



A Better Way To Work

# WorkingSm@rt®



Glasgow  
Kelvin  
College

**Client comments on the impact of Working Sm@rt from Iain Abercrombie, Head of Faculty, Glasgow Kelvin College who undertook Working Sm@rt in 2013. These comments are May 2019**

**What do you feel was the real benefit personally from undertaking this training?**

My own efficiency and effectiveness within the organisation improved dramatically. I had a structure and much more control over my working week. Communication with staff improved too as I had, the ability to actually programme time in relation to which campus I was in, which meetings I attended, and I ensured that I was visible at specific times. This made me more accessible and in less of a constant rush. Ultimately there was such a change that eventually, staff and colleagues viewed me as someone who was disciplined but also was very efficient and effective at reaching and adhering to deadlines.

**Do you feel as though it made a difference to you as a leader and therefore the team?**

I've had a number of different teams since I did Working Sm@rt. I have definitely got better at introducing how I operate – how I plan my work and weeks, how I deal with email and meetings and my expectations for the team are much clearer from the outset. I hope I have encouraged a culture of trying to work smarter not longer and all of this is definitely down to the course. In essence it's made me a better leader, giving me more time to lead effectively rather than just managing situations.

**Do you think it's had an impact on well-being?**

Yes, I suggest if you want evidence of that then you should ask my wife. The ranting she had to put up with about things I was involved in, inefficiencies, deluges of email was daily. It was really stressful. She has commented that there was a gradual decrease in stress and ranting after I went on the course. It continued to improve so that I am now at the point where I hardly take work home and I now consider myself to have a great life work balance.

**Contact us now for more information**

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## **Do you think by changing your methods of working, it's had an impact on well-being?**

I was a great exponent of the messy desk, but I knew where everything was. I used to keep everything. After embracing the principles, I now work with a clean desk, nothing in the inbox, one filing cabinet that's half empty etc, so there was definitely an immediate impact. If I was to reflect on the way that I used to work and how it changed immediately after the programme: it's absolutely chalk and cheese. I used to sit at the weekends and evenings working on a regular basis, but not now!

## **If you were to sum up what you got from the workshop, how would you describe it?**

I would suggest that I was able to take control of my working week, I was able to address issues with my work life balance and the term I always use about it was that it gave me headspace. It allowed me to do other aspects of the job more effectively and efficiently because I had a structure and a system, and I knew that it worked. I would advocate that it should be essential for new staff coming in and anyone going into succession planning and moving up the ladder should be involved in a programme of this nature.

## **Is this methodology something that works for both an individual and organisation?**

It's definitely beneficial to any individual. For the organisation there needs to be a realisation that the culture of the organisation needs to change and this programme would be a great place to start to influence that change – especially if Senior Management get involved from the outset. Its full potential would be realised if everyone was able to follow the same principles.

Thanks to Iain for his words on the Working Sm@rt programme.

*Gilly MacMorran  
Managing Director  
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