

PA ENTERPRISE

DeskDemon's Magazine for Executive PAs, Office Managers and Secretaries

June 2014

**How to resolve
conflict issues
at work**

**Making
Mondays work
for you!**

**Cut the Clutter,
get organised**

**Tips for working with a Boss
who doesn't say much**

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The World's Largest Website for Executive PAs, Secretaries, Administrators & Office Managers



Make Amazing

Add a touch of magic to your office organisation

Organisation is key when it comes to the day to day management of the office, and whether your business is large or small, it is often the little things that make your day run a little more smoothly.

Samantha Humphries is an office manager who loves stationery! It's a personal passion that has many benefits when working in a busy office. She's honed her skills to add a touch of magic to every day organisation, meaning she stays on top of her work, no matter what...

Here are just a few of Sam's top tips and tricks to help you stay organised!

When sending confidential documents, for peace of mind, use Scotch Magic Tape to create an additional tamperproof seal.

You will need:

- An envelope
- A biro or company stamp
- Scotch Magic Tape

Step 1

Simply take a strip of Scotch Magic Tape and place over the seal of your envelope.

Step 2

Using the biro, or company stamp, sign your name and date across both the tape and the envelope to create a tamperproof seal – **this tape is ideal because you can write straight onto it.**

Step 3

When the recipient receives their mail, they will be able to see if the envelope has been opened or tampered with, as part of the writing or company stamp will be clearly visible on envelope.

You may also need to send confidential information, and sometimes there are parts of a document you want to conceal, for example a personal address, bank details or salary. Again, Scotch Magic Tape offers the ideal solution.

Place a strip of tape across the section of the document you wish to hide, and block content out using a marker pen. When photocopied, you'll see the **Magic Tape does not ghost, making other information difficult to read, yet conceals sensitive information.** As this tape is

instantly repositionable so you can

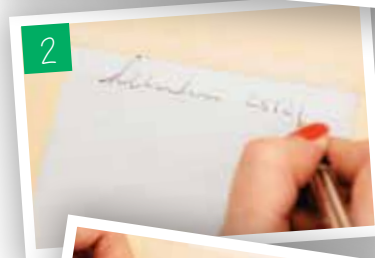
remove it from your original document

simply remove the strip from your original document, which remains unmarked, and re-file.

If that wasn't enough, Scotch Magic Tape is also ideal for labelling plastic in and out trays, or even plastic folders – the tape can be easily removed as often as you change your mind, and doesn't leave unsightly paper residue!

For more ideas and inspiration on how to use Scotch Magic Tape around the office visit

www.facebook.com/ScotchUK.



Conceal sensitive details



Label In & Out trays



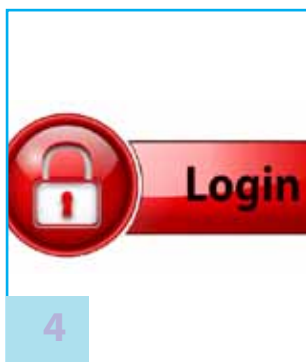
Fancy winning your Scotch Magic Day?

Look for the stickered packs for your chance to win your **Scotch Magic Day**, including a range of activities: Spa, Beauty, Dining, Driving and more.



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Stay Protected Online by Picking the Right Passwords

By Donny Lamey

It clearly benefits you to have a strong password, so here are some tips to keep in mind when creating one



Did you know that over 90 percent of online passwords are referred to as “weak”? In other words, these passwords are so simple and relevant to the ones who choose them that they can easily be hacked into. In fact, this happens millions of times a year. Anyone who has gone through this can tell you, once it occurs, you’ve got a long road ahead of you trying to take ownership back of your private information.

While we can try our best to create the most difficult password known to man, so that no one can figure it out, the fact of the matter is that all passwords can be hacked into. That’s because hackers have both the tools and skills to do so. However, when you have a strong password, opposed to a weak one, you’re making this task that much harder for the hacker. When it takes too much time to crack your password, most hackers end up giving up.

► Avoid using your last name at all costs, as well as a proper name or something on the order of “password123”. These can all be hacked into in a matter of seconds. Instead, create one using a mix of upper-and lower-case letters, numbers and other special characters like #, \$, and *. Besides this, you can also come up with a password by forming a sentence and then putting together the first letter of each word. This way, your password doesn’t make sense to anyone but you. If you want to make it even more difficult to figure out, you can throw in some numbers between every letter.

