UPDATE magazine

THE FULL SPECTRUM OF LIFE IN THE CIVIL SERVICE

ISSUE 111 | SPRING 2013
SPRING? WHAT SPRING?

This is the Spring edition of Update. I had to tell you that because the world outside certainly isn’t very spring-like.

The usual signs synonymous with Spring are hard to find. Daffodils have had to push their pretty yellow heads through snow only to find icy cold winds.

Lengthening warmer days don’t appear to have reached our shores yet. Snaefell and the surrounding hills have resembled an Alpine ski resort until very recently. The usual sight of newborn lambs bouncing popcorn-like in fields currently reminds us not of new beginnings but more of the recent tragic events for all livestock around the Island.

Despite the climatic conditions having fallen short of our expectations, I hope that you will find articles in this edition of Update tantamount to Spring really being here. Spring is a time to make changes in life and head in new directions.

You can read about Government embarking on an ambitious project to establish a Public Services Commission, which will act as a catalyst for culture change and encourage innovation and empowerment as articulated in the ‘Agenda for Change’.

Retirement is a very significant change in one’s life and we report on a number of staff who are embarking on a departure from the world of work. We wish all those coming to the end of their Civil Service careers a happy retirement and thank them for their many years of hard work for the Isle of Man Government.

The Mutually Agreed Resignation Scheme (MARS) proved to be very successful. You can find out how much money was saved with the scheme and how it has contributed to cutting employment costs. This is another Government initiative reported on in Update which has contributed to Rebalancing the Budget.

Tackling sickness absence was covered in our last publication. If your Division or Department would like to publicise savings that have been made, please get in touch and a report will be included in September’s magazine.

I hope you enjoy reading this edition of Update and I also hope that we will be in no doubt when summer has arrived!

Tanya Sanderson

Editor, Office of Human Resources, St Andrew’s House, Douglas

The next Update will be published in September. Articles should be submitted to tanya.sanderson@gov.im

Why not tell me what you think about Update magazine? www.surveymonkey.com/s/G5D398P

Cover image by Allan Brown, Water and Sewerage Authority. Design and layout by Peter Jones. Email: info@petejonesdesign.co.uk
In line with Government’s Agenda for Change programme and in particular its policy to reduce bureaucracy, the Civil Service Commission has launched a public consultation on the proposal to establish a Public Services Commission (PSC).

It is intended that the PSC would be the employing authority of not only civil servants, but also other categories of employee including manual and craft workers employed by Departments and Boards, under Whitley Council terms and conditions, and some other employees across central Government; principally those whose terms and conditions are analogous to the Civil Service or the Whitley Council. This would account for approximately 4,000 staff which is about half of all central Government staff.

Over time there would be the facility to simplify employment structures and move towards greater harmonisation of terms and conditions of employment. There would be greater flexibility to redeploy staff to, and between relevant Departments, Boards and Offices in support of Government’s priorities and changing circumstances.

The PSC would also provide the opportunity to both streamline and modernise collective bargaining arrangements in respect of its staff and enable arrangements to be put in place that are modern, representative and focussed on agreed outcomes.

The consultation document summarises the benefits of the Public Services Commission and poses a number of questions regarding employment groups to be included; negotiating mechanisms; implications for local authority employees and the concept of new terms and conditions for new starters.

**Benefits of a single employing authority:**

- Provides a clear framework for employment matters and simplifies employment structures
- Enhances and simplifies the linkage between the Council of Ministers and central government employers
- Encourages a more pro-active approach to people management issues
- Provides an opportunity to streamline and modernise key elements of collective bargaining
- Facilitates the establishment of a greater commonality in terms and conditions of employment/service
- Reinforces the importance of effective performance management
- Establishes a consistent approach to succession management across a key element of the central government Public Service
- Facilitates the deployment and re-deployment of staff on a broader basis
- Improves the application of corporate people strategy and corporate employment policies

**HAVE YOUR SAY...**

The deadline for both physical and electronic submissions is **5pm on 31 May 2013**

The consultation document can be found at: [www.gov.im/hr/ConsultationDetail.gov?id=374](http://www.gov.im/hr/ConsultationDetail.gov?id=374)

Submissions can be completed online at: [www.surveymonkey.com/s/Public_Services_Commission_Consultation](http://www.surveymonkey.com/s/Public_Services_Commission_Consultation)

Written submissions can be sent by post to: Mrs Amanda Haxby, Office of Human Resources, St Andrews House, Finch Road, Douglas, IM1 2PX.
M ancx advocate **John Quinn** was officially sworn-in as Acting Attorney General of the Isle of Man on 18th March 2013.

