

# Institute of Management Services

*The home of Productivity Professionals*

## March 2022 Newsletter



### Student of Year Awards

In late February the annual Student of the Year awards ceremony was held in Manchester with students, their managers, the Institute Deputy Chairman and staff from Scott-Grant the Institute training provider gathering for the presentation of awards.

The joint winners of the Student of the Year were Steven Dunn from Nissan Motor Manufacturing (UK) and Jack Arnold from Clipper Logistics, both had studied at Scott-Grant's training establishment for the IMS Productivity Analyst Qualification.



As part of the awards ceremony the Russell Currie Award to the best overseas student was made using a virtual link to Botswana with David Blanchflower Chairman of the

Russell Currie Memorial Fund making the award to Dimakatso Mosinki Chief Administration Officer in the Ministry of Justice and Security (HQ) for the Government of Botswana.

Full details of the Student of Year Awards can be seen on page 20 of the Institute Spring Journal.



**Institute of Management Services**

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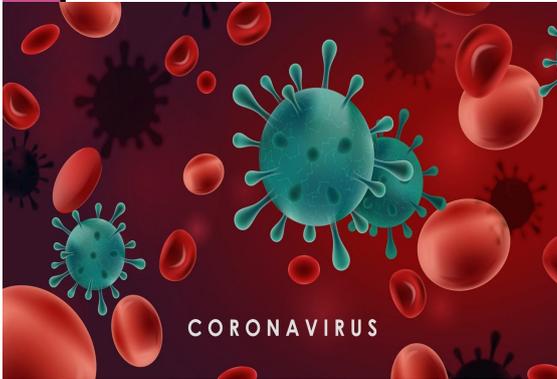
**Website: [Institute of Management Services](https://www.ims.org.uk)**

**[Spring Journal](#)**

We would like to welcome our newest Council Members, Ken Gamble and Chris Elkington.

## Covid-19 and Productivity: Impact and Implications

The National Institute of Economic and Social Research (NIESR) has produced a paper on the impact and implications of Covid-19 on productivity in the immediate aftermath of the pandemic. There is never a perfect time to reflect on the impacts of a crisis on the economy, employment and livelihoods. In the midst of the storm we are often blind, as data is scarce and in flux, and the long-term impacts get easily overhyped. Once the crisis is in the rear-view mirror, the focus is more on lessons from the past than real-time intervention to mitigate long-term effects.



However, during the Covid-19 crisis we benefited from advances in data sciences providing more real-time evidence than ever. We now have a better understanding of the short-term effects which are well documented in this book. The authors also explain how this time around important policy lessons from past crises have helped to avoid worse damage to businesses and jobs. Finally, the paper identifies some emerging trends – in part originating from before the crisis but strengthened by it – such as behavioural changes in remote work, an acceleration of digitisation, a change in business dynamics, and a new balance between resilience to shocks and international trade, FDI and supply chain dependencies.

The long-term impacts of the pandemic are still highly uncertain. This is especially true for productivity which only changes course in a significant manner over longer periods of time. This contribution from NIESR highlights many key facets helping policy-makers and businesses to respond to the post-crisis challenges in a timely fashion and make productivity a key part of the UK's long-term recovery.

See Full document at:

<https://www.niesr.ac.uk/wp-content/uploads/2022/02/OP62-Covid-19-and-Productivity.pdf>

## Building Business Relations Is Key

Many leaders would point out that a unique product or exceptional customer service are the characteristics of a successful business. While both of these statements are entirely true, they aren't the only factors influencing success.

A key way to attract new and also retain existing customers is to dedicate resources and invest into building strong, long term business relationships. Just like any other relationship, business relationships are no different, they can take a lot of time to develop, it's an investment. Simply put, to be successful, businesses need to establish a meaningful rapport with customers.

Customer Obsession. Customer obsession refers to a way of looking at everything through the lens of the customer, creating a state of hyperfocus on delivering excellent customer service. Disney, for instance, is an excellent example of a company delivering world class customer experiences through its theme parks. An amazing customer experience is one of the biggest competitive advantages that a company can have. Disney consistently seeks ways to improve customer experiences by looking for new and innovative ways to do so.



Additional information on how Disney build high quality customer relationships can be found [here](#).

## Remote Working the Right Way

Working remotely can be a great option, but many may encounter some problems when working from home that can hinder their performance. Listed below are key points to help you make the most of working from home, and to be as productive as possible.



**1. The Correct Equipment.** In order to maximise your working hours, you will need to have adequate equipment at your disposal. Modern technology has made remote working so much easier. It is therefore a good idea to stay on top of technology trends to see what's out there to help you with your daily tasks.



**2. Set Yourself Working Hours.** You should set regular working hours each day and adhere to them, as well as take breaks at the same time. By doing so, you will create a routine for yourself that will quickly become a habit. In a similar way to what you would do if you were going into an office.



**3. Regular Communication.** It is important to communicate regularly with your colleagues, whether that be via video call or email, so that you don't become somewhat isolated. It is important that leaders set a positive example by communicating frequently with employees, so that effective communication can flow throughout the organisation. This ensures that employees are aware of their workload and what they need to accomplish.

## How Leaders Can Improve Team Productivity

As a leader, it is your responsibility to ensure your team remains efficient and productive, as well as keeping yourself calm during difficult situations.

A leader is also responsible for increasing the productivity of the entire organisation, and this is achieved by implementing various management techniques. Enhancing a company's time management, increasing employees' wellbeing, and improving the quality of meetings are ways to improve productivity across all departments.

Another way to increase productivity levels is by implementing The Pomodoro Technique; a tried-and-true method developed by Francesco Cirillo in the 1980s. Typically, the employee works for 25 minutes at a time, separated by five-minute breaks. Following this, longer breaks of 20-30 minutes are recommended to replenish energy levels. It is an effective technique because it helps to resist self interruptions and improve concentration levels. In order to reap the maximum benefits, leaders should encourage their employees to follow its core guidelines. More information can be found here:

[Pomodoro Technique - A Detailed Beginner's Guide \(productiveclub.com\)](https://productiveclub.com)

**THE POMODORO TECHNIQUE**

The most effective time management and prevention from mental fatigue technique

**STEP 1**  
Pick a task.

**STEP 2**  
Set a 25-minute timer.

**STEP 3**  
Work on your task with full concentration and until the time is up.

**STEP 4**  
Take a 5 minute break.

**STEP 5**  
Every 4 pomodoros, take a longer 15-30 minute break.



## Bulletin Board

### Spring Journal Content

#### Featured Articles

Student of Year Awards (page 20)

Social Adaptability

Is the UK out of step with Europe

Is the future of Work Hybrid

Productivity News

**Diary Date Institute AGM**

**Friday 14th October 2022**

#### Contributions

If you would like to contribute to our quarterly newsletter, please send your questions and comments to: [admin@ims-productivity.com](mailto:admin@ims-productivity.com)

### Member Contact Details

#### Do we have the correct details for you?

It would really help our administration team if members could provide their most up to date contact information.

Up to date information is essential for Journal/ Newsletter notifications.

Please contact us, either to check we have the correct info, or to update us.

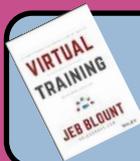
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