

PA ENTERPRISE

DeskDemon's Magazine for Executive PAs, Office Managers and Secretaries

December 2014

**Gender
divide
over salary
aspirations**

**How to
handle
success**

**Facing up
to ageing**

**Poor management
to blame for stress
related illness**

**Employee
use of IT - the
legal issues**

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73% blame poor management for stress related illness

A recent survey by law firm Michael Lewin Solicitors show that many victims of stress related illness blame poor management as a contributing factor.

Reason for Stress

Out of the 81 people who answered and admitted to suffering from stress at work in the past, 62 of them blamed poor management.

Other popular responses were excessive workload, with 49 people blaming this as a contributing factor, and bullying and discrimination contributed towards 39 cases.

With poor management and excessive workload scoring so high as contributing factors to stress at work, it's still evident that despite the rise in stress in the workplace, a large majority of companies aren't doing enough to help prevent it.

Afraid of Telling Employer

Another question included in the survey asked respondents if they were afraid to tell their employers about their stress. A massive 64% claimed that they were afraid, showing that stress is still a stigma in many places of work.

When asked why this was, there was a number of different responses, with many pointing to a similar reason.

"impact on career progression"

"My line manager was the main cause of the stress"

"They would probably think I wasn't up to the job. Might get the sack."

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ARCADIA GROUP
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TOPMAN
DOROTHY PERKINS
New Signature
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wallis

"No one to speak to."

"Them thinking I can't cope"

"Scared of manager"

"Discrimination and no career progression"

"I felt that I would not be listened too and everyone else was looking after their own agendas."

"Not taken seriously and no confidentiality."

"Lack of support and understanding. When I did tell them they brought an investigation against me after I returned from sick leave due to stress. This then caused me to have a nervous breakdown."

"Didn't want to be seen as someone that couldn't cope."

"Fear of failure."

"Appear weak and you become a target."

"Unsympathetic response. Lack of care. Stigma."

"Showing signs of weakness would make me a target for victimization by management."

"Really scary and unapproachable boss who doesn't listen and just refers you back to your contact."



"The results from our survey are very similar to what we see in day to day practice. A lot of issues are caused in the workplace by poor management styles or managers not being provided with adequate training to enable them to understand how to manage staff appropriate. This can in turn have a significant long term effect on an employee's health."

Richard went on to say that "Employers need to do more to minimise the cause of stress at work but also to reassure staff that they should disclose when work is affecting their health. The vast majority of individuals are reluctant to disclose mental health issues due to the stigma attached to such disclosure."

Training Not Adequate

Richard Coulthard, head of the stress at work department at Michael Lewin Solicitors said

Employee use of IT

Employers invest heavily in IT and communications equipment to facilitate and support their businesses. Make sure you know the legal rules about employees' use of that equipment to ensure your investment bears fruit and does not create legal liabilities.

www.rocketlawyer.co.uk

What legal issues does employees' use of IT equipment raise?

Whatever equipment you provide to staff must be safe and comply with health and safety rules. Its electrical safety should be inspected periodically and employee workstations should be risk assessed to ensure that their use will not pose a threat to health.

Usually, employers will be liable to third parties for what their employees do using their equipment in connection with their employment. So if use is illegal, defamatory, discriminatory, breaches



copyright or confidentiality, constitutes bullying or otherwise causes a legal problem, then the employer is on the hook.

Issues can arise in connection with inappropriate or excessive personal use of

equipment. Where employees damage or lose equipment negligently, employers sometimes wish to deduct the cost from their pay; care must be taken to ensure this deduction is lawful.

Increasingly, employers want to examine and make use of information about employees' use of IT equipment (eg by monitoring email and internet use), to take employment decisions. This raises issues of privacy and data protection as well as the fairness of disciplinary action.

Employees' personal use of IT equipment

There is no obligation to allow staff to use IT equipment for their personal purposes; if you do allow personal use, make clear to staff that it must be lawful, reasonable and not interfere with their productivity or duties. You can also restrict use to certain times of day or a certain limit. In all cases, consider publishing the personal use rules that you decide on with a communications and equipment policy.

Train and guide employees about the sorts of media use that are legally problematic and warn of disciplinary action if rules are breached. Don't mix up personal use and private use. If you monitor employees' use of equipment then they must be warned not to expect privacy even if personal use is permitted.

Monitoring employees' use of equipment

Monitoring of communications such as emails, internet use and phone calls engages data protection and privacy issues. For more information, take a look at our Quick Guide on Employee Data Protection Issues.