Mr Quinn took the Oath of Allegiance and Oath of Acting Attorney General during a private ceremony at Government House. The Warrant of Appointment was presented by His Excellency the Lieutenant Governor Mr Adam Wood on behalf of Her Majesty the Queen.

Mr Quinn has been appointed as Acting Attorney General for a period of 12 months and will serve as legal adviser to the Lieutenant Governor, Council of Ministers, Government Departments and Statutory Boards. He will also attend sittings of Tynwald and the Legislative Council.

A past President of the Isle of Man Law Society, he will bring a wealth of experience to the role having successfully managed and developed several legal practices over a 30 year career in Manx advocacy.

Mr Quinn said: ‘I am extremely proud and privileged to be appointed to the position of Acting Attorney General and will fulfil my duties to the best of my abilities. I am very grateful for the support I have already received and look forward to working with my colleagues in the Attorney General’s Chambers in the months ahead.’

“‘I am extremely proud and privileged to be appointed to the position of Acting Attorney General and will fulfil my duties to the best of my abilities.”

**NEW APPOINTMENTS AT ISLE OF MAN TREASURY**

**Malcolm Couch to be the next Chief Financial Officer**

**Malcolm Couch**, the Isle of Man Government’s current Assessor of Income Tax, will be its next Chief Financial Officer. He will take over the Treasury position when Mark Shimmin steps down at the end of April. Dr Couch has been Assessor for the last 8 years and has played a major role in the development of the Island’s tax regime and its international reputation.

**Nicola Guffogg appointed as Assessor of Income Tax**

**Nicola Guffogg** will become the Isle of Man Government’s next Assessor of Income Tax when Malcolm Couch takes up his new role as Chief Financial Officer at the end of April. Ms Guffogg has been Deputy Assessor in the Income Tax Division of Treasury for the last six years.
COLIN KNIVETON has taken up a 12 month secondment to support the comprehensive review of Government services that is taking place this year. The review is part of the Council of Ministers’ response to the 2012 Scope of Government report, which recommended that the central promotion of alternative means of service delivery should be headed by a Minister and supported by a civil servant of Chief Officer rank.

Mr Kniveton has experience of both the public and private sectors, having worked in financial services prior to joining the Civil Service in 1998 as Director of Finance with the Water Authority. He moved to Treasury in 2001 and in 2006 was appointed Chief Officer of the then Department of Agriculture, Forestry and Fisheries. In April 2010 he was selected to become Chief Officer of the newly formed Department of Economic Development, from which role he was seconded to work in Sark.

CHAIRMAN of the Forestry Directorate, Brenda Cannell MHK presented Graeme Watson with his Certificate of Appreciation in recognition of 20 years’ service.

Graeme is employed as the Access and Recreation Officer for the Forestry, Amenity and Lands Directorate of DEFA. His work involves the management and development of recreational activity across the Department’s 28,000 acre estate. This includes large areas of the Manx uplands, commercial forests and the Island’s 18 Manx National Glens.

Graeme has been heavily involved with sport and recreation throughout his working life. He started work in 1984 as a lifeguard at the Aquadrome swimming pool. Having obtained an honours degree in Sport and Recreation Management from York in 1992, he returned to the Island to work at the Aquadrome, eventually becoming Manager of the facility.

Following the pool’s decommissioning in 1997, he transferred to the National Sports Centre where he was Centre Manager for several years and from where many people will remember him. In 2004, Graeme moved to his current role at Forestry.
Two years into the Customer First programme, the focus remains on improving the means by which the customer accesses Government services through three channels – online, in person or by phone.

In order to be successful, a major part of the programme involves changing the culture of Government’s customer service provision, whilst making services more cost effective for Government. This ties in with the Agenda for Change targets for good government: bringing about cultural change through more efficient ways of working and using technology to support better delivery of services.

