Go Green!
Reducing the DC
carbon footprint

Document
Control &
Mental Health

INSIDE THIS ISSUE

EDITORIAL

As professionals, we need to use our skills and competencies for the greater good, and not only for ourselves.

Social responsibility and environmental responsibility are part of those battles that we need to fight, to make sure that we take care of others, that we take care of the only living environment that we have - the Earth, and to hopefully leave a inhabitable planet for future generations.

But we also need to take care of ourselves.

Just as they tell you to put on your breathing mask first in case of an airplane emergency - before you help others, we need to make sure that our physical and mental health get focus.

Indeed, it is hard to help others and to take care of the environment if one is not well, physically, but also mentally.

Times are changing, quickly and profoundly. Life and the world are becoming more and more complex. It is easy to become overwhelmed by the multitude of pressures, constraints and contradictions to which we get exposed daily.

If each of us takes care of others, of our environment and of oneself, that creates a massive wave of kindness that can be hard to stop.

Sometimes, our passion can unknowingly have negative ripple effects.

Let's always remember that people do their best; we all do, each day, every day. If we bear that in mind, we can ensure that our lives are worth living, and that our values are worth defending.

Free Subscription
Subscribe

Consepsys

THE DOCUMENT CONTROL PROFESSIONALS

TRAINING COURSES - CERTIFICATION - CONSULTANCY
PUBLICATIONS - TOOLS

WWW.CONSEPSYS.COM

TEAM LEADERS:
THE CHALLENGES OF A TEAM WORKING REMOTELY

44% in the UK and 41% in the US: that's the amount of people working remotely (either hybrid or full-time remote) in 2023. In the post-COVID era, remote work and working from home still is an important trend worldwide. And indeed a lot of Document Control professionals are working from home at least several days a week.

While remote work can be highly effective, it introduces **unique challenges** for team leaders:

#1 - Communication and collaboration: When team members are scattered, it can be harder to maintain effective collaboration and communication. Team leaders must ensure that team members stay connected, share information, and work together seamlessly using digital tools and strategies.

#2 - Adherence to the team's vision: It can be difficult to federate a team around a vision and common objectives. Regular check-ins, one-on-one discussions will be necessary to ensure that every team member understands how their work aligns with the team's vision and objectives.

#3 - Team building and morale: Building and maintaining team cohesion and morale can be more challenging in a remote work environment. Team leaders may need to find creative ways to generate a sense of team. It's important to encourage social interactions, for example through virtual coffee breaks, happy hours, or even a virtual watercooler (a place where employees can chat about non-work-related topics). It can also be a good idea to encourage your team to collaborate on projects and share ideas.

#4 - Monitoring and accountability: Team leaders may worry about whether remote team members are staying on task and meeting performance expectations. Effective performance monitoring and accountability measures are essential to ensure that work is being completed efficiently and effectively.

#5 - Training and development: Remote team members may miss out on informal learning opportunities and mentoring that come from in-person interactions. Team leaders should consider how to provide training and development opportunities for remote employees, possibly through virtual means.

#6 - Team performance evaluation: Evaluating team performance in a remote setting may require adjustments to traditional evaluation methods. Team leaders will need to focus on results, objectives, and key performance indicators.

#7 - Trust and autonomy: Building trust and providing team members with a sense of autonomy is critical for remote work success. Clear and measurable objectives and
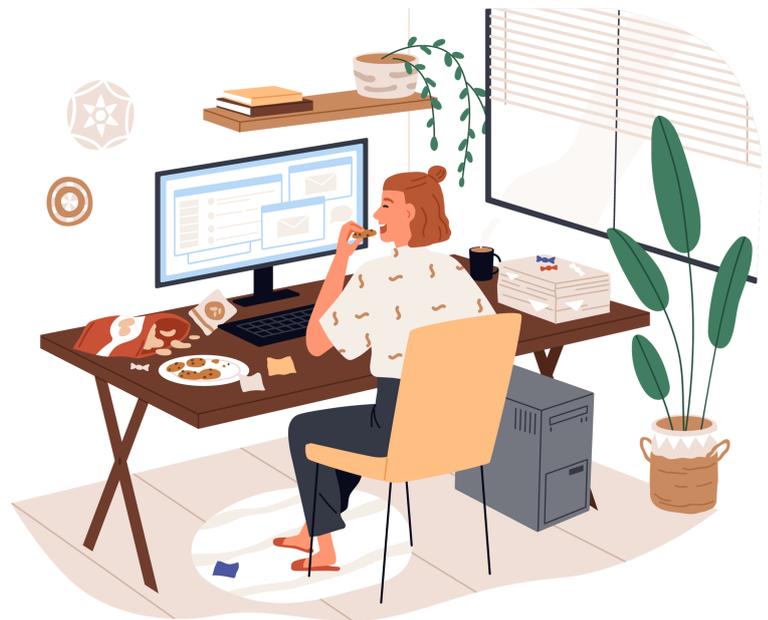
instructions should allow team leaders to trust their team members to complete tasks independently. The objective is to provide guidance when needed rather than micromanaging.