Monitoring is permitted if justified but you should tell staff you do this and target your monitoring. Consider less intrusive methods and take steps to avoid reviewing obviously personal materials. Covert monitoring will be acceptable only in exceptional circumstances.

Practical tips

- Staff should receive a copy of the employer's written policy on use of IT equipment when they join or when the policy changes. Periodic reminders are useful especially when portable equipment like laptops or smartphones are issued. Staff should sign to confirm receipt.
- Pay deductions for damaged or lost equipment will be unlawful unless the employee has given advance written consent either in their employment contract or another agreement. So, if this is not covered in the contract, get a separate signed agreement when the equipment is issued.
- Consider using click-through consents or on-screen reminders to remind staff of rules on equipment use and monitoring information.

Brother launches innovative label printer to support new office trends

Brother has launched a new label printer offering a wide range of connectivity options, helping office professionals produce labels quickly and easily from wherever they are in the office.

Using clear, durable labels in the office helps to keep it organised and running efficiently. Label printers can support office professionals in a number of ways, including ordering large filing systems, correct identification of office equipment or storage and labelling potential health and safety risks.

The PT-P750W label printer is the first in the world to offer NFC (Near Field Communication) technology, allowing users to simply swipe their Android device over the machine to establish a connection. In addition, it offers a direct wireless connection with all mobile devices, making it ideal for offices operating a BYOD or hot-desking set-up.

The model also includes Wi-Fi network connectivity, meaning it can be shared by multiple office-based users who can print to it from their desktop computer.

Brother's new label printer is completely portable. It can be used with an optional

Li-ion rechargeable battery, making it easily transportable and perfect for bigger office spaces where workers need to print labels across a number of locations.

The printer is compatible with Brother's iPrint & Label app, meaning that office professionals can design and print durable labels from any location using their mobile device.

With the fastest print speeds in its class, a 'half-cut' option which prepares multiple labels for peeling and reduces wastage, and a range of simple connectivity options, the PT-P750W is an ideal solution for hassle-free, cost-effective and efficient label printing.

For more information visit
www.brother.co.uk



Make lunch better!

City Pantry is an online catering marketplace that brings the exciting taste of London street-food to your office.

City Pantry is London's first online food delivery service that allows companies to order catering from some of the capital's most exciting pop-ups, chefs, delis and street-vendors.

Set on improving the quality of corporate catering, City Pantry's founder, Stuart Sunderland launched the business in January 2014. The online service can be used for any corporate occasion including meetings, events, or even regular staff lunches. With 88 traders to choose from there is food to satisfy every palate. Vendors range from Grill My



Cheese, Herman Ze German, LeCoq, Mother Clucker, Zoe's Ghana Kitchen and Wild Game Co.

The ordering system is simple, customers can choose food from any number of local vendors who have each created special meal packages designed for group ordering with prices ranging from £5 to £50 per head. Bespoke orders can be made through City Pantry's customer service number and customers providing regular employee lunches can benefit from the full meal planning service.

Since its launch earlier this year, City Pantry has gone from strength to strength with sales growing at 29% a month. Companies who currently use City Pantry include Google, BuzzFeed and Spotify.

www.citypantry.com



Facing up to ageing

Dissatisfaction with their facial appearance prevents 76% of people from having their photograph taken

The galloping growth of social media has encouraged us all to share pictures of ourselves: on holidays, enjoying events with our friends and families, joining dating websites, and increasingly posting 'selfies'. Many people also digitally upload photographs from the past and add them to their social media accounts as a way of remembering the important events which have occurred. These photographs allow us to chronicle our lives and the changes our face goes through over time.

However, a survey conducted by Sinclair IS Pharma found that 76% of people stated that dissatisfaction with their appearance had prevented them from having their photograph taken. Dissatisfaction with appearance had also prevented 32% of women from posting on social media and 27% of men from going on a date!

Ageing is a natural part of life, it happens to us all, but this natural process can be challenging for some of us to accept. Over a fifth of people surveyed stated that appearing to have aged affected their confidence. Just under half of the respondents claimed to be unhappy with their appearance; with 30-39 year olds the least happy with their appearance (66% of this group were unhappy).

Over 25% of those surveyed admitted that they had judged people because of the way that they were ageing. It seems that people want to appear to stay young, but the majority of us want it to seem that this has been achieved





naturally (without anyone knowing we have had help).

This comes as no surprise to makers of Silhouette Soft who commissioned the survey to launch their innovative non-invasive face lift. The company is acutely aware that many individuals want to reduce the signs of aging, discreetly with a non-surgical treatment which leaves their face completely mobile, which no one will know has been treated ... and excitingly gets better over time!