Justine Gale, Business Lead for Customer First, commented:

“We are facilitators enabling Government to provide better and more accessible services to the public. The proposals and ambitions of Customer First are too many to detail here but we continue, with our partners, to achieve measurable savings and improved customer services linked to cultural change.”

The Welcome Centre at Douglas Sea Terminal is playing a key role in the programme’s development as a pilot ‘one stop shop’ and is currently developing a customer services programme in conjunction with Learning and Organisational Development Division (LODD). Welcome Centre staff recently attended a telephony skills training programme delivered by Louise Wheeler of LODD. This bespoke training is tailored around the ‘Customer First Customer Charter’ which will be trialled internally at the Welcome Centre from April 2013. The charter sets out the targets for call handling and customer service.

New services successfully implemented at the Welcome Centre:

• Improved switchboard service
• Issuing of Proof of Age cards
• Replacement of bus concessionary passes
• Payment of music school fees

The expansion of services has so far seen seven NEETs (young people not in employment, education or training) benefit from the opportunity to work at the Welcome Centre to develop useful customer service skills. The first, Craig McCabe, was recently successfully appointed to a permanent position at the Welcome Centre. Another was offered a job at a bank.

INCREASED AWARENESS OF THE CUSTOMER FIRST PROJECT

WEBSITE TESTERS NEEDED

Do you want to become more familiar with your Department’s content on the new website? Customer First are looking for volunteers who can be nominated and released by their Department for up to two days every couple of months to become testers on the new website.

Every time new improvements to the site are made live it can corrupt the layout or its functionality, creating problems that we need to be aware of to fix. Our small team is fully occupied migrating content and developing new services so we would really appreciate any offers of help from Departments.

Testers will receive training and a script to work through to check the website works correctly – for more information or to volunteer please contact customerfirst@gov.im or telephone 685959.

Looking to 2013 and beyond, the aim is for all department website content to be migrated on to the new website as quickly as possible. The hope is that by June this year the process of switching off old Gov.im and moving to the new platform (http://cf.gov.im) can begin. Complementing the information being provided on the new website is the purchase of a new forms system – AchieveForms, which will enable an increased volume of transactional business to be delivered online at customers’ convenience.

Customer First is managed within the Department of Community, Culture and Leisure in partnership with the Department of Economic Development’s Information Systems Division.
In February it was announced by the Chairman of the Civil Service Commission, Mr Alfred Cannan MHK that the Mutually Agreed Resignation Scheme (MARS) had resulted in annual savings of over £1 million. The MARS severance scheme was offered to civil servants last year as a means by which to reduce staff numbers and salaries.

28 applications have been approved under the Scheme and due to its success consideration would be given to re-running the scheme later in the year.

Commenting on the success of the scheme, Mr Cannan said:

‘I am very grateful to the Government Officers’ Association /Prospect for working very closely with the Commission in relation to the development and implementation of this Scheme. Furthermore, I would like to take the opportunity to express my thanks to Departments, Boards and Offices for co-operating fully with the scheme.’

Mr Cannan went on to say:

‘The recently produced Chief Minister’s Agenda for Change document clearly identified the need for Government to change. Government is to become smaller and simpler and employment costs are to be cut. MARS is one of the means by which this objective can be achieved. The Civil Service Commission continues to work in partnership with the Government Officers’ Association /Prospect where matters relating to terms and conditions of existing civil servants are concerned.’

MARS was designed specifically to facilitate an overall reduction in Civil Service staff numbers which would ultimately contribute to a reduction of Government employment costs.

Successful applicants would be entitled to a severance payment provided their Department was able to demonstrate a long term financial saving to Government. These payments were calculated using a number of factors including age of the individual, length of service (up to a maximum of 12 months pay entitlement), potential savings to the Department and the cost of achieving them in a defined period.

A similar scheme, the Voluntary Resignation Scheme (VRS) is now available in some Departments for other public servants.

“Government is to become smaller and simpler and employment costs are to be cut. MARS is one of the means by which this objective can be achieved.”

The Manx Executive Challenge (MEC) is a Chartered Management Institute endorsed programme that offers individuals the opportunity to demonstrate their senior management potential by working in a team to address an issue which is topical, relevant and of strategic importance to the Isle of Man.

