

**WELCOME!**

Welcome to this issue of Career Communiqué!

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## CAREER *communiqué!*

### Editor's Newz:

Welcome to this issue of Career Communiqué!

By trying to keep up with increased demands and hectic work schedules employees and small business owners do not realise the danger they are setting themselves up for. In this issue we cover the topic of 'burnout' and how to avoid it.

We also feature an article from our resident Image Expert: Imogen Lamport from Bespoke Image, 'So What Really is Business Casual?.' This article is full of ideas on 'what' and 'what not' to wear on casual dress days!

*Do you have a question on Image that you would like Imogen to answer, or perhaps an idea for a topic for her upcoming articles? If so, let me know and I will pass this on.*

Imogen is also offering a **special deal for Career Communiqué Subscribers** [see p5 for further details].

We are also featuring another article by Robyn Pearce, from Getting A Grip on Time, with an article on 'What Treasures are Hidden in Your Office Drawers.' I also find Robyn's articles very inspirational.

**It's you attitude not your aptitude which determines your altitude in life.** Anon.

I hope you enjoy the newsletter.

Continued success in your career!

Till next month.

**Annemarie**



### SUGGESTIONS?

Do you have a suggestion for a topic that you would like covered in our upcoming newsletters. Please forward your suggestion to: [communiqué@aresumewriter.net](mailto:communiqué@aresumewriter.net)

**INTERESTING  
SNIPPETS**

**What makes Aussie  
workers happy**

The Mercury - Page: 7 :  
26-Jul-2004

A new survey of 1,000 people compiled for the Job Futures network indicates that 88% of Australians are satisfied with their jobs. Of these respondents, 34% said it was the nature of the work they performed that made them satisfied, and 22% said it was their relationships with their colleagues. The amount of control over a job someone had accounted for 16% of job satisfaction, compared with 14% for the amount people were paid, and 8% for convenience. Of the casual employees surveyed, 38% indicated they would like full-time work. Of part-time workers, 78% said they were satisfied with their position

[Source: My Business Daily  
26 July 2004–ABIX]

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## CAREER *communiqué!*

### Don't become a burnout victim

Are you walking a dangerous path that can lead you to burnout? Check out the short quiz below to see if you are a potential victim for burnout.

A = Absolutely = 10 points  
S = Sometimes = 7 points  
N = Never = 3 points  
AN = Absolutely  
Never = 0 points

◆ I am having extreme difficult remembering things – my memory is like a sieve.

◆ I continually feel exhausted no matter what time of the day it is.

◆ I find everyone around me very annoying and just can't tolerate them like I used to. I find I am losing my temper a lot these days.

◆ I feel exhausted first thing in the morning even following a restful sleep.

◆ My mind is continuously working on overdrive and I find it extremely difficult to wind down.

◆ I find it difficult to work at a constant and steady pace and find I am living rather on two opposite extremes – either flat out or nothing at all!

◆ I just can't get anything done and have far more work piling up than what I am able to complete.

◆ Social and family activities just don't exist – I just don't have the time any more.

◆ I'm not happy with my achievements in my life and work and think that I should be achieving much more than what I am currently.

◆ I am becoming more and more reclusive and am not participating within business meetings or times of social chit chat.

**Take our quiz to see  
if you are a potential  
victim for burnout!**

Continued P3

### GET A DISCOUNT ON OUR PRODUCTS & SERVICES

In our ongoing commitment to support our clients, we have implemented our Referral Reward Programme (beginning July 2004) where we extend a reward as a 'thank you' to existing clients who recommend our company to their colleagues, friends or family.

Each client who refers a colleague/friend or associate that purchases one of our packages will receive a 5% discount on any future product or service purchase. This discount is cumulative, so if you recommend five (5) people who decide to purchase our products, you will receive 25% discount; ten people, a 50% discount, and so on.

We hope that we have provided you with a high-level service that you can feel confident in recommending to your contacts. We look forward to working with you again in the future when you decide to make your next career move. Continued success!

**INTERESTING  
SNIPPETS****Job market revives for  
IT workers**

The Australian Financial  
Review - Page: 22 : 22-  
Jul-2004  
*Original article by Rachel  
Lebihan*

Technology professionals who lost their jobs when the "dotcom" boom went bust are now in demand. According to the latest index of vacancies issued by the Australian Government, technology job vacancies rose by 4.9 per cent in the four weeks to mid-July 2004. The index, prepared by the Department of Employment & Workplace Relations, stands at 170.5. It has risen for each of the last six months.

