

# Hybrid workplace: from location to experience

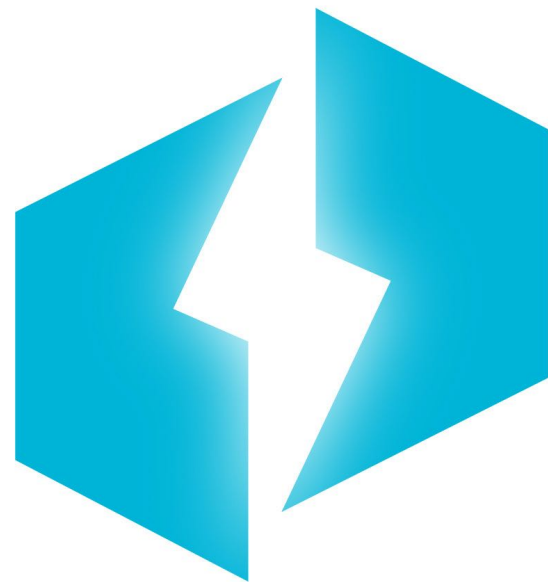
Workpattern | 2 November 2022

Ian Ellison | [3edges.co.uk](https://3edges.co.uk)



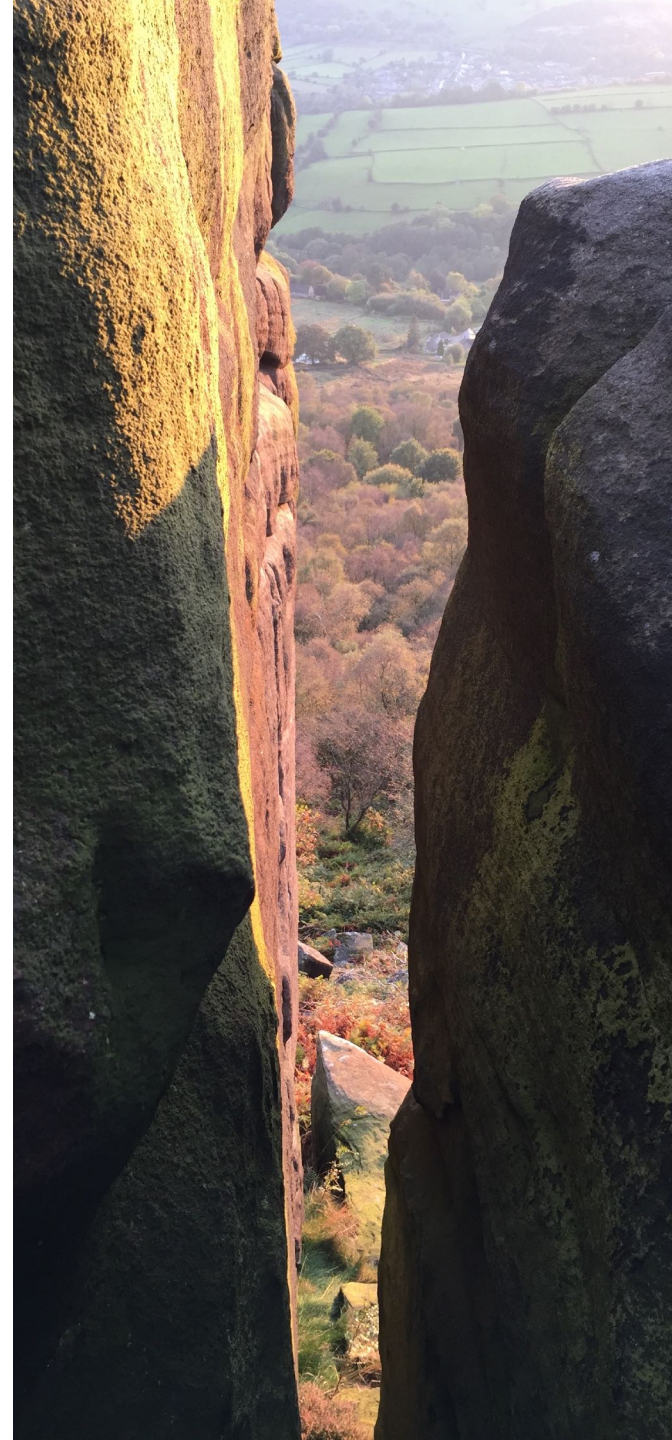
**3edges**

unlock your workplace advantage



# Making workplace... work better

- Think more powerfully about workplace
- Make better workplace decisions
- Coach and co-deliver workplace change





