

**Maximum Performance results featured in People Management Magazine  
10 November 2005**

The article below features the results of an ongoing programme of development delivered by Maximum Performance for over 60 people managers at Legoland Windsor.

As part of the programme participants completed Facet5 online, with each individual exploring and discussing their personal profile, drawing conclusions and agreeing specific actions to develop how they manage performance.

NEWS IN BRIEF

TRAINING

## Legoland builds model workplace



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Sarah McKenna, HR manager at Legoland, told *PM* that she believed the number of people recommending the company as a good place to work had increased.

“Windsor is an affluent area, which has made seasonal recruitment difficult. But since the training, the number and calibre of applications has gone up and we have a waiting list of qualified staff.”

So far, 60 of Legoland’s 147 year-round staff and 35 seasonal workers have received two days of management training, which includes role-play work with actors.

Since then the staff survey has shown an improved perception of leadership, with 79 per cent of staff saying their manager made them feel valued, up from 62 per cent, and 69 per cent saying their manager acted on poor performance, up from 55 per cent last year.

The number of people applying to work at Legoland has increased since it started to focus on management training.

The theme park, in Windsor, decided to invest in training for both permanent and seasonal management staff after its 2004 staff survey showed dissatisfaction with managers’ leadership abilities.

FLEXIBLE WORKING

## Bank staff get flex tool

ABN AMRO employees will soon be able to work out for themselves whether there is a business case for flexible working.

A tool expected to be launched next month across the bank’s UK operations will help employees to figure out what impact flexible working would have on their job.

“It’s an impact checklist that will help employees to think about all the different ways flexible working may affect their role,” said Jackie Pummell, UK diversity and HR policy director at ABN AMRO Bank NV.

“For example, an employee may want to work from home on Wednesday, but it so happens that their team meeting is on a Wednesday. The guide would help them to think about ways they could accommodate that, such as phoning in for the team meeting instead of physically attending.”

Each role will have a slightly different checklist, but the goal is the same: to help employees understand how a change in their working patterns may affect the business, as well as getting employees and their managers to talk more openly and constructively about requesting flexible working.

Pummell developed the tool six months ago and has run pilot schemes with working groups.

INTERNATIONAL FORUMS HELP GLOBAL KNOWLEDGE SHARING

Good communication and networking between HR departments around the world can help multinational companies to share knowledge and best practice, a new CIPD report has found.

The report, *International HR Networks in Multinational Companies*, found that international HR forums could have a positive impact on the global culture of an organisation in terms of collateral thinking and consistency.

Olga Tregaskis, senior research fellow at Leicester Business School, who carried out the research, said the report revealed that the “subsidiary-level HR community” had the potential to act as “innovators and drivers of global HR”.

“It highlights the significance of the wider HR community rather than corporate headquarters,” she said.

[www.cipd.co.uk/surveys](http://www.cipd.co.uk/surveys)

HALF OF STAFF DON'T SEE THEIR JOBS AS LONG TERM

More than three-quarters (76 per cent) of UK workers know or suspect their colleagues are looking for a new job, a new survey by Investors in People has found.

The survey questioned more than 1,600 UK employees. It found that 19 per cent were unhappy in their current role, with another 33 per cent feeling uncertain about their future.

Almost 25 per cent of staff said they expected to spend a year or less in their job, while 49 per cent planned to spend less than three years in their current job.

» [www.investorsinpeople.co.uk](http://www.investorsinpeople.co.uk)

MORE FEMALE AND PART-TIME WORKERS IN PUBLIC SECTOR

Public-sector workers are more likely to be women and work part time than private-sector workers are, according to government statistics. The first ever *Public Sector Employment Trends* report, published by the Office for National Statistics, found that in 2004, 65 per cent of public-sector workers were women, compared with 41 per cent of private-sector workers.

And 30 per cent of public-sector employees worked part time, compared with 24 per cent of private-sector workers.

The survey also found that the public-sector workforce was older than the private-sector workforce, with 72 per cent of public-sector workers being aged 35 or over in 2004, compared with 62 per cent of private-sector workers.

» [www.statistics.gov.uk](http://www.statistics.gov.uk)

HUTTON REPLACES BLUNKETT AS WORK AND PENSIONS SECRETARY

John Hutton has been appointed work and pensions secretary following the resignation of David Blunkett last week. Hutton said he would press ahead with the government’s radical welfare reform agenda, as well as an overhaul of incapacity benefit.

“We will reform incapacity benefit so it continues to support those who genuinely cannot work but can better help those who are able to return to work,” he said. “We will also address the challenge of creating a pension system that allows people to enjoy a secure retirement.”

Hutton was previously minister of state for health.

GOVERNMENT TO LAUNCH NATIONAL SKILLS ACADEMIES

The government has announced four national skills academies to boost major UK industries.

The academies, which will open in September 2006, will help to address skills shortages in the manufacturing, construction, food and drink and financial services industries, as well as creating jobs and increasing productivity.

“We know from business leaders that manufacturing and construction are key areas where we need to work with the business to help more people get the training needed to meet current and future skills demands,” said Alan Johnson, secretary of state for trade and industry.

