

Business Spotlight

Englisch für den beruflichen Erfolg

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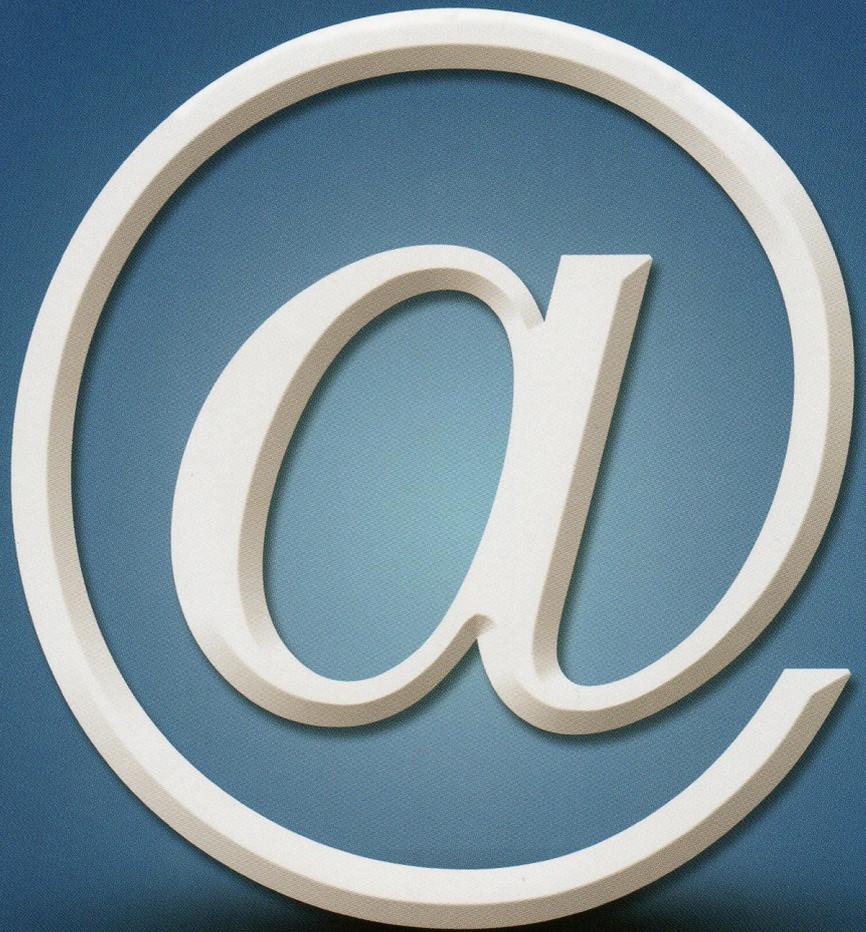
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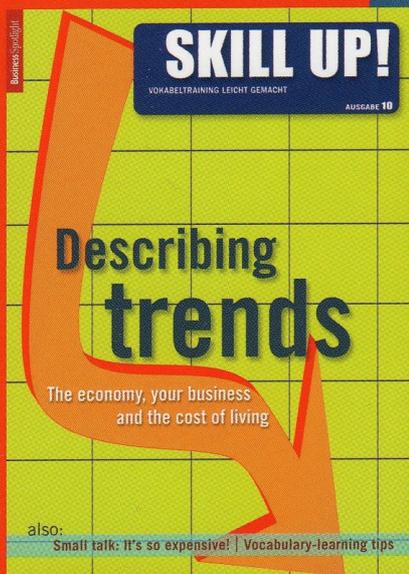
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A PLACE FOR EVERYTHING

Wenn in den Akten Durcheinander herrscht und die Ablage alles andere als übersichtlich ist, kann das für Mitarbeiter nervig sein und für Unternehmen teuer werden. Ordnung in das Chaos bringen professionelle Büroorganisatoren, wie MARGARET DAVIS berichtet. medium

Journalists don't have a reputation for being well organized. I once worked at a newspaper where the staff loved to talk about their former editor-in-chief, a man whose instincts were so sharp he could find a good news story anywhere — as long as it wasn't sitting on his unbelievably messy desk. In fact, the staffers claimed, sometimes even his typewriter would disappear for months.

