

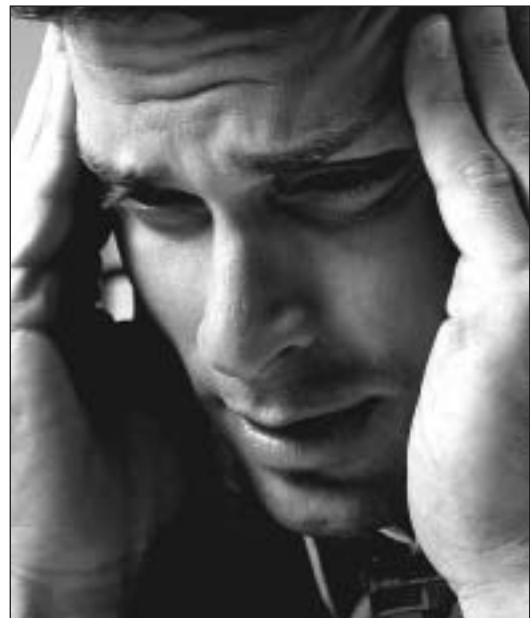
newsnviews @cjrecruitment.co.uk

Stress in the Workplace how are we managing?

One in five of the UK workforce says that stress is the single biggest barrier to improved productivity - so why are so many organisations ignoring the symptoms of stress and the effect on business?

Stress has been a taboo word for too long. The 'ignore it and it will go away' approach is not working because working life is not getting easier. The idea that computers would replace workers, offices would become paper-free zones and the promise of less bureaucracy to free us up to run our businesses, have all proved to be pie in the sky.

As a result, we are working longer hours, at a faster pace whilst drowning in policies and procedures (and paper) that seem to put the brakes on our efficiency and responsiveness. Across the board, many of us feel overwhelmed, frustrated, wrung out - and isolated, particularly as organisations get bigger and less intimate. Individuals feeling the signs of stress may see this as personal failure or inadequacy and certainly not something to share with the boss or HR, who are often seen as remote or too busy/stressed themselves.



☞ **Stress** is the adverse reaction people have to excessive pressure or other types of demands placed on them. Work related stress is a symptom of an organisational problem, not an individual weakness...

Work related stress is now such a huge problem for organisations - they rarely know who to turn to for good advice in how to deal with the problem and reduce costs simultaneously. In my experience strategic management decisions to manage these problems have led to substantial business improvements as well as cost savings ☞☞

Dr. Jason Devereux (University of Surrey)

Ultimately, as stress begins to take its toll on individuals, the organisation begins to suffer. Employers may recognise some of the effects such as:

- loss of key staff
- low staff morale
- high sickness/ absence
- high staff turnover
- lower work output
- lack of innovation with products/ services
- serious errors in the business
- growth in compensation awards

At CJR, by listening to both candidates and employers, we have first hand experience of the damaging effects. Geographically, Croydon, London and the SE generally have high employment, allowing workers to move rather than wait for things to improve - which means turnover with many of our clients is unusually high. In response to growing concerns, we decided to resume our **75 Minute Breakfast Seminars**, with the first topic being 'Work Related Stress - A Manager's Guide'. (see page 2)



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CJR 75 minute Breakfast Seminar

'Our expert on Managing Stress in the Workplace, Jan Smith BSc (Hons) & MSc in Health Psychology'

seminar. We were unsure how well the subject would be received but attendance and subsequent feed-back was extremely positive. Jan gave clients some valuable pointers on how to identify stress at work, what action could be taken to address the effects (not only on the individuals but in the company) and, importantly, how to win senior management support by highlighting negative impact on productivity. Jonathan Mansfield from Thomas Mansfield (Employment Law) was in the audience and emphasised the increasing risks to employers as stress is being given greater recognition under extensions (from October) to the Disability Act. This was a 'whistle-stop tour' of a complex subject but our guests also managed to enjoy an excellent

traditional breakfast served by Chefs award winning Restaurant at Croydon College – a small reward for getting up early and making time for an important and prevalent topic. **Copies of Jan's presentation are available upon request**

Jan Smith is one of our temps currently working on a research project with psychologists, having recently achieved her Masters Degree in Health Psychology. When we discovered that Jan's studies over the past two years had focused on Work Related Stress (and that her work had been published), we asked her to share her findings with managers at our



Strawberries and Champagne for CJR Temporary Workers Catherine Johnstone Awards Excellence

No one walking down Park Street on Friday 10th June could fail to miss the celebrations going on at CJR's offices in Saffron House. A colourful banner announcing National Temporary Workers Week and dozens of helium balloons festooned the windows outside our offices, whilst inside our staff served a champagne lunch to over 100 temps in appreciation of the valuable role they played in supporting CJR's clients throughout the year.



