

SMS MAGAZINE

HALF-YEAR JOURNAL OF SMS INFOCOMM

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LAST HALF YEAR IN SMS

We celebrated Valentine's Day. 😊



We organized workshops for our managers on the topic of how to develop their subordinates.

We visited high school Trnkova and Olomoucká, prepared tests for students, brought our merch and promoted SMS. 😊



Our "project managers" attended a project management course.

We said goodbye to our former General Manager Eric Hsiao, who returned to our headquarters in Taiwan.



We have prepared gifts for our employees - glass lunch boxes and a set of travel cutlery.

SMS TEAMBUILDING 2023



We met, played sports, ate well, drank something :D, danced during the performance of Pekate band and simply had fun at the summer teambuilding in the Šneksport complex in Šlapanice.

INTERVIEW

WITH DEPUTY CHIEF OF EMEA OPERATION WILSON SHEN



WILSON SHEN

is the Deputy Chief of EMEA Operation at SMS InfoComm and oversees branches in the Czech Republic and Turkey. He's been part of Wistron Corp. since 2019 and has many years of experience in company management.

His daily schedule is challenging, although in his free time, he enjoys going for a run and relaxes with a cup of coffee and an interesting book.

How long have you been working in SMS?

I've been working with SMS for 5 years.

What do you consider to be your greatest work achievement?

My greatest work achievement would be building a service team from 0 to 82 employees and counting.

What important advice would you give to new leaders and managers?

To understand the great contribution you and your team has achieved. One team One Goal.

What does your daily routine look like on weekdays? Are you more of an early bird or a night owl?

My days are filled with endless meetings and decision making. Like to have a good cup of coffee on the weekend with a good book on hand. Very much Night Owl.

How long have you been living in the Czech Republic? How do you like living in this country?

Two years and counting. Love Czech, good environment with great people! 😊

What about your family? How did they adapt to your move to Europe?

They live in the U.S. Very much used to it, since I've been working abroad for close to 20 years now.

Can you share with us your ways how to deal with stress? What are your hobbies?

I enjoy jogging and sleep. From time to time I go on a shopping spree.



Do you enjoy Czech cuisine?

I've tried a lot of Czech typical meals, but my most favorite is beef tartar!

Czechs are known as a nation of dog-lovers. Have you fallen to this trend too? Do you have any pets?

I love pets but unfortunately can't have one. I work long hours and don't have enough time to take care of the pet.

Do you have a favorite place in Brno?

I like namesti Svobody.

Is there anything you would like to say to the employees of our company at the end of our interview?

I truly appreciate everyone's hard work. We are one team and we have the same goal.

5 HEALTHY HABITS TO SAFEGUARD AGAINST BURNOUT

Examine your digital diet

Although it may sound obvious, you should avoid checking your emails and messages right after you wake up. Scrolling through emails in the morning means you're already starting the day in "work mode." This can trigger feelings of stress and anxiety before you even get out of bed, as well as the feeling of being online for the entire day.

To get rid of this temptation, you should switch your phone to airplane mode before bed or leave it charging in another room. You should do this especially if you have a separate work phone, as there is no need to carry it to where you rest.



Schedule your emails

Everyone prefers a different working mode. Some people prefer to work early in the morning, others late in the evening. However, sending emails outside of normal working hours adds pressure on your colleagues and creates an expectation that everyone should be reachable at all times, especially if you are in a superior position.

Therefore, you may prefer to schedule your emails to be sent at the beginning of your working hours, for example (MS Outlook provides a scheduled email option). You will still be able to "check off" your task, but without the negative impact on your colleagues.

Set aside time during the day for leisure activities

Don't forget to schedule a lunch break in your calendar. Colleagues or supervisors won't be able to plan you appointments that can wait. Instead, you should use this break to recharge.

To maintain a work-life balance, it's also a good idea to schedule afternoon leisure activities (gym, yoga class or some creative activity); this will force you to leave work at a reasonable time. You should treat your personal life meetings as you would do it with work meetings, i.e. your attendance is non-negotiable - within reason, of course.

Take a holiday - and switch off completely!

Taking your holiday is crucial to your wellbeing. Whether it's because of a demanding job or a desire to keep in the boss's good graces, employees sometimes put off taking a vacation. However, employers value performance rather than presence.

Vacation allows you to recharge your batteries. Leave your laptop at work and tell your colleagues that you will be unavailable during this period. Set an "out of office" policy and although it may be tempting, don't compromise your vacation by providing an alternative way to connect.

Talk openly with your superior

If you're feeling overwhelmed, an open, honest and informal conversation with your superior can help you feel better. You'd be surprised how much support you can get from him or her. Your superior probably has a lot of issues to deal with and among which to divide his or her attention, so he or she may not be aware that you are struggling.

