

MARCH 2020

maxwellbond

A GOOD NEWSLETTER

EMPOWERING NEWS AND ADVICE FROM MARKET LEADERS IN MANCHESTER

SOLUTIONS

TRIED AND TESTED
SOLUTIONS TO NAVIGATE THE
CHALLENGING LANDSCAPE

TOP TIPS ON DRIVING
BUSINESS SUCCESS AND
HOW TO THRIVE FROM
MAJA BOROTA-NEDIC,
DIRECTOR OF ENGINEERING

TOP TIPS FOR
WORKING FROM HOME
FOR MANAGERS AND
EMPLOYEES

POSITIVE NEWS

LOOKING ON THE
BRIGHT SIDE

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By Steven Jagger

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STEVEN

JAGGER

OWNER



We have entered unprecedented times where networks, news and social media channels are portraying doom and gloom throughout the UK but I'm proud to hear so much British stiff upper lippery right now that I wanted to share.

I'm proud so many businesses are adapting, staying positive and moving at a rapid state of change to genuinely show innovation to stay ahead of the curve. We've put this newsletter together quickly to share some of this positive and show you what the best in class are doing.

As a recruitment business, I was told this week if we're positive in these times when speaking to clients...."when staring down a barrel of a gun" then it must not be as bad as the media have let me believe.

From my side, right now writing this, it really isn't ALL bad from a business perspective. The government, for one, have announced £330bn in loans, to help support businesses during this time. Yes, some are going through very tough times, let's not forget that and ensure we empathise, but lets also embrace that some businesses are thriving. The news and social media can talk about the former, we're here to solely empower people who want to think about the positive and outside the box.

Here's 3 of the best examples of 'out of the box' thinking and my favourite innovations I've heard so far this week in just 2 days! All of the below businesses didn't have this process in place last week;

- 1) Working from home innovation – These businesses have said lets not copy everyone else on Microsoft teams, let's make it fun and use Minecraft or Call Of Duty to speak and share ideas! Everyone come with an fun avatar and share fun stories!
- 2) Interview & offer process – this amazing business have put together virtual tours through the video interviews in the businesses normal environment and will offer AND on board people from home from day 1!
- 3) Sharing best practices and collaborating with the competition – for most business wfh is new, we've partnered with some amazing businesses to work together to share best practices on utilising Microsoft teams, adapting to wfh issues like no connectivity and all to help us all stay ahead in this market even though in some cases we're in competition. Don't be afraid to reach out now.

If reading this and you want to get involved or showcase what's happening in your business or genuinely be a force for good in these times, please get in touch with me!

Stay ahead people, tough times don't last, we can get through this together.

All the best

Steven



POSITIVITY IN THE NEWS

News reporting on Coronavirus is primarily negative and upsetting, which is why it is fundamental to also look at the progress we are making globally on the pandemic. We have a tendency to fixate on the panic and worry, and by doing so we incite internal fear and anxiety, which can spiral out of control.

By altering our mindset and looking at positive news stories, and focusing on progress, we can gain a fuller, more balanced picture of world events and can respond appropriately, whilst also looking after our mental health. Here are some of the top **positive** news headlines you should see!

Already China has shut down all of its temporary Coronavirus hospitals in Wuhan, the epicentre of the virus, due to a plunge in cases.

More than 79,000 people have recovered from Coronavirus around the globe, compared to 7,000 deaths.

Government has announced £330bn in business loans and mortgage holidays to support people, businesses, and families during this challenging time.

Greggs, have promised any staff who self-isolate, full pay for their contracted hours, to minimise financial strain and stress.

Sports Direct have sent all workers over the age of 60 home until after the virus clears up, promising full pay throughout.

Pret a Manger are giving free hot drinks to all NHS Workers and a 50% discount on everything else to show gratitude.

Kindness is also contagious! Becky Wass of Cornwall has designed a postcard which aims to help those who are self-isolating or high risk, still get things they need. The print-at-home template is being shared on social media, with those in need able to request shopping, urgent supplies or "a friendly phone call".

Supermarkets including Lidl and Iceland have introduced special shopping hours during which only the elderly will be able to enter the store and do their weekly shop.

Community spirit is high in Italy, despite their full lock down status, with communities all coming together to sing and enjoy each others company from a distance.

Residents in Spain and Italy have shown their gratitude to health personnel on the Coronavirus front line by applauding from their windows. The nationwide events were coordinated in the locked-down countries through social media.