Truth or legend? I can't say for sure, but to quote another journalistic principle: never let the truth stand in the way of a good story. The part about the typewriter was probably an exaggeration. The rest was not.

How about you? Do you always know where to find important files? Or do you lose things and forget appointments? Nobody's perfect, but if your answers to those questions were "no" and "yes", you may need help organizing your work.

According to London-based professional organizer Cory Cook, the key to good organization in the workplace is surprisingly simple: think about what you have to do. "Really think about your workflow. Think about the way things come into your office, and the way they need to go out," Cook says. "You've got to have systems in place so that things don't get stuck and lost." (For more from Cory Cook, see the interview on page 52.)

Of course, developing those systems is what many people have trouble with. For example, 80 per cent of Canadians say they feel disorganized, according to a 2009 survey done for Professional Organizers in Canada (POC). Managing their personal time and work is the biggest problem, respondents said. And it's not just a question of personal frustration — in fact,

disorganization can also be costly for companies. A Brother International survey discovered that looking for lost or misplaced items takes up 38 hours a year per American employee. That's an entire week's work.

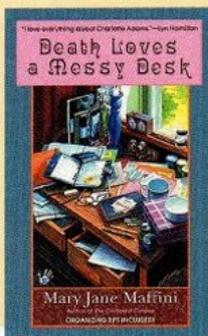
The large numbers of self-help books, television shows and magazines with articles on office and home organizing are a sign that many people feel overwhelmed by the demands of modern life. There's even ▶

ORGANIZE YOUR NOVELS

Canadian crime writer Mary Jane Maffini describes herself as "professionally disorganized". But, she adds: "If you're a writer, you really have to be on top of things — and I work at home, so my home has to be a place that functions."

Looking for help, Maffini began buying organizing books and magazines and watching organizing shows on television. "I found that people who did this were really members of a helping profession and they offered amazing tools for people to sort out their lives and improve them. I began to think this would be a very powerful job for an amateur sleuth." And so Charlotte Adams was created.

Charlotte wears killer heels and has a natural ability to stumble into danger. In a series of five novels, Maffini has been telling her lively and very funny story since 2007. "An organizer gets into a home and sees what people are trying to hide. She also gets to look into the medicine cabinet, and under the bed, and in all the closets," Maffini laughs, explaining why nobody can keep a secret from Charlotte for long. Was there another reason for creating a series around the life and work of a professional organizer? Well, yes: "At the back of my mind, I also thought all those books and magazines could now be tax-deductible."



amazing [ə'meɪzɪŋ]	erstaunlich
based: ...- [beɪst]	mit Sitz in...; hier: wohnhaft in...
closet ['klɒzɪt] US	(begehrter) Kleiderschrank
editor-in-chief [ˌɛdɪtər ɪn 'tʃi:f]	Chefredakteur(in)
exaggeration [ɪg,zædʒə'reɪʃən]	Übertreibung
file [faɪl]	Akte; (Computer)-Datei; Ordner
get stuck [ˌɡet 'stʌk]	stecken bleiben
item ['aɪtəm]	Gegenstand; Punkt
killer heels ['kɪlə hi:z]	mörderisch hohe Absätze
medicine cabinet	Hausapotheke
[ˈmedsɪn kæbɪnət]	
messy ['mesi]	unordentlich

on top of things: be ~	die Dinge im Griff haben
[ɒn 'tɒp əv 'θɪŋz]	
overwhelmed: feel ~ by sth.	sich von etw. überfordert fühlen
[ˌəʊvə'welmd]	
quote sb. [kwəʊt]	jmdn. zitieren
respondent [rɪ'spɒndənt]	Befragte(r)
sleuth [slu:θ]	Detektiv(in)
sort sth. out [ˌsɔ:t 'aʊt]	etw. ordnen
stumble into sth. [ˌstʌmbəl 'ɪntu]	in etw. hineingeraten
survey ['sɜ:veɪ]	Umfrage
take up (time) [teɪk 'ʌp]	(Zeit) beanspruchen
tax-deductible [ˌtæks dɪ'dʌktəbəl]	steuerlich abzugsfähig
typewriter ['taɪpraɪtə]	Schreibmaschine
workflow ['wɜ:kfləʊ]	Arbeitsabläufe



Just too much? A well-organized office will make your work go more smoothly

“Think about your workflow — the way things come into your office, and the way they need to go out”



Interview

“Unfortunately, there’s no magic organizing pill”

CORY COOK is a professional organizer and time-management specialist based in London. Cook spoke to *Business Spotlight* about some of the challenges of office organization.

