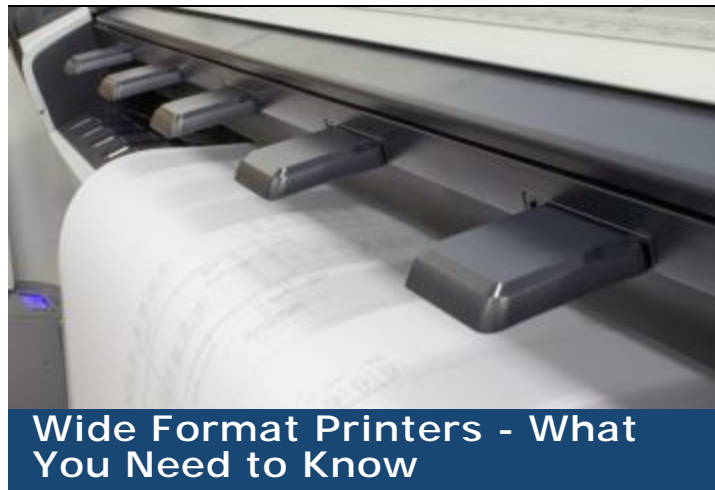


## Keeping the Peace during Meetings

One of the simplest ways to manage conflict in meetings is learning to identify the warning signs. By reading the room and spotting a frustrated employee, you can often diffuse conflict before it erupts. Body language and facial expressions are tells, indicating frustration, which can boil over into conflict. Look for obvious signs of frustration in people. Identifying a frustrated employee enables you to take immediate action and nip their frustration in the bud, before it can turn into conflict.

Once conflict has begun, an effective method of resolving it is through depersonalization. This technique involves using your words to make the issue about facts, without attaching blame. By carefully wording your thoughts, you can focus on what a person's issue is, not the person themselves. By depersonalizing a situation, you will be in a better position to resolve conflict without throwing fuel on the agitated party's emotions.

Another useful approach to resolve conflict in a meeting is through the utilization of questioning. By asking carefully phrased questions that can't be answered with a 'yes' or a 'no,' you can transform the focus from conflict to research in the interest of reducing tension. The right questions can result in attendees providing you with valuable information about what it is that's rubbed them the wrong way, insight that can help you resolve their issues.



## Wide Format Printers - What You Need to Know

Wide format printers are capable of creating high-resolution, photo-quality prints in a variety of sizes on an assortment of materials. As with most technology, wide format printers have evolved over the years, increasing their value as everyday office tools. Some recent advancements in wide format printing include:

**Print speed** - While wide format printers enable users to print in sizes not available with traditional printers, this freedom comes at a cost: speed. However, modern wide format machines are faster than ever and are no longer the lumbering devices their predecessors were. Some of these devices can print at speeds of more than 5,000 square feet per hour.

**Print sizes** - With wide format printing growing in popularity, so has the need for larger-sized outputs. To accommodate this demand, many wide format printers are able to support rolls of paper up to 64 inches wide.

**Print surfaces** - Modern wide format printers are capable of printing on a wide variety of media options, including vinyl, textiles, and thick cardboard cartons.

Would your business benefit from bringing wide format printing in-house? Contact us today to learn whether this technology would be a good fit for your organization.

## Email Etiquette: Common Mistakes to Avoid

**Unhelpful Subject Lines** - A relevant, descriptive subject line will help recipients prioritize their messages and make it easier for them to go back and find them in the future.

**Grammatical/Spelling Errors** - These are careless mistakes that reflect poorly on you. Before hitting 'send', always perform a spell check and proofread your message to look for mistakes a spell check won't catch.

**Reply All** - No one likes to receive a reply from every other recipient of an email unless it actually pertains to them. Leave people off of your reply unless your response requires their attention.

**Ignoring Senders** - Ignoring someone is hardly good etiquette. Always follow up in a reasonable amount of time, even if it's simply to let them know you're working on the matter.

**Contact Us Today!**  
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## Is Your SMB Recycling Its Print Cartridges?

If your office is like most, when an empty ink or toner cartridge is pulled from your printer, it ends up in the trash without a second thought. Recently, however, it's become more commonplace for businesses to ride the green wave of environmental stewardship and take strides to reduce their ecological footprint. These efforts include recycling used print cartridges rather than disposing of them along with other waste.



### Why recycle print cartridges?

In the simplest of terms, recycling your used ink cartridges is far better for the environment than sending them to landfills. Besides the obvious—minimizing landfill waste—recycling cartridges is a more eco-friendly option for a number of reasons, including:

- saving energy used to produce new ones
- minimizing contributions to greenhouse gas emissions
- reducing the extraction of non-renewable resources
- decreasing your contributions to air and water pollution
- minimizing the amount of raw materials used to produce other products

### How do we recycle used cartridges?

So, now that you see the value in recycling ink cartridges, you're on board with recycling them. But how do you go about doing so? There are a number of different options for recycling.

Some ink and toner cartridge manufacturers have their own recycling programs that allow you to ship or drop off used cartridges free of charge. Check your manufacturer's website to learn whether they offer a program and if so, how to take part in it. There are also charitable organizations that accept used ink and toner cartridges. Cartridges for Kids and Recycle4Charity are two such programs; they even provide prepaid shipping labels and rebates for the items you send in for recycling. Finally, you can drop off empty cartridges at a local recycling facility. Sites such as Earth911.com enable you to search for facilities near you by zip code.