#8 - Information security: Ensuring data security and privacy when team members work remotely is crucial. Team leaders should work closely with IT departments to implement security measures and educate team members on best practices.

DOCUMENT CONTROLLERS AND MENTAL HEALTH: NAVIGATING THE CHALLENGES OF THE ROLE

In the fast-paced and demanding world of Document Control, the **pressures of managing large amounts of documentation can take a toll on your mental health.**

As Document Controllers, your role is essential for ensuring the accuracy, integrity and quality of the documentation, while maintaining an efficient flow of information within an organisation.

Working with deadlines in a high-intensity environment can lead to stress and anxiety: in this article, we will explore the **unique challenges** that Document Controllers face and offer **practical tips to help with mental health.**

CHALLENGES:

The challenges encountered by Document Controllers in the workplace, and which may have an impact on mental health can be varied, and most importantly they are unique to each individual.

We have however listed below the most common ones:

- **High Workload:** Document controllers often deal with a high volume of documents and data, which can be overwhelming. The pressure to maintain accuracy and efficiency can lead to stress.

- **Tight Deadlines:** Meeting deadlines is critical in document control, especially in industries like construction, engineering, projects, pharmaceutical, healthcare and so many others. The pressure to complete tasks on time can lead to anxiety.

- **Repetitive Tasks:** The nature of document control involves repetitive tasks that can become monotonous, leading to boredom and reduced job satisfaction.

- **Technical Complexity:** Document controllers need to navigate complex technical environments, with multiple interfaces, and work with digital tools and systems, which can be challenging and frustrating at times.

PRACTICAL TIPS & STRATEGIES:

We have gathered here a few tips and strategies to reduce your stress level, and to help you find your own balance at work.

- **Time Management:**

Prioritize tasks and use time management techniques to ensure a balanced workload. Set achievable goals for each day.

- **Clear boundaries for your interfaces**

In Document Control, it's easy to get overworked and under stress because users submit their documents at the last minute. Consider applying the tips from our article "5 tips to avoid late submission of documentation". This should help to drastically reduce your stress levels as a Document Controller.

- **Work-Life Boundaries:**

Establish clear boundaries between work and personal life. Avoid the temptation to overwork or bring work-related stress home.

- **Regular Breaks:**

Take short breaks during the workday to recharge. Even a few minutes of relaxation or a brief walk can make a significant difference.

- **Support Networks:**

Connect with colleagues and peers within your field to share experiences and advice. You are not alone in facing these challenges.

- **Training and Skill Enhancement:**

Invest in training and skill development to stay current in your field.

Gaining expertise can boost confidence and job satisfaction.

- **Physical Health**:

Maintain a healthy lifestyle with regular exercise, a balanced diet, and adequate sleep.

Physical health is closely linked to mental well-being.

- **Stress Management:**

Learn stress management techniques such as mindfulness, meditation, or deep breathing exercises to reduce stress levels.

- **Mental Health Resources**

Seek out mental health resources provided by your employer or external organisations such as Mental Health at Work or Mental Health America.

- **Seek Help When Needed:**

Don't hesitate to seek professional help if you experience persistent stress, anxiety, or other mental health challenges. A therapist or counsellor can provide valuable support.

Conclusion

As Document Controllers, you play a critical role in your organisation's success. However, your mental health should not suffer from your role. By implementing the strategies mentioned above and seeking support when needed, you can maintain your well-being, increase job satisfaction, and continue to excel in your role as a document controller. Remember that your mental health matters, and taking care of it is an essential part of your professional journey.

