



Institute of Management Services

The home of Productivity Professionals

September 2022 Newsletter

The Institute of Management Services Virtual AGM

The Institute AGM will be held on **Friday 14th October at 10.30am**. All Institute members are invited to join this virtual meeting. Please email admin@ims-productivity.com requesting access details for the virtual meeting. You should include your full name, membership grade and home address in the email. A link to the meeting will be provided two days prior to the meeting. The formal notice for the AGM can be seen on page 6 of the **Journal**

2022 AGM

Friday 14th October at 10:30 am

Via Microsoft Teams



INSTITUTE'S ANNUAL ACCOUNTS 2021

It is pleasing to report that the Institute's auditors, Leftley Rowe and Co, have completed their audit of the Institute's 2021 accounts and have approved the accounts.

The accounts for 2021 indicate that the finances of the Institute are sound and that the Institute has survived the covid pandemic without any adverse effect on its financial viability. The 2021 accounts show a marked improvement when compared with 2020. In 2020 the Institute's finances were impacted by Covid, but we managed to achieve an operating surplus of £3,162. By contrast the Institute in 2021 achieved an operating surplus of £18,479.

The current trends in 2022 indicate the Institute increasing its membership and a much-increased demand for the Institute's training courses all of which are strengthening the Institute's already sound financial position. As of 1 January 2022, the Institute had reserves of £448,580.

The full audit report and accounts for 2021 are available by emailing admin@ims-productivity.com

Autumn Journal

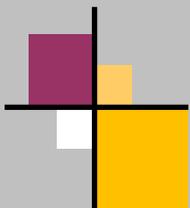
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Institute of Management Services

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A window to the future world of work

The NatWest Bank "[Future Businesses Report](#)" looks at trends that could revolutionise how we work and live in the next 15 years. It forecasts Robot repair shops; bug burger bars and smart-tech VR travel agents could be the small businesses of the future.

In the near future, travel agents could be letting holidaymakers 'try-before-you-fly' through virtual reality experiences and the daily commute could take place in high-speed personal travel pods to beat city congestion.

Protein-rich insects served by 'bug burger bars' are predicted to become the fast foods of choice with fried locust or a greasy worm burger replacing the late-night kebab, while AI fashion boutiques could use technology to design perfectly made-to-measure clothes.

NatWest, the UK's biggest supporter of small businesses, commissioned the report to discover the small businesses and start-ups we could expect to see within the next 15 years. The fascinating visions of Britain in 2036 were put to a poll of 2,000 Brits, who were asked to choose which business predictions they would most like to see become reality.

Robot rental and repair shops (53%), servicing and providing droids and robots used to carry out household chores, is the service forecast to be on offer that Brits most want to become a reality. Robotics is also the industry respondents would most like a job in in future, with over half of those polled (52%) saying they would like to work with robots in the year 2036.

Over half (56%) agree that helping the environment via sustainable initiatives is the single most important factor when it comes to supporting new businesses.

Almost two thirds (64%) said their jobs would need to adapt within the next 10-15 years to keep up with new developments, but only 4% said that they thought their job would become totally obsolete.

Almost all those polled (94%) agreed that workers are likely to need a more diverse skill set to work in the businesses of the future.

The following link gives more information and a link to the actual report:

<https://www.natwestgroup.com/news/2021/11/a-window-to-the-future-world-of-work.html>



Could Neurodiversity supercharge your productivity?

Neurodivergent individuals have traditionally been seen as strange, socially awkward or having little or no empathy, Yemi Askisanya explains the positive effects that neurodivergent employees can have in helping to build better teams.

Somewhat misconstrued, the concept of neurodiversity perpetuates a misunderstanding of it being a disability, which is often misinterpreted as a difficulty or inability to perform in a corporate setting.

Individuals with neurodivergent traits may meet a diagnostic threshold for conditions such as autism, dyslexia, dyspraxia, and ADHD to list a few. These have been seen as developmental disorders that need to be managed, and even cured, for a very long time.