[Source: My Business Daily  
22 July 2004—ABIX]

[Editor's Note: We have quite a number of subscribers who are in the IT field, many that have themselves experienced redundancy, so the above is certainly welcome.]

## CAREER *communiqué!*

### Don't become a burnout victim-con't

Continued from P 4

**SCORING:**

0-15: Ahem, you're either operating in sync or not accomplishing much at all (we'll leave it up to you to decide).

16-50 points: Congratulations! You seem to have a healthy life/work balance and therefore not setting yourself up for burnout.

51-80 points: This level is quite unhealthy and you really should evaluate and adjust your current work/life commitments before it's too late.

86-100 points: STOP!!! You seriously need to re-evaluate your lifestyle and work commitments today!!! If you continue on the same path burnout is going to hit you at any time.

*We recently published an article 'Beating the Burnout Blues' which identifies common symptoms of potential burnout and how to overcome them. While this was targeted to small business owners the same principles do apply to an employee as well.*

**Beating the burnout blues!**

When running your own small business it can become tempting to perform the myriad of tasks yourself due to lack of resources and - out of necessity - to minimise costs. Many sole business operators are unaware that when continually faced with an impossible workload the loss of control over the copious demands and their work environment often causes an enormous amount of job stress, which if left unaddressed can eventually result in burnout.

To read further visit:

[http://  
www.propulsionbusinessnetwork.com.au/  
index.php?  
module=pagesetter&func=viewpub&tid=4  
&pid=33](http://www.propulsionbusinessnetwork.com.au/index.php?module=pagesetter&func=viewpub&tid=4&pid=33)

## QUESTIONS?

Do you have a question that you would like to ask our Résumé Writers or Interview Coach? Please forward them to [discover@aresumewriter.net](mailto:discover@aresumewriter.net). Your question may be selected for inclusion in our next Career Communiqué! Issue.

## WILL I FIT INTO THIS COMPANY?

*5 hot tips on uncovering information about a company's culture.*

- ◆ Ask the interviewer about your predecessor and why they have left this position. Were they successful in this role?
- ◆ Find out about the company's current challenges and its growth plans?
- ◆ Raise questions about the company's values and mission statement. What do they stand for? What's important to them?
- ◆ If possible try to meet with the people you will be working with and ask them their thoughts on management and the organisation in general.
- ◆ Ask your network of contacts if they have had any dealings with the company, or if they know any people who have.

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## CAREER *communiqué!*

### So What Really is Business Casual?

by Imogen Lamport

The term Business Casual is a misnomer – it should have been labelled **Relaxed Business** and how you wear it is very much dependent on the kind of industry in which you work.

you should appear as it takes away your authority and if you want to be taken seriously and get that next promotion, don't dress down too much on casual Friday.

#### Executive Casual

Generally businesses such as Finance, Law, Banking, Accounting, Insurance – or anything where other people's money is involved in a major way – you are unlikely to get a business casual dress code. On the occasion of a Casual Friday – what is the code? Because these industries are in their very nature conservative, your jeans, combat pants

or shorts are not an option, this is too casual for such an environment. Tailored separates are really your best option and for women you can relax the collared shirt to a knit top and for men a more relaxed (though well ironed) shirt, no tie. Women can wear either skirts or trousers with a jacket or cardigan, men should only wear a jacket or sports coat in cooler weather – no jumpers please. Open toed shoes are generally not appropriate in these industries for either men or women.

#### Mainstream Casual

This look is appropriate for many industries, from teaching to many manufacturing businesses. A safe bet for men is heavy cotton (not denim) or a lightweight wool trouser with a open necked or button down collared shirt. In winter, a sports coat or a fine quality woollen jumper is appropriate. Women should stick to trousers or skirts (to the knee please) and can wear knit tops with jumpers or cardigans, or a non-suit jacket. Men's shoes should be lace-up or quality dark leather slip-ons, no sandals or sneakers. Women in this group can wear open-toed shoes in the warmer months.

**“Tailored separates are really your best option...”**

Continued P 5

Remember – the higher you're position on the company ladder, the less casual

## SUBSCRIBERS CORNER

Do you have a horror interview story that you would like to share with our subscribers? Or perhaps you would like to share with others, some tips and strategies that has worked in your career? Please send them through to: [communique@aresumewriter.net](mailto:communique@aresumewriter.net)

Continued from P 4

### Artistic Casual

If you work in advertising, publishing or somewhere in the arts sector, you'll probably find the dress code much less restrictive and you may be expected to dress more for your personality. Here jeans or chinos may be appropriate, depending on the department you work in and who you are expecting to meet with that day, or you may be in the kind of environment where everyone wears black separates or more innovative clothing made knit fabrics.



