

Opening Doors

Are you taking a
summer vacation this year?

5 Tips for Creating Better Work/Life Balance

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Now that you are your own boss, are you still taking time out for your personal enjoyment, family time and some vacation time? If you're like many American small business owners, you've allowed unused time off to either collect dust in your file cabinet or to disappear into a black hole. Or you might have already made your escape earlier in the year, but you squandered some of it checking work email, voicemail, or fielding job-related questions.

The good news is that you've got plenty of company. The bad news: You join many hard-working and vacation-deprived Americans who experience burnout, reduced productivity, diminished creativity, failed relationships, stress, or stress-related ailments such as depression, heart disease, or stomach ulcers.

In this tough economy when you are faced with extra anxiety and stress it is even more important to ensure that you create a better work-life balance. It will not only improve your health and attitude but will also help your business!

Here are 5 practical steps toward a better work-life balance:

1. Figure Out What Really Matters to You in Life

Getting your priorities clear is the first and most essential step toward achieving a well-balanced life. The important point here is to figure out what you want your priorities to be, not what you think they should be.

First take some time to contemplate the following questions:

1. If my life could focus on one thing and one thing only, what would that be?
2. If I could add a second thing, what would that be?
3. A third?
4. A fourth?
5. A fifth?

If you answer thoughtfully and honestly, the result will be a list of your top five priorities. A typical top-five list might include some of the following:

- Children
- Spouse
- Satisfying career
- Community service
- Religion/spirituality
- Health
- Sports
- Art
- Hobbies, such as gardening
- Adventure/travel

2. Drop Unnecessary Activities

By making a concrete list of what really matters to you, you may discover you're devoting too much time to activities that aren't a priority, and you can adjust your schedule accordingly. If at all possible, drop any commitments and pursuits that don't make your top-five list.

3. Protect Your Private Time

You would probably think twice before skipping out on work, a parent-teacher conference, or a doctor's appointment. Your private time deserves the same respect. If you're your own boss, it's *continued on page 3*



"What you leave behind is not what is engraved in stone monuments, but what is woven into the lives of others."

PERICLES
(495 – 429 BC)

Prominent and influential statesman, orator, and general of Athens during the city's Golden Age.

"Time is the coin of your life. It is the only coin you have, and only you can determine how it will be spent. Be careful lest you let other people spend it for you."

CARL SANDBURG
(1878 – 1967)

An American writer and editor, best known for his poetry.

"All animals except man know that the ultimate point of life is to enjoy it."

SAMUEL BUTLER
(1835 – 1902)

A Victorian author who published a variety of works.

"Laughter is an instant vacation."

MILTON BERLE
(1908 – 2002)

An Emmy-winning American comedian and actor.

BETTER BUSINESS PRACTICE

BOOST®

Auto Scrubber

Jason Nealey
WA DISTRICT MANAGER

I want to share a few words about using the right equipment for the right job, and how it can improve your profitability.

You have, of course, heard the saying, "It takes money to make money", and in large part, this is a true statement. A large portion of ability to increase profit is to review efficiencies and productivity within an account. Recently we were able to enhance efficiencies, in an account that has more than 1 million square feet of cleanable space, through using new equipment technology.

Originally, the use of regular floor machines was in place to cover large areas with multiple staff members. In reviewing the operation, we worked with our franchise owner and vendor, to look at what different pieces of technology and equipment we could put together to achieve a more favorable result,

while at the same time easing the cost impact for the franchise owner. The machine of choice...The Boost Auto Scrubber.

The Boost has contributed significantly to the overall success of the account and the franchise owner who originally faced time and staffing challenges. The franchise owner is now able to cover more area with fewer staff and labor hours while achieving superior results far above and beyond standard floor equipment typically used.



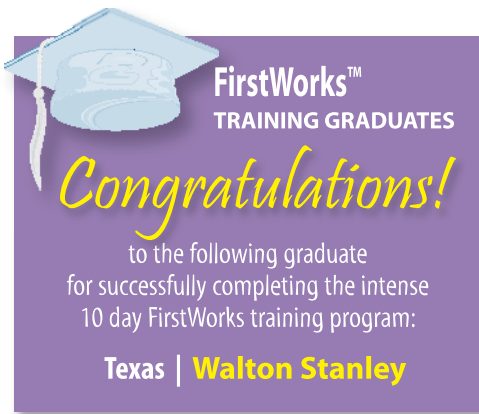
The Boost Machine

has many advantages over a standard floor machine or auto scrubber.

Primary advantages include:

- an increase in square footage covered in a given amount of time
- fewer hours with lower labor costs
- simplified clean-up
- no damage to walls or cove base by running into these items with the rotary floor machine
- an unquantifiable value which could be immense, depending on the customer's focus.

Helping Our Franchisees



COVER STORY

continued from page 1

up to you to create boundaries that keep work from intruding on family time. Consider your current crew, is there anyone you could give greater responsibility to thereby freeing up more of your time?

4. Accept Help to Balance Your Life

Allow yourself to rely on your partner, family members, or friends – anyone who can watch the kids or run an errand while you focus on other top priorities. To get more alone-time with your partner, accept babysitting offers from friends and family, or try arranging a regular trade-off with another couple.

