



# Institute of Management Services

The Home of Productivity Professionals

## March 2024 Newsletter

### Student of the Year Awards

The Institute of Management Services Student of the Year presentations for 2023 were held in Manchester on 1st February. The event was hosted by Scott-Grant, the Institute's Education Provider. Present at the event were students and their managers, the Institute Deputy Chairman and staff from Scott-Grant. The Institute's Deputy Chairman Mark Cooper presented the awards, with the Student of the Year award being presented to Beth Renhard of Nissan Manufacturing (UK).

The Russell Currie Award for the best overseas student was also presented.

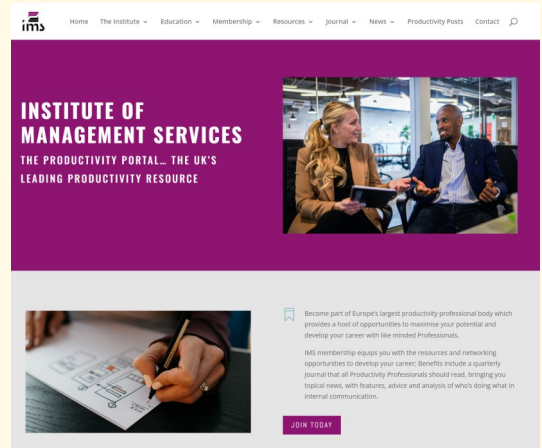
A full report on the Student of Year Awards can be seen on page 10 of the Institute's Spring Journal available on the Institute's website.

### New Institute Website

The Institute has developed a new website; the homepage is seen in the photo to the right.

The new website has enhanced digital content with more modern format but still contains all of the content of the old website.

The site can be visited at [www.ims-productivity.com](http://www.ims-productivity.com).



Spring Journal: [Click Here](#)



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## Are You Taking Enough Breaks?



If you're finding your productivity stalling when working on long tasks, remember to make sure that you're taking enough breaks. Having time away from working – even for only a few minutes – can allow us to approach tasks feeling refreshed and refocused. In contrast, if we keep pushing through to work for an extended time, it is possible for this to lead to a downward spiral; working when tired and lacking concentration, we are more likely to make mistakes. This creates more work to be fixed later, increasing our workload and resulting in even less focus.

If you can, try taking a brief walk to a different change of scenery (even if it's just a different part of the office) to have a very short break. Alternatively, anything that doesn't result in a drain on mental resources can be beneficial. This could include something like listening to music or reading something for fun.

## Managing Insecurity: The Role of Good Management

New analysis from the Lancaster University Work Foundation and the Chartered Management Institute explores the critical role that good management practice plays in people's experience of insecure work and provides a number of practical ways in which specific management choices and behaviours can mitigate some of the negative impacts of insecure employment.

Managers can play a significant role in providing their colleagues with the right balance of stability, predictable hours and flexibility and, importantly, they stated that they are keen to do so. Around three quarters of managers surveyed said they would be willing to provide more flexible working arrangements to an employee who requested them due to caring responsibilities or for disability or health reasons.

The research found that insecure workers who feel they are treated well at work are 7.5 times more likely to be satisfied with their job. Many of the workers interviewed told of the transformative effect of supportive management on their personal and professional lives.

But managers themselves in insecure work settings often also face the same challenges as their colleagues, and often feel they lack the power to make the kinds of changes needed to support the workers they manage. Half of the managers surveyed expressed a desire for more predictable hours and almost one in ten expected to lose their job in the next 12 months. As well as dealing with their own job insecurity, several managers stated they face mental pressures in attempting to support members of their team who were experiencing significant difficulties due to the precarious nature of their contracts.



The full report can be seen at:

<https://www.lancaster.ac.uk/media/lancaster-university/content-assets/documents/lums/work-foundation/ManagingInsecurity.pdf>

## Four Day Working Week

In 2023, South Cambridgeshire District Council became the first UK council to trial a four-day week with a three-month trial for desk-based staff. The trial involved staff reducing their hours to 30 hours per week and with no loss of pay. After three months, the trial was deemed so successful that an extension of a further year for office-based staff was approved, alongside a three-month trial for staff in the Facilities Management team and Shared Waste services.

According to the Bennett Institute for Public Policy at the University of Cambridge who analysed the results, the performance of the council was broadly maintained over the three-month period. Nine out of 16 performance areas monitored showed substantial improvement and the Institute noted that not a single area of performance fell to a concerning level during the trial. The Council also managed to save £333,000 for taxpayers through reduced spend on agency staff.

Furthermore, survey data collected by the Council showed that the trial was overwhelmingly positive for the health and well-being of staff.

Currently another ten councils have been in touch with the 4 Day Week Campaign to say they are actively considering running their own trials.



## Facing Workplace Burnout



According to the first annual burnout report from Mental Health UK, one in five adults in the UK needed to take time off work for mental health related reasons last year. Experiencing excessive pressure or stress at work was seen to lead to reductions in efficiency and productivity.

Even for those not experiencing burnout's symptoms, its causes were still felt: most respondents said they had faced stress and pressure last year. Employers should be aware of the ongoing issues with mental health and ensure that strategies are in place within the workplace in order to help employees prevent and manage burnout.

The full report can be seen at:

<https://euc7zxtct58.exactdn.com/wp-content/uploads/2024/01/19145241/Mental-Health-UK-The-Burnout-Report-2024.pdf>

## Bulletin Board

### ACAS Online Training

The Advisory, Conciliation and Arbitration Service (ACAS) offers free eLearning training courses for employers and employees. The courses cover a wide range of employment topics including business skills and people management. The modules are self-paced, and a mix of theory and case studies. You can assess your learning through interactive questions and tests.

The courses available can be seen at: <https://www.acas.org.uk/online-training>

It is with regret that we inform you of the death of Harry Downes, a former Chairman of the Institute. His funeral will take place on 25 March at 2.15pm at Ipswich Crematorium.

### Obituary—Jack Noble

It is with sadness that we report the death of John (Jack) Noble who passed away aged 95 years, on 6th December 2023.

Jack was a long-time member of the Institute and was an active member of the Bolton Branch for many years. He was also a member of the Institute's Northwest Region Committee playing an active role in organising region seminars and works visits.

It was always a pleasure to be in Jack's company as he had a ready wit and was a dedicated IMS member who over several decades made a meaningful contribution to the life of the Institute.

Jack had a long and full life and the Institute benefited from his being an active member over an exceptionally long period.

### Spring Journal Content

#### Featured Articles

Student of the Year: On Top of the World

AI, Sustainability and the Future of Work

Contrasting Post-Pandemic Recoveries in the Global Economy

Leadership and Accountability for Implementing Effective Change

How to Use Coaching to Transform Your Team's Performance

Self-Managed High Performance in Teams



**Achieving excellence through people and productivity**

**Institute of Management Services**

**Lichfield Business Village**

**Staffordshire University Centre**

**Friary Way,**

**Lichfield**

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#### Management Services Journal

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