**Record Note**

**Awareness Session on**

**“Miracles Do Happen Through Behaviors”**

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| **Name of BSC Office:** | *SBP BSC FAISALABAD* |
| **Event Category:** | *Awareness Session* |
| **Program Title:** | *Miracles do Happen through Behaviors* |
| **Presentations made By:** | *Mr. Sarfraz Ahmed Nadeem (Chief Manager)* |
| **Event Date:** | *1st March, 2022 (Tuesday)* |
| **Event Time:** | *04:30 PM onwards* |
| **Event Location (Venue & City):** | *Meeting Hall, 6th Floor, SBP-BSC, Faisalabad* |
| **Participants/audience:** | *All Officials of SBP-BSC-Faisalabad* |
| **Summary of Session:** | |
| The awareness session which was made mandatory for officials of SBP BSC Faisalabad, started with Tilawat e Quran-e-Pak, Mr. Sarfraz Ahmed Nadeem, Chief Manager welcomed all the participants in session **“Miracles do Happen through Behaviors”**, elaborated importance of relationship building in our life and established its direct relationship with one’s own behavior. Sometimes, we react abruptly and spontaneously to our fellows, team players down the line, mentors, senior management and even against organizational initiatives without having understanding of facts. This approach not only causes adverse impact on one’s personality and health but it also builds a long lasting unpleasant image in the minds of observers. Hence, positive behavior of an individual serves as a main step towards career growth as well as a happy and contended life. He further, quoted examples from Holy Quran and explained that Satan was very much pious and prayerful to Allah Almighty. However, he disobeyed one order of Allah Almighty due to his behavioral attitude and was expelled from Jannah. Consequently, he was permanently deprived from blessing of Allah.  He then asked participants to share blotting points that trigger our emotions to respond in a detrimental way. Participants shared following red flags/ triggering points: Not meeting expectations, Perception differences, Injustice, Workload, Miscommunication, External factors / Domestic problems.  Chief Manager then selected one factor and elaborated its connection with behavioral outcomes with example of different tolerance stages. One person may reach blotting point earlier, others might absorb gravity of the event to the minimum level. The person falling in any aforementioned stages may fall victim of poor behavior which ultimately hurts himself or herself the most. He subsequently involved the audience to share their experience on such situations. Afterwards, he discussed following techniques which may safeguard one against reaction in heat of the moment. These include, diffusing the situation (if possible) by disengaging from the point of conflict, taking a break, taking deep breath, relaxing the individual posture, taking water, consulting some trustworthy resource, having ablution etc.  He further recommended the participants that if confronted with such conflicted points, one should discuss their view point with their fellows or mentors to have a controlled reaction if needed at all. Often a gap of few hours/days usually take any one to rational thinking with positivity thus eliminating risk of inappropriate exposure of behavior. It will not only remove stress and burden from one’s mind but additionally will also cause positive image on the minds of counterparty which will ultimately add value to one’s image and repute.  From above discussion, he confirmed how emotions work and how can a person lead oneself towards stable and smooth life by self-control. He further related the topic with early Islamic history.  Further he added that in today’s world it is very important to control one’s emotions in order to live/co-exist peacefully.  Summing up towards end he added that everyone should have self accountability check to realize as if he/she have ever hurt anyone’s emotions due to inappropriate behavior. If anyone recalls such emotional imbalances or displays of sensitive advances, it’s never too late to tender apology and diffuse mistrust or complaints of others towards us. Otherwise if at any point of time, we feel dejected or hurt due to others, leaving the matter to almighty Allah and forgiving everyone for the sake of almighty will eventually reward us with tranquility and ultimate peace of mind. | |

**Pictures of the Event**