Today's highly dynamic times, connected with the ever-increasing cost of living and other unwelcome changes, can bring feelings of anxiety or stress to employees. Many workers feel pressure to work longer hours to preserve their income or prove their worth, it can lead to physical and emotional exhaustion known as "burnout".

It becomes difficult to maintain a healthy work-life balance, so there are five simple ways to implement healthy habits into your own work life so you can avoid burnout.

If burnout syndrome is not identified and treated, it can significantly damage a person's psyche. It is more difficult to treat once it has broken out, so it is important to prevent it.



INTERVIEW

WITH LECTURER HANKA VYKOUPILOVÁ

Hanka Vykoupilová is an external consultant, coach and book author who has been working with our company for a long time. In the last few years, she has led several workshops at SMS for our senior employees, for example on the topic of developing subordinates, providing effective feedback and motivating employees. Hanka also lectures our leaders and managers in sharing feedback and mentoring, and our employees were able to participate in her workshop on work-life balance at SMS. She wrote the book „Prepare children for life - Development of soft skills for everyone“ (together with Helena Zitková) and this April, BizBooks publishing house published her publication „Pocket coach - Guide to a perceptive person through their own life“.

Hanka, in your experience, what is the most important thing a good leader should have?

According to my experience, it is insight and a positive approach to the world around. What is essential, what are the little things that do not need to be paid attention to and not to waste energy on them. Just have an overview, over situations and over yourself. A positive attitude involves not only the ability to see ways out of dead ends, but also having a good relationship with oneself and building functional relationships with the people around. And if I were to add one more thing, it would be an interest, a real authentic interest in the world around me, in the people in the team, in short, the ability to absorb inspiration from the environment and at the same time be a source of inspiration for those around me.

How can we as parents best help our kids develop their soft skills?

We can best help them by being aware of these soft skills, knowing how important they are to life and, if we cannot master them ourselves, develop them together with our children. The mutual inspiration of children and adults is very valuable in every area of life, including the development of so-called soft skills. We will not pretend that we know everything, and we will not feel insecure in front of the children about what we do not know and do not know, on the contrary, we will let them know that we too are always and constantly learning.

Child development and support also varies according to the age of the child. Can you please give specifics on how to work with children in the first year of primary school and how to work with adolescents during puberty?

Yes, every age is different, but it's also important to know that if children can build on their soft skills in the first year of primary school, they will be able to build on them in adolescence and adulthood. Development is really an investment, in the true sense of the word.

In any case, the development of individual skills differs for each age group in form rather than content. To give an example, while for children who do not yet know how to clock, we develop their ability to work with time (so-called time management) by teaching them to estimate how many "bedtime stories" or songs they know, we teach bigger children to estimate time through existing time variables. However, the essence of each of the so-called soft skills is the same, regardless of age.



What are the most common mistakes we can make as parents in terms of developing soft skills in our children and how can we avoid them?

Personally, I consider one of the most common mistakes to be that we fall into the mistaken assumption that we know everything and know best and that we don't give children the space to really develop their soft skills.

Again, to give an example, if we want to develop in children, for example, the ability to ask a good question, and at the same time we tell them what their answer to the question they ask themselves is or should be, we do not give them the space to really develop this skill. So I think the mistake is not trusting children's abilities and the need to impose on them what is seemingly 'right' or how things 'should be'.



How can we best cope with the changes and uncertainty around us, especially now in the post-Covidian period and with the ongoing conflict in Ukraine?

The first important thing I consider to be the ability to stop internally for a moment during the day, to slow down, to become aware of what is going on in our minds and emotions, and to regain strength. We can do this by something as simple as briefly focusing on our breath. In the moment of conscious inhalations and exhalations (which no one needs to observe) we become fully present, we are here and now and our mind is not wandering in the vicious dead ends of the past and present. Another useful practice is to focus on what went well during the day, what made us happy, what made us feel good. And to gradually learn to focus our attention on this, because this is effective in building our own so-called psychological capital (closely related to the ability to experience so-called pleasant emotions). So, for example, in the evening before falling asleep, we need to remember in our minds what good, nice, pleasant, smiling things the day has brought us.

This, by the way, also has a great effect on the quality of our sleep; if we go to bed feeling good, the quality of our sleep is higher, and we are also very likely to wake up feeling good and start our day. Just as important are the little "rituals" we have during the day, where we have the opportunity to recharge our energy. Whether it's taking a walk, having our favorite music playing in the car on the way home from work, enjoying our morning coffee or tea, or anything else that we do consciously with focused attention.



Hani, what advice would you give us in general on how to keep a good mood and what not to forget during the working week so that we don't lose energy?

