If these negative emotions are not thrown out regularly it props up into psycho-somatic diseases. And meditation and prayers are safest way to dissolve these emotions.

Ms. Huma Nuzhat
Zakir Nagar, (Delhi)

FACTS

1) It takes the body around 12 hours to completely digest eaten food.

2) Antibiotics are only effective against bacteria, they won't help in fighting off a virus.

3) Infants blink once or twice a minute while adults average around 10.

Ms. AndleebZainab Naqvi
Zakir Nagar, (Delhi)

Interesting Facts

a) The brain uses over a quarter of the oxygen used by the human body.

b) Our heart beats around 100000 times a day, 3650000 times a year and over a billion times if we live beyond age 30.

c) Octopus have 3 hearts.

Ms. Rimsha Zubair
Zakir Nagar, (Delhi)

In search of...

Where is the peak,
my Lord?

I ploughed and ploughed,

Where is the knowledge treasure
my Lord?

I sailed and sailed,

Where is the land of peace, my Lord?

Almighty, bless my nation

With vision resulting into happiness....

Ms. Shireen,
Zakir Nagar, (Delhi)



Motivating Students Psychologically

Teenage life – We think as a problematic Age or else Deviating age where usually they do not exhibit Clear cut goals.

But, do any one of us know why this is happening and what is the reason behind that???

After critically examining this situation, we find that

- 1) Students see little value or interest in the course they study.
- 2) Students are de-motivated by the way the rewards and may be by the structure (Proceedings)
- 3) Some students do not perceive the classroom climate as supportive. They find it neither interesting nor creative.
- 4) Students have other priorities that may compete for their time and attention.
- 5) Individually, some students may suffer from Physical, health or other personal problems that can affect attention of getting motivated.
- 6) Some students are deviated by the surroundings and family atmosphere.

The problem with us (the teachers) is that we badly focus on student's achievement rather than motivation. I strongly believe if the students are motivated, they will naturally achieve.

So, what's the solution???.

(How we can make them achieve their goals in life.....)

- o Enable them to build confidence and identify their strength.
- o Encourage them in their interests not on ours.
- o Empower them to utilise their specific strength.
- o Accelerate them by social integration.
- o Focus on their Element of Problem solving.
- o Give them the highest challenge as per their ability so they reach heights.

The life of a student is still maturing but not matured. All the above naturally works to inspire them internally rather than nag them externally.

Balijepalli VS Sri Ramya,
MS Degree College
Tolichowki Branch

SMILE !!



A SMILE IS A SIGN OF LOVE
 A SMILE IS A SIGN OF CARE
 A SMILE TELLS HOW MUCH IMPORTANT
 YOU ARE TO THE NEAR AND DEAR
 A SMILE IS A SIGN OF CHEER
 A SMILE IS A SIGN OF TRUST
 A SMILE SHOWS HOW YOU CAN BE HAPPY EVEN IN HARD CRUST
 A SMILE IS A SIGN OF JOY
 A SMILE IS A SIGN OF HOPE
 A SMILE TEACHES YOU HOW YOU CAN BE REMOVE THE CLOUDS OF MOPE
 AND LET U SMILE, SMILE AND SMILE...!!!!
 Hoor Begum (Sci. Teacher)
 MS Creative School,
 Rajendranagar, Hyd.

Writing Requires Our Left And Right Brain Together

We as teachers need to develop and enhance our writing skills to promote the same in our students. We need to articulate our thoughts and teach the same in our classes. A teacher should first empower herself with these skills. No doubt, writing is a complex process. Developing writing skills in the classroom with willful focus and daily thoroughness, remains an essential part of educating students of all ages.

It calls upon us to bring our left and right brain together to give shape to our thoughts in such a way that can make another person read and understand our message. It is the need to express oneself with one's feelings, thoughts and emotions.

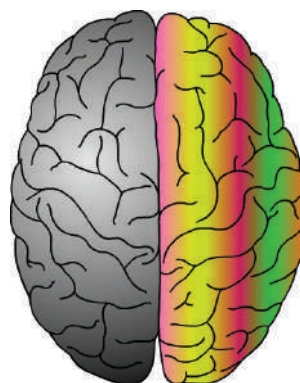
The reader will form an opinion of you, the author, based on both the content and presentation, and errors are likely to lead them to form a negative impression.

Students should be taught to organize their thoughts in a

sequence before they pen them down. Their writing should not be grandiloquent. In the beginning they should be taught to be crisp in their works but later they should learn to be fluent and use flowery language. Writing improves communication skills. 'It is like a vehicle that carries expression and communication'.

One's work, learning, and intellect will be judged based on his writing skills and the way he expresses himself. Writing equips us with communication and thinking skills and encourages creativity and exploration.

Daily writing creates confidence in the students and creates a flow that can help them use their imaginations, explore possibilities, probe into problem solving, and engage themselves in eloquent styles.



