Evolve
DIGITAL WORKPLACES

A New Role for Technologies in Workplace Change

The future is uncertain – but we cannot ignore it – we need to embrace and be ready to change

The speed of change is getting faster in an incremental way

Technology cannot be ignored and it will aid the change programme that by its very nature it is driving

Introduction

Change has predominately been delivered through teaching with an instructor telling a group of people how to change.

The need to keep up with learning methods and expectations of young people joining the workforce and the pressures of a rapidly changing workplace is driving a new approach to change.

It is time to embrace modern techniques, technology and AI to create a learning based and personal change programme that empowers individuals to learn when best suits them

Teaching Vs Blended Learning

Delivery of higher education is changing away from large lecture theatres where groups are spoken at. The emphasis is turning to blended learning.

Focus on learning, not teaching; experience not instruction

Shared, collaborative, hackable spaces seems to be popular and thought to enhance the learning experience

There may be some shift towards more smaller spaces

Technology must be integral, effective and understood by all

What has Changed?

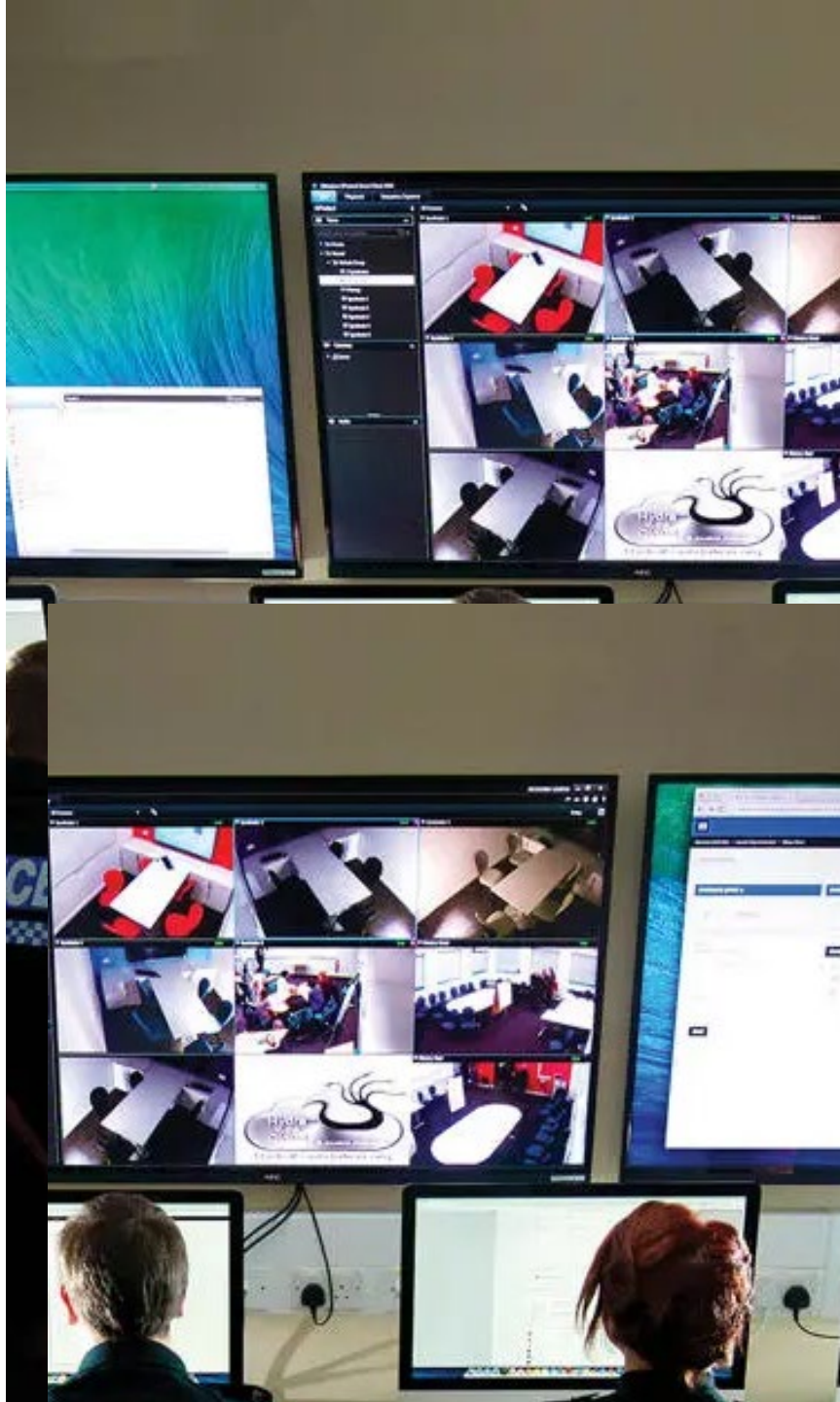
Change was mostly delivered to a group organised and time restricted

With AI impacting on many, if not all, areas of the workplace in a rapidly accelerating timescale the need to keep change programmes fresh and current is essential.

