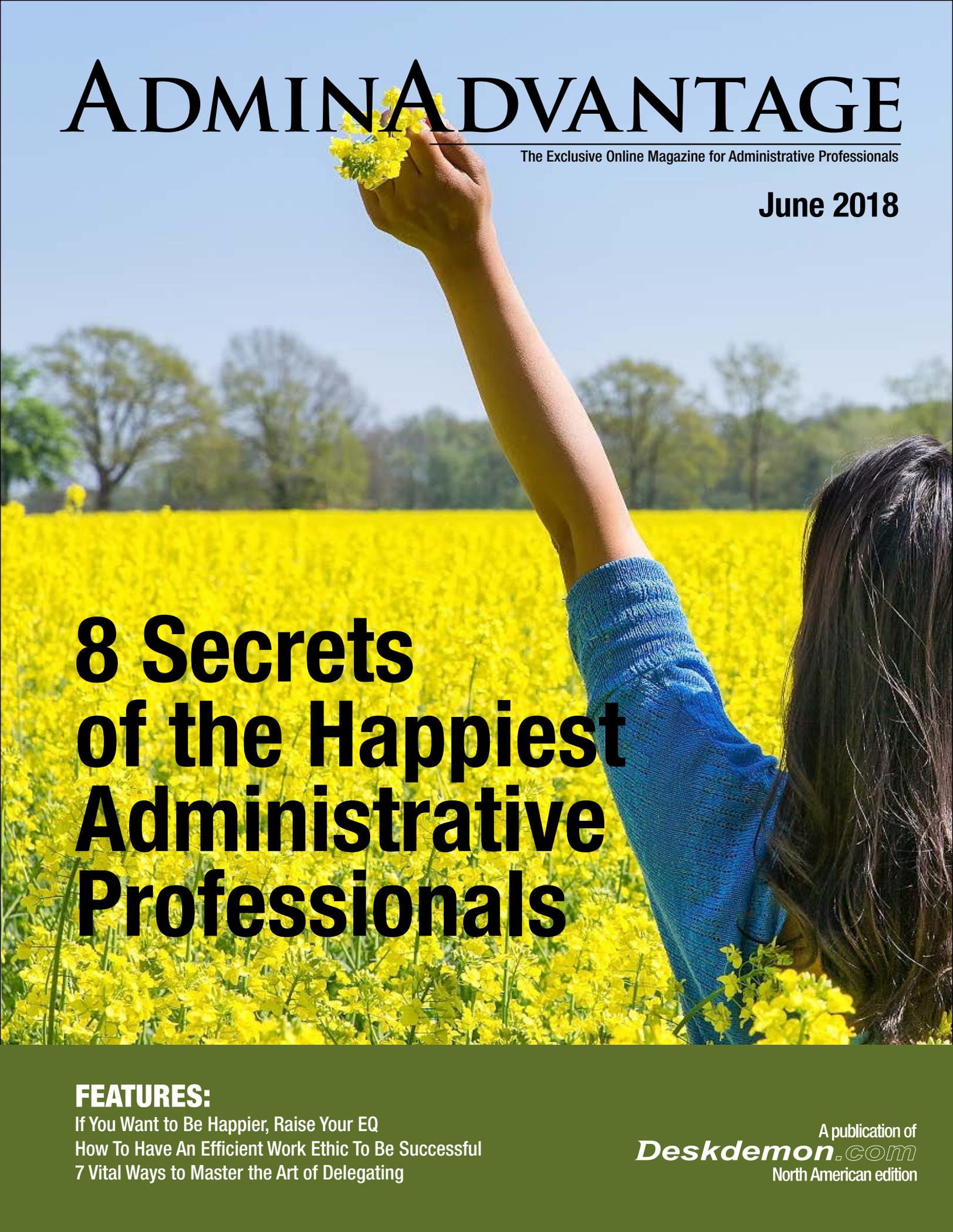


ADMIN ADVANTAGE



The Exclusive Online Magazine for Administrative Professionals

June 2018

8 Secrets of the Happiest Administrative Professionals

FEATURES:

If You Want to Be Happier, Raise Your EQ
How To Have An Efficient Work Ethic To Be Successful
7 Vital Ways to Master the Art of Delegating