Apart from "serious" writing assignments which are given at intervals, reviewed and graded, it is important to give "free" or "creative" writing time, so that students can explore vocabulary, concepts, and build up their writing styles that they wouldn't risk in a formal essay or heavily graded assignment.

In order to create a rewarding piece of writing, the teacher should give them some guidelines.

They should be asked to prepare an outline or draft the points, learn to write the opening or thesis statement followed by introduction, arrange the drafted points in logical sequence in the form of paragraphs, write the conclusion and finally give the finishing touches.

Effective hooks (quotes) are very essential to grab the attention of the reader.

These skills help students

'A writer is simply a photographer of thoughts'. Writing is like spreading the thoughts on the canvas. It is like painting of the voice. ✍

organize their thoughts into well-defined, logical explanations. An eloquent writer conveys with purpose. There are many advantages of writing. It signifies one's personality.

It makes your thinking noticeable. The habit of writing down ideas before giving a shape helps them preserve, to reflect upon them later.

Effective tip to improve the Writing Skills: Loud reading of your write up helps you pick up problems with the flow that your eye would otherwise skip over.

To conclude "Writing is an exploration. You start from nothing and learn as you go".

Rukhsana Mushtaq
English (HOD), CARD
Corporate Office



Literary and Creative Corner

Different Views

Once upon a time there lived a King in a faraway place. He was a kind hearted king but his ministers were always annoyed with him because of his nature to test the intelligence of people. He would even not spare his ministers and also test their intelligence.

One day he called one of his trusted ministers and ordered, "Find a person who can understand my body language". "He should also be able to read what is going on in my mind. If you bring such person in front of me you will be rewarded. But if you fail to find such a person then you will get death penalty".

The minister was so afraid to hear this wish of the king that he felt tremor under his feet. He immediately set out in search of such person. He searched the desired person day in and day out in the entire country but was unable to find anyone. As the deadline was approaching nearer his anxiety was also increasing. He failed and could not find anyone who matched with the criteria of the king.

As he was going towards the King's court with a heavy heart on the day of appearance, he found a shepherd on the way. An idea quickly struck to his mind and he took the shepherd with him.

Having reached the court, he made the shepherd stand in front of the King and said "My lord this is the person who can answer your questions and what is going on in your mind".

Hearing this the king became happy but the minister became nervous as he could not predict what would happen. The king then directed towards the shepherd and raised his forefinger. The shepherd nodded his head. The king



Illustration by : Marupaka Srinivas

expressed his happiness and appreciated the shepherd's intelligence. Then he proceeded for the second question by raising his two fingers. This time also the shepherd nodded his head and said OK. The King felt more happy for this reply and moved for the third question by drawing a circle in the air. Seeing this gesture of the king the shepherd got irritated and said it is not acceptable. Shepherd's reaction made the king more happy. Gladly he announced that the shepherd is the right person who can understand me and awarded him with gold coins and jewelry.

Witnessing the entire episode, the minister became perplexed as he could not make out the question and answers from both the King and shepherd. Unable to resist his curiosity he rushed to the King

and pleaded "My Lord, may I know what's going on in your mind and how the shepherd replied your questions so perfectly". The King said, you are my smart minister and you know very well about the whole incident, but still I will clear your doubts. My first question to the shepherd was, "Allah is one" The boy replied YES. The second question by raising two fingers is, Allah is one and Prophet PBUH Muhammed is his messenger. To this also the boy said YES. The final question which I asked him by drawing a circle in air was how about the whole world. The boy got irritated on this and expressed displeasure. He outrightly refused the king's idea.

The minister became confused and went to the shepherd and asked, "what you understood and how were you able to reply to the King's questions"? The boy replied, "Your King is mad. First he asked me to give one sheep. I said OK. Then he asked me to lend two sheep. For this also I agreed. But in the final question he asked me the whole cluster. To this question I got irritated and said No.

Moral of the story:

So this is the fact which happens to most of us, as we express something and the opposite side understand something else. So make sure that what we express should be understood by the recipient of message in the same spirit.

Abdul Basith
PA to CMD, Happiness Officer
Corporate Office, Masab Tank, Hyd.

Honesty

Hazrat Umar bin Abdul Aziz (R.A) was a renowned caliph. He considered government treasury as a public trust and guarded it with great honesty. One day many apples were received in government treasury. As per rule he started distributing them amongst Muslims. Just then his own young child happened to come there. He was too young and innocent to understand as to whose apples they were. He saw his father distributing them and thought they belonged to them only. He picked up one apple and started eating it.

The apples belonged to the government treasury over which every Muslim had a right. How could the caliph permit his own child to take it? It would have amounted to misappropriation. He, therefore, snatched the apple from the child. The child started crying. He tried to

console the child but he went away crying and complained to his mother about it. The mother consolingly, wiped his tears and got an apple from the market and gave it to the child.

When the caliph entered the house he smelt the fragrance of the apple. He enquired from his wife if there was any apple that belonged to the government by any chance.