Is there a one-size-fits-all solution for office organizing?

I don't think there's a magic pill, unfortunately. What tends to happen is that everybody has their own unique style and unique organizing habits and patterns. So, for example, one person might reach in one place for something, where someone else would naturally tend to reach somewhere else. Things should have a distinct home and be easily accessible when you need them, but it wouldn't necessarily be the same place from one person's desk to another person's desk. Some people quite like having things in vertical files on top of their desks. Some people like having magazine holders; other people can't stand the magazine holders. Some people like to have things in drop files that go into a filing drawer. Other people feel like their documents get lost in there and they'd rather have them stacked on top of their desk. So, that's why one solution for everyone doesn't work.

But do you have some simple tips for office organization?

Make sure that things have a consistent place where they live so that, when you're done at the end of the day, everything goes back. Then the next time you need it, you'll

know exactly where to look. Make sure that things you're using all the time are at arm's reach. You don't want to have the filing cabinet at your desk loaded up with things that you don't go to very often, yet you've got a huge unit at the back of your office that doesn't have much in it.

Should you try to organize your desk or office so that a colleague could find documents if you aren't there?

Absolutely. It is sort of tricky to strike the balance between getting organized for yourself and making it possible for someone else to access your documents or files. If it's something that someone else would need to access quite frequently, it could be in a certain designated area. For example, clearly labelled in a filing cabinet or a certain drawer. You should take the time to show your colleagues exactly how you have your system laid out, so that it would be quite easy for them to find what they might need.

As a professional organizer, you enjoy doing things that a lot of other people find dreary. But you have fun with that, right?

[Laughs] I love it! I hate to confess it, but I like to do it in my spare time! I could go on for hours, whereas after a certain point, a lot of people want to shut down. And I think that is the trick to having someone from the outside come in, because, in a way, I can see the end results. So, I can help people carry on and get through the tough spots when things get a bit overwhelming and they feel they want to shut down.

a series of humorous crime novels with a professional organizer as its protagonist (see box, page 50).

All those books, TV shows and magazines may also reflect a new respect for the organizing profession. Organizers come from a variety of backgrounds and many of them receive special training. Some are even specifically trained to deal with people who have psychological or behavioural problems, such as attention-deficit

hyperactivity disorder (ADHD) or disorganization syndrome.

For most people, however, poor organization is not a symptom of a disease. Getting some professional advice or learning a few techniques may be all you need to help you clear that overflowing desk. Of course, if you're one of those people whom others turn to for help in setting up a smoothly functioning office, you might want to ▶

access sth. [ˈæksəs]	Zugang zu etw. haben
accessible [əkˈsesəbəl]	zugänglich
attention-deficit hyperactivity disorder (ADHD) [əˈtenʃənˌdefəsɪtˌhaɪpərəkˈtɪvəti dɪsˌɔːdə]	Aufmerksamkeitsdefizit-syndrom (ADS), Hyperaktivitätsstörung
background [ˈbækgraʊnd]	(soziale oder berufliche) Herkunft
based in... [ˈbeɪst ɪn]	mit Sitz in...; hier: in ... wohnend
carry on [ˌkæri ˈɒn]	weitermachen
consistent [kənˈsɪstənt]	fest, gleichbleibend
designated [ˈdeɪzɪɡneɪtɪd]	ausgewiesen
dreary [ˈdriəri]	eintönig
drop file [ˈdrɒp faɪl]	Hängeregister

file [faɪl]	Akte; (Computer-)Datei; Ordner
filing cabinet [ˈfaɪlɪŋ ˌkæbɪnət]	Aktenschrank
filing drawer [ˈfaɪlɪŋ ˌdraʊə]	Hängeregistratur
label sth. [ˈleɪbəl]	etw. beschriften
one-size-fits-all solution [ˌwʌn ˌsaɪz ˌfɪts ˈɔːl səˌluːʃən]	Einheits-, Standardlösung
overwhelming [ˌəʊvəˈwelmɪŋ]	erdrückend
shut down [ˌʃʌt ˈdaʊn]	aufhören
spare time [ˌspeə ˈtaɪm]	Freizeit
stack sth. [stæk]	etw. stapeln
strike the balance [ˌstraɪk ðə ˈbæləns]	das Gleichgewicht finden
tricky [ˈtrɪki]	knifflig, schwierig
unique [juˈniːk]	einmalig