HYDRA

Hydra – a training system that recreated the slow time complexities of murder investigations and has evolved the methods to deal with a wide range of other critical incidents

- Tech makes 87% of students more likely to attend class and 72% of them more likely to participate.
- 96% of teachers believe technology has a positive impact on the way children participate and learn in lessons.
- Immersive results in a 76% increase in learning effectiveness over traditional instructional methods.
- 90% of information transmitted to the brain is visual.
- Immersive technologies increase learning effectiveness by 76%



How can technology help

Technology in Change

Interactive Guides

Training

Walk Throughs

Dynamic Space Allocations

Onboarding

Interactive Guides

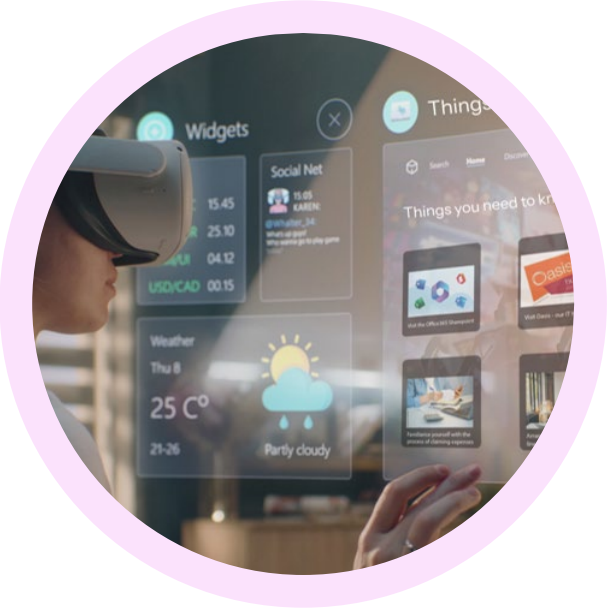
In the 3-D* VR world the interactive guides allow users to experience the proposed changes before they happen. Whether you are a new starter or a seasoned veteran the interactive guides will provide comfort in advance of the change.

- Empowering individuals to embrace all worksettings
- Demonstrating available worksettings
- Guiding on techniques to adjust to your way of working
- Interaction metrics will inform where additional help may be required

*Interactive guides can be 3D VR headsets or immersion booths. Consideration must be given to those that can feel motion sickness with VR Technology – they need to experience the change

Benefits

- Empowers individuals
- Improves Training
- Reduces no shows
- Excites individuals



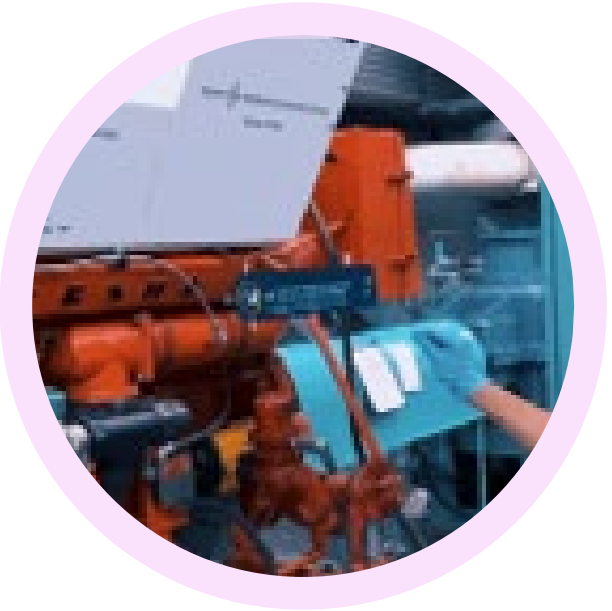
Training

Flight Simulators have long been used to train pilots. Now this safe environment can be used to help facility teams learn how to better maintain the environment. Taking this further we can now also use this to accelerate the change programme.

The use of VR in first aid training and fire marshall training are two simple examples

Benefits

- Safe Environment
- Improved techniques
- Anytime



Walk Throughs and Personalised commentary

Showing what your space will look like has existed for quite some time – now we are able to personalise the walk through with personalised commentary targeted for individuals.

- How to get to your workpoint (dynamically allocated to you)
- Where to find help and resources – IT, HR etc
- Click on an information point and experience the interactive guide

Benefits

- Removes fear of unknown
- Provides information for all – Neurodiverse and Neurotypical
- Gives assurance to new starters in advance off day one
- Reduces service tickets

Dynamic Space Allocation

AI allocates individual workpoints according to self selected preferences.