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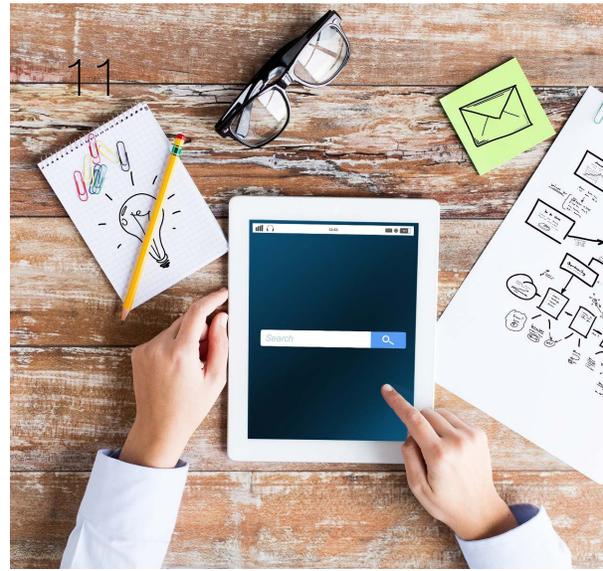
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If You Want to Be Happier, Raise Your EQ

By Kevin Schoeninger

Did you know that Emotional Intelligence (EQ) predicts your success and happiness far more than your IQ? In this post, you'll learn what Emotional Intelligence is, how you get cut off from it, and the first step to growing your EQ to be happier. ►►

Most of us are familiar with measuring intelligence according to the well-known IQ rating of cognitive intelligence. In 1983, Dr. Howard Gardner of Harvard University proposed that this number is a partial measure at best. He proposed eight distinct types of intelligence: linguistic, logical-mathematical, spatial, bodily-kinesthetic, musical, interpersonal, intrapersonal, and nature intelligence. In other

words, we can be intelligent in important ways beyond what I.Q. measures.

Since that time, the field of multiple intelligences has taken off. Recently, Emotional Intelligence (EQ) has come to the fore as the number one predictor of success and happiness in life—both professionally and personally.

Researchers Travis Bradberry and Jeane Greaves describe a set of

FOUR ESSENTIAL EMOTIONAL INTELLIGENCE SKILLS: ▼

1. Self-awareness: the ability to accurately understand your emotions and tendencies.

2. Self-management: the ability to use your emotional awareness to be flexible and direct your behavior positively.

3. Social awareness: the ability to pick up on the feelings of others and understand what is going on with them.

4. Relationship management: the ability to use your awareness of your own feelings and the feelings of others to manage interpersonal interactions well.

Fortunately, unlike I.Q., which appears to be innate and unchanging, EQ is something you can learn and get better at. Yet, a quick glance at the news reveals EQ is in short supply. As a result, we see highly-polarizing interactions that

create division, conflict, anxiety, and mistrust. If Emotional Intelligence is so important and we can learn it, why does it seem to elude us?

WHY DOES EMOTIONAL INTELLIGENCE ELUDE US? ▼

We live in a society that doesn't understand the purpose of emotions and encourages us to set feelings aside in favor of "getting things done." Ironically, what keeps us from getting things done, knowing what is important to do, and working well with others are the very emotions we ignore.

Emotions give us feedback on what is really happening in our interactions with others. Handled skillfully they enable us to set boundaries, relate to others effectively, and connect to what is essential in our own lives. According to Karla McLaren (author of "The Language of Emotions"), each emotion serves a specific and indispensable function.

Yet, from our youngest years we're taught to be wary of being too emotional. We're taught there are good emotions and bad ones. In most situations, we're taught that it's best to "put on a happy face."

Only in special circumstances is it O.K. and justified to experience anger. We can be sad in certain instances, but not for too long. We should never focus on feelings of guilt or shame; we need to overcome fear and jealousy—and

TRAINING

never ever feel hate. This is understandable, given the suffering that the unconscious and unskilled expression of these feelings has caused throughout human history.

We associate anger and hate with discrimination, abuse, and violence. We associate sadness with depression. We associate jealousy with interpersonal conflict. We associate fear with repression. We associate apathy with not caring. We associate negative feelings with unskilled expressions of these feelings and, therefore, we try to avoid them.

Curiously, not only is negative emotion to be avoided, but even positive over-exuberance is viewed as too much of a good thing. Except in certain situations where enthusiasm is encouraged, like at parties or sporting events, we are encouraged to be calm, cool, and collected, no matter how we're really feeling inside.

Because of uneasiness regarding emotions in general, and negative emotions in particular, we train ourselves to be experts at three activities that keep emotions at bay—distraction, avoidance, and addiction.

1. Distraction. You're taught to distract yourself from the time you are a baby. Who hasn't held up a cute stuffed animal and made silly sounds to distract a baby from crying? As an adult, you might distract yourself from acknowledging

feelings with entertainment, work, or your "To Do List."