► Another way to come up with a password that will stump hackers is by taking two completely unrelated words and putting them side by side with some kind of special characters in the middle. To take it to the next level, you can even capitalize some of the letters in your words.

Online security

Now that you know how to come up with a tricky password, here are some more things you should keep in mind:

- ▶ **Length is super important:** You want your password to be as long as possible, so make sure it is at least 8 characters. Typically, though, the safest passwords are around 15 characters.
- ▶ **Switch up your passwords:** It's so common to use the same passwords for all of your accounts on the internet but this can be dangerous. That's because once one of your accounts is hacked into, it's just a matter of time until the rest are.
- ▶ **Think about it:** As we mentioned earlier, general passwords like "password," "123456," and "abcde" are so easy to guess, especially for a hacker who does this for a living. That's why

you shouldn't pick anything that pops in your head first. Use some thought and creativity before you settle on anything.

- ▶ **Don't share it:** You may want to write down your password, so you won't forget it, but don't. Your password should be kept private, because after all, it contains all of your most valuable information. Don't even tell your closest friends and family, in the case that you forget it. Instead, write down a code or reminder that will jog your memory if you ever happen to go blank on your password.

Online security is so crucial for keeping all of your accounts protected from hackers. It seems like every day Americans are losing billions of dollars to hackers, so take the right precautions now to prevent this from happening to you.

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How to Resolve Conflict at Work

By Tracy Powley



Sometimes conflict at work can't be avoided. Problems will always occur among all staff, including management, supervisors and other personnel. Here are some top tips for dealing with and resolving these problems at work.

Deal with the conflict as soon as possible

Don't delay resolving the issue at work, just face it head on. It's all too tempting for some to just wait for the problem to 'blow over' but this rarely happens and in quite a lot of cases, the issue can just get worse. The best thing you can do is talk it through and tackle the conflict, ask the person you are having trouble with for a quiet word, it may seem unpleasant to do this at first but it is worth it in the long run.

Count to ten

This may seem patronising but if you feel yourself getting angry or stressed out, before erupting into shouting or making negative remarks, count to ten. This may not always work but sometimes taking some time to calm down and just think about what you are going to say can make all the difference. Getting into heated discussions at work can cause unnecessary tension.

Let everyone speak

Usually, there are a few people involved in a conflict at work. Ensure everyone has the chance to voice their opinions, be careful not to speak over people and don't turn the disagreement into a one-sided rant. Take the time to listen to others and learn something from the situation.

Avoid gossip

It is really important to have professional relationships with those you work with. This doesn't mean you can't be friends with them outside of work but ensure you don't gossip. There is a fine line between friendly chitchat and rumours. Avoid gossip by not involving yourself in the conversations and not relaying the information to other people and just keep it to yourself.

Don't take things personally

It can be easy to interpret things wrong and take them personally. Just because some work has been returned to you or rejected, it doesn't mean that you are incapable of doing your job. This also goes for what your colleagues say to you, if they say they don't like something you have created and give some constructive criticism, don't take it personally and instead see it as a learning curve.

New online booking portal for Serviced Accommodation

VisitRentals.com has launched the world's first real-time online booking portal dedicated to ApartHotels and serviced apartments. Founded to improve the identity of the serviced accommodation sector, VisitRentals.com plugs a gap in the current market by providing a live booking platform that offers instant access to the world's largest database of ApartHotel properties. Available 24/7, VisitRentals.com offers an instant booking and confirmation service with savings of up to 45% on traditional hotel rates.

With over 550,000 properties – from studio accommodation to 5* luxury suites – VisitRentals.com offers a wide selection of the best room rates in the business.

Dr David Nicholson, founder of VisitRentals.com says: "Serviced accommodation is a great alternative to the standard hotel and will fast become a preferred option. We identified a gap in the market and developed VisitRentals.com to bring convenience and transparency to the ApartHotel sector.

"From conception we aimed to dispel two myths: that serviced accommodation is costly and that booking is longwinded and difficult. VisitRentals.com offers the best rates in the business and excellent savings. The portal's real time availability means hassle free booking and instant confirmation so we feel confident that the next 12 months will see great things for the brand."