- Team
- Preferred colleagues
- Tasks
- Environment
- Storage locations
- Support Spaces
- Etc.
- IT set up

Allocation is made before each working day using collected information including:

- Booking data
- Calendars
- Past attendance
- Nudges

Benefits

- All team members can be collocated
- Space used more consistently and efficiently
- Team members grouped according to tasks

Onboarding

On average 40% of candidates that accept a job offer never take up the position. This average is considerably higher in the 20 – 29 yrs age bracket.

Reasons include:

- Loss of engagement with employer
- A better offer comes in from another company
- The current employer counters the offer

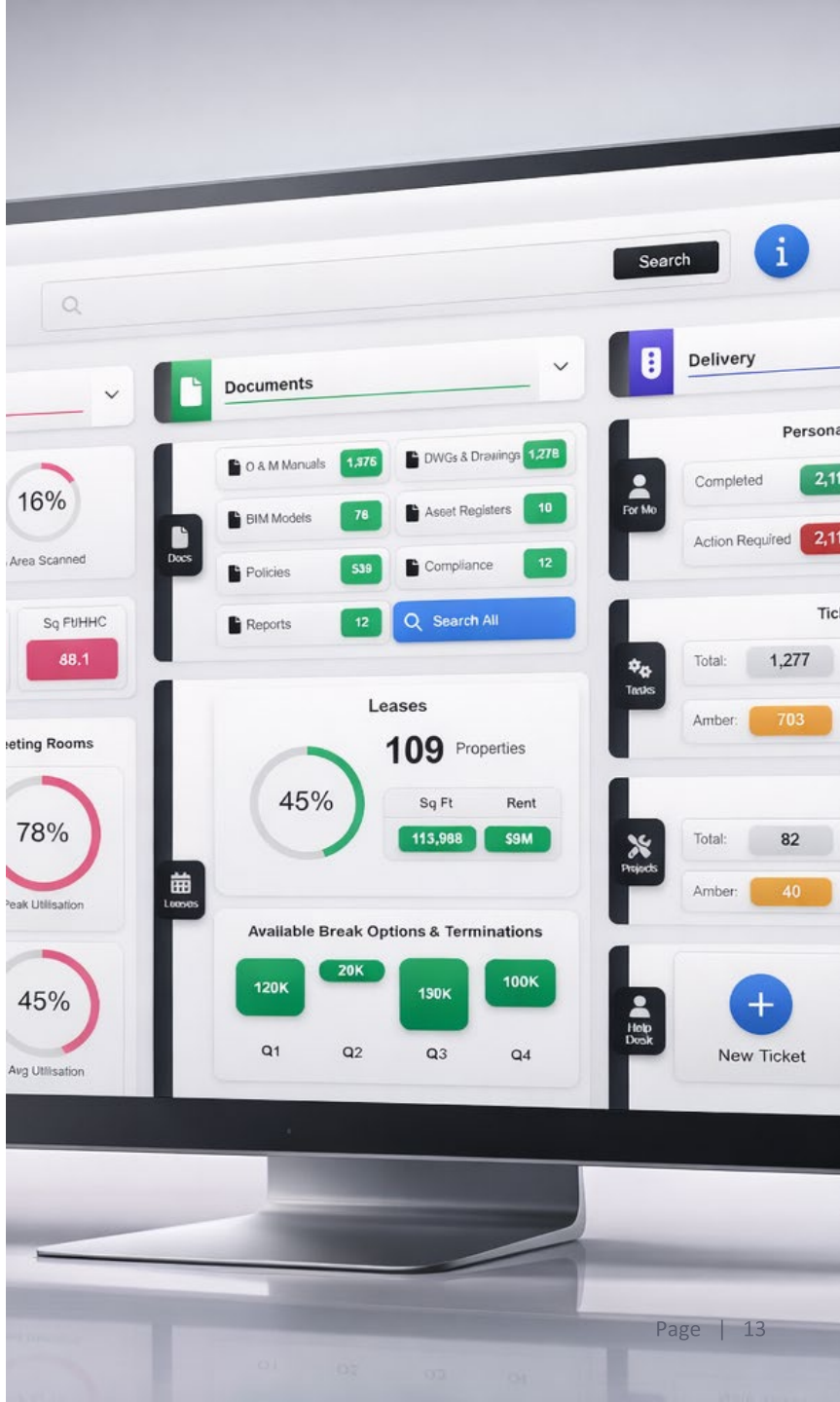
On Boarding is part of the change programme

- Engages with candidate and to achieve a higher acceptance rate
- Candidate is better prepared to contribute earlier
- Excitement is created so obtaining more candidates

The Process

- