



Switched On

FinSwitch Monthly Newsletter



January 2015

Nick's Corner



Trust Matters. Learn How To Earn It and Keep It.

The importance of trust is an emerging topic in business these days, showing up in advertisements, books, blogs, in books and articles. But unlike most buzzwords, trust is an enduring concept.

Trust matters because it is at the core of everything we do. With it, few things are out of reach; without it, leadership is meaningless.

Aristotle defines his concept of ethos, or trust, as comprising three attributes: first, intelligence and competence; second, character (that is, reliability and honesty); and third, goodwill.

These same elements of competence, reliability, honesty and consistency continue to form the foundation of trust. Cultivate these elements within yourself, and the trust of others will follow.

So how can you earn trust?

Be credible. Hold yourself to a high standard. No cutting corners, no cover ups. Everything you do as a leader is transparent and as good as your word.

Be consistent. Constantly evaluate yourself, measuring your accomplishments and actions not against others but against your goals, your words, and your beliefs.

Be competent. Insecure leaders may resort to bragging, but truly competent leaders allow their work to speak for itself. That means a commitment to learning and to building a base of experience.

Be connected. Connection is at the heart of trust—when you are connected you care about others, you communicate with them, you demonstrate the trust and respect you wish to receive.

And once you have trust, how can you keep it?

Be an example. Make sure your actions match your words and beliefs. Lead by example, instructing others through consistency, competency and communication.

Speak the truth. When the topic is difficult, when circumstance is challenging—that is when the truth is most important. When you speak from truth, you deepen respect.

Lead with integrity. Make sure you keep your actions congruent with your values and your words. That consistency is what integrity is made of.

Be accountable. Don't hide your mistakes or make excuses. Be accountable for your actions and let everyone see you learn from them.

Help others succeed. Become an advocate for others and work for the advancement of those around you. When you help others succeed, learn and grow, you will not only earn trust but you will keep it for a long time.

Trust is at the heart of everything you do, the foundation of every relationship—with employees, colleagues, partners, family and friends. Able to capitalize on what matters most.

Lead From Within: Trust is what matters most, and building trust requires an open mind, open heart and open will.

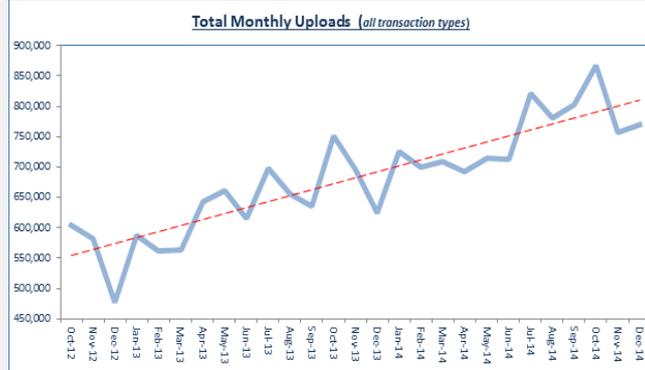
Posted on 02. Dec, 2014. by lollydaskal in Blog, Character, Integrity, Lead From Within, Leadership, Leadership Development, Personal Development, Purpose, Relationships, Trust, Values

Best Wishes

Nick Baikoff

Managing Director

FinSwitch Working for You



Client Services

Compliments of the season to all and looking forward to a prosperous 2015!

Operations Committee Meeting – Date to be confirmed.

Looking forward to meeting everyone throughout the year!

Best Wishes

Tasneem Gydien

Client Relationship Manager

News from the IT Desk

2014 has been a testing year for the FinSwitch Application but we can look back proudly at how we've collectively stood up to the change and scored some big wins. This year is a continuation to the second phase of our plan.

With our last release in November 2014, some existing functionality was removed to facilitate our scheduled automation static data functionality. A number of clients have requested we still include this functionality and we will have a mini release beginning of February to address some of the static download functionality including one or two bugs that you have identified from the last release. The complete list of what to expect, will be broadcast to you soon.

In addition, we will also focus on delivering by 1st March 2015 the new industry DWT on Interest. Our current Price file format will undergo some enhancements to include additional buckets to report Withholding Tax on Interest for Money Market yields.

To conclude, we are also scheduling our 1st phase - all new look FinSwitch website. Though we will focus essentially on the most used pages on the application, we will gradually introduce all the additional new pages in phases. Another bumper quarter to look forward to...

Best Wishes

Ismail Allie

Head: Development and Training