Hybrid workplace: from location to experience

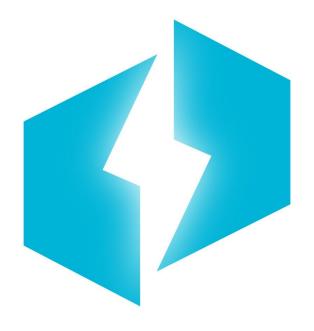
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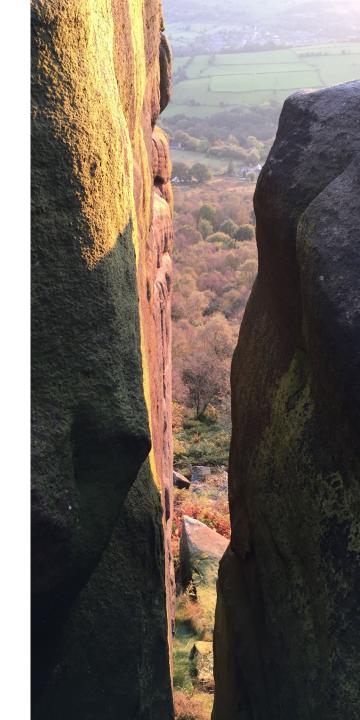






Making workplace... work better

- 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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1. What workplace really is

2. The impact on hybrid working

3. Why workplace experience matters

What workplace really is



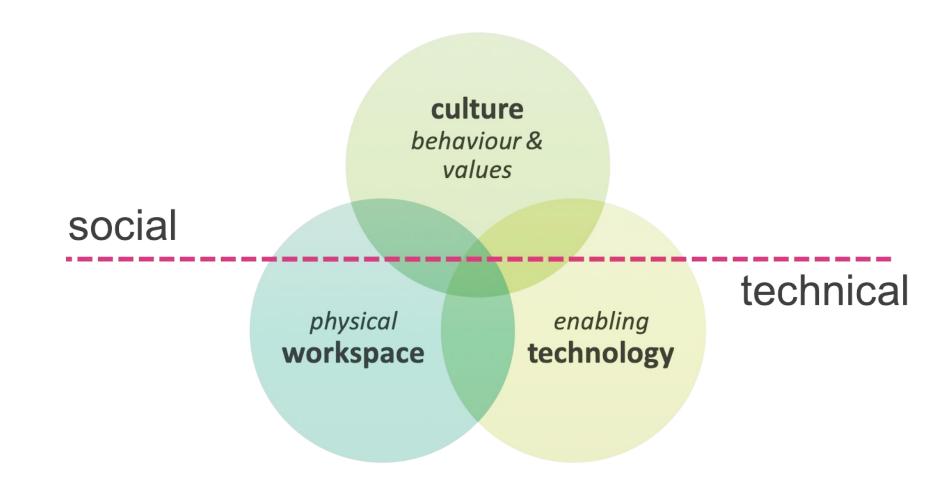
Talking about workplace...

- 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?





Our goal is to return to Office 5 days/week but we will remain as flexible as we can.



Return to an officecentric culture es our baseline.



Office centric with Hybrid potential



Office centric with Hybrid potential.



The office will remain a core part of life at BT



To return to Office-12 hours after veccine is out-8,600 people.

BLACKROCK

The office will remain our primary work location longer-term.

JPMORGAN. Chase & Co.

Office centric and Hybrid potential.



Employees needs to be primarily office based.



Glaxa5mithKline

Office centric with Hybrid potential

Hybrid

KPING Staff will work part of the week from home and part in KPMG offices or at client sites

vodafone

People will spend 40% of their

time in the office and 60% either

home working or remote working

salesforce

Three ways of working: flex.

fully remote, office based.



WFH 50%

MSBC

servicenow

WFH 2 days/week



DELL

50% Hybrid

slack

coinbase

Offer as much flexibility as

possible

100% Virtual 2,000 people

WFH 2-3 days/week













Unilever

Offer as much flexibility as

possible.