2. Avoidance is a more deliberate refusal to acknowledge your feelings. Instead, you repress them. When asked about an emotional reaction, you say, "I'm fine. It's nothing. I'm good." This habit eventually leads to emotional numbness and an inability to feel deeply except in extreme circumstances.

3. Addiction. You dissociate from a particular feeling by repeating a behavior that creates a different bio-chemical response. For example, you drink caffeine to dissociate from fatigue, shyness, or sadness; drink alcohol to numb feelings of grief, stress, anger, or pain; exercise excessively to replace depression with an endorphin high; or eat compulsively to stuff down feelings of emptiness. It's not that any of these activities are "bad" in themselves. It's how you use them that make them helpful or harmful.

Each of us have favorite dissociative activities—and they are sometimes necessary. Sometimes you need a break from intense feelings or just can't process an overwhelming event at a given time. However, when dissociation becomes a chronic habit and you fail to acknowledge and learn from your feelings, that's a problem.

When you consistently disregard the messages in your emotions, you cut off the main line of communication between the deeper currents

of your life and your conscious awareness. You disconnect from inner guidance that can tell you how to be healthier, happier, more integrated, purposeful, and alive. Cutting yourself off from your own emotions also disconnects you from emotional communication with others, which is the basis for deeper, more loving relationships.

GROWING EMOTIONAL INTELLIGENCE ▼

So, what can you do about this? How can you turn this around and begin to grow your Emotional Intelligence?

A first step is to pay more attention to your emotions by noticing their sensations in your body. Before reaching for the TV remote, that sugary snack, caffeine, alcohol, or painkillers, notice the sensations of emotion.

Ask yourself, “If this feeling were located somewhere in my body where would that be?” Then, describe it as a physical sensation. Is it hot, cold? Is there tightness or pressure? Numbness? Tingling? Itching? Nausea? Expansion? Contraction? Rising? Sinking? While noticing these sensations, especially if they feel uncomfortable, may seem like an odd thing to do to be happier, it’s a first step toward connecting with emotional guidance. There’s a deeper wisdom nudging you in these sensations. Paying attention to the sensations of emotions is a way to access them, observe them, and allow them to inform you.

Once you are in touch with the sensation, ask yourself, “What is the message in this emotion?” Just notice what comes to mind.

If you’re hesitant to engage with emotions, it’s important to keep in mind that emotions are transient. No feeling lasts forever. They arise with a purpose. While present, an emotion gives you information about what is going on inside you, around you, and with others-along with energy to do something about it. Once emotional guidance is heeded, it subsides. In upcoming articles, I’ll share key principles to help you navigate emotions without being overwhelmed by them, insights on what specific emotions are trying to tell you, and strategies to use emotions as a guide to happiness.

Happiness is a natural quality that arises as you are able to clear and quiet your mind and tune into your emotions. Learn how in the book, “Clear Quiet Mind.” Available on Amazon: [Click Here For More Information](#) 

Kevin Schoeninger is a writer and teacher of Mind-Body training, including Mindfulness, Meditation, Qigong, and Reiki. He is the author of the book “Clear Quiet Mind” and numerous guided meditations and programs in the field of personal empowerment and spiritual growth.

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How To Have An Efficient Work Ethic To Be Successful

By Sergei VanBellinghen

It is clear that to have an efficient work ethic to be successful you need to have strong habits and loads of determination. Some people have been educated by this code of action since childhood, while others have learned it later on through sport or duty, and the rest, well, ignored it entirely.▶▶

But what difference does it make? And if it does, where can you find some of the ingredients which can put you on the right track?

Before anything else, successful individuals and millionaires alike know something that you may not. You should be aware that those who do have a valid code of ethics has a distinct advantage over any other. Even if most of them were not great students, almost all self-made people agree that the critical thing they have learned in their life is to have a strong work ethic.

WORKSMART

So they already start by having a different perspective on things which is not innate and can be learned by anyone who has the desire. Recent studies even show that self-discipline outplays the IQ when it comes to success.

Self-made people think it is too risky to work for someone else. In my opinion, they are right! You could lose your job, or your superior could make an incorrect choice. The best is to be in control of your destiny. And yes, most individuals who do have a strict work ethic are very confident. And here again, research reveals that confidence increases your revenue.

In being an entrepreneur, you are the boss while being an employee gives you less responsibility. You may think that being an entrepreneur is risky and that it is also hard work. Likewise, it requires

leadership. But why should the profits go in your boss's pocket, and not yours?