The wife replied." It is not government's apple. I have bought it from the market and gave our child to eat. You had taken away the apple from him and he had come to me crying. I had to get one from the market to silence him and cheer him up".

The caliph replied". What could I do,

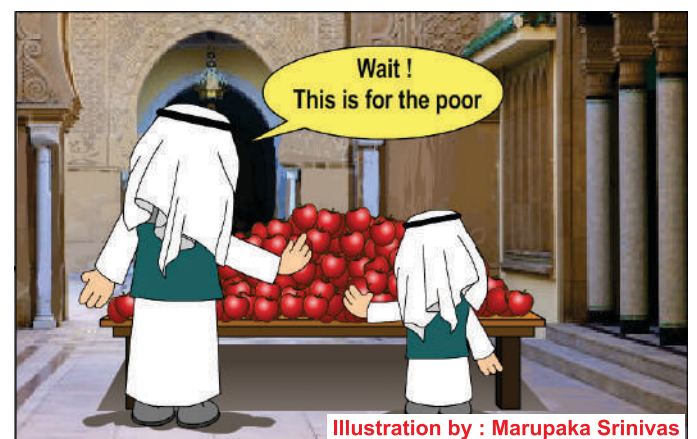


Illustration by : Marupaka Srinivas

my dear?" The apples belonged to the government that is why I had snatched it from the child lest I should be reckoned by Allah as a faithless and dishonest person just for the sake of one apple.

This reply of the caliph silenced his wife.

Ms. Tahira Tabassum, II G (Class Teacher)MS Creative School, New Delhi



350 new staff recruited under HR massive recruitment drive

Hyderabad : With the expansion of branches, the task of HR increased manifold. For the new academic year (2017-2018), the HR Recruitment Team made a massive recruitment drive and selected 310 Teaching & Non-Teaching staff. The team is using almost all available

means to recruit the best talents for the organisation.

“With the release of recruitment advertisement, the prospective candidates started making beeline for interview. We have been conducting marathon interviews on daily basis since April 2017. Every day we take

interviews of 20 or more candidates. Till mid-July we have recruited over 310 candidates for teaching and non-teaching positions”, informed Manager HR Mrs. V. Amba.

Appreciating her team, the HR manager said, “the entire team of HR department

comprising Md. Sameeruddin (Sr.HR. Executive) Sania Rizwan (HR Executive) Afreen Nizami (HR Executive), Yousuf Irfan (Admin. Manager) and Khalid Mohiuddin (Admin. Executive) along with HODs of CARD Department deserves appreciation and applauds for the kind of work done and determination they have shown during recruitment. We are elated to have such hardworking and dedicated employees in our Organization”!

HR launches “Referral Bonus Scheme”

Hyderabad : To tap the best talent for the organization, HR department launched a Referral Bonus Programme under the slogan “Refer a teacher, receive a reward”. Informing the desk of *MS Family* about this scheme, HR manager Mrs. Amba said we have started this scheme to encourage **MSownians** to reach out to friends and colleagues in their personal network and bring the experienced and potentially great teachers to work for MS.

Explaining the details and other parameters of this bonus scheme, she said “the MSownian will get rupees **One Thousand Bonus. (Rs.1000/-) for each of the referred candidate provided the candidate referred to is hired as a full-time Teacher**”.

“In order to receive a referral bonus, an official referral form must be submitted to HR, The referral form can be had from the **Recruitment Team at Corporate office**. For any clarification about this programme, one can directly contact the **Recruitment Team on this number 040-67684422**. Currently the above positions are available for this programme.

Available Vacancies		
Branch	Subject	Designation
Tolichowki Boys	Computer Social Studies	Middle School Teacher Middle School Teacher
Rajendranagar	Math Hindi Telugu Pre-Primary	Primary School Teacher Middle School Teacher High School Teacher Pre-Primary Teacher
Akberbagh Boys	Social Studies Social Studies Hindi G K Memory	Primary School Teacher Middle School Teacher High School Teacher Middle School Teacher Middle School Teacher
Mallepally	Math Hindi Science	Primary School Teacher Middle School Teacher Middle School Teacher
Tolichowki Girls	Computer	Primary School Teacher
Akberbagh Girls	Home Teacher Urdu Math Physics Social Studies	Primary School Teacher High School Teacher High School Teacher High School Teacher High School Teacher

Refer a Teacher, Receive a Reward!

Finance and HR team jointly completes 600 ESI Registrations

Hyderabad : The Finance and HR team jointly completed more than 600 ESI Registrations of the staff in the first quarter of this academic year, informed the HR department.