Targeting business travellers and leisure travellers alike, VisitRentals proves that booking serviced accommodation doesn't have to be a challenge. The online portal is easy to use and with live room stock that is instantly bookable, it can cater for any need.



For more information or to book serviced accommodation, visit www.VisitRentals.com

Hassle-free, professional colour with new range from Brother

Brother has launched a new range of business colour laser printers, which offer professional quality, reliable, cost-effective printing for SMEs. With print speeds of up to 30 pages per minute, the printers are among the fastest in class.



Ideal for an office where employees are working from a range of devices, the L8000 series offers a variety of connectivity options. Users can choose to connect wirelessly or print directly from USB and cloud-based applications such as Apple AirPrint and Google Cloud Print. Direct cloud access is available from the LCD touchscreen of the all-in-one models. The flagship model also offers near-field-communication printing (NFC) with easy connect and print options.

These high-spec machines are competitively priced and contain

a number of features to enhance business productivity. Fast print speeds of up to 30ppm, fast first-page-out times and automatic double-sided printing reduce the amount of time spent waiting for prints. High-capacity paper trays and super-high-yield toners cut down on the time spent refilling paper or changing toners, as well as reducing the cost per page, helping businesses to save money.

**For more information,
visit www.brother.co.uk.**

Working day



Making Mondays work for you!

**Angel
Business Suite
offer their
advice on
how to make
your Mondays
more effective**

Spend time with your team when you first arrive. This doesn't mean simply making small talk about what you did at the weekend, but smiling, laughing and trying to get into a positive and energetic frame of mind together

Even if you really love what you do, it can take a while to get into the most productive frame of mind after a couple of days away from work. Here's a little help getting going at the beginning of the week:

► Spend time with your team when you first arrive. This doesn't mean simply making small talk about what you did at the weekend, but smiling, laughing and trying to get into a positive and energetic frame of mind together. Working with other people means you can always pick each other up when any or all of you need a psychological boost.

► Set some goals for the week. This means looking at the week as an opportunity to get a lot of valuable things done, rather than a long stretch of work time until the next weekend.

► Get straight on to the most urgent tasks. Rather than spending the first couple of hours gently easing yourself into the week, tackle some of the more pressing things in your inbox or on your to do list. By lunch time you will already feel like you have achieved something good, and should be nicely motivated.

► Remember that not everything facing you really needs to be done today. You may feel instantly stressed and busy when you arrive on Monday morning and are confronted with a lot of things to do, but you do have the whole week ahead of you. Work out what really needs your attention, and what you can get to on Tuesday or later – this will make the day ahead a lot less daunting.

► Get a healthy start before work. If you can, do some exercise to wake you up and lift your mood – this will put you in a positive mindset before you even begin working. Monday is also the worst time to skip breakfast. Go for something that will offer you lasting energy and also make sure you are properly hydrated – this means plenty of water, not just coffee!

Angel Business Suite
(23-26 St Albans Place,
N1 0NX)

"Getting yourself into these kinds of habits can really help you quickly turn around that 'Monday feeling' and start your business week off in a positive, effective frame of mind," says the building manager of Angel Business Suite.



Cut the Clutter, get organised

by Greg Smith

The professional world of career ladders and corporate activities can be difficult to navigate in the best of times. Then, throw in multiple projects and, on occasion, more than one boss, and it can get very overwhelming. The key to dealing with stress in the workplace is staying organised by establishing good habits and tools that can make your daily tasks that much more simple! Check out these tips to get started.

Establish Good Habits

Whether it's a new position or simply trying to manage a hectic workload, there's no denying that taking a few simple steps to schedule time to get organised is going to be a benefit in the long run. Creating and maintaining healthy habits will add more structure and stress relief. These habits include:

- ▶ Reserve a 10-minute period at the end of the day to tidy up the desk or workplace.
- ▶ Set time to file away papers.
- ▶ Create auto-filters to direct emails to specific project folders.
- ▶ Pay attention to tasks at-hand and actively listen while speaking with senior executives and clients.
- ▶ Plan ahead for upcoming meetings and brainstorm possible questions to ask regarding the topics discussed.