Shirley Findlay, John Miller, Joan Barrett and Kristian Gilroy outside CJR's offices posing for the press

Dozens of nominations from private and public sectors were received extolling the virtues of CJR temps who surpassed the expectations of many Croydon employers. The overall winner was Joan Barrett at work in Croydon Council whose manager said Joan was "conscientious and professional at all times – willing, capable and efficient, demonstrating the highest skills and standards". Runner-up was

Kristian Gilroy working for The Mourant Group, whose unstinting efforts and first class attitude were praised in 'getting a tough job done to stringent deadlines'. A special award was given to a very surprised Shirley Findlay, one of CJR's temps since the early 90's. Shirley was recognised for her long and loyal service but also in recognition of her determination and success in overcoming a

major illness to return to a normal life, which included work - much to the delight of her manager who promptly welcomed her return. Awards were presented by John Miller, friend and mentor to CJR over many years and previously HR Director for leading financial services operations in Croydon and the City. John was clear in his view of temporary workers – "I have always valued the strategic role temporary workers play in offering businesses on-tap essential skills and flexibility. Without them the UK would not be in as good a shape as it is today".

National Temporary Workers Week was launched in 2001, when the one million barrier was breached by temps working in the UK. The numbers have now swelled to over 1.8 million, proving that the demand for a flexible and highly skilled labour market is ever increasing and probably gives the UK the edge over its European neighbours.



ELECTRONIC NEWSVIEWS

This edition of Newsviews is available in Adobe® Acrobat® Portable Document Format (PDF), as are previous editions. If you would like to receive Newsviews in this format or any of the previous issues please email your request to cjr@cjrecruitment.co.uk

7 years on – and still running!

For the seventh year running, staff from Catherine Johnstone Recruitment donned T-shirts, shorts and trainers and completed the 5km run in support of Race for Life, the fund raising initiative for women's cancer research. Whilst many of the CJR girls walk some of the run, all of our staff over the years have completed the 'run' at local venues including Battersea, Richmond and this year, Croydon's Lloyd Park. Well done to Michele, Angie and Nicola (pictured right) - and appreciation to all sponsors.



Croydon Commits Corporate Social Responsibility 2005

CJR was one of the first to join 'Croydon Commitment', Croydon's unique initiative on CSR. By doing so we agreed to, at least three times a year, 'make a meaningful and positive contribution towards local community organisations and projects addressing environmental, social and economic priorities'. Our contribution so far has been to offer expertise in areas of education and employment, running Key Skills Workshops & Preparation for Work courses for school/college students and recently, training for line managers in successful recruitment interviewing. Our staff so enjoy these sessions that by March we'd met our minimum contribution!

January	Key Skills Workshop	15 year olds at Lanfranc School
March	Mock Interviews/Key Skills	Year 10 pupils at Ashburton School
March	Recruitment interviewing skills workshop for care sector line managers	- hosted by Mott Macdonald
April	Mock Interviews Programme	Presentation at Old Palace School
May	Key Skills Workshop	18 pupils at Virgo Fidelis School preparation for work experience
May	Mock Interviews Programme	John Ruskin College
May	Preparation for Work	Thomas More School – 5 one hour sessions for Year 10 pupils
June	Key Skills Workshop	Woodcote High School

Have you thought about what your company could be putting back into the community? It's great for staff development and it is incredibly rewarding. Finding out what's needed is made easy by using Croydon Commitment's Broker - Janine Jasper. Contact us for more information or e-mail Janine on Janine@croydoncommitment.co.uk or see www.croydoncommitment.co.uk

'How to...' Manager Training Sessions

Practical aspects of Employment Law

We are working with specialist employment lawyers Thomas Mansfield to offer a series of short, quality training sessions, aimed specifically at front line managers /supervisors. These "how to ..." sessions are designed to ensure your managers understand the legal requirements surrounding a number of topics such as:

- Introduction to Employment Law
- *what happens if I get it wrong?*
- Discrimination in Recruitment & Employment
- Staff Disciplinary Issues
- Dealing with Grievances
- Identifying and Dealing with Harassment
- Managing Absence

Trained employment lawyers will run each 2 hour training session covering one of the subjects above and will include practical guidance as well as extensive course notes. The cost per session will be £99.00 per person. If you would like to attend a brief explanatory presentation in September, please contact Veronica Davies on 020 8680 5777 or veronica@cjrecruitment.co.uk Otherwise, we will contact you again in September with course details and dates.