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## CAREER *communiqué!*

### So What Really is Business Casual?—con't

The most important factor to remember when you have the choice and dress codes are very relaxed is that short short skirts, midriff and plunging necklines (for both men and women) are never appropriate in a work situation, you don't want to look like you've come straight to work from a nightclub. Keep your tattoos and any body piercing under wraps too please.

#### Remember

Before you get dressed to go to work, consider what you're doing and who you'll be meeting that day – if you are meeting with clients (or with the Managing Director), or even work in a department where visitors walk past and can see you err on the side of more conservative dress – it's a sign of respect. If you're really not sure what is appropriate – check with your HR department or manager.

**"The more client-facing your position is within the company, the better dressed you should be."**

A business casual dress code is not an excuse to be sloppy, wear un-ironed or torn clothes and forget about good grooming. The more client-facing your position is within the company, the better dressed you should be. Many studies have shown that there is a direct correlation between how you are dressed and how you feel, think and behave and how others react or respond to you. There is a push by

management in many companies to go back to a more formal dress policy as too many employees have taken the word 'casual' too literally, and forgotten that they're in 'business'. So to keep your business casual dress code, think about it as a 'relaxed business' dress code and forget the word 'casual', otherwise it may soon be gone for good.

Imogen Lamport is a Melbourne based Image Consultant and member of the Association of Image Consultants International who runs

her own Image Consultancy Bespoke Image which provides tailored image solutions.  
www.bespokeimage.com.au

#### Special offer for Career Communiqué! Subscribers below!

Personal Colour Analysis normally \$250 plus a Your Body Your Style analysis normally \$330 for a total price of \$500 inc GST (that's a **saving of \$80**) and this is usually a tax deductible expense.

To book, go to:

[http://www.bespokeimage.com.au/image\\_audit.htm](http://www.bespokeimage.com.au/image_audit.htm) and type in the OTHER field CAREER COMMUNIQUE

### PASS US ON!

We hope you are able to use some of the information in our newsletter to enhance your career! Do you know anyone who may benefit from our newsletter. If so, please feel free to send them a copy, or send us through an email with their details to: [communiqué@aresumewriter.net](mailto:communiqué@aresumewriter.net)

We will gladly add them to our subscribers list.

## CAREER *communiqué!*

### What Treasures are Hidden in Your Office Drawers?

By Robyn Pearce

'Have you got some staples?' someone asks you, waving a dead stapler urgently.

You always have supplies of everything - your reputation as the company hoarder is well known - but just where is the \$99 question.

You rummage in your top drawer, embarrassed that they see the pile of junk that has sneaked in. You rummage around, dead bus tickets fly out and a tatty packet of chewing gum splits apart. Two pairs of broken sunglasses, three combs, and a heap of other equally fascinating jumble tap dance under your fingers. At last, with a sigh of relief, you find the box of staples you just KNEW were lurking in the depths.

This doesn't describe you? I bet it describes someone you know! Obvious as it seems, the way we set up our drawers can make a large difference to our productivity. In last month's article we considered our desks and desktops and how to make

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a large difference to our productivity. In last month's article we considered our desks and desktops and how to make them more efficient. This time, let's consider how to use your office drawers to increase effectiveness.

The most common configuration has now become one drawer and a file drawer, and it works well. If you have the space, five pullouts and one file drawer is the ideal. Less or no drawers can be compensated for by alternative mobile and auxiliary storage systems, but for the rest of this discussion we'll assume you have at least the basic layout. (Some unfortunate souls have **n o d r a w e r s a t a l l !**)

Put your basic office tools such as paper clips, stapler, paper-punch, ruler, spare staples, rubber bands, eraser and pencil sharpener in the top drawer. Two reasons. They're less likely to walk (!), and having such items on top of your desk (as many do) crowds your working space and makes you feel cluttered. It takes a fraction of a second to open a drawer (if it's tidy) and reach for the equipment you need. The spin-off is a lovely feeling of space. I know - I used to have so much gear around the edges of my desk it left only a tiny area in which to work, and I wondered why my elbows were always knocking things off the desk! (And if your top drawer sounds like the treasure trove

described above - de-clutter it. Most of that stuff can go in the rubbish, be taken home, or recycled to the **s t a t i o n e r y c u p b o a r d**).

Your current action has probably been lurking on top of your desk, so you won't forget it. Problem is - the piles get bigger and bigger and you're liable to forget things anyway. Its new home is the file drawer in a suspension file named 'Action - Current'. (Yes - get a label and pen and name it - there's method in my madness, which we'll discuss in a future article). Place in it the immediate or current tasks you're working on. The file is positioned at the front of your file drawer, or on the side closest to you, depending on the configuration of your drawer. If you have a number of long term items which don't need daily focus, but which you still want to keep close at hand, make a second file called 'Action - Pending'.