WHY STRONG MORAL PRINCIPLES ARE NECESSARY ▼

People with weak moral principles and unethical behaviors almost always suffer substantial losses throughout their life. A strong code of ethics can make you a more professional, motivated, dependable, responsible person and a role model to others while becoming more successful.

BEING PROFESSIONAL ▼

To be professional, it implies you to have a proficient behavior and attitude. A true professional does not just look right or dresses well but is more someone who has integrity and honesty. You have to learn every characteristic of your occupation and works to the best of your



abilities with the skills you have.

BEING MOTIVATED ▼

When you are motivated, you display a positive approach in any situations, even under pressure. This way, you are certain to generate a supportive atmosphere by being an example. A respectable work ethic is also about eradicating anything that is negative and nurtures a helpful attitude.

BEING DEPENDABLE ▼

If you regularly arrive late with each time a different excuse for your unpunctuality, it will not look good. Being on time or in advance is recognized by most if not all as being dependable. When arriving before the appointed time or in being punctual shows respect, integrity, and moral ethic.

BEING RESPONSIBLE ▼

By being responsible, you consistently make efforts and thus possess practical work ethics. Having ethical practice principles makes you someone responsible, who works hard, focus on the tasks at hand and can be a team player.

BEING A ROLE MODEL ▼

Not everyone behaves ethically. It is important not only for employees but for leaders as well to be role models. Whatever your status, you should be seen as an ambassador with solid values and ethics. Others will look up to You as a role model and may change their behavior as a result.

CREATING STRONG VALUES AND ETHICS ▼

Do you possess all of the attributes which are needed? Do you have to acquire some of them?

WORKSMART

Whatever is your answer, for you to be successful in any areas of your life, you have to set a code of ethics for yourself. Your core values and principles are a guideline of rules and standards for you to follow.

You should set your business and life goals for the upcoming year and work towards getting better moral ethics at work and home. You have to understand that such training habits can emphasize the outcome of your future success. You have to discipline yourself and adhere to ethical conduct.

All very successful and self-made individuals have such a strong code of ethics that it would make yours look like crap.

THE EFFICIENT CODE OF ETHICS OF THE VERY SUCCESSFUL ▼

The very successful, self-made and millionaires all pride themselves on thinking differently. Despite their divergent thinking, they also do things in their way. Most of them are not geniuses, but they have an insane set of work ethics.

You do not need to have the best grades to be successful. It is usually your moral code of conduct and your determination that leads you there. You also have to realize that most self-made or millionaires live a lot more like you and me than those with 'Bling-bling.'

They think a great deal about how much they spend. Wealthy people are better with their

money because they see and think long term. That is advice you, me or anyone can follow and benefit from. But let's copy some of their ethics.

SWITCHING MINDSET ▼

Your mindset is everything! So before you can even become a successful person, you have to believe it. The wealthy know what they want and believe they can get it. You have to stop thinking about what you do not want and start thinking about what you want and how regardless of the hurdles which may come your way.

MAKING PLANS ▼

When becoming a self-made person, your code of ethics should include making plans and seeing how you are going to make it happen. Do you already have a plan? If yes, what is it? For example, a method consists of generating a passive income stream that produces monthly revenue, enough to stay afloat. From there, you could build your own company, and once successful, you can invest in funds, or in real estates.

WORKING HARD AND SMART ▼

A lot of people think that successful individuals and millionaires do not work too hard. Many attribute their success to some luck or overnight scams, but the fact is that they worked harder and smarter than everyone else to get where they are today. And it is all about consistent work ethics. So, if you want to be successful, you have to work harder than anyone else out there!

PURSUING YOUR PURPOSE, NOT MONEY ▼

I always loved the notion of being wealthy. However, you have to know that seeking money will not get you where you want to be. All of my mentors told me the same thing, to never pursue the money, but rather to go after my purpose and that the rest will come. So your work ethic should not have money as your primary motivation. You must have a purpose, and money will come to you.

TAKING RISKS ▼

Self-made people do take risks. Meaning that at some point, you should add 'taking a risk' into your bag of ethics so that you may obtain some rewards. The wealthy take calculated risks, which end up by getting them more rather than less. Anyway, you have to take a gamble to be successful.

INVESTING, NOT SPENDING

The very successful understand how imperative it is to be investing instead of spending. You will not be wealthy for very long if your objective is to make a million bucks and then right away buy an expensive car. You should instead invest a part of it which enables you to make more. Think about how you can invest that money to get some more rather than what you can buy with it.