69% of those surveyed stated facial sagging and wrinkles aged a person the most. There are a number of treatments which aim to minimise the effects of ageing, by reducing wrinkles and facial sagging, including surgery

and Botox. However 80% of those surveyed would not consider having surgery, mainly due to cost and safety concerns.

“A general anaesthetic for cosmetic appearance would be foolish”

Many people were put off from seeking Botox treatment because they felt the treatment did not leave recipients looking natural and affected people's abilities to express emotions. Some even drew attention to people in the media who they felt did not look natural after the treatment.

“I have seen how some celebs look and no thank you”

Workers spend nine days a year shopping on their office computer

Instead of getting on with the job in hand, millions of employees admit spending part of their working day browsing websites, buying new clothes and even booking the occasional holiday.

Others admit to splashing their cash on birthday and Christmas presents, household appliances and regularly paying their bills while sitting at their desk.

And over the course of the year, workers spend almost £1,400 – around the amount the average Brit earns after tax each month – during their working hours.

It also emerged almost half of workers are planning to spend the equivalent of two working days between now and December 25th doing their Christmas shopping while in the office.

Andy Oldham, of cashback and reward site Quidco.com, which commissioned the research, said: "When you spend the majority of



your working day sat at the computer, the temptation to have a quick browse is always there.

"When you are going through a quiet period at work, or perhaps have a task which you are putting off completing, the thought of having a little look at your favourite shopping website can be much more appealing.

"But while many bosses may be happy to let their employees shop online during their lunch hour, they may be a little concerned to see how much of the time they pay their workers for is being used for tasks which aren't strictly work-related."

The study, of 2,000 workers, found two thirds regularly shop or browse online during their working hours with 16 % admitting to doing this all the time.

And the average worker spends 18 minutes of each working day – an hour and a half a week – focusing on spending their wages instead of earning them.

Over the course of a working year, that amounts to the equivalent of nine eight-hour long days.

But 46% of employees admit there are times where they spend so much during work time, they effectively cancel out their earnings.

The study also revealed that seven in ten immediately log on to have a browse or shop online whenever they are a little quiet at work.

And 44% start browsing as soon as they switch their computer on in the mornings, with half of workers opening up their favourite shopping site as soon as their boss' back is turned.

38% even admitted to having days where they have spent most, or even all of their time shopping instead of working.

Boredom is the main reason for hitting the online shops during work time, with another 25% claiming it's the only chance they get to do it. But 15% admit they simply don't want to have to do their work

It doesn't always work out for some though with 36% saying they have been caught shopping at work by their boss.

While most got away with a little comment, more than a third of those were pulled into a meeting to discuss their misuse of company time, while 12% were given a formal warning.

Andy Oldham, from Quidco, added: "There are only so many hours in the day, so it is easy to see the allure of ticking some of the Christmas shopping off over the course of the work day."

Top 20 things to buy or browse online at work:

- | | |
|---------------------------------|----------------------------|
| 1 Clothes | 13 Bags |
| 2 DVDs | 14 Household appliances |
| 3 Gadgets | 15 Music or film downloads |
| 4 Shoes | 16 Jewellery |
| 5 Birthday presents | 17 Make-up/beauty products |
| 6 Paid bills | 18 Furniture |
| 7 Holidays | 19 Fancy dress costumes |
| 8 Tickets for gigs/sports games | 20 Computer consoles |
| 9 Accessories | |
| 10 Food/drink | |
| 11 Hotels | |
| 12 Computer games | |

New study shows men twice as likely to aspire to top salaries

35% of British men aspire to earn over £100k p/a in their working lives, compared to just 15% of women

35% of British men aspire to earn over £100k p/a in their working lives, compared to just 15% of women, highlighting a clear 'aspiration gap' between men and women in the UK, according to new research conducted by Adzuna.co.uk. The study also showed an increasing number of female employees aspiring to careers in advertising and teaching, while men favour IT and engineering roles.

The survey analysed attitudes of over 1,000 UK workers to highlight the differences in male and female workplace priorities. In addition to revealing employee attitudes in their current roles, the study explored British workplace ambitions and aspirations amongst men and women.

The survey showed that nearly a third (30%) of women would be content with salaries between £20-30k, while half as many men (15%) claim they would be happy at this level. Male employees also expressed greater confidence in achieving career ambitions,

with 36% of men believing they will reach their goals, compared to just 16% of women.

Sector separation

The survey saw women setting their sights on roles in Media, PR & Advertising (20%), Charity & Volunteer work (11.05%) and Teaching (10%). In contrast, male employees ranked roles in Digital / Technology (31.5%) & Engineering (10.96%) as the most attractive for them.

