

BA(Hons) Business Management

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Introduction

Marks and Spencer is the most popular brand and most popular retail organization in the UK since 1884.



It has its headquarters in Paddington, London (Shail, 2022).



This company sells clothing, cosmetics, and home and food products.

Moral Case and Business Case

Moral and Business cases are the two different perspectives on managing diversity (Fremeaux, 2020).

M&S has been one of the brands leading a move towards higher ethical standards (customer, staff and supplier)

Flexible Working Arrangement in M&S

- Marks and Spencer used a teleworking work arrangement within the organisation that is flexible for all employees
- Telework is a type of work arrangement which allows the organisation's staff to work from their home (Nakrošienė, Bučiūnienė and Goštautaitė, 2019).
- The employees are very satisfied and happy with the authorities' decision



Flexible Working Arrangement in M&S

Marks and Spencer has launched condensed work week arrangements for their employees

In this arrangement process, the full-time shifts are condensed into some days than the normal working days (Rivard et al., 2020).

This helps the employees to be more innovative and balance their personal and professional life.

COMPRESSED WORKWEEK EXAMPLES



Four 10-hour days



80 hours over nine days



Three 12-hour days

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Equality and Diversity in M&S

Equality and diversity are the main ethics of the Marks & Spencer company

The diverse team of M&S raise innovation and productivity

Their diversity and equality policies help M&S to become more successful (Baker, French and Ali,2021)

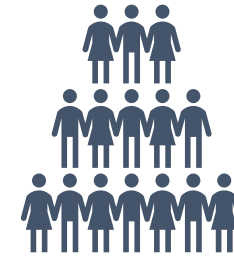
Ways HR can Promote Diversity in M&S



The HR of M&S company wants to promote diversity within the organisation



HR has to educate every employee about the advantages of diversity



Communicate equally with each employee and have to build staff-led work Forces (Schroth,2019)

Ways HR can Promote Diversity in M&S



- Increasing the responsibility of every employee can help to build diversity
- Providing diversity and equality-related training among the employees (Barak, 2022)
- Identifying some key metrics, for equality and diversity that will help HR to promote diversity

Impact of Flexible Working Arrangement in M&S



For widening the talent level, Marks and Spencer has made working hours more flexible depending on the requirement of the employees (Jones and Comfort, 2019)



Work from home, part-time work facility and so on are their strategic additions

Impact of Flexible Working Arrangement in M&S

Providing

- Providing a time-to-time cab facility can decrease the proximity bias that the employer can face (Setiyani et al.,2019)

Training

- Training the employees in a mixed cultural set-up can make them empathetic as well as patient towards others in a cross-cultural work environment.

Recommendations

- Maintaining transparency in the entire process can lead Marks and Spencer to be more prone towards diversity.
- Inclusive managerial skill is going to strengthen this process further.
- Marks and Spencer is implementing condensed work

Conclusion

It can be concluded that the entire presentation provides anyone with basic knowledge about the importance of diversity within the workplace.

Marks and Spencer's company is a famous retailer,

From this presentation, anyone can understand how to promote diversity within the workplace.

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