The answer to this question is closely related to the previous answer. That is to say, to influence the influencable, to be aware of what we want to invest our energy in and what we do not want to invest our energy in, to know what fills our personal so-called energy cauldron, and to strengthen these activities or moments in our life deliberately and consciously. As well as being aware of what drains our energy from our imaginary cauldron and reflecting on how we can eliminate the drains. To do certain activities consciously, with full focus and full attention (this is called mindfulness technique), no matter if it is walking, drinking coffee or washing the dishes in the kitchen. And to be aware of what are objective energy supplies, such as quality and sufficient sleep, oxygenating our bodies through - from time to time - conscious inhalations and exhalations, and also the quality food we nourish our bodies with.

Thank you for the inspiring interview!

What's to expect from September onwards

LANGUAGE COURSES

Do you want to improve your English? Would you like to learn Czech?

SIGN UP FOR A LANGUAGE COURSE!

- Starting from September/October 2023
- Classes once per week 90 minutes after work
- Tuition fee 500 CZK

JOGA

with lecturer Jarmila Pištková

WHEN?
EVERY TUESDAY
15:45 - 16:45

WHERE?
YOGA MEETING ROOM

For free and without registration :)

Operators and technicians wanted!

Recommend a friend and get

We are looking for new SMS team mates!

**OPERATOR
TECHNICIAN**

laptop repair department

**8 000 CZK
15 000 CZK**

If you would like to recommend someone, you can bring their CV in person to HR or send it to the e-mail wscz-nabor@servms.com.

Salmon in puff pastry *by Jirka*

WHO IS JIŘÍ ADÁMEK?

Jirka was born in Brno, he started working for the company in 2016 as a Repair Assistant. Since then, he has had several successes in the company, such as the award for the best employee, twice in 2019 & 2021. Today, you can find him in the quality department, where he works as a supervisor and leads a team of four.

Jirka's hobbies include sports and he likes to surround himself with people. However, he is currently devoting all his energy towards building his house outside Brno.



<u>Ingredients</u>	<u>Quantity</u>
Salmon fillet	1 kg
Puff pastry	1 pckt
Spinach	400 g
Onion	2 pc
Niva	100 g
Garlic	1 clove
Olive oil	2 spoons
Lemon	1 pc
Egg	1 pc
Salt & pepper	as needed

Since I don't normally spend that much time in the kitchen, I usually choose easier dishes to prepare. I would like to share with you a simple recipe for a dish that looks very complicated at first sight. So if you want to show off, this is a great choice.

So let's get everything ready, set up the 5S, and let's go.

Make your life easier, buy a salmon fillet, not a whole fish:

- Separate the skin, rinse in cold water and pat dry.
- Add salt, pepper and a few drops of lemon juice.
- Then set the fillets aside and let them rest.

Now let's move on to the spinach:

- Prepare a pan, heat the oil.
- Add the finely chopped onion and let it brown.
- Add the spinach and stir occasionally.
- Once the spinach has softened, add the garlic, remove the pan from the heat and let it cool.

Let us start rollin':

- Roll out the puff pastry on which we will lay the spinach that we have got rid of the liquids.
- Then throw the fillet on top of the spinach, you can add the spinach again and finish with slices of niva.
- Wrap in the pastry, making 3 small holes in the top to allow steam to escape during baking.
- Brush the whole package with egg and put it in the preheated oven.
- Bake at 200 °C for approximately 20 minutes.

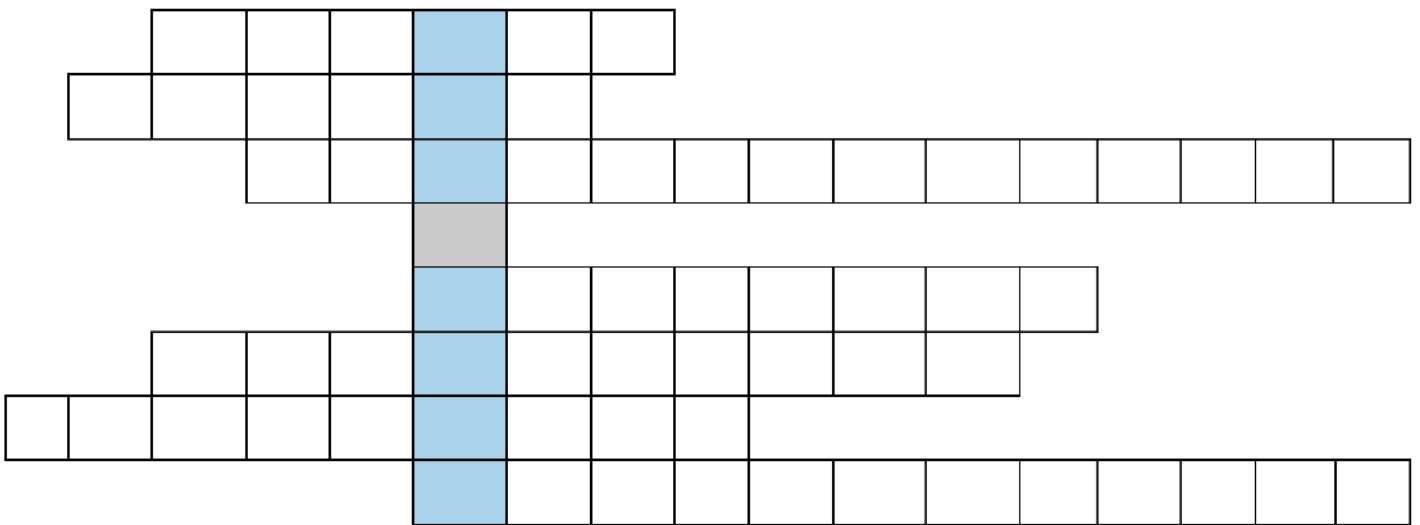
Bon appetit!