MENTAL HEALTH RESOURCES:

- **Mental Health America** (US): https://www.mhanational.org/ - MHA offers a variety of resources, including workplace mental health tools, webinars, and articles to help individuals and organisations create mentally healthy workplaces.

- **Mental Health at Work** (UK): https://www.mentalhealthatwork.org.uk/ - This website, run by Mind and supported by the Royal Foundation, offers a wide range of resources, guides, and tools to help employers and employees address mental health in the workplace.

- **World Health Organisation:** https://www.who.int/mental_health/in_the_workplace/en/ - The WHO offers resources, publications, and guidelines for promoting mental health at work on a global scale.

- **Head to Health** (Australia): https://headtohealth.gov.au/ - Provides a range of mental health resources and support options, including workplace-related guidance and tools.

- **Mental Health Commission** (Canada): https://www.mentalhealthcommission.ca/ - Offers a wide range of resources and tools for promoting mental health in the workplace, including the National Standard for Psychological Health and Safety in the Workplace.

GO GREEN! 🌿
HOW CAN DOCUMENT CONTROLLERS CONTRIBUTE TO REDUCING THE CARBON FOOTPRINT OF THEIR WORKPLACE

In today's world, where sustainability and environmental responsibility are paramount, every individual and every department within an organisation must play a role in reducing their carbon footprint.

Document controllers can make a significant contribution to this cause. By adopting eco-friendly practices, document controllers can help their workplaces become more environmentally conscious and sustainable.

- **Digital transformation and paper reduction:** Reduce paper usage by using electronic documents. Encourage colleagues and departments to use electronic files instead of printing hard copies. Also, campaign for users to be allocated larger computer monitors (24 inches or above), so that they can view documents online with no loss of vision field.
- **Electronic signatures:** Promote the use of digital signatures and e-signature platforms to eliminate the need for printing, signing, and scanning paper documents.
- **Revision control and editing tools:** Using EDMS software for review, approval, modification of documents will allow to avoid printing multiple copies for edits and reviews.
- **Single source for documentation:** Encourage the use of online-based EDMS, in order to reduce server costs associated with keeping the same electronic document on multiple locations, and to reduce the need for physical document sharing and courier services.
- **Remote access and telecommuting:** Document Controllers, with the right tools, make working on documents possible from home, for all users and interfaces. This is how we can support remote work and telecommuting options, which can reduce the need for commuting and office space, leading to lower carbon emissions.
- **Energy-efficient office equipment:** Ensure that office equipment, such as printers and scanners, is energy-efficient, powered down outside of working hours, and set to default duplex (double-sided) and black & white printing.
- **Power down** your computer and screen at night
- **Recycling and disposal:** Comply with recycling programs for paper and office supplies.
- **Reduce unnecessary printing:** Encourage employees to think before they print and only print when absolutely necessary. Promote digital reading and annotating of documents.
- **Reduce travel costs:** Think about the carbon footprint of all travels (for training, for meetings, etc). Both Document Controllers and their interfaces can massively save on their carbon footprint by changing their approach to virtual training and meetings.

By taking these steps, Document Controllers can help their organisations become more sustainable and environmentally conscious while also improving efficiency and reducing costs associated with document management.

