

4TH FEBRUARY 2011

ALL HBOS MEMBERS IN BELFAST GASWORKS RCC

HBOS Belfast Gasworks: Micro-Management & Management Style

LTU has raised concerns with the Bank over how HBOS Staff at Belfast Gasworks are being managed and, in particular, the heavy-handed hourly micro-management of staff.

In the past, LTU has challenged successfully and rolled-back the use of heavy-handed micro-management within LTSB's Direct Channels sites over After Call Work (ACW), Average Handling Time (AHT) and other equally overbearing methods of managing staff. The Bank has accepted LTU's argument that by being forced into adopting these methods - which LTU has described as 'management by spreadsheet' - Team Managers are not using proper staff management skills to direct and develop their teams of Advisers.

Ruler Checks

Given the progress LTU has made within LTSB-heritage sites, it is a pity that these less enlightened practices are 'alive and kicking' within Belfast RCC ... presumably with the active consent and support of Accord!

LTU has been passed copies of two separate emails issued by Sales Managers on the subject of 'Ruler Checks'. These instructions involve Team Managers being forced in effect to treat Advisers in their teams as infants learning to read, insisting that they use rulers to guide them when reading scripts.

One Sales Manager harangues Team Managers that *"I am now invoking the 3 strike rule in your teams. If this is checked 3 times for any consultant in your team and they are not using the rulers then **you** will cop the consequences ... discussion record first thing and formal action after that"*.

Another Sales Manager insists that *"I want ruler and product sheet checks on the hour EVERY hour. I want you to sample 2 consultants every hour and link in with me on your findings"*. This Sales Manager then goes on to threaten Team Managers

that "if I have to challenge a TM around ruler usage in their team more than 3 times, this will lead to TM discussion record etc ..".

LTU simply doesn't believe that this style of heavy-handed micro-management - thrust upon Team Managers who must in turn repeat it to Advisers - deserves a place in Direct Channels or anywhere else in the Lloyds Banking Group.

This approach to managing staff is inconsistent with the Bank's own description of its 'Vision and Values'.

Snow Absences

Members will recall that LTU won compensation with either back-payments or reinstated holidays for HBOS Belfast Staff who were unable to get to work early last year because of adverse weather conditions and who had been told that they would either lose pay or holiday entitlement.

It has emerged that this situation arose again following the heavy snow towards the end of last year, with many staff once again being wrongly docked either pay or holiday. This is despite the fact that LTU published details of the policy applying to the whole of Direct Channels, which was agreed between the Bank and LTU.

Details are available on our website at www.ltu.co.uk/newsletters/27).

Treated Unfairly

Members who are concerned over how they have been treated - whether because of poor management practices or losing pay or holiday because they couldn't get to work during the snow disruption - should call LTU's confidential 24 Hour Advice Line Service on 01234 262868 or else speak to our Local Official, Paddy Daly, during one of his regular visits to The Gasworks.

STEVE TATLOW
Assistant General Secretary

To join call 01234 262868... today!