This task was accomplished jointly by HR and Finance department. The ESI Registrations team included Nusrath Irfan, Abdul Sayeed (finance department), Saniya Rizwan and Afreen Nizami (HR department). The ESI enrolment will enable employees to get Medical Benefit without spending a single penny. The main benefits covered under ESI Scheme are:

- ☞ Sickness Benefit
- ☞ Disablement Benefit
- ☞ Dependent's Benefit
- ☞ Maternity Benefit
- ☞ Medical Benefit

Besides the above, some other benefits are also being provided to the beneficiaries as Confinement Expenses, like:
 1) Vocational Rehabilitation
 2) Physical Rehabilitation
 3) Unemployment Allowance

It is to be worth mentioning here that one of our staff member got 6 months **Paid Maternity Leave** through ESI Benefit. She got full salary during her absence from the school.

Promotions

Mrs. Ch. Thirumala has been promoted from System Analyst to Chief Examiner. She was also made HOD of Commerce department.

Mrs. Nazima Khatoon, vice principal of Murad Nagar (Hyderabad) was promoted as Principal in the same branch.

Mrs. Zaheda Begum who was HOD of Pre-Primary at the CARD was promoted as Principal of Akbarbagh Kids

Mrs. Farhat Anjum, HM of Tolichowki Kids, was promoted as Principal of the same branch.

Mrs. Rais Begum, commerce lecturer of Midhani branch was promoted as Principal of Musheerabad Junior and Degree College.

Mr. Jaidev was promoted as Hindi HOD at CARD Department. He was assistant HOD at the Malleypally branch (Hyderabad).

Additional Task:

Mrs. Syeda Ameena (Assistant Director and head of College CARD) has been assigned additional responsibility of Economics HOD. She will also take classes for CPT batch at Masabtank branch.

Orientation programme for new teachers

Hyderabad: A 3 Day orientation programme for the newly recruited teachers was organised at the corporate office in the month of June 2017. All the new Teachers of both schools and colleges had a warm welcome address by HR manager followed by interaction with respective subject HODs. They were also addressed by chairman and finance director. During the 3 day session, the new teachers were briefed about the curriculum, teaching methodologies to be followed, HR policies and other relevant issues.



College Info

College CARD starts operational

Hyderabad : To effectively implement academic activity in Junior colleges a centralized cell entitled CARD (Central Academic Research & Development) was set up at corporate office.

The CARD team comprises of Examination Cell, Vigilance Department, Happiness Officer, and Quick Solution. All the subjects' HODs are part of CARD team. Mrs. Syeda Ameena Begum – Assistant Director is heading this department which starts operational from this

academic year 2017-18.

The members of Junior CARD team include: 1) Deputy Director Mr. Sadiq Ali (Zoology) 2) Assistant Director Mrs. Syeda Ameena Begum (Economics), 3) Mrs. CH. Thirumala (Commerce) 4) Mr. Md Fazaluddin (Maths), 5) Mr. Mohd. Shabbeer (Chemistry), 6) Mr. M.S.N. Murthy (Botany), 7) Mrs. Sanjera Hussain (English), 8) Dr. Vani B. Veldurthy (Civics), and 9) Mr. Obaidullah (Arabic).

The main purpose of

College CARD is to enrich the junior college results with an overall mentoring, guidance and coordination of all subject lecturers.

The core task of the HODs is to meet at Corporate Office on daily basis after their classes and take stock of the situation and plan the academic schedule.

Each HOD is required to track syllabus, plan exams, work on slow learners and emphasize on overall results. They also have to guide

subject lecturers of all the MS Junior College branches.

It is to be worth mentioning here that the school CARD is already functional for the last 4 years. The entire academic planning of MS school branches are monitored by school CARD. The school CARD is looking after scheduling, planning and other academic activities of school.

Inputs by:
Mrs. Syeda Ameena
(Assistant Director)

Summer Workshops: to train teachers on soft skills

Hyderabad : To update with new technologies and new teaching methodologies special workshops were organized for the lecturers during summer vacation.

A week long program was conducted at conference hall, Muradnagar branch where many of the lecturers from various branches attended the workshop and appreciated such events. The workshop entitled "Growing from Good to Great" covered every aspect of personal grooming, body language and managing self-confidence. The trainer took every participants expectations from their role and tried to fulfill these expectations with satisfaction. He also exhaustively explained them how to upgrade their body language, confidence and manage things at their level. The trainer of this workshop was Syed Hassanuddin Anas, a human psychology specialist and language expert, having trained over 600 trainers as part of the train the trainer programme.

Commerce department workshop on new changing techniques

Hyderabad : Workshops to enrich the subject knowledge were also conducted by subject experts and one such program was organized for Commerce department in which Mr. Alok Singh delivered a series of lectures for three consecutive days and trained our commerce faculty with the latest and new techniques.

In the workshop online training was also given to all participants. They were given 3 months' time for practice and implementation in classroom. This will be followed by

assessment by the trainer himself.

Mr. Alok Singh, having a decade experience in the field of accounts, audit, taxation, financial accounting etc, had rigorously conducted the workshop for the commerce lecturers. He explained them various modern methods of finance and accounting. Holding an MBA degree of ICFAI, Mr. Alok Singh worked with various organization and has a long experience.