BUSINESS ADAPTABILITY & RESILIENCE

LOTS OF BUSINESSES ARE LEADING THE WAY IN BUSINESS RESILIENCE, FLEXIBILITY, AND ADAPTABILITY IN THE CURRENT CLIMATE.

Whilst many businesses have implemented recruitment freezes and a reluctance to on-board anybody during these unprecedented times, one of our stand out clients, Missguided are shooting ahead, by adapting to the current climate.

They are continuing to interview and on-board their planned new-starters, adapting to a virtual way of working. This has so far included conducting video interviews, including a virtual office tour, and allowing their new hires to start on time, immediately working from home. This forward-thinking, and open-minded approach to the Coronavirus challenge, means Missguided will continue thriving with minimal disruption.

In order to monitor the well being of their staff, they have also introduced weekly social calls to ensure all staff are well, and are coping with new remote working rules. This also combats feelings of isolation and loneliness.

Other businesses are also keen to power ahead, taking this opportunity, whilst many businesses are enforcing recruitment freezes and making redundancies, to snap up the sudden excess of top talent across the industry. They are quick to recognise that now is the perfect time to hire premium talent without the premium price tag. By continuing to hire and following a business as usual approach to work, these forward thinking, and innovative companies are still able to complete projects and power ahead, whilst other companies fall behind.

Whilst we understand, that for some businesses, recruitment simply isn't a financially sound plan right now, there are other ways to prepare for when everything returns to normal. This includes planning ahead and setting up talent pipelines, so when you're given the green light to start recruiting again, you can hit the ground running.

01

Video Interviews

A great way to interview "face to face" from a distance, when you can't bring anybody onsite.

02

Remote Working from Day 1

Trust all staff, including new starters, to work effectively from home. Provide support and all login details so they are fully equipped to hit the ground running. This means no working delays and projects can run on time.

03

Stay Social!

It can be hard working in isolation, and it's important to still have social interaction, which can include calls and video calls with colleagues which have no work agenda.

A SMOOTH SEA
NEVER MADE A
SKILLED SAILOR.



DIGITAL WORK SPACES

COLLABORATION, COMMUNICATION,
AND TEAM WORK DESPITE THE
DISTANCE

In order to maintain productivity, communication, and collaboration during times such as this, where remote working has become enforced within many businesses, finding a digital work space which suits you is imperative.

Microsoft Teams is one of the go to tools for most companies, due to it's high level functionality, and it's ability to sync with you Outlook emails and calendar.

It allows you to share files and images, and talk in real time, via chat, audio call, or video call. To help you maximise the use of the platform we have organised a free webinar, which you can join by simply getting in touch, and registering your space.

The call functions are a great way to conduct internal team meetings and catch ups, as well as external interviews, due to the reliability of visual and audio quality. Additionally, the ability to share screens, and have multiple people on one call is great for training purposes internally.

The file sharing functionality is really useful for project work. You can also edit files in real time as a group, because everything is linked to OneDrive, which makes it really easy to collaborate on one document.

**COLLABORATION IS STILL
KEY.**

**TO JOIN OUR WEBINAR ON
MICROSOFT TEAMS, OR
FOR MORE INFO, GET IN
TOUCH.**

maxwellbond



**TURN
CHALLENGES
INTO
OPPORTUNITIES
AND STRESS
INTO SUCCESS**



MANAGING REMOTE TEAMS

MANAGING PRODUCTIVITY AND EMPLOYEE
WELL BEING REMOTELY.

"IT IS OUR MANAGERS WHO NEED THE MOST SUPPORT AND DIRECTION AS TO HOW TO EFFECTIVELY MANAGE REMOTE TEAMS AND RECOGNISE AND RESPOND TO THE EMERGING MENTAL HEALTH CONCERNS OF THEIR EMPLOYEES" - HCA MAG

Managing remote teams, especially if you are new to it, can introduce new challenges for leadership. After discussions with experienced remote managers, we have compiled our list of top tips to help you continue thriving in a new way of working.

OUR 8 TOP TIPS FOR MANAGING REMOTE TEAMS

1. Trust your team to be productive
2. Ignore the urge to use micromanagement tools
3. Set expectations and activity targets early
4. Be available to your team
5. Utilise video calling to check in regularly, for work and social purposes, and to maintain social bonds
6. Focus on productivity levels, not just time spent at the computer
7. Encourage your team to still take full breaks
8. Be patient with yourself and your team as you adapt to new working methods and tools

For a free guide on managing remote teams, or for help finding the right tooling, please get in touch with one of our team today.