A gender divide

The data indicates that male workers in Britain rate their salary as the least satisfactory element of their working lives, with one third (31%) of male employees rating it top on their list of workplace annoyances. Progression opportunities and work-life balance rounded out the top three employment concerns for men, while three quarters (73%) of men thought that relationships with co-workers were the least of their worries. 38% of women,



Women in the workplace are highly ambitious, the survey found, although their aspirations differ from their male counterparts. More women than men had their hearts set on the flexibility of working for themselves in a freelance or self-employed capacity.

Andrew Hunter, co-founder of Adzuna, commented: "The research highlights some interesting contrasts among men and women in the UK labour market. The survey suggests that many British women feel hampered by lack of confidence, and claim external factors like family commitments and competition for jobs limit career progression the most. Conversely, the men surveyed were (perhaps overly) confident in achieving or surpassing their career goals. The main reasons the men surveyed believed they may fail to reach career goals were self-confessed laziness and a lack of motivation."

"Interestingly, the survey found almost as many women as men would now leap at the chance to be the main breadwinner, while their partners take a more family-centric role in the home."

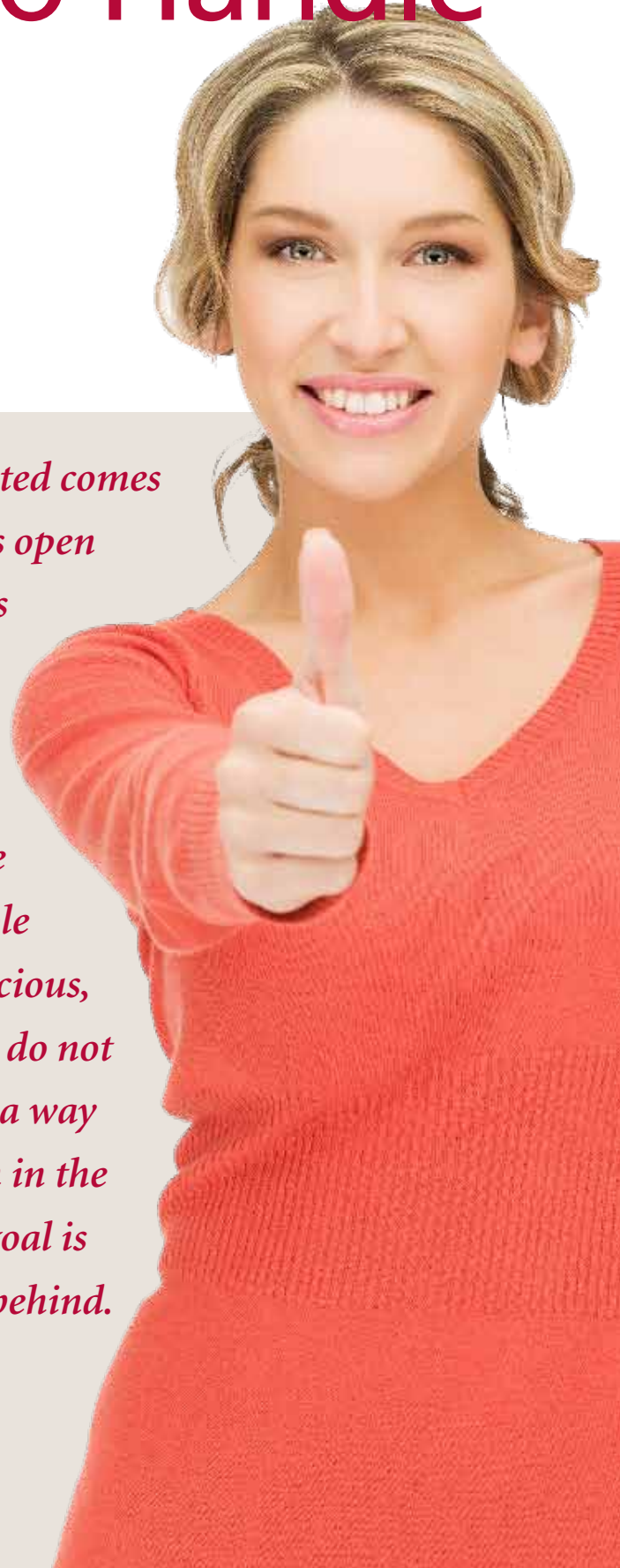
on the other hand, voiced most concern about promotional opportunities, claiming this was the least satisfactory element of employment, closely followed by pay and workplace friendships.