Candidates Who Stand Out From the Crowd

Focus on PA & HR Candidates

► Personal Assistant

A fantastic PA with a great track record of success working at senior level for companies in a variety of industries. Excellent secretarial skills. The polish and presentation you would expect at this level – able to organise, co-ordinate and communicate at the highest levels. Used to dealing with highly confidential information, taking minutes at Board level meetings and providing an excellent level of support as well as assistance in various projects. Enjoys a challenge and close involvement. Salary c£25k - £30k pa depending on location.

(Ref JB/1)

► Generalist HR Manager

A delightful candidate with a warm, approachable style and extensive experience in both private and public sector. CIPD qualified with a generalist background covering employee relations, recruitment, policies and procedures, compensation and benefits, change management and training. Well motivated with excellent communication skills, this lady enjoys working in a team based environment and reporting in to an HR Director or similar. Salary c£35k plus pa.

(Ref JB/2)

► P/T Administrator/Secretary

An exceptional candidate who is everything you could ask for in an employee – intelligent, very capable and professional with a great attitude, excellent communication skills, a very organised approach to her work, excellent time management, well honed admin/secretarial skills and the ability to use her initiative and turn her hand to a multitude of different tasks. A confident user of Word, Excel, Outlook and various databases with a typing speed of c60 wpm, this candidate is seeking a 2 or 3 day week in a role that will still provide her with variety and a challenge. Salary c£18k - £20k pa pro rata.

(Ref JB/4)

► Office Manager/PA

Professional, positive and highly motivated lady who looks forward to meeting the challenges of each day – turning negative into positive. Valuable experience in managing projects /events and encouraging the cooperation of other parties at all levels toward producing successful outcomes. Works well under pressure to an extremely high standard with meticulous attention to detail. Strong interpersonal and communication skills and a sound knowledge of Microsoft Office. A bonus to any organisation needing an unflappable 'can do' approach. Salary £25k+ pa.

(Ref DS/1)

► HR Professional

A professional and versatile HR generalist with a CV that speaks for itself – highlighting recruitment, policy implementation, change management, disciplinaries, UK legislation, employment law, employee relations, payroll and all aspects of compensation and benefits. First class communication and interpersonal skills – she works well with managers and encourages co-operation. A truly exceptional candidate. Salary £40k+ pa.

(Ref DS/2)

► HR Administrator

This CIPD qualified candidate with first class honours degree and over 2 years of retail HR experience is looking for opportunities to learn and develop career further. A proactive enthusiastic person with a personable style, currently working in a head office team environment. Has exceptional interpersonal skills. Salary c£22k pa.

(Ref AJ/01)

► HR Administrator

An extremely well presented, fully qualified CIPD graduate, with almost four years generalist HR experience in all areas of the profession including advising and supporting management, directors and staff on current employment legislation and employee relations issues. This excellent communicator is an experienced user of HR systems and Microsoft Office. Now looking for a permanent role which will allow him the opportunity to use and develop all the skills he has gained over the course of his career to date. Salary of c£25k pa.

(Ref AJ/03)

► Personal Assistant

A professional PA who has worked for a wide range of organisations. Excellent IT skills and high level experience in all areas of administration and customer care.

Known to CJR for many years, having temped for us in the past, we recommend her as a reliable, loyal and honest worker. Strong skills in time management and prioritising her workload, she likes to see tasks through to conclusion. Salary of £24k pa.

(Ref SP/1)

► Training and Development Co-ordinator

An experienced Training and Development Co-ordinator who personally worked with 60 employees at all levels to change and develop the way they work. A difficult task, particularly with employees who had worked for many years at the company but she enjoyed making the challenge a success, particularly with one employee whose career she helped to save



through persuading him to rethink his views and techniques. Fully CIPD qualified and worked previously for 2 years as an HR Administrator. An extremely friendly and approachable candidate who is very capable and willing to learn. Available part time. Salary c£22k pa pro rata.

(Ref SP/2)

► Executive Assistant/ PA

A first class PA with a proven ability to prioritise within a demanding environment. 5 years experience working with 2 Partners of a London media agency, working on financial, music and fashion projects.

Enjoys motivating colleagues and getting things done and volunteered to be a 'spokesperson' for an initiative which helped raise staff morale. With an instantly likeable personality and a hard working attitude complimented by a great sense of humour. Salary £26k pa.

(Ref SP/3)

► Human Resources Consultant

A CIPD qualified HR Project Manager who specialises in working as a consultant to identify and implement major change within a corporate environment. Over 18 years experience as an HR generalist, skills have been used to conduct large-scale redundancy programmes and department restructures successfully.

An empathetic and approachable style and demonstrates effective leadership skills with a sound knowledge of MS Office and professional HR databases. Available for contract and permanent work Salary £30k + pa.

(Ref SP/4)

If you would like to receive our regular Candidates List, please contact us