HAVING MULTIPLE REVENUES ▼

To make money, you need to build multiple sources of income, all from various places. Making money is one thing but becoming financially secure is much easier when your work

values help you create revenue from many other channels. Remember how important it is to build multiple streams of income in case of loss.

HANGING OUT WITH THE SUCCESSFUL ▼

Let me ask you a question: "How many successful people are you hanging out with?" If your answer is close to none, then you have to make some changes. Very wealthy people have learned early on that they have to hang out with the people they want to become to copy them. When you hang out with others who are successful, it will provide you with a persistent inspiration, facts, information and even chances other people do not get.

As the list above shows you, just wanting is not enough. You need to have an efficient code of ethics to be successful and live a certain lifestyle, and you must do this now before you make any real money. So go on and arm yourself with the right values to achieve victory! 🏆

Sergei VanBellinghen, Self-Improvement & Success Expert, Founder of First-Class Lifestyle & SergeiVanBellinghen.com It's not just about ending the 9 to 5. It's about the lifestyle of earning more, working less, and enjoying life! Find Out How... Visit my Website <http://sergeivanbellinghen.com> and come to discover how I can afford to stay home and travel anywhere I want.

8 Secrets of the Happiest Administrative

By Brandi Britton

It's a well-known fact that happy employees are better employees. Not only do they have greater engagement with their work, but they're also more productive and creative than those who dislike their jobs. »



Yet many administrative professionals aren't feeling the love. The It's Time We All Work Happy®: The Secrets of the Happiest Companies and Employees report by Robert Half (<https://www.roberthalf.com/its-time-we-all-work-happy>) found that of the eight professions surveyed, administrative staff came in relatively low for happiness and interest in their work, and high for stress levels.

Learn from these eight secrets of the happiest administrative professionals:

1. Master your schedule rather than letting it master you. You're used to juggling professional and personal obligations. Yet your to-do list occasionally — or perhaps frequently — gets out of control, adding to your stress level and upsetting your work-life balance. You can't create more hours in a day, but you can make the most of the time you have at work. Here are some suggestions:

- **Try monotasking.** When you're juggling multiple things at the same time, one of them is bound to get dropped. Constantly switching from task to task is inefficient and wastes valuable time. Prioritize what you need to do, and give each activity your full time, energy and attention before moving on to the next.
- **Minimize distractions.** The nature of your job is to be available to visitors, vendors and your boss. That's why it's so important to set boundaries in

other aspects of your work. For example, if it's OK with your boss, change your email preferences so the system checks for new messages every hour rather than every minute. This way you won't get sidetracked by a constant stream of pop-up notifications.

- **Say 'no' to nonessentials.** Most administrative professionals want to please others, so they tend to take on more than they should. If you're feeling stretched, learn the art of declining gracefully.

2. Take care of yourself. Even though it sounds counterintuitive, working nonstop often leads to wasting time. Why? Because you're not working at your best, which leads you to spend more time on a project than if you were well rested. So don't skip your lunch and other breaks. Do give yourself permission to step away from work each day. Use all your vacation days, preferably in large chunks. Recharging regularly will help you maintain your focus and energy level, and will lead to lower stress in the long term.

3. Request assistance. Admins can handle a hefty load, but there comes a point when you should seek help, especially when you feel like you're doing the work of two people. Keep a log of all your assignments and how long it takes to do each one. If you're truly overworked and not just mismanaging your time, talk to your boss about bringing in an extra pair of hands — either just during a busy season or on a full-time basis.

TRAINING



4. Get the recognition you deserve. There's nothing more demoralizing than feeling unappreciated. When you complete a difficult task or come up with a good solution to a problem, don't shy away from taking the credit. Accept compliments rather than downplaying your accomplishments. And if your boss isn't aware of all the good you do, it's okay to bring up those deeds during your next one-on-one meeting.

5. Develop strong work relationships. Given that professionals often spend more time with colleagues than family members, having good

friends in the office can make a huge difference in your level of happiness. Get to know your coworkers better. Have lunch or coffee together. Offer to assist with one of their projects. Attend workplace social functions, even if you're an introvert. Office buddies help out when the going gets tough, and working toward a shared goal is a much more rewarding experience than trudging along on your own.

6. Never stop learning. While every job has its share of tedious tasks, you can add interest to your day with professional development in an area you enjoy. You have so many choices,

from being mentored by a senior executive assistant to working toward a Microsoft Office certification. Some companies offer partial or full tuition reimbursements for employees. If yours does, take advantage of this benefit. The more you know, the further you can go in your administrative career.