Views

Insights

Action

# Hybrid workplace: from location to experience

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unlock your workplace advantage



What workplace really is



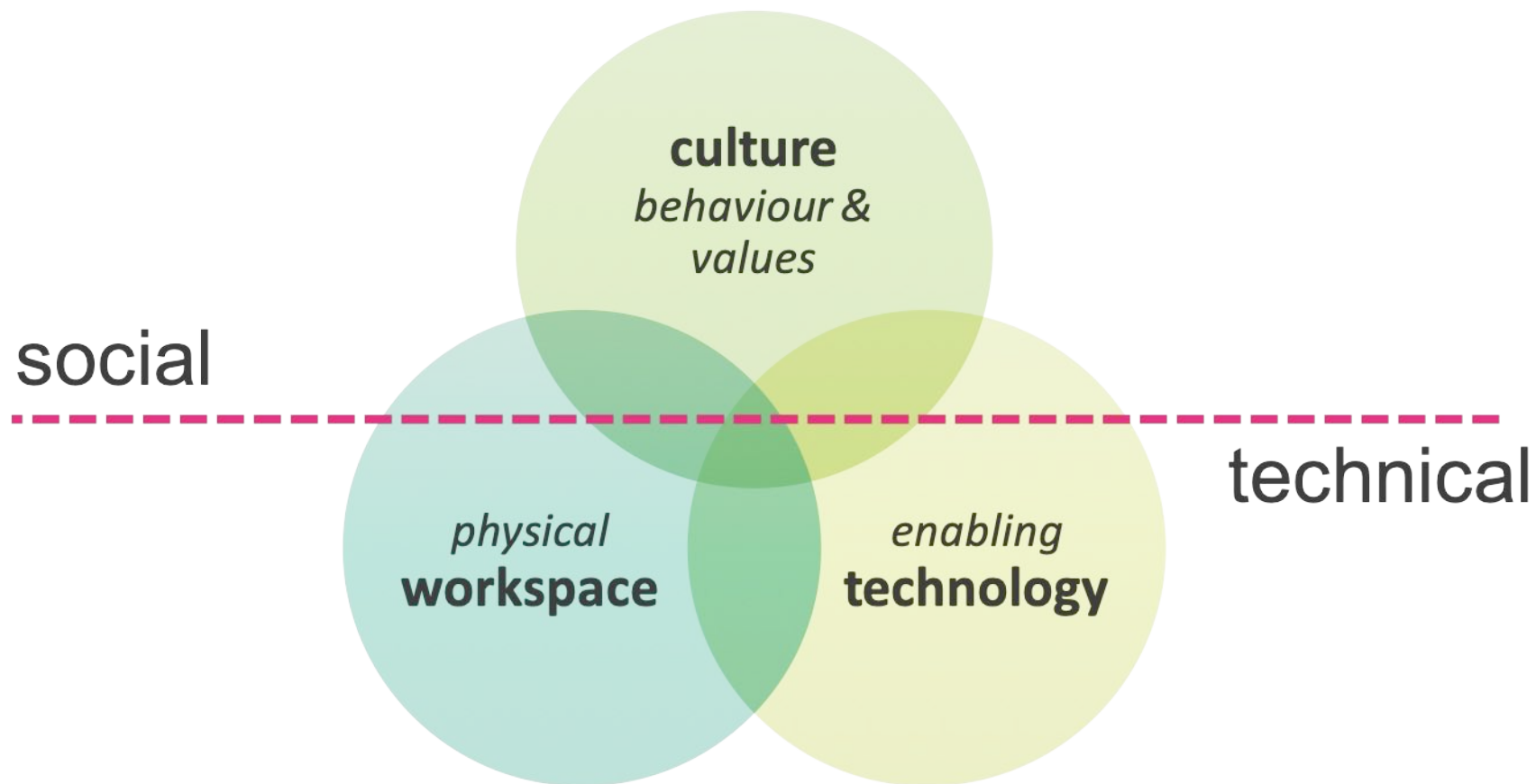
# Talking about workplace...