Don't know what to do first?
It's time to get organized

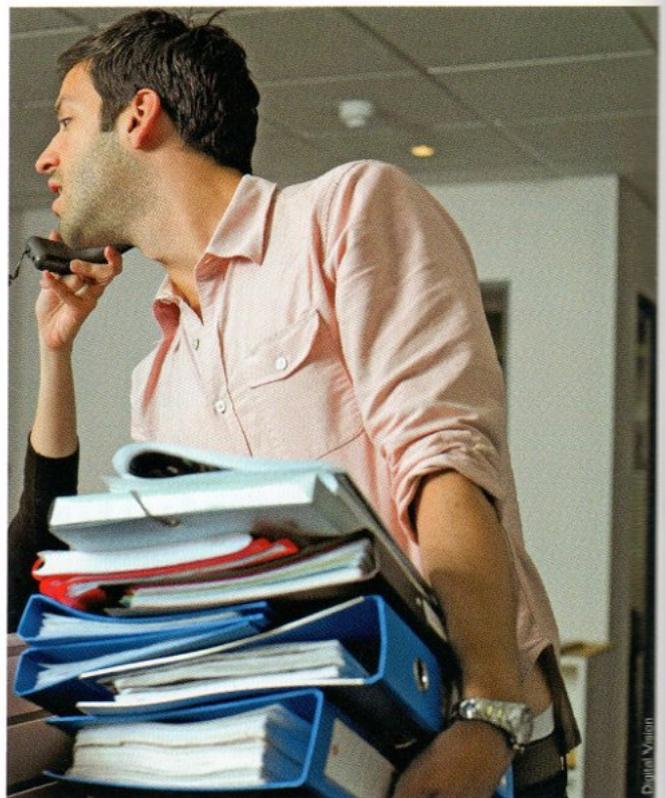
think about a career as a professional organizer. Meanwhile, here are some basic organizing tips:

- Place the most recent documents in the front of a file. That way, whenever you open it, the most current information will be on top.
- Before you make an important phone call, make a list of the items you need to discuss.
- Allow twice as much time for a task as you think it should take. This will give you a buffer in case of interruptions or searches for additional information.
- Work with your own bodily clock. If you're a morning person, do the most difficult task early while you're still fresh. If the afternoon is your most efficient time, do difficult work then rather than in the morning.
- Before hiring a professional organizer, ask them about their experience in similar projects, and request an outline of how they plan to do the work. Also, find out about the organizer's training, ask for references — and be clear about the fee.

Sources: National Association of Professional Organizers (NAPO), US; Professional Organizers in Canada (POC)

Finally, try not to get discouraged if your in tray overflows. "Organization is a process, not a state achieved in one day," says Standolyn Robertson of the National Association of Professional Organizers in the US. "Think about it as 'being organized' or 'staying organized', not 'getting organized'." **BS**

achieve sth. [ə'tʃi:v]	etw. erreichen
allow time [ə'lau 'taɪm]	Zeit einplanen
buffer ['bʌfə]	zeitlicher Puffer
fee [fi:]	Honorar
in tray ['ɪn treɪ] UK	Eingangskorb
outline ['aʊtlaɪn]	Übersicht, Exposé



For more information

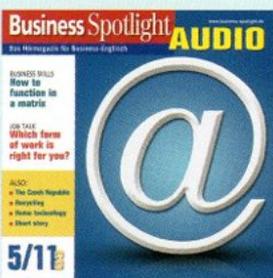
WEBSITES

- Büroorganisation Büroordnung Netzwerk Deutschland e.V.: www.boond.de
- Cory Cook Professional Organizing Services: <http://corycook.com>
- National Association of Professional Organizers: www.napo.net
- Professional Organizers in Canada: www.organizersincanada.com
- Association of Professional Declutterers and Organisers: www.apdo-uk.co.uk
- Author Mary Jane Maffini's website: www.maryjanemaffini.ca

More career trends at www.business-spotlight.de/careers



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