



How to behave at work

DO

- 1 Set your mobile phone to silent or vibrate
- 2 Leave desks clean
- 3 Take cutlery and cups to the kitchen after use and don't take, or borrow, others' crockery and cutlery without asking
- 4 Use headphones to listen to audio files
- 5 Clean up after yourself in the kitchen
- 6 Put dirty dishes in the dishwasher or wash by hand
- 7 Book meeting rooms

DON'T

- 8 Shout across the floor to co-workers
- 9 Use non-designated areas for personal storage
- 10 Take others' stationery
- 11 Use speaker phone
- 12 Have loud discussions with other workers
- 13 Spill over your documents on to your co-worker's desk
- 14 Have loud personal calls at your desk
- 15 Pull rank to use meeting rooms

Work layout driving employees to distraction

Open office menace

EVERY office has one, the loud, untidy iPod-wearing worker driving colleagues mad.

Now companies are teaching their workers open-plan etiquette as psychologists agree the modern office design is leading to distraction.

Organisational psychologist Dr Darryl Cross said workers were reporting major gripes

Georgie Pilcher
social trends reporter

with the open-plan layout and warned big corporations of a lack of productivity.

"People can't feel free, open and relaxed. If they have to watch who is around and watch their calls then clearly they are not going to feel good," Dr Cross said.

He said the open-plan office

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was born because it was cheap — not to benefit workers — and there was no doubt the system led to low morale.

"When you have a distraction it takes you 50 per cent more time to get back to it," he said. "They can't work in such an environment."

But the National Australia

Bank, which used a US expert to help design and build its open-plan offices at Docklands, said it was taking the concept further. Workers shared desks and all partitions were removed.

NAB's commercial property expert, Claire Vallis, said the whole company from the chief executive to call centre workers sat in an open-plan area, with staff taught dos and

don'ts. "It is really important in these environments that people are educated on how to use them and how to work in them," she said.

Staff were given instructions on how to behave, how to use the phone and not to make too much noise.

There are also communal eating areas and meeting rooms and areas for private conversations.