Due to its increasing reputation, the Challenge is widely regarded as an innovative development tool for future leaders. With fierce competition, being accepted to participate is an achievement in itself; applications for the 2012 Manx Executive Challenge attracted a typically high number of applications with 24 being successful in gaining a place.

Participants are selected from a mixture of public, private and third sector backgrounds and past challenges have seen a variety of sectors and industries participating including retail, international finance, manufacturing, public services, charity and education.

Individuals are put into teams and given a real life business problem to tackle. At the end of the programme the teams are judged on a written report and a visual presentation of their findings and solutions. The Judging panel is made up of a number of respected and influential leaders who question each team’s recommendations. The teams are expected to present and argue their case with the judges in front of a distinguished audience including politicians, business and professional people. The challenge, individual projects and teams are also covered by the Media, with various radio appearances and newspaper articles throughout the programme.

Not only does the challenge provide participants with incredible exposure to the Island’s business community, a unique experience and fantastic development opportunity, there is also the option to obtain a CMI level 7 certificate in Strategic Project Management.

THE 2014 CHALLENGE

The 2014 Challenge will be opening to applications in the Summer of 2013 and further information on how to apply and what’s involved will be available on the CMI website:

www.managers.org.uk/forum/isle-man-branch
We now have a **SELF CARE AT WORK** course for staff who experience recurrent health problems or chronic health conditions impacting on their wellbeing.

The course is based on a model developed by Worcester NHS Trust which was piloted in the Isle of Man at the end of 2012. Course Leaders from Worcester have trained a group of Government staff from Occupational Health, Office of Human Resources and Unions to deliver the course on the Isle of Man.

**Aims**

The course is designed to help staff focus on their health and wellbeing and to empower them to make positive choices about their health.

**Who will Benefit?**

The course should be able to help staff with recurrent health problems which impact on their attendance at work. Also staff with long term health conditions could benefit from the approaches to improving self care covered in the course.

**COURSE OUTLINE**

*The course takes place over two days and covers:*

- self empowerment
- motivation and making changes
- self esteem and confidence
- psychological aspects of health and wellbeing
- physical aspects of health and wellbeing
- healthy eating and exercise

The main benefit is that the course enables staff to take time to reflect on and review their health and helps them to plan ways to improve their wellbeing.

The course takes place over two full days 9.30am to 5.00pm each day. There are brief one hour follow up sessions at three, six and nine months to map progress.

There will be between 10 to 15 staff on each course.

**Feedback from the 2012 Pilot Courses**

‘Helped me to become more motivated to change’
‘Hopefully will help me to be more confident’
‘Makes you think’
‘I enjoyed the course very much’
‘I got a lot of personal benefit’

**Future Courses**

Course dates are now confirmed for 2013/14. To book a place contact LODD or for more information contact Occupational Health 642150 or [occupationalhealth.dh@gov.im](mailto:occupationalhealth.dh@gov.im).

**Next Issue**

This is just the first of a series of articles about Isle of Man Government initiatives to improve wellbeing at work. Find out more in the next issue of UPDATE.
The Island’s permanent office in Brussels showed how it can help to open EU doors for Isle of Man Government agencies and departments when it hosted a delegation promoting the on-line gaming sector.

European Affairs Director Patrick Bourke organised the visit by Steve Brennan, Chief Executive of the Gambling Supervision Commission and Tim Craine, Head of E-Gaming at the Department of Economic Development.

Meetings were held with the European Commission’s Directorate General for the Internal Market, the European Gaming and Betting Association and the Remote Gambling Association. The Island delegation made the case that accelerated growth of the sector and high standards of consumer protection are not mutually exclusive.

Steve Brennan commented:

‘This was an important set of engagements and I was struck by the openness of the EU Commission staff and their appetite for the type of external expertise that we are in a good position to offer, given our longstanding and successful track record in regulating this high-growth sector; to marry the interests of providers and the protection of consumers effectively.’

Tim Craine added:

‘The Brussels Office was able to identify precisely the right people with whom to engage, provide access to them and offer concrete ideas for follow up which we will, together, be pursuing in the New Year, including plans for an exciting event in the European Parliament. It is clear to me that having a permanent presence in Brussels adds real value to the Island’s efforts to secure economic success for the medium to long term.’