MENTAL HEALTH AND REMOTE WORKING

LOOKING AFTER YOU AT HOME

CORONAVIRUS AND ANXIETY

Coronavirus has incited fear and panic across the globe, in part down to the constant bombardment of negative news stories. This is particularly problematic for those who are predisposed to anxiety, panic, and stress disorder, and can have a knock on effect on productivity, focus, and physical health.

To protect mental well being and health during this time, advice suggests that you should:

- Stop watching, reading, and listening to an excessive amount of news about the virus. News channels and papers are more likely to focus on negative events than positive ones.
- Research information carefully, and only take it from trustworthy sources such as the NHS or WHO. This avoids fake news, inaccurate information, and unnecessary worry.
- Still look after yourself. If you are able, go outside for runs or walks, and continue to engage in hobbies such as yoga or mediation.
- If it get's too much, you can alternatively seek out professional help with managing your anxiety.

WORKING FROM HOME

Working from home can be challenging for some people. Especially those who live alone and rely on the office for social interaction and engagement. To maintain mental health and stay productive at home, it is important to:

- Stick to your normal routine and dress as though you are going into the office
- Plan your day as normal to maintain productivity levels
- Find a quiet, distraction-free work space and dedicate this to working
- Still take regular breaks and your full lunch break, preferably going outside
- Drink plenty of water
- Check in with colleagues throughout the day via video call (if available) to maintain social bonds
- Refrain if possible from working in your bedroom. This has been proven to affect sleeping habits due the brain interpreting your bedroom as a work space
- Maintain a clear boundary between work life and personal life (in time and space)

We are shaped by our thoughts; we become what we think.

In these anxiety-inciting times, it's more important than ever to look after yourself, and to only rely on information from trustworthy sources.

MAJA BOROTA- NEDIC

MAJA, DIRECTOR OF ENGINEERING AT BOOKING.COM, DISCUSSES THE IMPORTANCE OF EFFECTIVE LEADERSHIP AND ALWAYS DRIVING BUSINESS FORWARD



MAJA BOROTA-NEDIC DIRECTOR OF ENGINEERING

From a spark of passion for mathematics and physics, Maja had her career path carved out early in her life, and has since dedicated her entire career, in Serbia and the UK, to technology. Unwavering passion and drive has helped her push herself to success.



**"TECHNOLOGY IN
MANCHESTER
WILL CONTINUE
TO FOLLOW THE
GLOBAL TECH
TRENDS"**

From an early age, Maja had a passion for mathematics and physics, and in secondary school was introduced to the world of programming. This inspired and influenced her to study Electrical Engineering and Computer Sciences. Maja explains how "at that point, my career path was defined."

With a passion for technology, innovation and agile delivery, coupled with a strong belief in team work and people coaching and development, Maja now has more than 20 years of tech industry experience under her belt, and is still excited by its fast paced progression and growth within her current role and business, as well as within Manchester as a whole.

ALWAYS MOVING FORWARDS

After graduating from the Faculty of Electrical Engineering and Computer Sciences in Serbia, Maja begun her career in university, but later moved into the private sector as a software developer. In 2000, Maja and her family moved to the UK, where she initially started working as a Senior Software Engineer.

After just a couple of years, Maja moved into her first leadership position, as a Software Development Manager, and for ten years she continued to manage engineering teams and deliver software solutions within the travel and finance sectors. Maja then joined Rentalcars in 2013 (now Transport Business Unit for Booking.com). After a successful period of managing highly entrepreneurial Software Engineering functions, Maja stepped into the role of Head/Director of Engineering in October 2017.

Describing the technology sector as very fast paced, Maja feels confident that she works for the leader in technology and innovation within the travel sector. But in addition to her passion for the dynamic, ever-changing technology sector, she is also a keen advocate for work-life balance, well being, and healthy living, and personally enjoys playing squash, yoga and running, as a way to switch off from work.



"I AM VERY KEEN TO SEE MORE WOMEN IN THE TECH INDUSTRY, AS THIS INDUSTRY OFFERS SO MANY OPPORTUNITIES TO BE CREATIVE, INNOVATIVE, AND TO DO SOME TRULY UNIQUE WORK. THERE IS ABSOLUTELY NO CAPABILITY DISPARITY, WOMEN JUST NEED TO HAVE MORE CONFIDENCE IN THE WORK THEY DO"

BEST THINGS ABOUT THE JOB

The best part of the job for Maja, is the people she works with and also the sense of belonging that her company provides. She also emphasises how she is proud of her company's values, which are:

- Think Customer First
- Succeed Together
- Own It
- Learn Forever
- Do the Right Thing

Having a company that shares the same values that you do, is fundamental to motivation, drive, and passion, as well as workplace cohesion.