Use Only One Calendar

A great way to stay on top of meetings, deadlines and tasks is to use a calendar associated with work email accounts. It's helpful to mark all events on the calendar and have access to it easily and consistently. Use the calendar to add alerts, particularly for recurring events or important meetings. Be sure to have only one calendar to reduce confusion or missed appointments.

Make Lists

Be sure to create lists to prioritise tasks on a daily basis. Updating the next day's list based on accomplishments achieved that day will help keep priorities organised and know which tasks need to be worked on first.

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Have information out for tasks that are currently being worked on. All other information and stacks of paper should be out of sight and neatly filed away until ready to be started, helping to stay focused on one task at a time.

Getting organised is on many busy administrative professionals' to-do list. But once a system is set up to tame the clutter, staying organised can increase productivity and reduce the daily amount of work-related stress in any administrative role!

Use Technology Wisely

Keep phone numbers and other often-used data on your computer and/or mobile work phone. If unknown numbers are often received, utilise a smartphone app like Privus Mobile that provides caller ID, text ID and voice cue services to any and all incoming numbers despite being saved in a contact list or not. Apps like these allow users to easily add new contacts to address books.

Online organisers – which can be accessed via a computer or phone – can combine calendars, address books, to-do lists and more. It may take a little time to master these digital tools, but it'll save time and help avoid missing any important phone calls or tasks.

Throw Out the Junk

Think about decluttering and what files or stacks of paper are essential to keep. Make a "toss" pile, a "store" pile and an active "to-do" pile. The rolodex cards from 2004? Toss them, but make sure they're backed up electronically, first. The budget report from 2009? Store it, but only one copy. A printout of a receipt that needs to be filed by Friday? Keep it on hand.

Make It Personal

While not all offices or work areas allow for a beautiful skyline view, taking steps to make the space pleasing will help reduce stress and increase productivity. A few great ways to do this include:

- ▶ Putting up pictures of friends, family or inspirational quotes.
- ▶ Instead of sticky notes with deadline reminders, keep plants or flowers.

More About Greg Smith

This article was contributed by Greg Smith, president and CEO of Privus Mobile, a wholly owned subsidiary of Accudata Technologies. Privus Mobile, which is focused on providing the most comprehensive Caller ID service available, is headquartered in Allen, Texas. For more information, visit www.privusmobile.com.