In fact, neurodiversity is a competitive advantage. By harnessing the strengths of neurodivergent employees, such as problem solving to creative insights and visual special thinking, we can put the pieces together to be more efficient and drive productivity.

The starting point is the recruitment process. It is thought that about ten per cent of the population is neurodivergent, so, passing over on what is easily a very large pool, is missing out on untapped potential. Neurodivergent individuals bring unique qualities to a role such as determination to solve problems, attention to detail, pattern recognition and are able to create thinking to help develop new solutions and problem solving techniques.

As a manager, harnessing these strengths enables you to put big ideas into action which, ultimately, will have a positive impact on your staff's daily experience. This is even truer when talking about utilising talent through the lens of diversity, equity, and inclusion. Encourage your managers to find an effective I&D toolkit online that they can use to help them educate, support and navigate the complex and sometimes intimidating area of diversity.

'We cannot allow the natural fear of getting it wrong hold us back in pushing for more equitable and diverse teams.'

Is the four-day working week the future?

The UK has just launched the world's largest trial for the four-day working week in conjunction with the not-for-profit, 4 Day Week Global. Seventy-three companies around the country have got involved, with over 3,300 employees trialling four days at work instead of five with no reduction in pay. But the real question is, how plausible is the possibility of a four-day working week?

There have been several other tests conducted around the world to see if such a working pattern is feasible. The results of a trial in New Zealand in 2019 found a 20% increase in team member productivity with a 27% reduction in stress. And to top it off, there was a 45% improvement in peoples work/life balance. A study ran by Microsoft Japan saw a 40% boost in staff productivity and over at Buffer, 91% of employees said that they were happier and more productive in a four-day week. A WHO study also found that working more than 55 hours in a single week is detrimental to productivity, and that effective and efficient working drops off after about 45 hours in a week.

Seventy-three companies in the UK have joined the trial in partnership with 4 Day Week Global, Oxford University, Cambridge University and Boston College. This six-month pilot scheme is based on the 100:80:100 model, which provides 100% pay, for 80% of time worked, with a tight commitment to maintain 100% productivity.

By looking at the numbers alone, it is easy to dust off your hands and say the four-day week is the only logical way forward in a post pandemic world; people are focussing much more on their work/life balance. Advocates paint a picture of blissful long three-day weekends, more time spent with family and friends, and improved mental health for the national workforce.



Joe O'Conner, CEO of 4 Day Week Global says "As we emerge from the pandemic, more and more companies are recognising that the new frontier for competition is quality of life, and that reduced hours and output focussed working is the vehicle to give them a competitive edge."

As with anything, there are pros and cons, especially about something that could fundamentally change the way we see work and the structure of the working week. With what feels like an avalanche of pros, what cons present themselves?

The idea that people work less days seem to be slightly offset by the fact that in the Microsoft Japan study, 27% of people that took part in the study said they would be more likely to work four and a half days a week, using the half day to catch up with communication with clients or co workers within different projects.

And in the UK, other problems pertaining to the four-day week can arise. For example, one argument for the four-day week is that with the less time in a week, people will work more efficiently and therefore be more productive. Productivity in the UK and Ireland is already very high, which is measured in GDP per hour worked. The UK boasts a very high \$54 per hour compared to China (\$11 per hour) and India (\$8 per hour). There is also a theory called the hedonic treadmill, which posits that permanent "extra" happiness is a myth and that the four-day week is only a reiteration of that theory in action. People might claim an improvement in general happiness over a short period of time, say six months or so, but further down the line, people's happiness level will inevitably revert to where they were before the change, if not decrease a little. Workers might also feel the need to work longer hours to get the same amount of work done, to get five days' worth of work into four. So instead of an average of an eight-hour day, people might need to start working up to 10 hours a day on average, just to keep on target, thus damaging the work/life balance.

There is little evidence to suggest that there is a crisis of work/life balance in the UK at all. According to the 2021 UK census: "Overall, personal wellbeing levels have increased in the UK". Opponents to the reduced week say that trials will need to be conducted over a longer period than just six months. And in a 2018 Eurostat survey, UK job satisfaction was quoted at 29% which is still above the average of 25% across the whole of Europe. So why would a four-day working week be needed in the UK?