With little effort you can keep your empty ink and toner cartridges out of landfills and take a step towards a greener office. Contact us today to learn more about how to recycle your used printer cartridges in order to dispose of them in a much more eco-friendly manner.



Based in Winston-Salem, North Carolina, Kelly Office Solutions is locally owned and operated, and has been servicing the Triad since 1947. Kelly Office Solutions is proud to offer a wide selection of copiers, printers, digital duplicators, fax machines, and multi-use systems. With three of the most reputable digital imaging companies backing us — Savin, Canon, and Konica Minolta — we can evaluate your needs and provide the solution that fits. Whether you are looking for a small black & white copier, or a full-scale networked color multi-use system, our sales team can show you how to get the most out of your digital imaging investment.



Call us today for a free consultation:  
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 www.kellyofficesolutions.com

## Common Sales Mistakes to Avoid

In sales, the saying goes 'always be closing.' Here are a few blunders to avoid for the sake of 'ABC.'

**Talking too much** – It's difficult to gather information or build relationships if your prospect never has a chance to speak. Be aware of your talk-to-listen ratio—the best sales reps talk less than their prospects during a sales call.

**Being unprepared** – Good salespeople are prepared for any question a prospect may ask through careful analysis of their company and its respective needs. Great salespeople anticipate potential objections ahead of time, enabling them to preemptively bring them up first to diffuse them.

**Not respecting your prospect's time** – Just like you, your prospect's time is valuable. Show up at the agreed-upon time, if not earlier. Don't beat around the bush... get to the point. Finally, don't overstay your welcome.

**Neglecting to follow up promptly** – Research shows successful sales transactions require a number of follow-ups after the initial pitch, making it essential to contact a prospect post-meeting. It's also important to be prompt with your follow up, while you and your pitch are still fresh in their mind.



### MPS Enables You to Achieve More with Less

With Managed Print Services (MPS), you outsource the management of your printing environment to a reputable third-party provider, putting the day-to-day responsibilities that come along with your fleet in the hands of trained professionals. This will pay dividends both literally and figuratively across your organization.

**Eliminate service and supply headaches** - With MPS, printer supplies such as ink or toner are automatically ordered and delivered before you run out. Costly downtime that leads to bottlenecks in your workflows will be minimized thanks to routine servicing that will identify and mitigate problems before they happen.

**Experience lower costs and predictable monthly billing** - From identifying and eliminating unnecessary, redundant, inefficient, or obsolete devices and reducing your overall print volume by curbing or eliminating wasteful printing, MPS will lower your overall printing expenses by up to 30 percent. In addition, fixed monthly billing will enable you to budget more accurately while sparing you the shock of costly surprises.

**Increase document security** - MPS will help improve the security of your company's documents through rules-based printing and system monitoring that allows you to see who is printing and what they're printing.



### Time to Get Rid of Your Time Clock?

The traditional 9-to-5 workday is increasingly being replaced with flexible work schedules, in which employees don't have to adhere to set work hours. The benefits of a flexible work schedule include:

- 1. Increased productivity.** Studies have revealed that flexible workers are often more productive than those working fixed schedules.
- 2. Improved work-life balance.** This balance is something that is important to everyone, especially millennials, who will comprise 75 percent of the workforce by 2025, according to a Governance Studies at Brookings report.
- 3. Enhanced attractiveness to job prospects.** According to The 2016 Deloitte Millennial Survey, a flexible schedule follows only salary and financial benefits as the leading factors considered when evaluating job opportunities.
- 4. Happier and healthier employees.** A 2016 study published in American Sociological Review revealed employees who were given more control over their workdays reported lower stress, less burnout, and increased job satisfaction.

## Mitigating Security Risks Presented by Your Office Printer

Modern multifunction printers (MFPs) are equipped with internal hard drives, just like a computer. These hard drives capture and store the information from all of the documents that they process. Oftentimes, this information is sensitive data that could be a liability should it fall into the wrong hands. As is the case with computers, your printers are vulnerable to attacks from hackers once they are networked.

Unfortunately, the majority of small- to medium-sized businesses (SMBs) do not consider document security to be a priority. According to a 2017 survey of IT decision makers and influencers for US companies by Keypoint Intelligence-InfoTrends, only 38 percent stated document security is a priority for their SMB. Even more disturbing, document security is less of a priority to SMBs than the ability to view documents on a smartphone (40 percent).

A trusted office technology dealer has the knowledge, solutions, and experience to secure your printing devices. A Managed Print Services (MPS) program is a comprehensive offering that includes supporting the security of your printing infrastructure, taking on all of the responsibility for you in addition to a number of other impressive benefits. Finally, you can count on a trusted provider to wipe the data stored on the hard drives of your existing devices when they leave your facility.



### Hot Products

#### WINSTON-SALEM, NC: Overachiever Award Winners for March

Winners from our Winston-Salem region are: (pictured L-R) Laura Pinnix, Will Webster, Jade Bullins.



#### CHARLOTTE, NC: Overachiever Award Winners for March

Winners from our Charlotte region are: (pictured L-R) Chase Wilson, Taylor Ross, Brent Hudson, Tom Skeels.

#### GREENSBORO, NC: Overachiever Award Winners for March

Winners from our Greensboro region are: (pictured L-R) Dale Sartin, Andy Wampler.