1. *'Come and visit us in our great new **workplace**'*
2. *'It's become a pretty toxic **workplace** to be honest'*
3. *'Our **workplace** is MS Teams now and it's a revelation!'*
4. *'Our competitor's **workplace** pension is the best in class'*





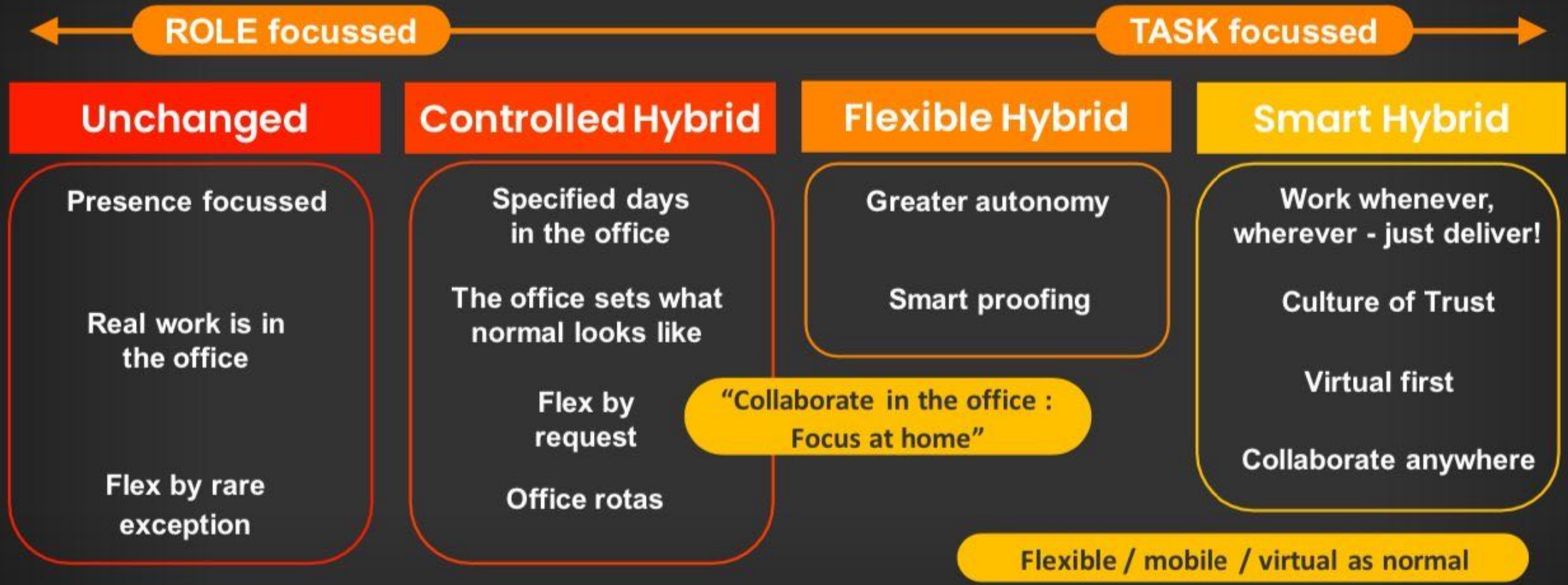