Inputs by: Mrs. Syeda Ameena (Assistant Director)

CARD ensures efficiency and uniformity in academics opines

Dr. Vani B. Veldurthy

I am a witness of MS Education Academy's phenomenal expansion, growing from one branch to 72 branches, in a span of 25 years.

Behind this phenomenal growth of MS lies the magnificent managerial skills, high visionary and organizational ability of management.

Management which once consists of only three individuals, has now expanded and contains more than a dozen members on its board. The higher echelon of MS has now delegated some of their responsibilities to a group of committed employees under their supervision.

The entire chain of operations of MS is being run from a centralized place called "corporate office". This centralized system has brought all branches under one umbrella. Centralized planning from the

corporate office is helping all the branches to run the academic activities with uniformity ensuring efficiency.

I am inspired by the dedication, sincerity and passion of the management that keeps me going every day and brings out the best from all of us.

Branches are getting the advantage of expert guidance from CARD (Central Academics Research & Development) which is taking utmost care about different aspects involved in academics.

There are HODs (Head of the Department) for every subject thought in schools and colleges of MS. These HODs are team members of CARD. Their task is to handle the unique problems of that subject faculty, students and academics.

They also prepare academic schedules and to ensure that they are being followed in all the branches of MS. The CARD team is also responsible to ensure that same topic is taught in that subject in all the sections of all the branches of MS.

Head of the Departments spend a considerable time every day for planning. They make regular visit to branches to have personal interaction with the faculties as well as students.

HODs experience is utilized in the best way to make students achieve more success in academics, train the faculty and clear their doubts, if any. Students of all branches are getting immense benefit out of this system.

Dr. Vani B. Veldurthy
(HOD – Civics)
CARD (Junior College)



Things faculty can do to promote students engagement

Cultivate a teacher presence that invites engagement

It starts with being present. This means not just being there physically but also being mentally attentive to what's happening every day and in every interaction. An engaging teaching presence is communicated by non-verbal behaviours that convey confidence, comfort, anticipation, and great expectations. There are different ways you can show that you are present. **Smile**, extend a greeting, comment on the weather or current event. Your actions will promote student engagement so long as they're genuine and authentic and so long as you are engaged with the content, with the students and with the learning.

Devote time to talk about learning – what it entails and why it is important:

This should not be the same tired old lecture about how this is such a hard course and a certain percentage of students won't make it through. Yes, there's tough content to master, but with effort it can be conquered. It is about your own ongoing love affair with learning. Most student haven't yet fallen in love with learning. Let yours be the class that introduces students to learning that

captivates their attention, arouses their curiosity, stretches their minds and makes them feel accomplished.

Give students a stake in the process:

Teachers make all the decisions about learning for students. They decide what students will learn, how they will learn, the pace at which they will learn. Teachers then decide whether students have learned it. Students can be given some control without abrogating responsibilities associated with the teacher. Let students start making small decisions about learning – what topics they want discussed in the exam review session, whether quizzes will count 10% or 20% of their grade, whether the teacher calls on them or they volunteer, whether their final project is a paper or a presentation.... And watch what happens to their engagement.

Design authentic assignments and learning experiences:

Doing the work of the discipline is more likely to engage students than hearing how the discipline does its work. Try presenting students with a hypothesis and asking them to predict the results or introducing them to the concept of literary criticism and having them critique a reading. Will they do the work of the

discipline well? Probably not. They are novices working with difficult content in front of an expert. But making mistakes is how we learn. Furthermore, doing the work of discipline feels like work that matters and that motivates engagement.

Cumulative quizzes, finals and exams:

If you are interested in long-term retention of course content and if you want students to transfer and/ apply knowledge, then their exposure to the material needs to be ongoing. Every time they retrieve what they've learned, that material becomes easier to remember. Three weeks of content is easier to manage than six weeks of content.

Teachers can help students prepare for cumulative exams by creating activities that require regular reviews of course material such as challenging them to find something in their notes or opening class with a short review session not on the content covered in yesterday's class but instead on the content covered last week or the week before. Scheduling regular quizzes can also provide low stakes opportunities for learning and support the intensive study students will require before a high stakes exam.

Ms. Sanjeera Hussain,
HOD, English, Jr. College, CARD.

Master of professional packaging

Md. Usman, a multi skilled person of MS, has won accolade for the professionalism of his work. He is so swift in packaging and dispatch that in tight deadline he was able to accomplish the

task with full professionalism. He showed his acumen during packing of examination materials of the IAS Entrance Test which was held on 9th July at 42 centres across the country. His professional

packing had impressed most of the heads of exam centres and earned their appreciation. He is an MBA and looks after dispatch and cargo section of SMC (Supply Chain management) dept.