7. Ask for a raise or promotion. This relates to No. 4, but takes it a bit further. A great way to feel professional validation is for your employer to recognize your accomplishments with a higher salary or an upgraded job title. Before you ask, keep track of all the kudos you've received from clients and colleagues, the extra assignments you've taken on and the ways you've added value to your role. Also research the latest compensation ranges for your particular role and city, which you can do with a reliable resource like the OfficeTeam 2018 Salary Guide (<https://www.roberthalf.com/salary-guide/administrative>). Then you'll be in a good position to discuss a salary increase and/or a promotion with your boss.

8. Know when to move on. A top driver of workplace happiness for administrative professionals is pride in their organization. If you don't believe in your employer's purpose and objectives, you may not find much satisfaction in your work and should probably start investigating your next professional challenge. Moving on might also make sense if you're in a dead-end job — with no advancement

opportunities in sight. Spruce up your resume, step up your professional networking and start perusing job boards. You could also partner with a recruiter or specialized staffing agency for additional resources.

Life is too short to feel blasé about your job — especially not when unemployment is low and companies are eager to hire skilled administrative professionals. At the same time, you don't necessarily have to leave for another job if you're not feeling happy. Take advantage of some of the secrets above, and do something about it. 

Brandi Britton is a district president for OfficeTeam, the nation's leading staffing service specializing in the temporary placement of highly skilled administrative and office support professionals.

OfficeTeam has 300 locations worldwide and offers online job search services at [roberthalf.com/officeteam](https://www.roberthalf.com/officeteam).

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WORKSMART

Team-Building Treasure and Scavenger Hunts

- Getting a Clue on How to Write Them

David R Blum

Racing down the street on a cool Colorado morning, the teambuilding treasure hunt team converges on Denver's retro baseball stadium, Coors Field. One team member is clutching a map and a list of street names; another bears a Polaroid camera; a third has her eyes glued to a wristwatch; the fourth wields a reference book; and the fifth holds a clue sheet. The group's instructions for this clue: "Split the distance between three baseball statues, then look down for a 5-letter name beginning with 'P'". Pacing it off with two teammates, Player Three suddenly cries "Eureka!" At their feet, equidistant to all, is a brick dedicated to Rockies' benefactor Julian Ponce. The team earns itself 10,000 points! They have a mere eleven more clues to go. ►►

Whether the venue is Denver's LoDo district, New Orleans' French Quarter, San Francisco's Chinatown, a tropical island or somewhere under the sea, treasure hunting has an almost irresistible attraction: as old, perhaps, as civilization itself. From Odysseus' journey to the search for the Holy Grail, from Robert Louis Stevenson's "Treasure Island" to Poe's "The Gold Bug" to the hunt for the Titanic, people have long been enthralled with the solving of clues, the unveiling of mysteries, and the promise of adventure (and glorious prizes). The blood quickens as we follow the map, or the trail of breadcrumbs, knowing we're nearing our pot of gold. With their almost inherent allure, treasure and scavenger hunts have, for years, been a staple of the corporate party and picnic scene. Under-utilized, however, are the team aspects of the treasure hunt model. With just a bit of ingenuity, treasure hunts can be adapted for a more "practical," bottom-line purpose: that of helping organizations build high performance work teams.

SCAVENGER HUNTS VS. TREASURE HUNTS ▼

Scavenger hunts and treasure hunts, it should first be noted, are completely different animals. In a scavenger hunt, teams receive a laundry list of items they need to locate (or challenges they have to accomplish); then, at the end of the day, their objects are counted and prizes awarded to the groups that have collected the most items (or have completed the most

tasks successfully). A treasure hunt, on the other hand, is more of an intellectual challenge. Groups must work together to solve a series of tricky, puzzling riddles and clues, leading to "mystery" locations pre-determined by the hunt master. For my money, the treasure hunt model is far better suited to the purpose of teambuilding. Players in a treasure hunt must put their heads together, brainstorming and problem-solving, drawing on each other's skills and knowledge. Their challenge is mental, much like our work-place tasks and duties.

GET A CLUE ▼

Treasure hunts, understandably, are somewhat harder to construct than scavenger hunts, although the effort is worth it. Rather than drawing up a list of objects, the treasure hunt master must create clues, and not just any clues, either. They need to be "teambuilding clues." Such a clue possesses intrigue; it piques your interest, keeps you guessing and requires patient, creative, team-problem-solving. It needs to be fair and solvable, yes, but challenging enough that one person, working alone, would be hard pressed to crack it.