CROSSWORD

Let's compete on the topic of SMS corporate values. If you don't know the answer, the KM server or the last page of this magazine will help you.

Fill in the crossword and bring the solution to the HR department. The first 5 correct answers win a glass box with the SMS logo.



- 1 What is the first **name** of the Deputy Chief of EMEA Operation (see page n. 3) ?
- 2 At SMS, our core **mission** is to (fill in) a trusted Innovation Partner for Technology, Sustainability and Better Lives.
- 3 The main unified **vision** of SMS is ".....(fill in) through innovation".
"Intelligent model of service for customers, understanding customer needs, continuous optimization of service solutions, exceeding customer expectations." What is this core **value** of SMS? ".....(fill in) focus"
- 4 "React to market changes, experiment quickly, use technology, encourage experimentation and improvement." What is this core **value**? Fill in one word.
- 5 "Adherence to ethical and social values, honest communication, keeping promises, valuing the integrity of individuals, teams and organizations." What is this core **value** of SMS? Fill in one word.
- 6 Another key **value** of SMS is sustainability. It targets the responsibility for(fill in) protection, society and governance to achieve sustainable development.



FOREIGN PHRASES

...talks with our foreign colleagues

SMS Infocomm CZ was founded in Brno in 2007 and the number of our employees at that time was around 50 people. In addition to the Czech Republic, we have branches in, for example, the USA, Brazil, India, Vietnam, Japan, Mexico, Turkey, Hong Kong, Singapore, China and the Philippines, but our main office is in Taiwan. Over the years, we have managed many different projects and our number has grown to a beautiful 400 collaborators. Thanks to a huge field of influence all over the world, we have a lot of foreign colleagues in the Czech Republic and still growing. Within our company, we employ colleagues from Slovakia (although few people consider Slovakia to be abroad), from Ukraine as well as from Russia, Mongolia, Vietnam, China, the Philippines, South Africa and, recently, from Greece. Since we have the largest representation from four countries, we have prepared a short dictionary of polite phrases / small talk for you and our colleagues. You can learn them and please your colleagues, who will feel more welcome. In case of interest, we can expand the dictionary over time and enrich it with new languages.

If you are interested in adding your native language, please do not hesitate to contact us.

Czech	English	Tagalog / Philipino	Ukrainian
Ahoj!	Hi!	Hi!	Pryvit!
Jak se máš?	How are you?	Kamusta ka?	Jak spravy?
Mám se dobře.	I am good.	Ako ay mabuti.	U mene vse dobre.
Já také.	Me too.	Ako din.	U mene tež.
Dnes je hezky.	Today is nice outside.	Maganda ang panahon ngayon.	Sjohodni duže čudova pohoda.
Děkuji.	Thank you.	Salamat.	Đakuju.
Není zač.	You're welcome.	Walang anuman.	Nemaje za ščo.
Prosím.	Please.	Pakiusap.	Bud' laska.
Můžeš, to, prosím, udělat teď?	Can you do it now, please?	Pakiusap, pwede bang gawin mo ito ngayon?	Možeš ce zrobyty zaraz, bud' laska?
Je všechno v pořádku?	Is everything ok?	Ok, lang ba ang lahat?	Vse u tebe dobre?
Rád/a tě vidím.	Good to see you.	Natutuwa akong makita kita.	Duže rad/a bačete tebe.
Dobrou chuť.	Enjoy your meal.	Tamasahin ang iyong pagkain.	Smačnoho.
Nashledanou.	Bye.	Pa alam.	Dopobačennia.

Thanks to Petra Skotáková for preparing this article!



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