



**JUNE
2016**

In this issue...

**8 computer
tricks everyone
should know**

**Email Therapy:
4 tips to increase
productivity
inside your inbox**

**6 apps
every traveler
should use**

**Be wary of how
you respond to
online reviews**



8 computer tricks everyone should know

Even though the business world is getting more and more mobile with each passing day, the majority of professionals are still required to interact with a computer during their work day. And for now, it looks like things will probably stay this way for a while... if the news has been any [indication](#) as of late, a robot takeover is clearly not in our near future.

So in order to make your experience on that desktop of yours a more enjoyable one, here are a few simple tips and tricks that every person should know and use.

Control + Shift + T

We've all accidentally exited out of a tab at some point and then proceeded to feel like the whole world is falling apart. Next time this happens, push the annoyance aside and get your tab back with Control + Shift + T.

Middle Click

To minimize all that right clicking and to finally get away from that "x" that seems to get smaller and smaller every day, simply use that middle click that no one really knows anything about. If you middle click a link, it opens up the site in a new tab. If you middle click an open tab, it will close the page.

K, J, and L in YouTube

It's extremely perplexing when you're on YouTube and you hit the spacebar to pause the video, but instead of the video pausing, you find yourself at the bottom of the page. To avoid this, just hit the K – this

will automatically pause or play YouTube for you. If you want to rewind or fast-forward, the J will get you to 10 seconds before and the L will get you 10 seconds ahead.

Control + (+), Control + (-), Control + (0)

No one ever knows where the zoom button is. So forget about it altogether and just use the plus or minus sign with the Control key to zoom in and out. When you want to reset things, hit Control + 0.

Windows + D

Do you always have a million screens open at once? If you're anything like the average office worker, then you probably do. Windows + D will minimize all open screens to get you back to the desktop.

Control + Tab

A good way to think of the tab button is to consider it an actual tab on your browser. If you hit Control + Tab, you can open up the next available tab.

Control + (any number)

However, if you don't want the next available tab to open, then just use Control + the tab number you need. If it's the third tab over, use Control + 3.

Alt + D

If you need to search for another item or get to a different site but don't feel like reaching for that mouse just yet, Alt + D will highlight the browser bar for you. From here, you can go anywhere...



Rawpixel.com / Shutterstock.com

Email Therapy: 4 tips to increase productivity inside your inbox

At first, email is a wonderful thing; everything is so well organized, it's absurdly simple to keep in touch with people, and everything seems to naturally fall into place. But then... something happens and suddenly, it's not so wonderful anymore; everything is everywhere, you're always stuck emailing the wrong people, and nothing ever seems to be where it needs to be.

What happened along the way? You can't even go a full thirty minutes without needing to check your inbox. The messages you receive are never as clear as they should be. You spend way too long emailing people about petty items. And you consistently put off messages you really shouldn't put off.

But alas, you've reached the point of no return; there's no going back. You must

find a way to the other side of all those messages, attachments, and requests before it's too late, and you're permanently stuck in the sludge of downtime, angry coworkers, and neglected action items.

Here are a few tips to help you in your journey to the other side of the inbox.

Just get it over with.

It's way too easy to glance over an email and then the next and then the next and then the next... not really doing anything with any of them. This is a horrible habit and a surefire way to end up missing deadlines, misreading information, and gliding right past important requests. To eradicate this issue, handle each email as you read it, and if you aren't going to, then mark that email as unread.

Don't be too wordy.

Emails shouldn't be overflowing with content. In fact, the shorter the better. Fewer words also mean there's less of an opportunity for people to misinterpret your message, as well as your tone. You don't need to explain everything behind your message, and if you feel that you do, then you need to pick up the phone and make a call. Odds are that if you attempt to send

someone a six paragraph email, they're going to send you an email asking you to call them.

Clean out your box.