Patrick Bourke summed up:

‘It was a pleasure to welcome Steve and Tim to Brussels. Their visit enabled the Brussels Office to demonstrate the real added value it can bring to the Island. The EU Institutions can appear, from the outside, as a difficult proposition in terms of engagement but the reality is somewhat different. With clear objectives, the Island can make its voice heard.

‘As I said when I was first appointed, while we need to be mindful of our relative size and negotiating weight, the Island can and should be ambitious and confident in its international dealings, including with the EU.’
New stamps feature the most recognised symbol on the Island – the Three Legs of Man. This national emblem can be seen everywhere from buildings and monuments to chocolate bars and tattoos. But what is the origin of this unusual emblem?

For upwards of a thousand years and probably more, the Three Legs of Man, often referred as to the triskeles, has been the symbol of Manxness yet the origin remains uncertain. In Ireland, stylistic spiral three legs were carved in stone in Neolithic times. Throughout the world the mythology of threes has played a significant role, notably in India, China, Korea, ancient Greece and Rome – and among native North Americans. It should not be surprising therefore to note that the Manx Parliament consists of three divisions – the House of Keys, Legislative Council and Tynwald. Nor the fact that the ancient open-air Tynwald ceremony at St John’s used to occur to greet the rising sun on Midsummer’s Day. The three-legged symbol, which indicated rotary movement, was regarded as representing the three-spoked wheel of the sun god’s chariot as it crossed the sky.

The Three Legs can be found throughout the Island however not always consistently the same. Some turn correctly to the right, others the left; some kneel as if acknowledging the supremacy of nearby England or Scotland and some are on tip toe, implying fleetness of foot. A Latin motto accompanies the Island’s Three Legs of Man ‘Quocunque Jeceris Stabit’. Translations have varied – Wheresoever you cast it, it will find its feet or Whithersoever you throw it, it will stand, but the meaning has remained clear: no matter how ‘storm-tossed’ the Island might be, it can survive. Please visit www.iomstamps.com to find out more.

iMuseum.im can be searched free of charge, although a small subscription charge applies for using Newspapers and Publications for which over 400,000 pages from 26 titles are fully searchable. Titles include ‘The Manxman’, ‘Mona’s Herald’, and the ‘Isle of Man Daily Times’, together with special supplements covering events such as the Isle of Man TT Races. Further content will be added as digitisation and cataloguing is completed.

Four subscription options are available: 1 day access, 7 days access, 30 days access and 365 days access, with prices starting from only 28p per day for an annual subscription.
Staff at the Department of Education and Children’s head office, Hamilton House, are raising money for a cause close to their hearts.

The staff have nominated Craig’s Heartstrong Foundation as their first ever ‘charity of the year’ after CHF launched an appeal to raise £60,000 to equip primary schools with potentially life-saving defibrillators.

The charity was set up in memory of talented local footballer Craig Lunt, from Douglas, who passed away in 2005 as a result of an undiagnosed heart condition. It offers heart screening to 14 to 35-year-olds and has already kitted out the DEC’s five secondary schools and most sports clubs on the Island with defibrillators.

The appeal to do the same for primary schools this year is its biggest challenge to date. Two schools already have defibrillators as they have pupils who have heart conditions but for the other 33, the equipment will be a welcome boost to their first aid equipment. St John Ambulance will train staff in the use of the defibrillators.

Jo Overty, one of the organisers of the fund-raising, said:

“We are overwhelmed with the generosity of Craig’s Heartstrong Foundation in launching this appeal to equip primary schools with such valuable equipment and we want to do our bit to swell the coffers. Although we all sincerely hope the defibrillators are never needed, it’s appropriate that our first ever charity of the year is one that will directly benefit local children.”

Staff at the DEC raised smiles as well as their first few pounds by holding a baby photo competition. DEC Minister Tim Crookall MHK and Transport Manager Danita Clark are leading from the front by tackling the Parish Walk to swell the DEC’s total. Dress down days, a bingo night and other events are planned.

DEC staff are also collecting used Manx stamps, which they can sell for a penny each, and are grateful to other Departments, which have started similar collections and are passing them on.