THE IMPORTANCE OF DOCUMENT CONTROL
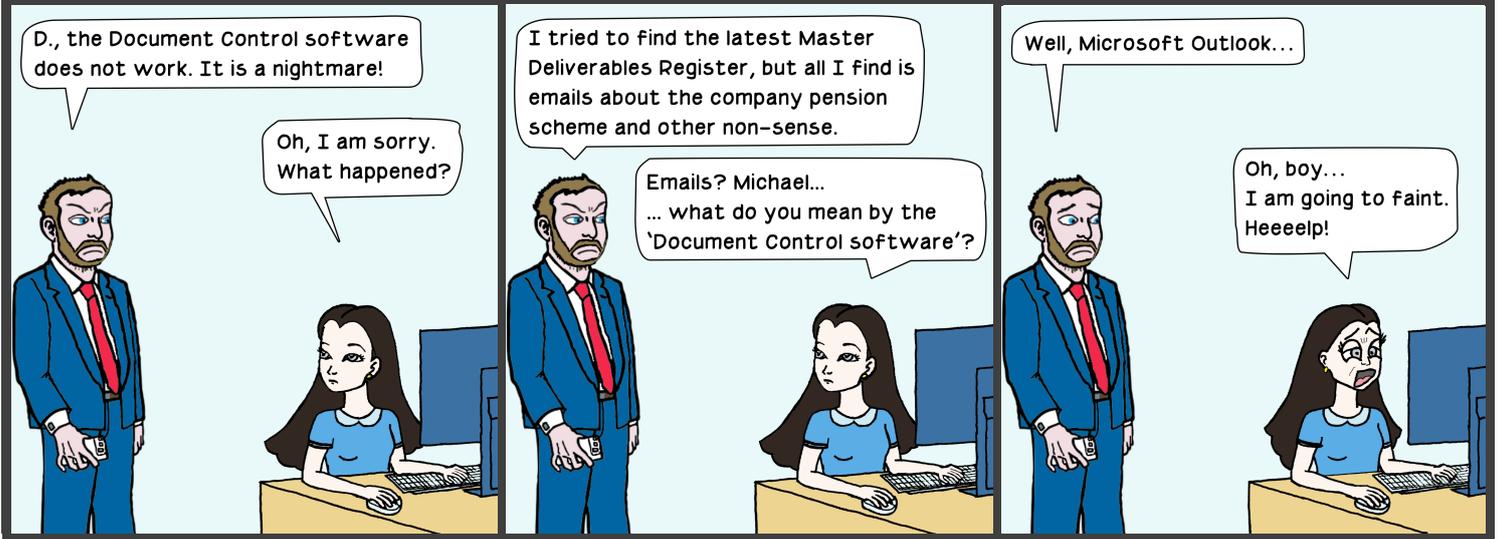for Management & Supervisory Roles

Online Course

Sponsored by Consepsys

"Hanging in there" with D. Ceecee - the Document Controller — by Tuffmee

Copyright © Consepsys Limited

Follow D. Ceecee on Consepsys and on f

PORTRAIT OF A DOCUMENT CONTROLLER

Nataliya Balagur

Document Control Specialist for an Oil & Gas Engineering Company in Houston, Texas (United States)

> *Nataliya attended the Certified Document Controller course in December 2022 - Live Online instructor-led session and the Advanced Document Control course in October 2023*

Can you tell us a bit about you?

My name is Nataliya Balagur. I am 39 years old. I was born in Chernigov City, Ukraine.

I have lived in many different countries and now settled in Katy, Texas, in the United States (Houston metropolitan area).

I have a very busy household. My home life includes my handsome husband, my adorable 10-year-old daughter and two colourful parakeets, Amber and Sky. In my spare time, I enjoy reading and being active. I love biking and camping.

What is your current role?

My current role is Document Control Specialist in an Oil & Gas Engineering Company, Houston, assigned to an LNG project (EPC phase).

I have two areas of responsibility: Project Engineering DC and Construction Field DC.

As an Engineering Document Controller, I am responsible for the processes, establishing workflows, providing guidelines, enforcing document control procedures, and collaborating with the Client Document Control Team.

As a Field Document Controller, I am responsible for creating, controlling, revising and distributing Field Work Packages to construction engineers (in addition to standard documentation processes).

Can you describe your professional experience?

I have not always been a document controller. I graduated from college - with a BA in Economic and Logistic Management. Since I have lived in many different countries, my professional background is varied. I started my career as an Account Payable and helped with administrative responsibilities. Later on, I fulfilled management positions. Upon moving to Texas with my family, I started working as an Office Manager and Document Controller in an appliance repair company.

When I decided that I wanted to focus my skills on document control, I applied and was accepted at my current company as a Document Control Specialist, in the Oil Engineering Department. I was lucky to have a very supportive team and knowledgeable mentors. I learned a lot from them, but I felt that I lacked in professional skills and in knowledge of the Document Control discipline.

Which Consepsys course did you attend and when?

I heard from my lead about Consepsys and signed up for the Certified Document Controller. I attended the Live Online session in December of 2022 and then signed up for the Advanced Document Control Course in October 2023.

What did you think about the course? How did it help you in your current role and career development?

I found the Course to be very informative, and it helped me to fill gaps in my professional experience.

After the course, I was able to clearly understand quality check requirements, the lifecycle of the documents, and the importance of accurate and detailed transmittals, and I learned what an MDR is and why it is important. I learned how to keep traceability of documents, revision process and much more.