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## CAREER *communiqué!*

Continued from P6

The exception, obviously, is bulky projects that don't fit. You've got several options.

- ◆ Place them in their own files, also named, in the file drawer.
- ◆ Use an upright periodical box with the sides cut away so you can see the contents (readily available in all stationers).
- ◆ Place them on a nearby shelf, but NOT on your desk. It's visual graffiti and a distracter.

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### What Treasures are Hidden in Your Office Drawers?-con't By Robyn Pearce

So what's left? Most of the rest of your 'stuff' can go in a suspension file called the '**1/2 way to the Rubbish Bin**' file (and I do tag it with that name!). The future contents of this file are probably sitting on your desk because 'you might need them still'. Benefits? The paper is off your desk but still within easy reach. You haven't wasted time filing paper you're probably not going to need again (and about 85% of what we file is never looked at again). If you do need to check it, it's not far away. Occasionally you'll need something from the file. As you touch each piece of paper decide whether you still need it. Throw out anything no longer needed. You'll never have a very fat file.

Since I learnt this technique, about six years ago, I've never had an overflow. Think of it as weeding a garden - unwanted weeds settle into a garden just as easily as into our workspace. We have to be just as rigorous at weeding paper as we do plants, in order to keep order.

If you have more drawers, they can be used for a week's supply of regularly used stationery, things like often-used computer discs, and one drawer for **personal things**.

You've got no suspension file? Either get a wheelie one and place it under or beside your desk, or use drawer two to store your current action and drawer

three to hold your '**1/2 way to the rubbish bin**' material.

Don't use your desk file drawer for longer-term projects to which you're not constantly referring - they should be in your main filing cabinet (if your work justifies having another cabinet). **Remember the basic rule - use the space closest to you for the things you constantly need.**

And now - have fun clearing out those drawers. You'll feel great when you're done!

Article by Robyn Pearce of TimeLogic Corporation. TimeLogic's site has helped 1000's of folks in 'Getting a grip on their time' - Visit <http://www.gettingagripontime.com> for **FREE** registration on their monthly e-zine, "how-to" practical time management assistance, books, tapes, products, and more.



**Q & A:**

I was just terminated from my employment. It was a mutual agreement between the company and I. Now I am looking for a job, but what should I tell employers on why I was terminated?

For two years my boss treated me without respect and was very condescending. I am not the first person leaving the company because of her. Can you give me some advice on how to handle this situation when I apply for jobs?

**A n s w e r :**

Answering interview questions concerning your reason for leaving a previous employer can be daunting for any job seeker, whether the reason is due to termination, downsizing or incompatible working styles with managers or colleagues. Whatever the reason, there are some strategies to assist you in

Continued ...

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## CAREER *communiqué!*

preparing an appropriate response to use during your upcoming interviews.

Above all, it is important to research the company that you are applying to, so that you are able to develop responses that will portray relevant and transferable skills and overall value that you offer them. This way, the benefits for their organization in offering you a placement within their team will hopefully far outweigh any negative connotations they may have picked up.

- ◆ Commit your accomplishments and contributions for previous employer's to memory and ensure you are able to communicate these articulately.
- ◆ It is important to remain truthful about the situation surrounding the reason you are now seeking further job opportunities and stick to the facts.
- ◆ Never put the blame on other people or speak negatively about them or the organization but rather concentrate on what you have learned from the situation and the positive impact this experience will have on your future performance.

A difficult manager can be explained as a difference in working styles or a company culture that was incompatible with your style. Through this you may have learned to appreciate different learning/management styles in the two years that you worked there.

- ◆ Your response should be concise; don't be tempted to provide too much detail unless requested to provide further information. The interview could become suspicious

if you continue babbling.

As an example: "I thoroughly enjoyed my time at [company] and was able to work and contribute my [expertise/skills] on many special projects that had significant impact on overall [revenues/profits]. Due to a difference in working styles between my manager and I, we agreed that it would be best for me to seek further challenges and opportunities. The last project that I managed saw company revenues increase 45%, through several innovative marketing initiatives I executed. I believe this is also a very important part of this role within your organisation?"

- ◆ Prepare and practice your response; say it out loud, or rehearse with friends and family so that you won't stumble over the words.
- ◆ When responding to the question, remember to maintain a positive attitude, and retain eye contact with the interviewer as you speak, as this will show that you have nothing to conceal.

All the best!