Tips for working with a Boss who doesn't say much

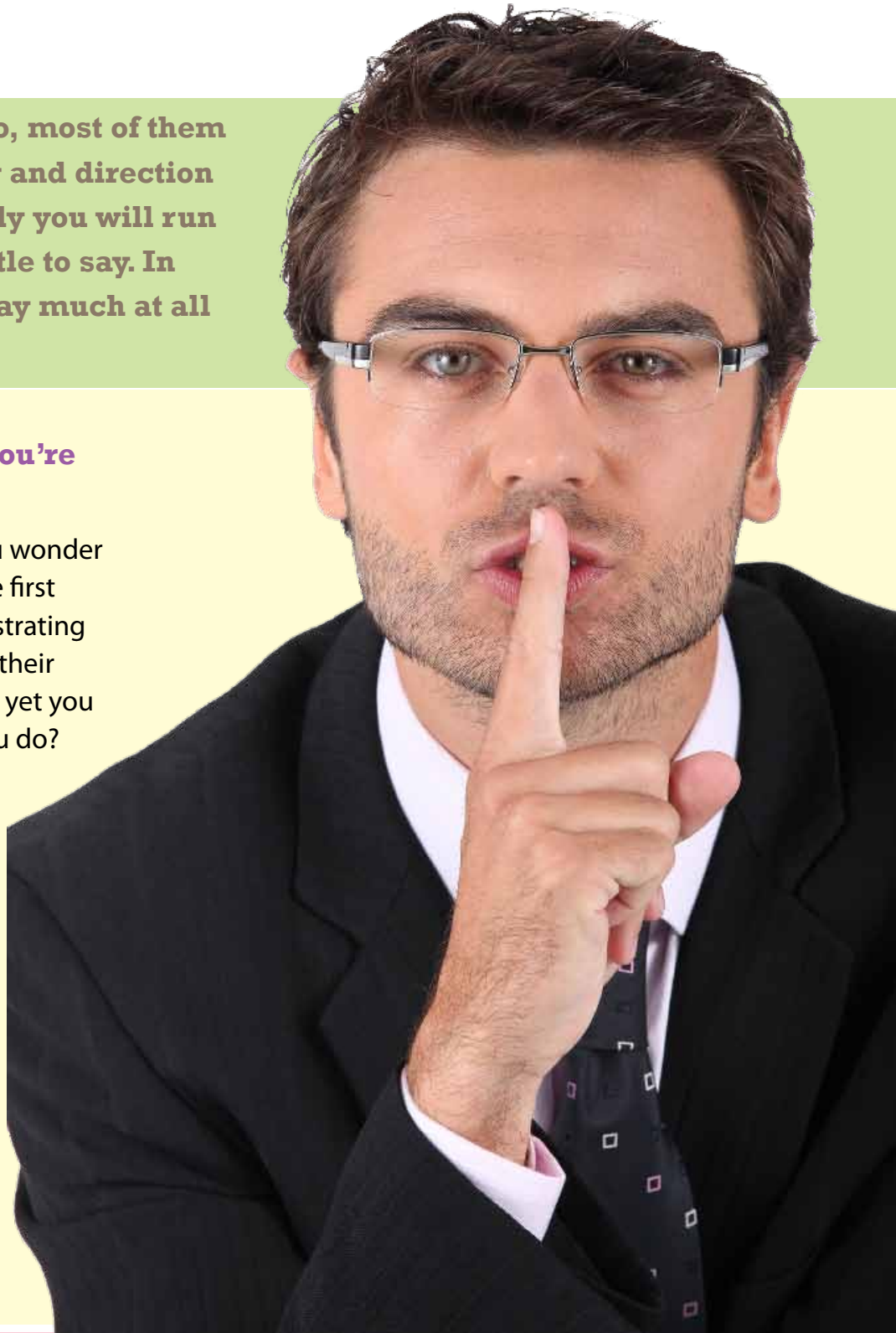
By Dorothy Tannahill-Moran

As introvert leaders go, most of them will have things to say and direction to give but occasionally you will run across one that has little to say. In fact, getting them to say much at all is a major challenge.

Do you ever feel like you're talking to a statue?

They have so little to say you wonder how they got their job in the first place. This situation is so frustrating because you are looking for their direction and validation and yet you aren't getting it. What do you do?

Before you run screaming out the door turn to the next page and try the following strategies:



Tell rather than ask

Trust me, if they think you're about to blow up the business they will have plenty to say. If they felt they needed to approve something, you would know. Your approach should be to keep them updated but you don't always need to be asking for your work to be validated. In fact, it may be irritating them because you seem insecure.

Change your expectations

Not everyone needs to be highly interactive to make their point. If they told you something once, they may be expecting you to pay attention and do what they said. Repetition can get boring especially for a boss that thinks you should know what you're doing.

Be a leader

The hallmark of a leader is setting your direction and taking the initiative. In this situation, the lack of giving you loads of direction is your opportunity to show some leadership.

Look at silence as a good sign

I once had someone tell me that I wouldn't hear from them if everything were going well. A lot of the time, we look for a daily dose of praise for our work. Find your own sense of accomplishment inside yourself and view the silence as a form of affirmation.

Check your noise level

Sometimes, introverts will grow quieter if they are around someone who talks too much. The stimulation may be over bearing. If you know you talk a lot, take it down a notch. Let there be silence between you and them occasionally, you may find the silence is a gift.

Listen

In addition to taking the talking down a notch, listen and pay attention. You can count on what your Introvert Leader is going to say as well thought out. You can also count on them not thinking they need to repeat it a number of different ways and to add any extra commentary in the process. As a result, you might miss some of the important points they are making. You'd be surprised at how very little most people listen. Be the exception and listen.

Look for other modes to communicate

Just as we now know that students learn in different ways, we also know there are different ways we communicate. Find other ways to communicate with your boss than strictly talking. I had a VP who really appreciated reading anything ahead of time, so he could cut down on discussion.

No matter if your boss is loud or quiet, they all have assets for you to learn from. You may discover that you need to adjust your style to take advantage of what they have to offer. Remember - our ability to adapt is key to survival. (Darwin said that. Smart guy and introvert too.)