KEY MOTIVATORS

Maja has always pushed herself to always move forward, driving change and supporting the growth of new talent.

She is motivated and driven because she works for a leading company that drives innovation and promotes diversity. She is excited about her own contribution to the companies goals. This provides a collective sense of purpose, driving her to continue to contribute to her company in a variety of ways.



LEADERSHIP & HIGH PERFORMING TEAMS

Above all, a great leader should be calm, approachable, and know how to listen. These are fundamental in order to attract, retain, and motivate team members to all work collaboratively towards a common goal.

In a competitive market, Maja emphasises the importance of retaining the top talent in order to drive performance. She suggests that the "prerequisite is building a great team culture and sense of belonging, combined with a clear engineering strategy which provides clarity and direction, as well as time for learning and personal development, and career progression."

Further to this, Maja explains how the most effective teams, are diverse teams and proudly highlights some D&I KPI's which she has helped shape within her current company.



INCREASING DIVERSITY AT TBU

3% INCREASE IN WOMEN IN LEADERSHIP

42% OF EMPLOYEES ARE WOMEN (2% IMPROVEMENT ON GENDER SPLIT)

33 WOMEN GRADUATED FROM THEIR FUNDAMENTALS OF LEADERSHIP PROGRAMME LAST YEAR

6% INCREASE IN WOMEN IN ENGINEERING, THE MOST CHALLENGING AREA

50% OF ENGINEERING APPRENTICES ARE WOMEN

ACHIEVEMENTS & CHALLENGES

Maja's biggest achievement to date is being a mother to her two sons, which she describes as the most important and rewarding role and achievement in her life. Then comes her career progression to date.

She explains how the biggest challenge for most people is the trusting in yourself and your abilities. Whilst she admits to believing in herself from an early age and has since always been able to drive herself forwards, she encourages women to find that self-belief and remove the self-doubt. Once you start trusting yourself, Maja says "the rest is not that hard".

SOLUTIONS

Maxwell Bond are here to help you thrive through challenging times

POSITIVE BUSINESS NEWS

- Avoid the doom and gloom, hear from the businesses making positive steps and thriving
- Gain tips from best in class performers
- Hear from positive role models to empower and inspire you
- Gain live market intel and hear from leaders driving business continuity and agility

VERSATILE HIRING METHODS

- Can't go onsite but still hiring?
- Free offsite interview space
- Free video interviewing facilities
- Hear the best practices from hiring managers and candidates who are adapting and thriving in a difficult market

GUIDANCE ON BEST PRACTICE

- Remote working guidance
- Interviewing video remote
- How to manage remote teams
- Tips on protecting your mental health
- How to onboard new starters virtually from day 1 with case studies

ETHICAL RECRUITMENT

- Freezing recruitment, pulling offers, and making redundancies is never easy
- Free, confidential advice from experience consultants who can empathise and educate you on best practices from tried and tested methods



maxwellbond LATEST COVID-19 UPDATE

THE MOST UP TO DATE INFORMATION
ON THE VIRUS FROM THE NHS, AND
RECOMMENDATIONS FROM PM BORIS
JOHNSON.

WHAT WE KNOW

COVID-19 is a new illness that can affect your lungs and airways. It's caused by a virus called Coronavirus.

CURRENT ADVICE

The current advice is to stay at home for 7 days if you have either a high temperature (you feel hot to touch on your chest or back) or a new, continuous cough. At this point, you should not visit a pharmacy, GP or hospital, and you do not need to ring 111.

If you live with other people, they should also stay at home for fourteen days since the first person showed any symptoms. If you live with someone who is elderly, pregnant or who has underlying health conditions, you should try to find them somewhere else to stay temporarily.

You should only ring 111 if your symptoms get considerably worse or they don't clear up after 7 days.

RISK FACTORS

Those who are classed as high-risk include anybody who is 70+, has a long-term condition, are pregnant, or have a weakened immune system.

GOVERNMENT ADVICE

Boris Johnson has just announced a stronger stance of Coronavirus, which includes:

- Families to stay at home if any member is ill
- Stop all non-essential contact with other, including working from home and avoiding pubs, bars, and restaurants
- Avoiding non-essential contact with those in the high risk category
- The government will no longer support mass gatherings



**CONTACT US
TODAY**

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FOR HELP NAVIGATING THE CURRENT WORKING CLIMATE, PLEASE
GET IN TOUCH

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