# Workplace as a system



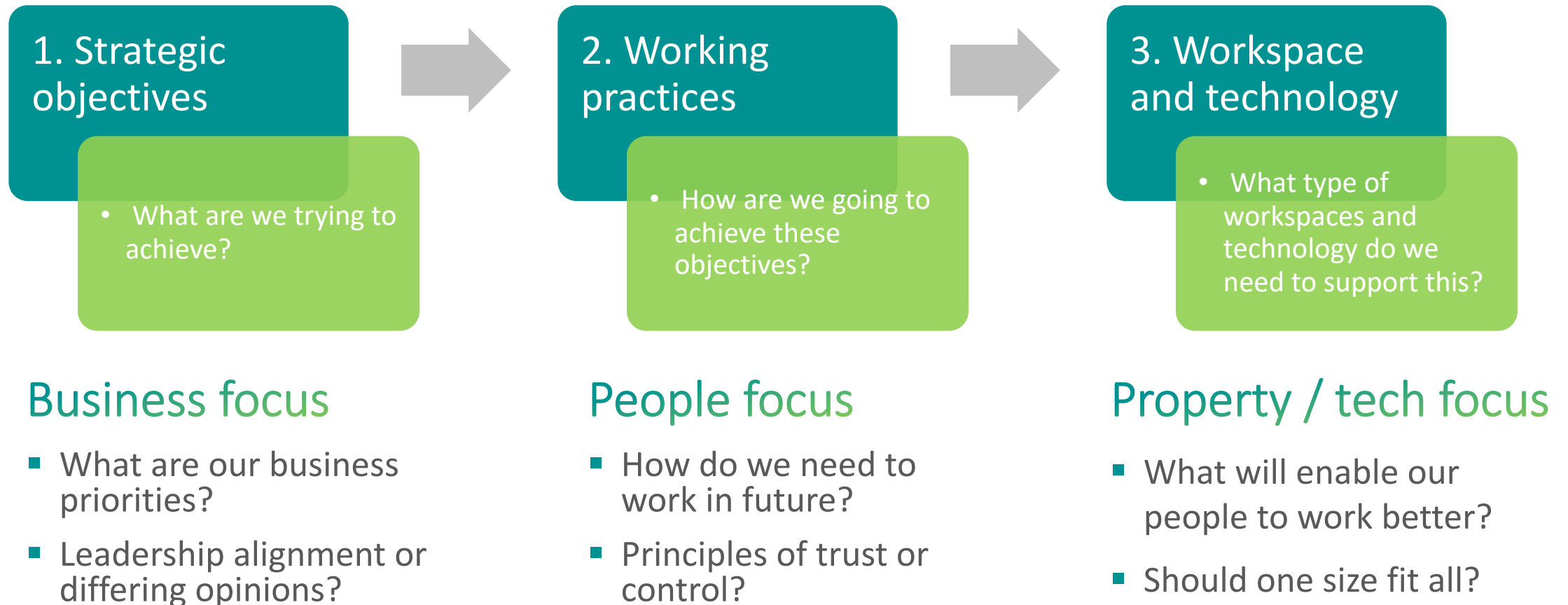
Impact on hybrid working

# The Big Pilot Project - Who's doing what?





# Where + when, what, who, how... and why

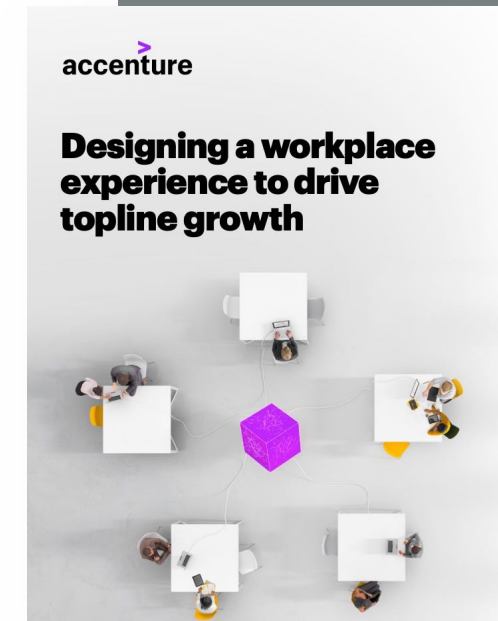
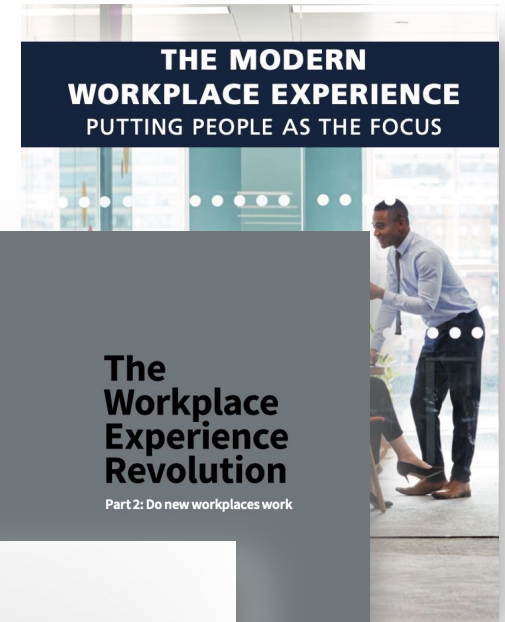