5. Plan Fun and Relaxation

Fun and relaxation are an essential part of living a well-balanced life. It is important to make time for weekly guitar lessons, a yoga or exercise class, a date night with your wife, and a guys' or girl's night out a couple times a month, or whatever it is that brings you joy and relaxation. Until you get into the habit of taking time for yourself, plan what you're going to do and make any necessary arrangements, such as childcare, to ensure you'll be able to keep your commitment. If something is important to you, don't brush it aside with a dismissive "I don't have time for that." You are in charge of your own schedule – it's up to you to make time.

SOURCE: WEBMD

OPENWORKS SALUTES OUR

Franchisee of the Month

Arizona

Frank Valencia – Frank is a "Veteran Service Provider", he has been with us here at Openwork's since 1999. He is one of our "Go to Guys" for many reasons. One of which is his ability to respond to emergency situations 24 hours a day. He cleans medical facilities, colleges, country clubs and call centers. One can imagine the variety of special talents it would take to service these types of facilities. In the recent past he developed a cleaning program for a prestigious private college when the H1N1 virus was wide spread throughout the Arizona region. During that time he made himself a valuable member of the school's team. He makes himself available to meet with clients and Openwork's Management. Frank understands the philosophy of the Clients First program and has successfully integrated it into his business. His professional attitude and his pleasant demeanor make him a great candidate for Arizona Region Franchisee of the Month. Keep up the hard work, Frank!

California

Saul Ramirez – Saul has been a Franchise Owner since 2005. Saul continues to surprise his customers by addressing all challenges and concerns that are being presented before him while accomplishing all

the complex tasks with a positive attitude. Saul's customers really admire the passion and dedication he demonstrates towards his job. CA is very grateful to have Saul. Thanks Saul!

Texas

Gerardo Aviles and Araceli Gil – Gerardo and his wife, Araceli have taken on many troubled accounts during the past few months. They have done this very successfully and overcome all related challenges without complaint. They possess a strong work ethic are one of our most successful business owners' in Texas. Thank you, Gerardo and Araceli!

Washington

Francisco Javier Pena – Javier has been a Franchise Owner since June 1998. He is well-versed in the OpenWorks methods and procedures. Account Manager Chris Waugh speaks on why Javier deserves Franchisee of the Month: "[He deserves this honor because of] his outstanding work & supervision of my Navos account. Javier is always willing to go the extra mile for his customers & Open Works." Javier is very willing and open to make the necessary changes to grow his business. He is a staple in the Washington region. Thank you Javier and keep up the great work!

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 —

Arizona

Troy Hale

troyhale@openworkswb.com
602-224-0440 ext. 132

California

Christina Arner

christinaa@openworkswb.com
(562) 428-9210 ext. 304

Dallas, Texas

Grant Gifford

grantg@openworkswb.com
(214) 766-2310

Washington

Christina Arner

christinaa@openworkswb.com
(425) 827-0550 ext. 304

Please forward your comments, newsletter contributions, or suggestions to:

Opening Doors Newsletter

4742 North 24th Street
Suite 300

Phoenix, AZ 85016
fax: 602-468-3788

E-mail the editor:

info@openworkswb.com
www.openworksfranchise.com



HUMAN RESOURCE MINUTE

3 Steps to Minimize

Conflict with Your Crew

Part 2

As we discussed last month conflict in the workplace is inevitable and every manager needs to understand the steps that can be taken to minimize the occurrence of it.

The following action steps will not eliminate conflict, but it most definitely will minimize the amount of severity of it. The first step as you recall was to **Be Proactive Instead of Reactive**. This is hopefully something you were able to practice in the last month. This month we will discuss the second action step:

Be Slow to anger – especially over petty issues.

People are human. This is a lesson that every successful manager has learned. Humans make mistakes. Most mistakes cause minor consequences to the company. If the issue is petty, the response should be a corrective action with-

out undue emotion. Asking an employee in a neutral tone how the mistake happened is one way to explore better approaches. Sometimes instruction or further training is needed or simply a reminder of existing procedures.

Occasionally a mistake creates serious problems for the business. You may be angry because difficulty could have been avoided. It is very important your anger at the situation does not become an out of proportion personal attack on the employee responsible. People tend to respond in kind to us. It is appropriate to express your anger or frustration at a situation, but not at the individual. It is much more effective to make the employee your ally in seeking to resolve and prevent a recurrence.

To foster effective working relationships, be slow to anger. Treat minor incidents with the lack of emotional content they deserve. If a major mistake causes you frustration, do not vent your anger at the individual employee. And when an employee reacts with anger to a managerial intervention, do not respond in kind.

TO BE CONTINUED: watch for Part 3 in upcoming newsletters

Source: businessknowhow.com (article by Richard Highsmith)

CALENDAR OF ADVANCED TRAINING

CLASSES

* Monthly Francisee Business Meeting

Business meetings in ALL REGIONS will be held quarterly this year. Watch your mailbox for details.