Jo Overty, one of the organisers of the fund-raising, said:

“We are overwhelmed with the generosity of Craig’s Heartstrong Foundation in launching this appeal to equip primary schools with such valuable equipment and we want to do our bit to swell the coffers. Although we all sincerely hope the defibrillators are never needed, it’s appropriate that our first ever charity of the year is one that will directly benefit local children.”

Staff at the DEC raised smiles as well as their first few pounds by holding a baby photo competition. DEC Minister Tim Crookall MHK and Transport Manager Danita Clark are leading from the front by tackling the Parish Walk to swell the DEC’s total. Dress down days, a bingo night and other events are planned.

DEC staff are also collecting used Manx stamps, which they can sell for a penny each, and are grateful to other Departments, which have started similar collections and are passing them on.

Jo Overty, one of the organisers of the fund-raising, said:

“We are overwhelmed with the generosity of Craig’s Heartstrong Foundation in launching this appeal to equip primary schools with such valuable equipment and we want to do our bit to swell the coffers. Although we all sincerely hope the defibrillators are never needed, it’s appropriate that our first ever charity of the year is one that will directly benefit local children.”

Staff at the DEC raised smiles as well as their first few pounds by holding a baby photo competition. DEC Minister Tim Crookall MHK and Transport Manager Danita Clark are leading from the front by tackling the Parish Walk to swell the DEC’s total. Dress down days, a bingo night and other events are planned.

DEC staff are also collecting used Manx stamps, which they can sell for a penny each, and are grateful to other Departments, which have started similar collections and are passing them on.

Jo Overty, one of the organisers of the fund-raising, said:

“We are overwhelmed with the generosity of Craig’s Heartstrong Foundation in launching this appeal to equip primary schools with such valuable equipment and we want to do our bit to swell the coffers. Although we all sincerely hope the defibrillators are never needed, it’s appropriate that our first ever charity of the year is one that will directly benefit local children.”

Staff at the DEC raised smiles as well as their first few pounds by holding a baby photo competition. DEC Minister Tim Crookall MHK and Transport Manager Danita Clark are leading from the front by tackling the Parish Walk to swell the DEC’s total. Dress down days, a bingo night and other events are planned.

DEC staff are also collecting used Manx stamps, which they can sell for a penny each, and are grateful to other Departments, which have started similar collections and are passing them on.

Jo Overty, one of the organisers of the fund-raising, said:

“We are overwhelmed with the generosity of Craig’s Heartstrong Foundation in launching this appeal to equip primary schools with such valuable equipment and we want to do our bit to swell the coffers. Although we all sincerely hope the defibrillators are never needed, it’s appropriate that our first ever charity of the year is one that will directly benefit local children.”
What Is Stress?

As with all things to be able to manage something effectively we need to understand it. There is a common misconception that pressure is stress, although the two things are linked they are not the same. The definition of stress given by the UK Health and Safety Executive is:

‘The adverse reaction people have to excessive pressures or other types of demand placed on them at work.’

Stress is not an illness – it is a state. However, if stress becomes too excessive and prolonged, mental and physical illness may develop.

Causes of Stress

Stress can impact on anyone at any level of the business and recent research shows that work-related stress is widespread and is not confined to particular sectors, jobs or industries. Currently absence related to stress, anxiety and depression is one of the highest categories within Isle of Man Government staff.

A person can experience excessive pressure and demands outside work just as much as they can at work. Stress tends to build up over time because of a combination of factors that may not all be work related. Conflicting demands of work and home can cause excessive stress.

Factors at work that are recognised as the causes of stress include:

- **Demands**
  Issues like workload, work patterns and the work environment

- **Control**
  How much say the individual has on how they do their work

- **Support**
  Includes the encouragement, sponsorship and resources provided by the organisation, line management and colleagues

- **Relationships**
  Includes promoting positive working to avoid conflict and dealing with unacceptable behaviour

- **Role**
  Whether people understand their role within the organisation and whether the organisation ensures that the person does not have conflicting roles

- **Change**
  How organisational change, large or small, is managed and communicated in the organisation

Recognising the Impact

To recognise how pressure may be impacting on us or others around us we need to be able to identify changes in behaviour. The model (see diagram), developed by Professor Derek Mowbray indicates the general reactions people have to pressure and the build up of the pressure once it is having a negative impact.