Why workplace  
experience matters

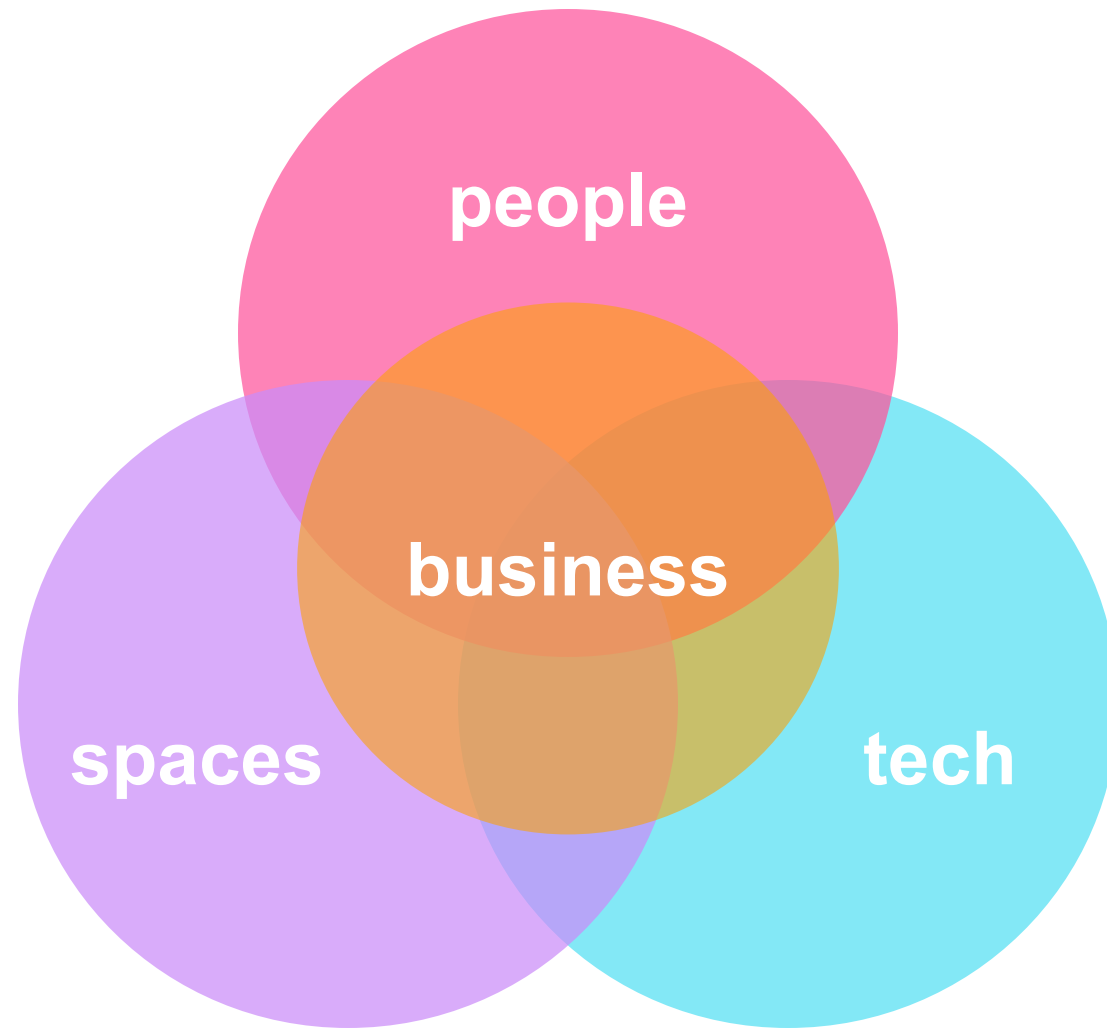