WPP

Hybrid model





Our colleagues will have the flexibility to work from home, from the office or a mixture of both

≥ Zillow

A new way of working that involves both

remote work and coming into a physical

office a few days per week or month.









Virtual





100% Virtual 5,000 people





GitLab has no physical office and its employees can work from anywhere they choose

AQUENT

100% Virtual



Quora

100% Virtual







Work from home two days a week



LLOYDS

Lloyds Banking Group is redeploying 700 staff into full-time homeworking roles from 2021



vmware Employees will work remotely as a result of the coronavirus pandemic.

(MCM, 2021) Copyright © 3edges

Standard S Chartered

WFH 50%

more prescriptive, low perceived trust more input control

more permissive, high perceived trust more outcome autonomy

ROLE focussed

TASK focussed

Unchanged

Presence focussed

Real work is in the office

Flex by rare exception

Controlled Hybrid

Specified days in the office

The office sets what normal looks like

Flex by request

Office rotas

Flexible Hybrid

Greater autonomy

Smart proofing

"Collaborate in the office : Focus at home"

"Collaborate in the office :

Smart Hybrid

Work whenever, wherever - just deliver!

Culture of Trust

Virtual first

Collaborate anywhere

Flexible / mobile / virtual as normal

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



1. Strategic objectives

2. Working practices



3. Workspace and technology

What are we trying to achieve?

 How are we going to achieve these objectives? What type of workspaces and technology do we need to support this?

Business focus

- What are our business priorities?
- Leadership alignment or differing opinions?

People focus

- How do we need to work in future?
- Principles of trust or control?

Property / tech focus

- What will enable our people to work better?
- Should one size fit all?