Super Mom in Maharashtra

A mother is always a super woman who juggles endless responsibilities without a frown on her head. Infact, she takes care of these tasks with delight. However, with changing times especially with the integration of technology in our lives, the impact on nurturing and grooming children is enormous. Parenting is no more a default thing which mother would learn by birth.

At MS Creative School Maharashtra branches, we offered our expertise to the moms in the form of a workshop called Super Mom with the following objectives: 1) To develop parents potential for effective parenting, 2) To cultivate a partnership with parents for holistic development of a child and 3) To facilitate the blossoming of potential of each child of MS to be their best.

In loving memory of my "PAPA"

You neither said I'm going,
Nor you said goodbye,
You just went away
Without any reply.
In moments of happiness
and sadness
My tears still flow,
For what it meant to
lose you,
Nobody will ever know.
Now I smile and seem
carefree
But deep in my heart,
no one misses you
more than me.

Ms. Zeba Sufiyan
Zakir Nagar, (Delhi)

A Proud Mother

Hyderabad: Let us congratulate to Ms. Fouzia Farooq Ma'm (Manager CARD Academics) for the big achievement of her daughter- Sofia Mariam Hussain.

An international journal has selected her research paper for publication. Informing about this achievement of her daughter she said, "Recently she got the intimation from International Organization of Scientific Research

(IOSR) for acceptance of her research paper". The Topic of her research paper is "Storage on Cloud Using Hybrid Encryption with One Time Password". Sofia Mariam Hussain is a BE (IT stream) student at MJ College.





Information Technology in MS

IT department introduces Knowlarity software

The IT department introduced Knowlarity software to expedite the operations of quick solution department in parental support system. The software enables the parents as well as the QS department to effectively interact and maintain the channel of communication.

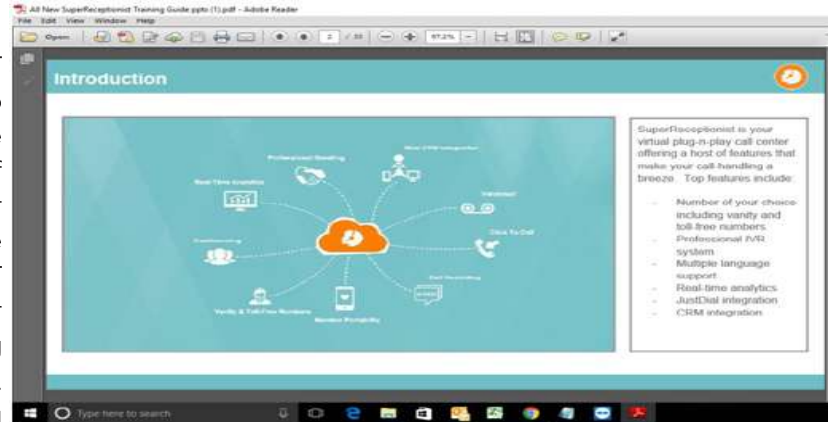
"We have introduced a software entitled "KNOWLARITY" for our external communication network to help the quick solution department to effectively carry out the parental support system programme, informed IT manager Mr. Adil. "This software also makes the task of QS department easier. Now they can concentrate more in other areas", added Mr Adil.

Giving demonstration of "Knowlarity", Syed Aijaz Parvez of IT department said,

"This soft enables the parents to directly get updates about their wards progress and other academic activity. They can also get their grievances redressed in shortest of time through this channel of communication.

Meanwhile the IT department also accomplished the mammoth task of publishing Report Card. The entire team of IT department comprising Mohammed Adil (I.T. Manager), Layeeq Ahmed, Shakeel Ahmed, Sk. Naimuddin Ali Ahmed, Syed

Aijaz Pervez, Tousif Ali Ahmed, Mohammed Jameel Naser, Md. Zaki Uddin and Mohammed Shuja Uddin worked in a team to accomplish this task. Some of the team members worked round



the clock, staying back at night, for three days to meet the deadline.

Farewell for Shaik Abrar

Mr. Shaik Abrar (IT Communication In-charge) had been given a grand farewell in the month of July 2017. He got a lucrative job in Dubai in the same field. For a better prospect, he left MS and joined the IT company of Dubai.

He had been associated with MS for the last 4 years. Shaik Abrar was also a member of editorial team of MS newsletters

The Senior director wished him a better prospect in the new job at the farewell function organized by IT & HR department.



IT department staff members felicitating Shaik Abrar at the farewell function

Traits of real teachers

Teachers are defined as a role model, a path of enlightenment and the embodiment of knowledge. They mould young minds to create a better future. They help students achieve their true potential. Therefore, they must work with a sense of responsibility and respect.

A teacher's role is to acquire more knowledge than what the students already know. They remain a learner and never stop learning. A good teacher makes the poor student good and the good student better. They consider their student's failure as their own failure.

- teachers need to be more than a source of knowledge. They need to be a guide and a moderator.
- they need to learn patience-over and over again.
- they must know that everyone is capable of learning, but not everyone learns in the same way.
- they learn to find love in their worst student.
- they must keep themselves updated with current trends.

