



The Customer Communicator Web Extra

Organization Skills

Five steps to a squeaky clean desk

A messy desk may make you look busy, but it can keep you preoccupied with finding things rather than being productive.

Whether you work in a call center, service department, or home office the five tips below will help you manage an ever growing accumulation of stuff. The benefits will be more than just a clean work surface. As Marie Kondo, the Japanese organizing consultant and author says, "The objective of cleaning is not just to clean, but to feel happiness living within that environment."

Tip 1. Clean off your desktop

Remove everything from your desktop (folders, supplies, photos, even your favorite stress toys) give it a quick wipe down, then only put back the items you really want on your work surface.

One way to decide what goes back on top of the desk is to give yourself some time. To do this, put everything from your desktop into a box, then go back to work. As you need something, take it out of the box and return it to your desk. The items that are still in your box after a few days can be moved elsewhere.

Tip 2. Clean off your other desktop

Just like an overflowing work surface, a crowded computer desktop can be distracting and difficult to navigate. Sort desktop items into meaningful folders or save to another location for quick access.

Tip 3. Sort those papers

If your work space has accumulated more paper and other material than it can reasonably accommodate, then it's time to sort through the papers. You can

attack the clutter, according to Jeff Davidson a work-life balance expert, by going through your piles and asking the following questions:

- Have I used this information in the last year?
- Are there any consequences of not retaining it?
- Does it support me, my job, my coworkers, or the organization?
- Is the information or item irreplaceable?

"Retain the item if you answer 'yes' to any of the questions above," says Davidson.

But before you start purging your cabinets, drawers, files, and work surfaces, be sure to review your company's Records Retention Policy. Some documents must be saved for specific time periods. Others must be shredded.

Tip 4. Add some inspiration

While you're busy reducing the clutter, consider adding a few things that brighten your day such as family photos, motivational quotes, colorful new desk accessories, or even a small plant.

Tip 5. Schedule ongoing clean up

Set aside five or 10 minutes each day to clean up your workspace. By putting it on your to-do list, it will be easier to keep your workspace clean, tidy and inspiring until next spring.



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