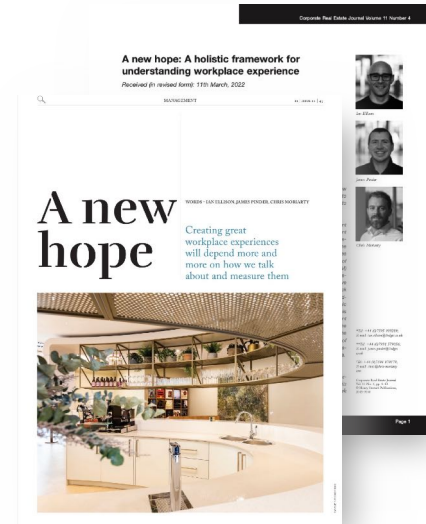
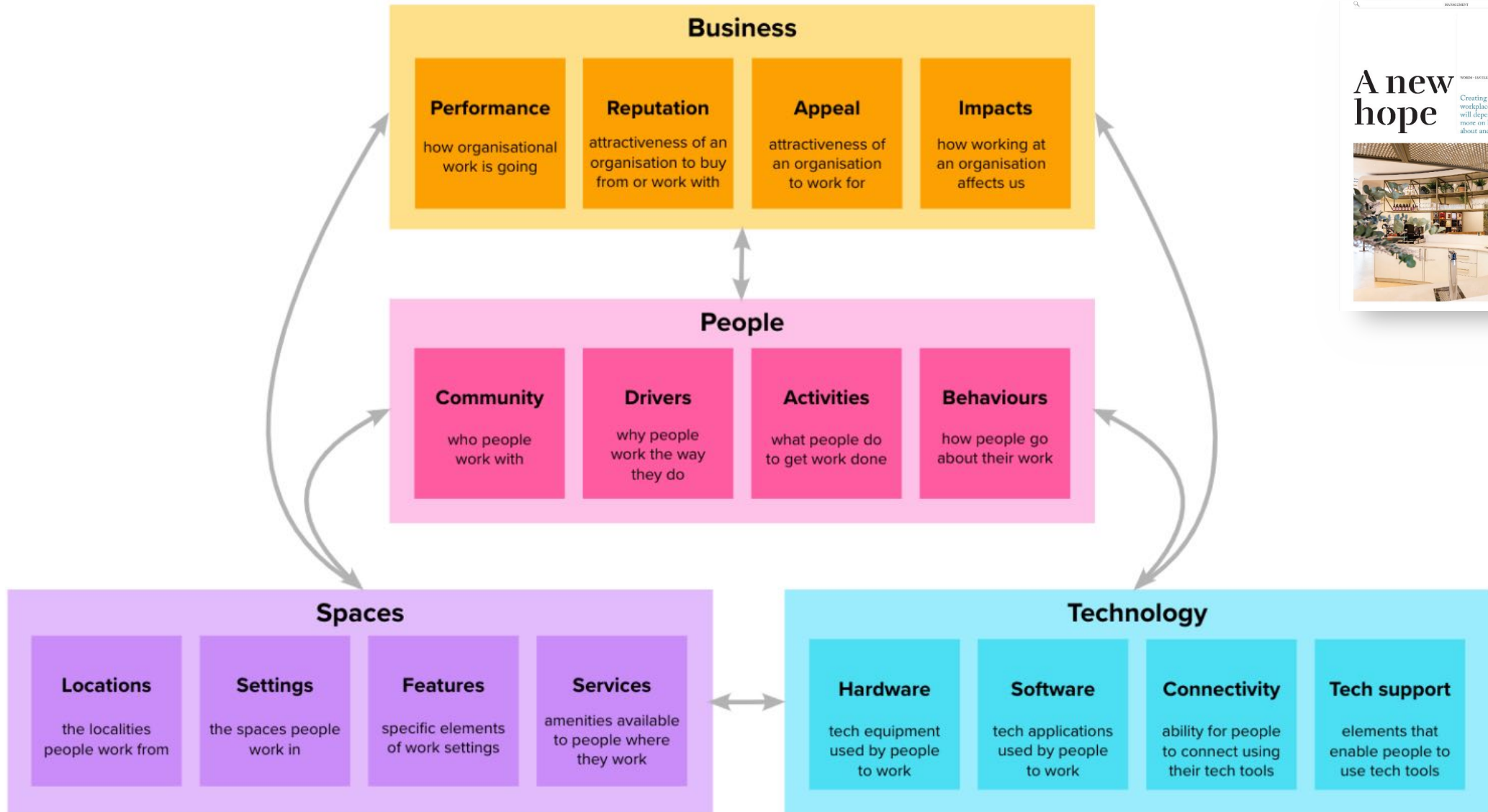
# Micro-moments that help or hinder