Clues come in any number of shapes and formats, depending on the learning point you're aiming for. For brevity's sake, I'll break them down into three simple clue categories: "Trivia," "Coordinated-Action," and "Puzzles & Code."

TRIVIAL PURSUIT ▼

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That the board game Trivial Pursuit remains so popular is for a reason: We all love to show off what we know. Take a few seconds (covering up the answer) to see if you can solve the following “trivia-based” clue, taken from a hunt in San Francisco’s historic North Beach neighborhood: “Peter Falk, walking down the street, Madame Butterfly’s composer he did meet. Around the corner, an East Bay town is full of trees so you better look down. In memory of Carl and Gladys _____ . (5000 points)”

Answer: Peter Falk, of course, played Detective Columbo on television over the years, so you start your search on North Beach’s main thoroughfare, Columbus Avenue. As Madame Butterfly is an opera composed by Puccini, you would head down the street in search of the Puccini Cafe, on the corner of Vallejo (an “East Bay town”). Around the corner, under a tree, is a plaque dedicated to donor Carl and Gladys Skelley. Skelley, therefore, is your answer. Get it?

“Trivia” clues draw on team members’ stored-up base of knowledge. Clearly, not everyone will know TV trivia from the 70s and 80s. Nor will everyone necessarily be familiar with music and opera. The right person with the right knowledge needs to be identified; ideas have to be sifted through until the correct factoid eventually emerges. Debriefing a clue such as this might have people discussing how organizations access employee knowledge. Imagine the dire implications of an organization

not knowing who amongst its staff has the appropriate skills and information!

COORDINATE OR RESUSCITATE ▼

“Coordination” clues, unlike “trivia clues,” rely less on knowledge and more on cooperation. Take, for example, the Denver puzzle at the beginning of this article. In order to find the correct brick paving stone, three team members needed to move together in a synchronized manner. As they walked towards each other, pace for pace, they eventually located the name they were looking for. An additional player, you can be assured, was also standing to one side, giving counsel and offering directions. Skillful “coordination” clues lead teams, through physical action, to the realization that some tasks cannot be done alone. It is not difficult to imagine the debrief for a clue like this, starting with: “When has your departmental work team been faced with a challenge requiring simultaneous, directed action? What were the challenges, who supervised, and what would have been the result of attempting it all in isolation?”

A similar clue has players treasure hunting at an aquarium, where the clue asks players to stare into a circular tank and count the number of California Baracudas—quite a tricky configuration challenge when you consider that there are 10 different kinds of fish, and they’re swimming at different speeds, in both directions(!) Does one person stand in the middle and count? Do team members each pick a barracuda and walk along



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with it? One person, on his own, would certainly go cross-eyed trying to follow all the fish without the help of others. How they arrive at their strategy is also a terrific debrief discussion.

TO CODE IS HUMAN, TO PUZZLE DIVINE ▼

“Puzzle and Code” clues require yet another skill set and seem to elicit the most diverse, often extreme reactions! Consider your own response to the following clue from New Orleans’ French Quarter, which begins: “Two streets meet: one has . - .- . - in its center, the other has . - . . . - .”

Did you identify the dots and dashes as Morse Code?

Moreover, did you perhaps find yourself thinking “Oh no, I’m terrible at this kind of thing!” That’s exactly the effect that puzzles and codes often have on people. Insecurity bubbles to the surface! Puzzles and codes are, indeed, difficult; they’re unfamiliar; and quite simply, they can make you feel a little dumb.

For the clue above, we give each team a Morse Code reader --either on a card, as part of a toy, or

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within some kind of small reference book. Then, using the code key, the team would decipher the phrase as: “Two streets meet: one has ‘ART’ in its center, the other has ‘LINE’” referring to the French Quarter cross streets Chartres and Ursulines. Still with us?

“Puzzle and code” clues are great for leading into discussions about personality preferences and multiple intelligences. After all, not everyone on a team is going to embrace this kind of challenge; it may only be that one team member, with the appropriate temperament, says, “Morse Code. Cool! Give it over to me.” That same person’s face, however, might turn pale when faced with the following number-based puzzle clue, which starts:

“Let your fingers do the walking to 744547 at 76925”

The trick, here, is to consult a telephone keypad for the trio of letters on each number button (i.e., 2 is ABC, 3 is DEF). With some doing, you should be able to decode the numbers in the clue to “PHILIP” at “ROYAL,” referring to New Orleans’ St. Philip and Royal Street. Did you get it? Debrief questions for this clue might be, “How did you feel when faced with the puzzle?” “How do you deal with confusion?” and “What came up for you when your teammate(s), and not you, managed to crack it?”