It is important to note that pressure can be part of what motivates us and therefore can be very positive in improving our performance. It is when the pressure continues to the point we no longer feel able to control it that it starts to impact negatively on us.

The Role of Personal Resilience

Resilience is a process of maintaining a robust attitude in the face of challenging and threatening events. It is also about becoming a stronger person as a consequence of facing and overcoming challenging experiences. A further model developed by Professor Mowbray is based around eight elements of resilience which are self-awareness, determination, vision, organisation, relationships, interaction, problem solving and confidence. By measuring where you are in terms of these elements, work can be done to increase your capacity for resilience and therefore your reaction to events and situations that would previously have resulted in you feeling tension, strain or stress.

Where can I get more Information or Support?

Further information on stress is available in the Government document, *Prevention and Management of Workplace Stress* which also includes contact details for assistance. If you would like more information on Personal Resilience or would like to discuss the wider topic further please contact Caron Palmer on 685737 or at caron.palmer@gov.im
Stuart Dobson

Stuart Dobson, Chief Executive Officer of the Department of Education and Children is to retire at the end of August. He has worked for the DEC for eight years and prior to his appointment as CEO, was Senior Adviser and then Deputy Director of Education.

Mark Shimmin

The Treasury’s Chief Financial Officer, Mark Shimmin, retires from his role at the end of April. Mark started work in the Treasury over 30 years ago and has been in this post for 10 years.

Ian Thompson

After being at the helm for 7 years, Ian Thompson, Chief Executive of the Department of Infrastructure is due to retire in June of this year. Ian commenced his career in the Isle of Man Government in 1997 as Capital Projects Co-ordinator in the Finance Division of Government Offices. He held that post for eight years.
Do you want to learn how to be more productive with Microsoft Office? We have the courses and skills to help you. We have tailored our courses to meet the needs of the learner and cover levels from beginners to experienced users.

All courses are held in our own training room at Thie Ushtey (a few minutes’ walk from the main College). We can also offer bespoke courses where the training can be customised for your specific requirements and can be held either in our training centre or on your premises. Contact us, using the email address below, for more details or search ‘Government courses’ on: www.iomcollege.ac.im

In response to the upgrade planned across Government over the next few months, from September we will be training using Office 2013. This will entail a change in the structure of many of our courses; details will be published in the next issue.

If you would like to find out further information about these courses, request a copy of the prospectus, book a course or request an additional course, please contact Cathy Lord (Short Course Manager) or Gill Jones (Booking Secretary) by emailing: training@iomcollege.ac.im

---

**APRIL**

<table>
<thead>
<tr>
<th>APPLICATION</th>
<th>TITLE</th>
<th>DATE</th>
<th>DAY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Excel</td>
<td>Advanced Part 2 (Workbook Functions)</td>
<td>April 23</td>
<td>Tue</td>
</tr>
<tr>
<td>PowerPoint</td>
<td>Advanced</td>
<td>April 25</td>
<td>Thur</td>
</tr>
<tr>
<td>Excel</td>
<td>Foundation</td>
<td>April 30</td>
<td>Tue</td>
</tr>
</tbody>
</table>

In response to the upgrade planned across Government over the next few months, from September we will be training using Office 2013. This will entail a change in the structure of many of our courses; details will be published in the next issue.

If you would like to find out further information about these courses, request a copy of the prospectus, book a course or request an additional course, please contact Cathy Lord (Short Course Manager) or Gill Jones (Booking Secretary) by emailing: training@iomcollege.ac.im

---

**MAY**

<table>
<thead>
<tr>
<th>APPLICATION</th>
<th>TITLE</th>
<th>DATE</th>
<th>DAY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Word</td>
<td>Columns, Tabs, Tables etc</td>
<td>May 2</td>
<td>Thur</td>
</tr>
<tr>
<td>Excel</td>
<td>Charts</td>
<td>May 7</td>
<td>Tue</td>
</tr>
<tr>
<td>Project</td>
<td>Foundation</td>
<td>May 9</td>
<td>Thu</td>
</tr>
<tr>
<td>Excel</td>
<td>Advanced Part 1 (Analysing Data)</td>
<td>May 14</td>
<td>Tue</td>
</tr>
<tr>
<td>PowerPoint</td>
<td>Foundation</td>
<td>May 16</td>
<td>Thur</td>
</tr>
<tr>
<td>Excel</td>
<td>Advanced Part 2 (Workbook Functions)</td>
<td>May 21</td>
<td>Tue</td>
</tr>
<tr>
<td>Visio</td>
<td>Foundation</td>
<td>May 23</td>
<td>Thur</td>
</tr>
<tr>
<td>Excel</td>
<td>Foundation</td>
<td>May 28</td>
<td>Tue</td>
</tr>
<tr>
<td>Word</td>
<td>Mail Merge</td>
<td>May 30</td>
<td>Thur</td>
</tr>
</tbody>
</table>