Hafiz. M.Inamulla Khan, (Vice-Principal)
MS Rahmani School, Hyderabad.

Corporate staff attend Md. Anees marriage ceremony

East Godavari : A group of MS Research Foundation members including other corporate staff attended the marriage ceremony of Md. Anees (Artist), held on 17th & 18th August 2017. Dr. Syed Misbahuddin (Deputy Director) and Maulana Abdus Samad (Assistant Director) also took time out from their busy schedule and attended the marriage function to wish the couple.

The marriage ceremony witnessed the confluence of two communities. Guests from Hindu and Muslim communities attended the function in large numbers and blessed the couple. It was an example of real unity in

diversity and the integration of hearts with integrity that still exists in India.

The Nikah ceremony was performed at Jama Masjid of Penugonda, East Godavari District (AP). The Nikah Khutbah was read by Maulana Abdus Samad and concluded by Mufti Omar Abedeen Qasmi Madani.

The reception (Valima) was held on 18th August at a village community hall. Md. Anees



(Artist) is creative expert for arts and crafts at MS Research Foundation. He is on the project to design activity

based creative handbook of Meta-cognition under the supervision of Fatima Begum from Research Dept.



Report on Teachers' specific Workshop

A five day workshop for teacher's development was held at MS Creative School, Old Delhi (Sitaram bazaar) Branch from 15th May 2017 to 19th May 2017. The workshop covered topics like child-centric learning, innovative teaching methodologies, teaching aids and their types, CBSE guidelines, understanding the learner, common grammatical errors, implementing the micro schedule, keen observation, MS vision and Mission, bringing about change, prophetic teaching, parenting guidelines and many more.

On day one, Mr. Abdul Baseer, a member of CARD department, introduced the 20 innovative teaching methodologies apart from lecturing. He also explained the 5 E framework – a constructive approach to child centric learning and skill development, followed by a sample lesson plan preparation activity that was done by the teachers.

Ms. Rana Jameel, Principal, MS Creative School, Zakir Nagar, Delhi introduced the new CBSE guidelines for student's assessment at the first session on day two. She explained in detail how a student should be assessed and evaluated and the points and details that should be taken into consideration while doing the same.

The second day Mr. Abdul Baseer also

gave a presentation on five senses of learning, crucial development period in a child's life, the CASP model, role of a family in socio-emotional development and the differences that persist between all students.

On third day Mrs. Ayine Khalil of MS Creative School, Old Delhi branch took a session on common grammatical errors, we do while speaking and writing English. It was followed by an error spotting activity done in groups by the teachers for which they were given prizes too.

Chairman Mr. Abdul Lateef Khan enlightened the participants on bringing about change to sustain the rapidly changing competitive world. His example of "the eagle and its tough battle for survival" filled the participants with zeal and enthusiasm.

Fourth day began by a memory workshop taken by Ms. Alfisha followed by a session of Mr. Abdul Lateef Khan, MD, MSEA,. He introduced the MS vision and Mission that made the teachers realize

about the importance of their action taking into consideration the vision for it.

The last day of workshop was taken by



Mr. Syed Misbahuddin, Deputy Director, MSEA. His session was about the prophetic teaching methods. All the methods were followed by an explanation and story.

He also showed the responsibilities between Management, Principal, teacher, scholars and student and parents. Workshop was very fruitful, motivational, inspiring and full of energy.

Every participant attended the workshop with a great enthusiasm and were filled with positive energy and ready to pass on the same to the students. It was quite knowledgeable and a great learning experience.

SAIMA IQBAL
Zakir Nagar, Delhi.

Tolichowki Girls Block Set Up Science Club

To inculcate scientific temperament in the students and to make learning of science joyful, Tolichowki Girls Block set up a Science Club. The noble idea is the brain child of Majida Ma'm, which she gave shape with the support of other science teachers of her branch.

Informing about this noble initiative, Principal Ayesha Siddiqia said, "students are always eager to do something and a science club is the place where they can work and develop their skills.

It also provides opportunity to the students to express their creative abilities in the field of science and encourage development of new ideas".

She further said the science

club will be a valuable aid to teach science and also means of motivating the students for learning science.

Through various activities of science club, learning of science will become joyful for the students. Science teachers can also explain the importance and benefit of it and can arouse enthusiasm among the students.

The science club is expected to meet the following

Objectives:

To develop a general interest in science.

To inculcate scientific attitude and provide opportunities for training in scientific hobbies.

To encourage students for group activities.

To encourage or motivate students to take initiative on learning process.

To keep the students in touch with the recent advances in science.

To nurture and culture our future generations with excellence and to develop Muslims as contributors and convert them as assets.

For successful working of science club, teachers and principal have elected students who are talented, creative and have the passion to lead.

The elected club representatives of the students are named as: 1) President, 2)

Vice President, 3) Secretary and 4) Treasurer. They have been assigned various duties.