Treasure hunts are terrific for teambuilding because they make you think, they force you

to brainstorm; you need to strategize and communicate and occasionally give up and come back to things. Whether you’re writing “Trivia,” “Coordinated-Action,” or “Puzzles & Code” clues and a great teambuilding treasure hunt uses all three types; let the following principle be your guide: Teams of people, working and thinking together, can achieve more than one person can alone, and they can have more fun doing it.

Look for your treasure hunt with this in mind and you will most certainly “Have A Clue” about great teambuilding design! 

Dave Blum

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7 Vital Ways to Master the Art of Delegating

By Wayne Elsey

Racing down the street on a cool Colorado morning, the teambuilding treasure hunt team converges on Denver's retro baseball stadium, Coors Field. One team member is clutching a map and a list of street names; another bears a Polaroid camera; a third has her eyes glued to a wristwatch; the fourth wields a reference book; and the fifth holds a clue sheet. The group's instructions for this clue: "Split the distance between three baseball statues, then look down for a 5-letter name beginning with 'P'". Pacing it off with two teammates, Player Three suddenly cries "Eureka!" At their feet, equidistant to all, is a brick dedicated to Rockies' benefactor Julian Ponce. The team earns itself 10,000 points! They have a mere eleven more clues to go. ▶▶

LIFESTYLE



Unfortunately, there are many managers out there who have not developed enough to follow the advice of focusing on what is unique to your position. And, if you're an entrepreneur, there's a higher chance that you could be someone who might have a hard time delegating. In start-up situations, many entrepreneurs end up wearing many hats, and it becomes difficult to let go, but it is crucial to the ultimate success of your business.

As your company begins to take off and grow, one of the most important skills you can master is to learn how to delegate.

- **Think about those responsibilities that are unique to your position. As a leader and manager, one of the first activities you should do is to carefully consider all of the tasks that you do on a given day. Then, ask yourself if you should be**

the person doing it. When you go through this exercise, it will help you prioritize the issues you should be taking care of and will ultimately have more time to focus on doing.

- **Consider the dollars and cents. Once you've decided to delegate, you will open up more time that was spent doing the busy work. Like most people, you probably think in terms of dollars and cents or profit margins. Hiring someone, even part-time, that will take over a lot of the process work that you're doing is going to free up your time to dedicate it to the areas that will grow your business.**
- **Don't fall into the micro-management trap. Micro-managers love to say that they are delegating their non-essential responsibilities, only to micro-manage their teams. Proper delegation does not mean that you are absolving yourself of any of the**

accountability for the work. Delegation just says that you are giving the responsibility to someone else, and you have to give them the opportunity to do the job and rise to the occasion.

- **Maintain a strong feedback flow with your team.** When you've delegated responsibilities to your team members, an essential aspect of proper delegation means keeping an adequate communication channel open for any questions, comments or concerns. Again, it doesn't mean that it's a chance for you to micro-manage a one-way feed system. It's a two-way feedback flow and an easy tactic to ensure it's done correctly is to request regular updates on the work.
- **Make sure that you provide clear directives or instructions.** When you've decided to create a productive delegation system, one of the essential aspects of delegation is to deliver clear instructions or direction from the outset. If you're expecting a certain project to look a certain way, have elements you deem important or are looking for a specific outcome, it's vital that you express those thoughts from the outset.
- **Remember that your team members are learning how to do something you've delegated, and learning is not a linear process.** Be prepared for mistakes or a learning curve. You should also expect to be pleasantly surprised when someone has done something in a way you wouldn't have thought but is still excellent. Learning is not linear, and as a manager, you have to be prepared for

some bumps and pleasant surprises on the road

- **Let it go.** The final aspect of mastering the art of delegation is to stay out of the way and let go. When you've assigned responsibilities and informed your team members what they need to get done, then you have to allow them to do the work. Focus on the duties you should be focusing on as a leader and let your team do what they have to do to meet your goals for success.

Remember that delegation is not something that often comes naturally, especially if you're a business owner and you're looking to get a new company off the ground. However, whether you work in an established firm or start-up, understanding how to be a self-aware manager who delegates is going to reap many rewards. It will help empower your team, and it will give you the ability to truly focus and concentrate on the aspects of the job that crucially need your undivided attention. 

Author of "Not Your Father's Charity: Grip & Rip Leadership for Social Impact".

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