The number of men aspiring to reach the top of the organisational hierarchy (becoming business owners, CEOs or directors) was 10% higher than women. Over a quarter of Britain's female workforce are happier to have low profile roles, preferring to work as part of the team to leadership positions. Comparatively, only a fifth of men interviewed shared this preference.

Five Ways to Handle Success

Sherrie Campbell Ph.D.

Being driven, positive and goal oriented comes with many benefits, as these qualities open up channels for actions which help us reach for the stars and to achieve high powered dreams and goals. Successful people tend to have positive driven attitudes and are able to stay positive while juggling multiple demands. Successful people are tenacious, respond to rejection well, keep going, do not give up and are deliberate in finding a way to their dreams. The joy is most often in the journey toward the goal and once a goal is reached another goal follows closely behind. However, along with success comes failures, hard times and tremendous stress.



Handling Success with a Grounded Perception

1. *Maintaining a stable Idea of Yourself*

To a large extent your idea of yourself will determine how you adapt to your successes.

People who view themselves in fixed ways will become more anxious because they will not have the flexibility to open their perceptions of themselves up to something bigger.

Success creates drastic change and in order to handle it well there must be a level of flexibility in your idea of yourself and your life to be able to adjust to it while still maintaining a stable sense of who you are.

2. *Anchors*

Being successful requires a tremendous amount of risk and decision making which can feel overwhelming and disorganizing when you are under the pressure success brings. Having anchors or consistencies in your daily routine will help to ground the brain and the emotions into a calm and safe sense of begin anchored in life. Mediate, exercise, stick to an eating schedule or diet, create time for breathing, contemplation and social exchanges.

3. *Mentoring/Coaching*

Because success has a direct impact on your identity it is important to seek a coach, therapist or mentor to help you bridge your successes to your new life, your new growing sense of who you are and to help you stay balanced in the idea that love and family are still important. Success can take us away from ourselves and the most important people in our lives if we aren't careful. Mentoring can help with the stressors and in keeping us connected to the most significant people that have supported us to get to where we are.

4. *Know when to slow down*

Success can be intoxicating and addicting. It is important to know when to slow down. Burnout is a part of having success come fast and hard. There may be a fear of the success

As an office worker, where do you go for information, advice, tutorials, vital tools, training and relaxation?

DeskDemon is the world's largest resource, information and community site for Administrative Professionals, Executive PAs, secretaries, Administrators and Office Managers. Providing essential information, resources, tips, tricks, tools, quick links, templates, editorial features and best practice on all the daily tasks the secretarial community perform – from travel, meetings, conferences and events to managing technology, office supplies, people and their careers.



going away; therefore it is easy to get lost in never stopping. Long term success is sustained by having a balance between work and knowing when to slow down. Often our most creative ideas come when create an open space of relaxation for them to have the room to surface. It is intelligent to know when enough is enough and to give your mind a break.

5. Money isn't happiness

Money, fame, fortune are mutually exclusive from happiness. Money, fame and fortune are external to you and happiness is an internal state. Money can bring you freedom but it cannot bring you happiness. Truly successful people are grounded, balanced and happy. In order to truly enjoy the external benefits of success you must be happy first with your life and who you are as a person.

Each successful person handles their gifts differently and many of them seek coaching or therapy to have a place to come to let the stress down and have a direction for their emotional state, adapting to their successes and the way these success completely change their lives. For example, research shows that sudden success in the workplace is even more stressful than divorce, often leading to paralyzing anxiety and a deadly drop in performance. While the final outcome is unpredictable, you can regain your equilibrium by addressing internal stressors that are under your control.

About Sherrie

Sherrie Campbell, PhD is a veteran, licensed Psychologist with two decades of clinical training and experience providing counseling and psychotherapy services to residents of Yorba Linda, Irvine, Anaheim, Fullerton and Brea, California. In her private practice, she currently specializes in psychotherapy with adults and teenagers, including marriage and family therapy, grief counselling, childhood trauma, sexual issues, personality disorders, illness and more. She has helped individuals manage their highest high and survive their lowest low—from winning the lottery to the death of a child. Her interactive sessions are as unique and impactful as her new book, *Loving Yourself : The Mastery of Being Your Own Person*.

She earned her Ph.D. in Clinical Psychology in 2003 and has regularly contributes to numerous publications, including Intent.com, Beliefnet.com, DrLaura.com and Hitched.com. She is also an inspirational speaker, avid writer and proud mother. She can be reached at Sherriecampbellphd.com.

Loving Yourself: The Mastery of Being Your Own Person is available from Amazon and other bookshops

