

MTM have always started with a business need before introducing flexible/agile working but we also look for a “win-win” solution which benefits the company and the employees. The multi-skilling which dates back to 1996 (before the days of work-life balance being known as such!) was the only tool available at the time as our bank (not Lloyds) gave me six months to turn the business around from a loss making situation without access to any additional funding. We have never limited flexible working to those with caring responsibilities.

We have what I believe to be is a fairly unique approach to requests to changes in working patterns by individual employees. Before presenting a request for change to management, the employee has to:-

- 1 Come up with a proposal that will have no adverse effect of the company
- 2 Agree the proposal with work colleagues (team mates)

The benefits of this approach are:-

- The employee presents a solution not a problem
- Employees are quite innovative if it means getting what they want
- Avoids accusations of favourable treatment by colleagues as they have agreed it.
- Avoids need to use legislative procedures as we agree things informally.
- Leads to improved motivation and job satisfaction. We have always seen extra benefits to company to those initially quantified.

Like any company, we can only deliver the level of customer service we want and customers expect with a well-motivated and “happy” team. We see agile working as a key component in motivating employees. It complements things like training and development, job enrichment and involvement but we always come back to the business need i.e. customer satisfaction.

It is difficult to quantify some of the benefits but here are a few statistics which support our policies:



Because of our agility and mutual trust between management and employees we have managed to agree solutions which have got us through the difficult economic situation over the last few years without going into the red or losing key skills. We believe we are ready to take advantage of the economic recovery when it comes.