---

**JUNE**

<table>
<thead>
<tr>
<th>APPLICATION</th>
<th>TITLE</th>
<th>DATE</th>
<th>DAY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Excel</td>
<td>Charts</td>
<td>June 11</td>
<td>Tue</td>
</tr>
<tr>
<td>Publisher</td>
<td>Leaflets, Pamphlets, Books</td>
<td>June 13</td>
<td>Thur</td>
</tr>
<tr>
<td>Excel</td>
<td>Advanced Part 1 (Analysing Data)</td>
<td>June 18</td>
<td>Tue</td>
</tr>
<tr>
<td>Word</td>
<td>Long Documents</td>
<td>June 20</td>
<td>Thur</td>
</tr>
<tr>
<td>Excel</td>
<td>Advanced Part 2 (Workbook Functions)</td>
<td>June 25</td>
<td>Tue</td>
</tr>
<tr>
<td>Visio</td>
<td>Foundation</td>
<td>June 27</td>
<td>Thur</td>
</tr>
</tbody>
</table>

---

**JULY**

<table>
<thead>
<tr>
<th>APPLICATION</th>
<th>TITLE</th>
<th>DATE</th>
<th>DAY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Excel</td>
<td>Foundation</td>
<td>02-Jul</td>
<td>Tue</td>
</tr>
<tr>
<td>Outlook</td>
<td>Working Effectively</td>
<td>04-Jul</td>
<td>Thur</td>
</tr>
<tr>
<td>Excel</td>
<td>Advanced Part 1 (Analysing Data)</td>
<td>16-Jul</td>
<td>Tue</td>
</tr>
<tr>
<td>Word</td>
<td>Foundation</td>
<td>18-Jul</td>
<td>Thur</td>
</tr>
</tbody>
</table>

---

**AUGUST**

<table>
<thead>
<tr>
<th>APPLICATION</th>
<th>TITLE</th>
<th>DATE</th>
<th>DAY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Excel</td>
<td>Advanced Part 2 (Workbook Functions)</td>
<td>27-Aug</td>
<td>Tue</td>
</tr>
<tr>
<td>Word</td>
<td>Columns, Tabs, Tables etc</td>
<td>29-Aug</td>
<td>Thur</td>
</tr>
</tbody>
</table>
Liberally sprayed with WD40 and with a little red oxide paint dabbed behind their ears, the Rusty Cogs (Retired Members of the Chief Officers Group) assembled for their reunion dinner at The Views on Friday evening, 8th February.

It was the tenth in the series of these annual gatherings. Time for a special occasion you would think but no, their memories being what they now are, nobody knew.

Eleven of the Rusty Cogs attended, accompanied by nine spouses. This number included Ken Kinrade and his wife Linda for the first time. Ken is a new member, having oxidised in 2012 from the Department of Local Government and the Environment, (or whatever it is called these days).

There were apologies from a number of members who were seeking the sun in various other parts of the world - including two (John Cashen and Maurice Fargher) in New Zealand.

Those with good teeth enjoyed the varied cuisine and slick service of The Views. Those without good teeth were nevertheless able to assist in the serious assault on the restaurant’s wine cellar which accompanied the eating.

As ever, it was a convivial occasion and, actually, everyone seemed to be in pretty good shape. Now is the time to start saving for next year. Perhaps, as it will be the eleventh, they will make it a special occasion.

The Rusty Cogs are: (Left to right)
Fred Kissack, Antony Hamilton, Ralph Cowin, Brenda Skillicorn, David Creer, Mary Williams, Ken Kinrade, Ken Tomlinson, Laurence Corlett, John Cain, and Alun Davies.