

Opening Doors

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Busting Clutter in the office

BY MONICA RICCI

Overwhelmed by piles of paper? Getting organized means more than just cleaning up your desk!

Imagine meeting an attorney for the first time, whose office is a cluttered mess - papers piled all over the desktop, mail and files scattered on the credenza, and an overloaded bookcase with stacks of books on top and on the floor. Regardless of the actual skill or reputation of that attorney, might your first impression be a negative one? Might your confidence in that attorney be lessened as well? In business, first impressions are important.

Clutter in the workplace ranges from merely annoying to nearly paralyzing and is always detrimental to productivity. A cluttered work environment also projects an unfavorable image to clients and associates. When the desktop becomes a storage place rather than a workspace, it's time to reorganize! Several factors contribute to a disorganized workspace, but here are three ways to combat the saboteurs:

1. Get a good desk. This doesn't mean an expensive desk. It means one that is right for you and meets your daily needs. Your personal work habits as well as your business activities will determine what style and size desk is appropriate for you. If you refer to books, manuals or publications regularly in your business, a desk with an upright hutch would make sense. You can keep the books you refer to daily in the hutch. They will be easily accessed, but up off your work space. If books don't need to be right at hand, a separate bookcase will suffice and you can go without the hutch in favor of a larger flat workspace. If you use a computer (and these days, who doesn't?) and you have ample floor space, consider an L-shaped desk. You can keep your computer on one section and still have a large workspace on the other. This configuration allows you to avoid juggling two priorities on the same desktop. Another great aspect about an L-shaped desk is the additional room you gain for desktop tools such as upright file holders, stacking trays, baskets, portable hanging files, and your phone. Don't forget all the space on your walls. When you can't build out, build up! Shelves and wall bins are a great way to display personal items, awards, and photos while keeping your work area clean and functional.

2. Improve your time management. When you don't have a good handle on your time, you often end up in a rush to get things done and inevitably, you can't make being organized a priority. Papers get tossed on the desk "for now" and magazines get stacked on the chair or floor because you don't have time to read them. One of the simplest ways to make better use of your time is to rethink how long tasks will actually take, and

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"Loving is not just looking at each other, it's looking in the same direction."

ANTOINE DE SAINT-EXUPÉRY
(1900—1944)
French writer and aviator

"Anyone can catch your eye, but it takes someone special to catch your heart."

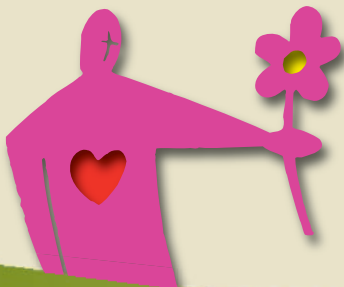
AUTHOR UNKNOWN

"Who, being loved, is poor?"

OSCAR WILDE
(1854–1900)
Irish playwright, poet and author

"Grow old with me! The best is yet to be."

ROBERT BROWNING
(1812–1889)
English poet and playwright



Happy
Valentine's Day

OPENWORKS SALUTES OUR Franchisee of the Month

Arizona

Greg Gilbert – A relative newcomer to the Openworks Franchisee fold (September 2009), Greg is already performing like a well seasoned professional. Greg came from a very different profession but being an astute businessman saw a great opportunity and brought with him an excellent work ethic. Tasked with a very large 2 campus church he has met and exceeded this facilities' expectations. Not only has he done that but has successfully upsold this busy church with more needed services. The professional manner in which he communicates with his customers and the managers at Openworks makes Greg a pleasure to work with. Greg Gilbert is a bright star on the Openworks horizon.

California

Adam Linares – Adam continues to lead the pack when it comes to customer relations. He and his team work tirelessly to ensure customer satisfaction and retention. Adam works directly by the side of the regional office to strategize each account and to look at ways to maximize both revenue and profit, while at the same time working with a client's budgetary issues. Keep on shining, Adam!

Washington

Anatoliy Yevsyugov – Anatoliy has been a franchisee since February 27, 2001. Anatoliy is always producing high quality work. He has recently taken on a major new customer and has demonstrated his excellence in leadership and management by ensuring he is hiring the very best employees. This not only makes his franchise run smoothly, but also helps OpenWorks better serve our customers. Anatoliy is what makes OpenWorks WOW our customers. Keep up the excellent work!

Busting Clutter

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schedule accordingly. Visualize yourself completing a task from start to finish and what actions you must take. Until you get more accurate at estimating, add 25% to the time you think you'll need to complete a certain task. Another way to realize actual time is to time yourself while you do different things, such as paying bills, balancing the checkbook or going to the post office. You might be surprised to find out how long things actually take, or how quickly they can be done. When running errands between business appointments, always allow for unexpected circumstances such as traffic or long lines.

3. Purge that paper! Many people accumulate paper clutter due to a fear of throwing away something important, or a concern that it may be needed later. The result is that they end up keeping everything and not being able to discern which things have present or future value and which can be safely discarded. The reality is that 80 percent of the paper saved "just in case" is never needed again, and if it is, the chances are very good that it can be recreated or obtained from another source. From mail to fax to advertisements and memos, paper is the largest contributor to clutter in an office environment. In order to avoid a rapid build-up of paper, a regular paper maintenance system is a necessity in every office. Remember, your trash can and your shredder are your friends.

Keep in mind that getting organized is a process rather than an event, so don't expect miracles overnight. You can speed the process along by hiring help, such as a professional organizer, who will work side by side with you and keep you focused. If you do plan on tackling the reorganizing project yourself, it's possible to make a good amount of headway in a relatively short time if you have a game plan and some goals in mind before you start. Just start in one place and keep at it, and before long you'll be amazed at the results you see.