If you receive an email that says "thanks" or "got it" or "Jim accepted your meeting request", do yourself a favor and delete them right away. There's no sense in holding onto messages like those. All they do is clog up your inbox, making it more difficult for you to search for emails that actually mean something.

Designate the time.

If you let it, your inbox can and will rule your life. It will consume every minute of every day, and your time will be spent "in-between" emails. Avoid this depressing possibility by sectioning off specific portions of your day for email, and do not allow this time to seep into the other parts of your day. Depending on how reliant you are on your inbox, this may differ. But a good place to start is about once every two hours spend 20 minutes checking your email. When this 20 minutes rolls around, you'll be motivated to legitimately process, organize, and respond to your emails.

6 apps every traveler should use

Whether you're traveling for business or pleasure, the journey there and the overall experience can be enjoyable or absolutely miserable. But with a few apps by your side, you can eliminate the potential for miserable altogether.

Here are 6 great apps you should consider bringing with you on your next out of town venture.

Wiffinity

To some people, Wi-Fi isn't a luxury; it's a necessity. And [Wiffinity](#) will help you find a reliable Wi-Fi connection no matter where you are. Open the app to discover an interactive map that pinpoints all the major hotspots that surround you.

Great Little Place

With over 15 thousand great little places, this app is a simple way to find amazing places from all around the world. [Great Little Places](#) boasts their app as "your little black book of magical places" to help you find anything from "quirky bars to weird and wonderful restaurants."

Companion

Traveling to and in new places can be intimidating, and you may not always feel safe during your journey. [Companion](#) was designed with this in mind. This simple app lets you pick a destination, choose family or friends as "companions", and set off Smart Triggers if you feel like someone or something is impeding on your safety. If you need to call 911 at any time, all you have to do is tap the big red button on the app's screen.

TripScope

If you want a seamless experience, then you may want to consider using TripScope, an app that aims to be the travel agent in your pocket. [TripScope](#) partners with expert travel agents to plan, arrange, and perfect your trip. Set your budget and provide a date and destination and let TripScope do the rest – book the flight, set up the hotel, and prepare your itinerary.

Oanda

If you've ever been out of the country, then you know that converting currencies can be a pain, but with [Oanda](#), it doesn't have to be. This easy-to-use app lets you quickly convert one currency to another. You can even add expected interest rates or ATM fees to the total.

iExit

Sometimes you can only cross your fingers and hope that the next exit will bring good news—in the form of food, gas, and lodging. With [iExit](#), though, you no longer have to wonder how long it will be until the next restaurant or gas station pops up. This nifty app shows you exactly how far the next exit is and what you can expect to find there. iExit even provides real-time gas prices and directions on how to get to your chosen resting area.

welcomia / Shutterstock.com

COMPASS CORNER



Be wary of how you respond to online reviews

For any business professional, managing negative online reviews can be painful. You want more than anything to defend your business; however, if you aren't careful, this defensive response can easily offend reviewers and belittle their concerns and complaints in the process. For the medical industry, in particular, this is incredibly important to remember.

We've seen it time and time again. A dentist or doctor will receive a negative online review on a site like Yelp. When they respond to the complaint, all they're thinking about is defending their practice. But, unfortunately, they do more than that. They [breach](#) HIPAA.

Instead of going around the individual issue and approaching their quality of care as a whole, some medical providers

decide to attack the individual issue. As a result, personal medical information will be forced into the equation and patient confidentiality breached in the process. This is a terrible mistake you don't want to make, and regrettably, many practices are learning this the hard way – with government investigations, massive fines, and public scrutiny.

So when it comes to negative online reviews for the medical industry, here's what we recommend:

1. Never reference the person or the event. Speak in general terms about the quality of care you typically provide.
2. Apologize for the care they feel they received, and ask this person to reach out to you so you can make amends.
3. Find a way to encourage patients to write positive online reviews for you. This will make the negative ones not look so bad.
4. Encourage patients to reach out to you or your staff directly if they have a concern or complaint.



Rawpixel.com / Shutterstock.com