- An ever-evolving ecosystem made up of everything that impacts an employee's ability to do their best work
- A human-centred approach to workspace design, technology, and culture
- Helps everyone understand, use, and advance their workplace, wherever people work (robinpowered.com)
- *'You can create the ideal physical infrastructure but still be left with employees whose experience is less than average'* (Leesman, 2019)











## business



### Performance

How organisational work is going



### Reputation

Attractiveness of an organisation to buy from or work with



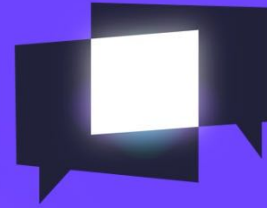
### Appeal

Attractiveness of an organisation to work for



### Impacts

How working at an organisation affects people



## people



### Community

Who people work with



### Drivers

Why people work the way they do



### Activities

What people do to get work done



### Behaviours

How people go about their work



## spaces



### Locations

The localities people work from



### Settings

The spaces people work in



### Features

Specific elements of work settings



### Services

Amenities available to people where they work



## technology



### Hardware

Tech equipment used by people to work



### Software

Tech applications used by people at work



### Connectivity

Ability for people to connect using their tech



### Tech support

Elements enable people to use tech tools



Humans think in **stories**, and we try and make sense of the world by telling **stories**.

Prof. Yuval Noah Harari, TED Dialogues





Lisa Jamieson

★★★★★ **Not fit for purpose but excellent customer service**

Reviewed in the United Kingdom on 10 September 2020

**Verified Purchase**

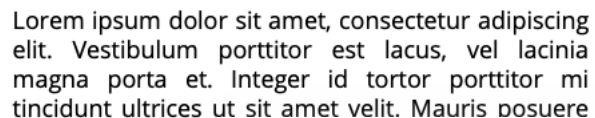
UPDATE ON REVIEW BELOW 25/9/20

After leaving the review below Seymac contacted me to say that this particular cover is not meant to protect the screen from excessive damage, it is more to protect from dust and light scratches. So if you do buy this cover be aware of that and use additional protection like a glass screen protector. They then proceeded to inform me they have a newer version also available on Amazon that does protect the cover and screen (it has a flip over cover) and they then sent me one free of charge.

I am thrilled and amazed at the level of service from this company. The new cover is now on the replaced iPad and seems to be doing the job well, although I have learnt my lesson and also attached a glass screen protector. It does seem a lot sturdier and also has an integrated card holder and apple Pen holder, which is no use for my daughter but would be handy for others so is an added bonus. I would fully recommend this updated version and also this company and have changed my review to 5 stars to reflect that. Therefore, if looking at this cover, do a search on Seymac items and buy the other cover instead.

✓ [Read more](#)





