

OUTSTANDING TEACHING, LEARNING AND ASSESSMENT TECHNICAL SKILLS NATIONAL PROGRAMME

Beyond the knowledge – Flexibility to maintain high standards Activity (slide 14)

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Your turn to manage change

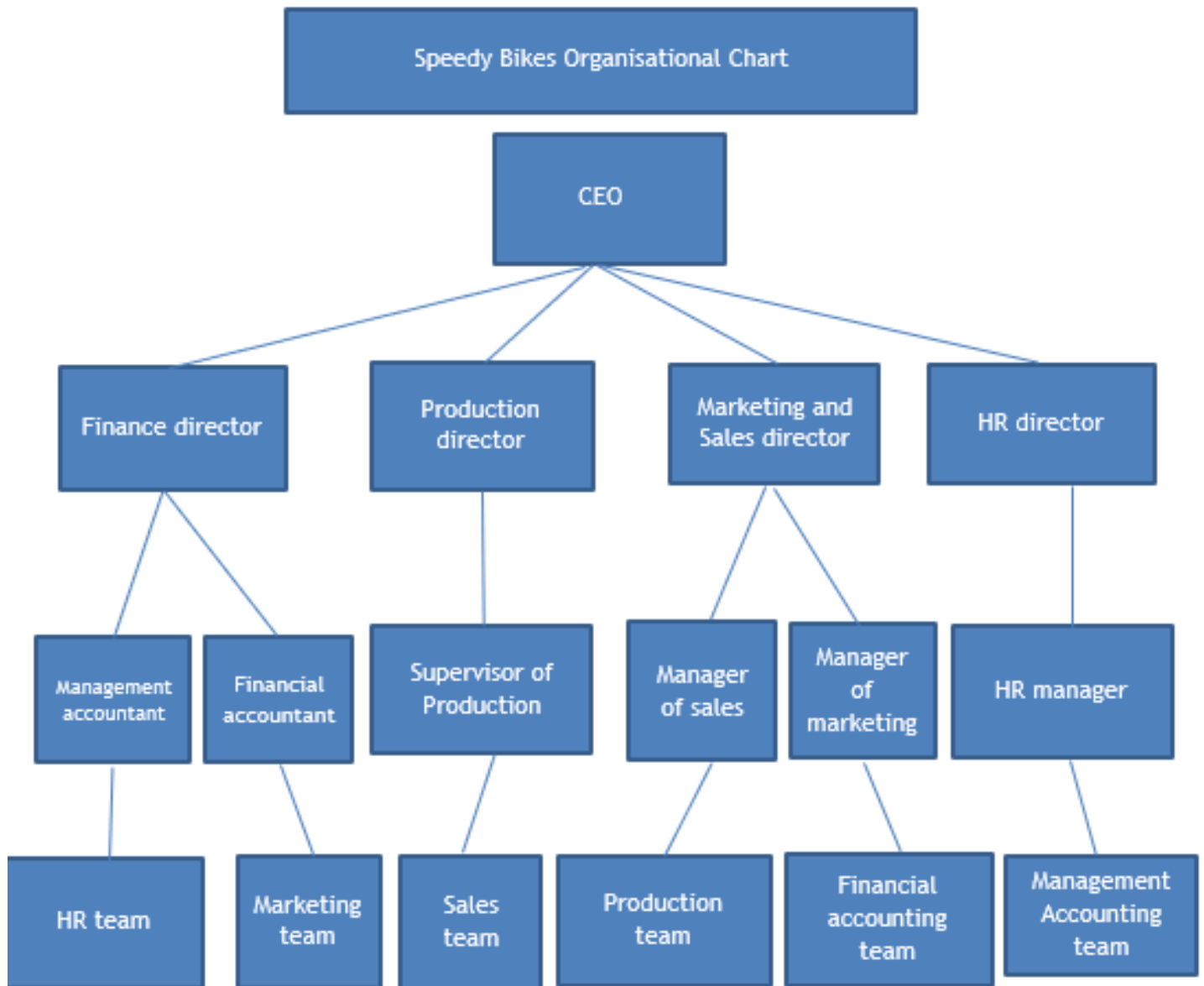
Activity – Slide 14

Tanya Brooks the CEO of Speedy bikes a bicycle manufacturing company has recently attended a management course on the benefits of flexible working and has decided to trial one of the ideas she learnt whilst on the course.

The speaker at the management conference emphasised how when employees spend a day working in another department they gain a deeper understanding of how the company works. This in turn can lead to greater co-operation between departments when working on future projects.

One of the changes proposed for the day was asking the finance team to work for the day in HR and Marketing. The accounting function for the day would be covered by HR and Marketing. The logic being that they were both office based departments and both departments used excel and word on a daily basis.

- Focusing solely of the above departments what advantages/disadvantages can you see for the different teams who are covering a different role for the day?
- Are there any ethical considerations?
- Is this a good example of flexibility in the work place?



Suggested Answers

Advantages

- See how other department works?
- Gain more appreciation for the expertise of other departments
- Possibly gain best practice ideas

Disadvantages

- Lack of knowledge or relevant skills could negatively impact on the whole experience
- Errors will take time to correct
- Is there enough expertise and skills left in each department to deal with problems as they arise
- Damage to companies reputation if inexperienced staff are left to handle sensitive issues which require specific skills (financial reporting)

Ethical issues

- Confidentiality
- Professional competence and due care