Shaun Rutland, CEO of Hutch Games is one of the industry leaders taking a gamble on the four-day week, supported by 4 Day Week Global. "The decision to join the 4 Day Work Week trial is really something that was an obvious next step for Hutch. Our history as a developer has been highly focused on giving our team the best possible experience of working in the games industry, and for good reason," he said when asked on some of his motivations to be a part of the trial. "We experienced the gruelling hours and strain of a non-stop work cycle, but we loved the work and making games. We decided that Hutch would be designed to put a stop to crunch culture and that we would do everything in our power to look after our team." The fewer days does not mean a dip in productivity though, according to Rutland, "You have to work extremely, extremely hard and extremely compressed and investors need to hear that."

O'Conner said "If it is done right, this is something that can deliver very significant benefits for both the employer and the employee. This can be a win-win, but is not a one size fits all approach, some version of the shorter workweek can be achieved right across the economy. Rutland agrees that he can see four-day working weeks becoming the norm for his industry, at least in the future "I don't have much control about what the government does, but I do have control over what this business does and how it can contribute to society."



Institute of Management Service

Notice of Annual General Meeting

NOTICE IS HEREBY GIVEN

of the fifty-seventh Annual General Meeting of the Institute to be held as a virtual meeting
on Friday 14th October 2022 at 10.30 am to conduct the following business.

- 1) To receive the 2021 Annual Report and Accounts.
- 2) To confirm the following Bye-Law No 1/2022.
Membership subscription for 2023 shall be for Life Membership at a rate of **£355.00** for all members.
An Affiliate Membership fee of **£235.00**.
- 3) To authorise Council to appoint Auditors and fix their remuneration for the ensuing year.

Institute members wishing to participate in the meeting should indicate their intention to do so and request the Virtual Meeting access code by emailing: admin@ims-productivity.com by Friday 7th October 2022

7th June 2022

By Order of Council of Management



Institute of Management Services

FORM OF PROXY – FOR CORPORATE MEMBERS ONLY

I (full name).....of (full address).....

Membership Grade..... Membership No

Hereby appoint Dr A Muir, 1 Berryhill, Finglassie, Glenrothes, Fife KY7 4TQ or failing him the Chairman of the meeting to vote for me and on my behalf in accordance with the directions, if any, given hereunder at the fifty-seventh Annual General Meeting of the Institute to be held as a virtually meeting on Friday 14th October 2022 at 10.30 am and at every adjournment thereof.

RESOLUTION NO 2

(Bye-Law No: 1/2022)

FOR / AGAINST *

RESOLUTION NO 3

(Appointment of Auditor)

FOR / AGAINST *

*delete as applicable

as witness my hand the.....day of2022

Signed.....

This proxy form must be delivered to Dr A Muir, 1 Berryhill, Finglassie, Glenrothes, Fife KY7 4TQ by no later than 10 am Friday 7th October 2022.

The name of Dr A Muir has been inserted (or chairman of the meeting) to ensure that your vote is cast in the way you have indicated. You may however, insert another proxy holder if you wish who must be a corporate member of the Institute, but your vote will not be recorded if he or she is not present at the meeting.



Bulletin Board

Autumn Journal Content

Featured Articles

- Global Economic Turbulence
- Transformation: Creating Readiness for Change
- Services: The New Frontier
- The Paradoxical Theory of Change
- Reviewing Business Excellence and Innovation Policies and Priorities

Could you help?

IMS Website

Hopefully you received a 'one off' Newsletter in June asking if you were able to support us with the website as IMS moves forward?

We are also looking for support in producing Webinars as a method of disseminating current thinking to our members.

If either of these are of interest to you please contact us at the office either by [email](#) or call us on 01543 308605

Contributions

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

Institute AGM

Friday 14th October 2022

Click [HERE](#) to request a link



Achieving excellence through people and productivity

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Management Services Journal

If you wish to receive a printed Journal by post at a cost of £25.00 per year (4 issues) please contact our Administrator

Email: admin@ims-productivity.com

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