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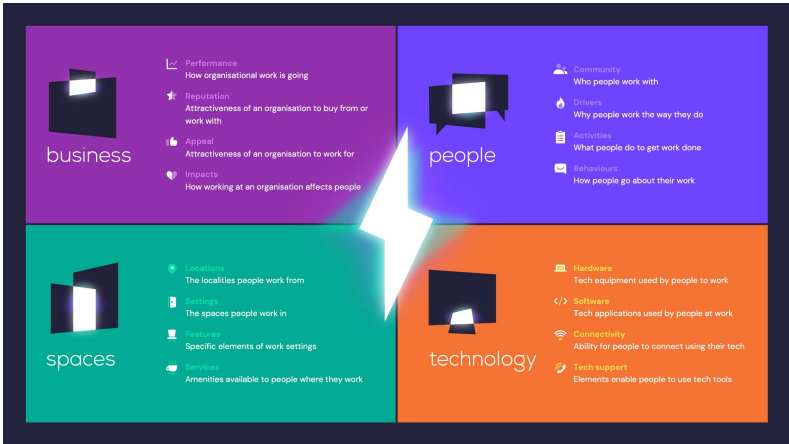
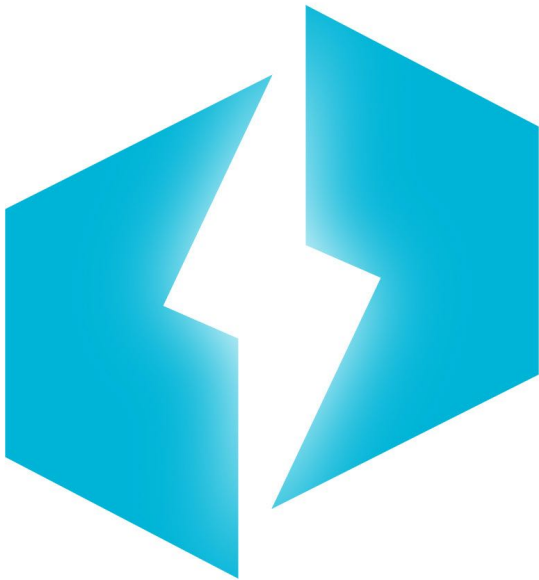
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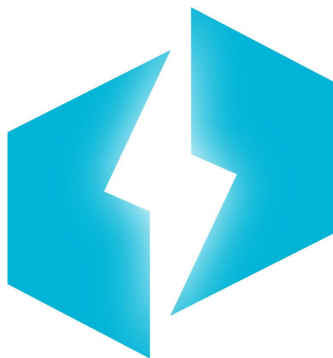








Q&A



Corporate Real Estate Journal Volume 11 Number 4

## A new hope: A holistic framework for understanding workplace experience

Received (in revised form): 11th March, 2022

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Independent Strategy Consultant, UK

**Ian Ellison** co-founded Sedges to help people think differently about the organisational value of workplace. With over 20 years' experience spanning workplace and facilities management practice, education and consultancy, Ian has developed a reputation as an engaging facilitator and provocative speaker. He is passionate about the power of workplace to enable better business outcomes. Ian is also co-founder and host of the Workplace Geeks podcast. Particularly interested in change leadership and workplace challenges within organisations, Ian has been involved in a range of commissions to help facilitate organisational performance improvement. Ian has written numerous journal papers, insight reports, magazine articles and book chapters on a wide range of workplace and FM topics.

**James Pinder** PhD is a consultant, researcher and educator with a longstanding interest in workplaces and the impact that they have on people and organisations. He is a skilled researcher and evaluator and has delivered workplace consultancy for a range of clients. James has extensive experience of designing and undertaking complex research evaluations involving both qualitative and quantitative datasets. He has published widely, in both academic and practitioner-focused publications, and is particularly adept at providing clients with new insights and communicating those insights to people in ways that are engaging and easy to understand.

**Chris Moriarty** is an independent consultant specialising in research, strategy and content within the workplace and facilities management sector, and co-founder and host of the Workplace Geeks podcast. Recent past roles include Director of Insight at the Institute of Workplace and Facilities Management (IWFM) and Managing Director at workplace effectiveness assessor Leeman. Chris has extensive professional body experience as well as a track record in delivering industry-wide thought leadership and policy campaigns, alongside strategic marketing and sales experience. Prior to his roles in workplace and facilities management Chris was Head of Corporate Affairs at the Chartered Institute of Marketing (CIM), where he worked to establish the Institute as the voice of the sector, representing it on numerous occasions in the national print and broadcast media.

**ABSTRACT**  
This paper introduces a novel conceptual framework to holistically consider workplace and its intrinsic organisational value. The framework

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MANAGEMENT

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# A new hope

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Creating great workplace experiences will depend more and more on how we talk about and measure them

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