> *"The Consepsys course gave me not only professional knowledge and certification but also a chance to meet interesting, friendly and warm people from all over the world in one online classroom"*

The Consepsys course gave me not only professional knowledge and certification but also a chance to meet interesting, friendly and warm people from all over the world in one online classroom.

The Consepsys team provided excellent support during the course, patiently listened and answered all questions, and explained and guided me to prepare for the Certification Examination.

If you attended one of our courses and would like to apply to be featured in one of our upcoming issues, drop us an email at:

dctribune@consepsys.com
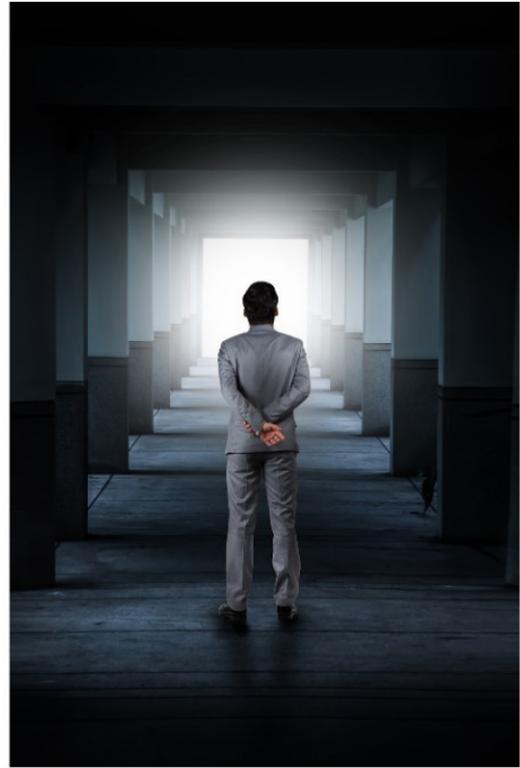
Transitioning to a Manager Position

TRAINING COURSE

With this course, learn to **think like a successful Manager,** by changing your mindset and your perspective.

This course guides delegates to grasp the keys to an approach of excellence, for long-term success as an effective, credible and successful Manager.

[More Information]

Consepsys

COURSE OUTLINE

Module 1
What does the new role change?

Module 2
Getting started

Module 3
Attitude and perspective shift

Module 4
The bigger picture

Module 5
New tricks to learn

Module 6
New activities to undertake

Module 7
All eyes on the manager

Module 8
New problems to face

www.consepsys.com/mgr

8 TIPS TO RESOLVE CONFLICTS IN THE WORKPLACE

Workplace conflict is a common occurrence, but it doesn't have to be detrimental. In fact, effectively resolving conflicts can lead to improved communication, stronger relationships with colleagues, and a more harmonious work environment. As an employee, you have a significant role to play in resolving conflicts amicably.

Here are **8 top tips to help you handle conflict in the workplace:**

#1

Open Communication

Initiate a respectful and open conversation with the person(s) involved in the conflict as soon as you notice an issue. Addressing it early can prevent it from escalating.

#2

Listen Actively

When discussing the conflict, actively listen to the other person's point of view. Allow them to express their thoughts and feelings without interruption.

#3

Stay Calm and Professional

Maintain your composure and professionalism during the conversation. Avoid getting emotional or confrontational.

#4

Choose the Right Time and Place

Find a suitable, private setting to discuss the conflict where you can talk without distractions and interruptions.

#5

Clearly Define the Problem

Clearly articulate the specific issue or concern that is causing the conflict. Make sure both parties agree on what the problem is.

#6

Offer Constructive Feedback

Focus on the behaviour or actions causing the conflict rather than making personal attacks. Use "I" statements to express your feelings and needs.

7

Collaborate on Solutions

Work together with the other person to find a solution that benefits both parties. Be open to compromise and alternative approaches.

#8

Respect Ground Rules

If ground rules for the discussion are established, commit to following them. Respectful and civil communication is essential for conflict resolution.

...

By approaching workplace conflicts with these tips in mind, you can contribute to a more positive and collaborative work environment, fostering better relationships with colleagues and promoting a more productive workplace culture.

Consepsys

THE DOCUMENT CONTROL TRIBUNE

Consepsys

The Document Control Professionals

www.consepsys.com