Duties:

President: To help the students on performing the activities of the club under the guidance of the teacher.

Vice President: To help the president in gathering ideas and conduct it in peaceful manner.

Secretary: To take responsibility of the activities of the club and to see that the students attend the club. Maintain a register of attendance and activities.

Treasurer: To collect the money from students in accordance with the budget of the activity to be performed.



Innovative News

QS works to build the brand image of the organisation

Quick Solutions, an integral department of MS, is tirelessly working to build the brand image of the organisation, informed the QS manager Yasmin Lateefi. "Our department manages to demonstrate empathetic, knowledgeable parental support service with a motto to deliver what the organization promises to its target audience which comprises thousands of employees, parents and students".

"We constantly work to simplify every aspect of customer service, and to maximize satisfaction. From taking enquiries, complaints, requirements to conducting daily surveys and ensuring parent happiness, QS exemplifies so many successful ways to implement measures focused around the parent, teachers and staff", said the QS Manager.

Explaining the function of QS, she said "the success of QS lies in its emotional bonding with parents and employees alike, which is no easy feat. With knowledgeable and empathetic customer service staff, we treat all employees, students, parents as its partners by keeping them engaged through every leg of their journey with the organization. The authentic and unabashed "quickness" show the guardians that they have reached out to the right people. This work of QS has made it their most reliable and reliant sources of information.

Quick Solutions, has taken full advantage of the immediacy and versatility of technology in order to create great way to provide excellent customer service. It continuously keeps a finger on the pulse of its customers and exemplify the importance of

staying close to their needs and desires by striving for advocacy and involvement.

Our Team members employ the best practices to ensure customer satisfaction by cultivating customer engagement method.

We regularly educate the team members on how to go about a complaint and get the best and most out of a problem rather than going around and putting out fires with disgruntled customers.

The rigorous data collection allows QS to defuse customer support problems before they even arise. Quick Solutions artfully juggles proactive and reactive customer support, in a way that seems seamless and always relevant to the customer so that every stakeholder be it teachers, students or parents could benefit from the results.

Disengaged customers' disappointment and frustration can reach far enough to cause real damage to organisation's reputation. Therefore, we work on engaging our customers and invest in their compassion which results in them becoming evangelists. She believes that the word of satisfied parents is perceived as more trustworthy than any manner of traditional advertising.

*Ms. Yasmin Lateefi
Manager QS,
Corporate Office*

The editor invites you to send in your views, articles, innovative practices. If you have any interesting thing to get published in this newsletter please do e-mail to : editor@msinstitutions.com

Cont... from page # 2

Q: Any message which you would like to convey to the readers?

Ans: Please complement us in our endeavours to reach out to every student and make MS world a famous organisation. Your cooperation is of utmost importance to us.

CARD is always open to suggestions please feel free to mail your creative ideas so that we can incorporate them into our system for improvement.

Be happy, make others happy, enjoy your work and you will find success pursuing you.

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Truth about ADHD



In our teaching experience we frequently came across some students who behave differently, whom we think trouble makers or good for nothing. Why do they behave in that way? Have we ever tried to find the root cause?

Ms. Ayesha Tabassum (Mathematics Teacher) of Shah Ali Banda Branch says such students are highly intelligent. They behave in that way because of **ADHD** (Attention deficit hyperactivity disorder). Now let us see what is ADHD? (Editor)

ADHD (Attention deficit hyperactivity disorder) is a problem not being able to focus, being over active, and not being able to control behavior or combination of these.

Truth about ADHD

ADHD is very real development disorder that affects 11% of school children. Many children suffering with ADHD are highly intelligent. All Kids with ADHD are Hyper active.

TYPES OF ADHD: there are 2 types of ADHD, Type I and type II. The symptoms of both the types are as follows:

Type I

1 Trouble paying attention, 2 Trouble Following directions, 3 Trouble following through with tasks, 4 Shy or withdrawn behavior, 5 easily distracted, 6 Seems disorganized or careless, 7 Slow to process information.

Type II

1 Trouble Paying attention, 2 Restless, 3 Impulsive speech and actions, 4 Excessive Talking, 5 Load interactions with others, 6 Difficulty waiting turns, 7 Over active

Type 1 (Strength)

Creative, Intelligent, Problem Solving, Determined

WEAKNESS

- 1) Difficulty dealing With Change due to fear
- 2) May have problems with punctuality
- 3) Fear of Expressing Feelings
- 4) Inability to relax due to anxiety
- 5) May have learning difficulties
- 6) May seem depressed and lack of motivation

Type 2 (Strength)

Energetic, Eager to try new things, Hard Working, Perseverant

WEAKNESS

- 1) Difficulty connecting with others.
- 2) Frustration that can lead to irritability or anger
- 3) Difficulty cooperating with others.

*Ms. Ayesha Tabassum
(Mathematics Teacher),
Shah Ali Banda.*