Why workplace experience matters

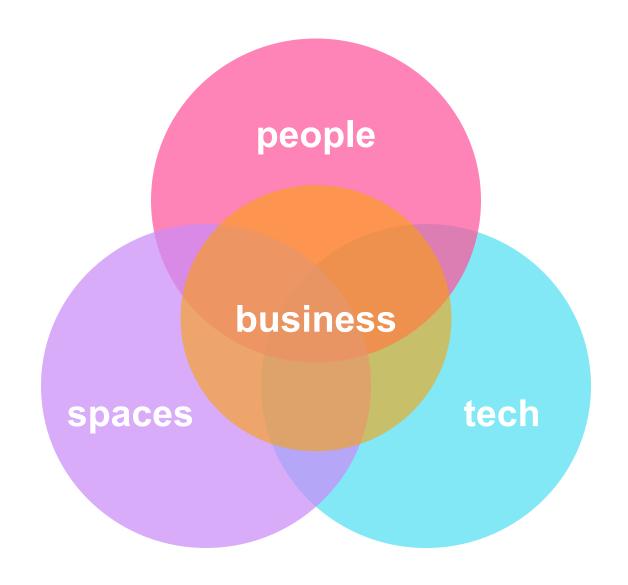


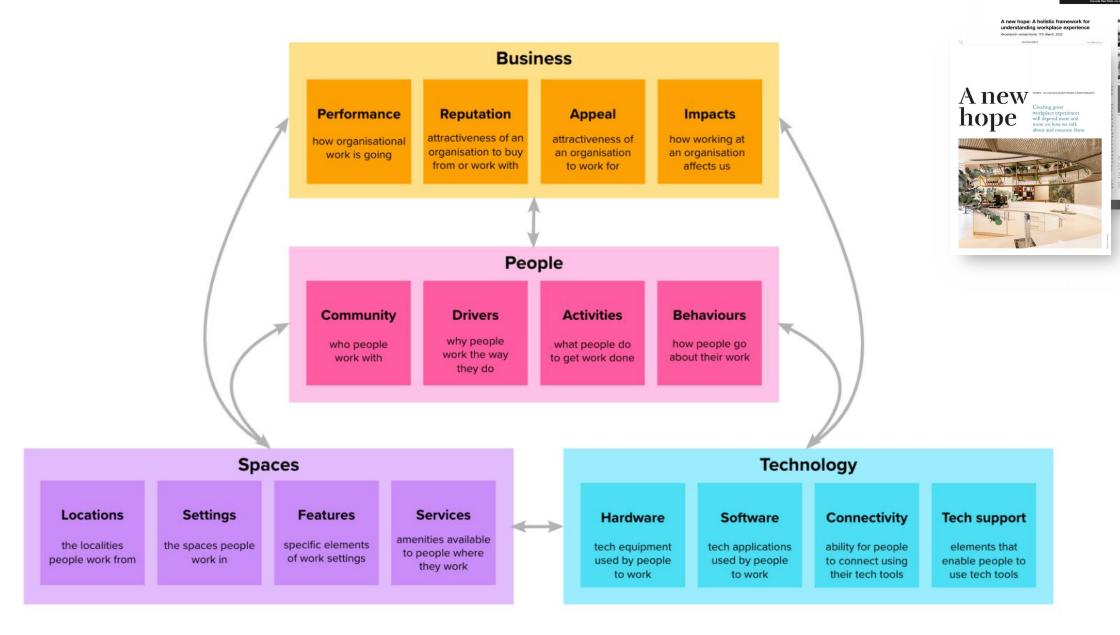
Micro-moments that help or hinder

- 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)











✓ 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

How working at an organisation affects people



Community
Who people work with

Drivers

Why people work the way they do

Activ

What people do to get work done

Behaviour

How people go about their work



Locations

The localities people work from

Setting

The spaces people work in

Feature

Specific elements of work settings

Service:

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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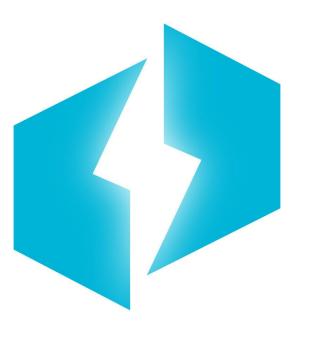
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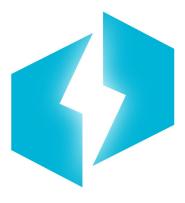






















A new hope: A holistic framework for understanding workplace experience

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

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lan Effision co-founded deages to help people particularly adopt at providing clients with new think differently about the organisational value (insights and communicating those insights to discriptions and providing superince properties are engaging and easy to spanning workplace and facilities management understand. practice, education and consultancy, lan has developed a reputation as an anguiging facilitator developed a reputation as an anguiging facilitator and proviocative speaker. He is passionate about the power of wedplace to enable better busi-tiful province of the p

on people and organisations. He is a solided measured and evaluation and maintained as the voice of measured and evaluation and this observable die section, representing in on manners as conmonitoring commission evaluation and contraction commission and broadcast model. James the assertime evaluation of contraction of the section of the section and broadcast model. James the contraction commission of contraction of the section of the

ness outcomes. Ian is also co-founder and host of the Workplace Geeks podcast. Particularly Workplace Geeks podcast. Particularly Workplace Geeks podcast. Recent past roles interested in change feadership and workplace include Director of Insight at the Institute of challenges within organisations, Ian has been Workplace and Facilities Management (IWFM) involved in a range of commissions to help facilities organisational performance improvement.

ain has written numerous (comma lapsers, insight professional body experience as well as a track recorts, magszine articles and book chapters on a wide range of workplace and FM topics. record in delivering industry-wide thought lead-ership and policy campaigns, alongside strategic marketing and sales experience. Prior to his James Pinder PhD is a consultant, researcher roles in workplace and facilities management and educator with a longstanding interest in Chris was Head of Corporate Affairs at the workplaces and the impact that they have on people and organisations. He is a skilled worked to establish the institute as the voice of





A new hope

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