Monica Ricci (Monica@CatalystOrganizing.com) is a president of the Georgia Chapter of the National Association of Professional Organizers and the owner of Catalyst Organizing Solutions in Atlanta, Georgia. Visit her web site at www.CatalystOrganizing.com.

Helping Our Franchisees

COMMUNITYWORKS MINUTE



Left to right: Amber Barney (CommunityWorks); Marcia Stanton, MSW, Coordinator, Child Abuse Prevention, Phoenix Children's Hospital; Dane Ellison (CommunityWorks); Susan Abbott (CommunityWorks); and Jennifer Jones (CommunityWorks).



Check Presentation

Recently, CommunityWorks volunteers had the opportunity to see the end result of all their hard work preparing for and holding the casino night event. On a chilly December day several CommunityWorks committee members spent the morning at Phoenix Children's Hospital. The morning began with the official check presentation. Tiffanie Hawkins, Phoenix Children's Hospital Charity Coordinator, was impressed that CommunityWorks had been able to raise as much for the hospital as they did given that this was the Foundation's first event.

Tiffanie then escorted the CommunityWorks volunteers around the hospital. They had the opportunity to experience the state of the art facility first hand. Decorated for the holidays at every turn there was a beautiful tree and in one of the enclosed gardens there was even a miniature railway with a town decorated for the holidays. The children have the opportunity to press a button and the train makes its way around the track. The examination rooms each have a different theme and the walls are covered with murals which the staff can use to calm and distract the patients. The hallways are bright and colorful. There is even a play area outside complete with a stage and basketball court. Each ward has a craft room where the children can escape from their treatments and spend time doing puzzles or creating their own masterpieces made with things commonly found in a hospital (tongue depressors/syringes etc). Apparently, this give the children an opportunity to get used to these items and perhaps even express and get over a fear of these things. The facility even includes private waiting areas for families complete with

kitchens, showers and other comforts of home. There is a classroom and teacher and a fully stocked library so that during hospital stays children are able to keep up with their studies.

Each of the CommunityWorks volunteers was thrilled that their hard work would assist this fine facility in providing top notch care. Susan Abbott commented that, she " had expected Phoenix Children's Hospital to be a sad and dreary place, on the contrary it was a bright, creative, hope filled environment, I was VERY impressed!"

The CommunityWorks Foundation was also able to send the remaining proceeds to two other fine organizations, HomeBase and notMYkid.

FirstWorks™
TRAINING
GRADUATES

Congratulations!

to the following graduate for successfully completing the intense 10 day FirstWorks training program:

Arizona Juan Rodriguez & Teresa Rodriguez

Achieve Their Dreams . . .

open works
there is a difference

Franchise Referral Program

The program is very simple – just call the Regional Director in your region and give him/her your name and the name and phone number of the person whom you are referring. If the referral decides to purchase an OpenWorks franchise, then you make...

First Referral = \$ 750.00
Second Referral = \$1,000.00
Third Referral = \$1,250.00

** referrals that result in a sale **

— Regional Contacts —

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Going Above and Beyond

When Francine made it back to the lab, she just couldn't stop complaining about "that old man in room 302." Apparently, all that man was doing the entire time that Francine was in the room was complaining about the heat, or the lighting, or how uncomfortable he was. All she went in there to do was to draw his blood for a test, and all he could do the entire time was gripe and complain.

A few hours later, James came back to the lab, and Francine noticed that James had drawn some blood for another test from that same man in room 302.

"Didn't he drive you crazy?! Wasn't he a mess?!", Francine asked.

"Who are you talking about?", James asked.

"The guy in 302. You know, the one I talked about earlier today." Francine responded.

"Oh! You mean Mr. O'Brien. We just chit-chatted a little bit. I enjoyed him." James responded.

"Well, you sure got lucky. What did you talk about?" said Francine.

"Oh the usual stuff," James replied. "He said it was too dark; he said he was uncomfortable; he said it was too warm in the room."

Francine said "same stuff he talked to me about."

Just before finishing her shift, Francine was back on Mr. O'Brien's floor. She decided to peek in to see him, since she still couldn't believe he was in such a good mood. As she walked in, she immediately noticed that someone had opened the blinds, and it was bright in the room. She noticed that it seemed cooler in the room; someone had turned down the temperature. As she made eye contact with Mr. O'Brien, she noticed that he was sitting a little bit more upright with an extra pillow behind his head.

Francine previously had the same conversation that James had with Mr. O'Brien. But Francine's reaction to Mr. O'Brien's complaints was to get out of there as quickly as possible and to gripe about the patient. James' response was to do something about Mr. O'Brien's complaints.

Sometimes you can create a better experience for yourself and make your customer's day brighter by just going a little bit beyond your own job description.

Excerpted from cssamerica.com

CALENDAR OF ADVANCED TRAINING CLASSES

* Arizona OpenWorks

4742 N. 24th Street, Ste. 300
Phoenix, AZ 85016

MONTHLY FRANCHISEE BUSINESS MEETING

Date	Friday, February 26th
Time	12:00pm – 2:00pm
Location	Saguaro Conference Room. Lunch will be served.
Topic	Sales, Part III: Reverse Role Play

* Washington OpenWorks

1750 112th Avenue N.E., Ste. D151
Bellevue, WA 98004

MONTHLY FRANCHISEE BUSINESS MEETING

Business meetings will be held quarterly this year. The next one will be held in March, watch this space for details.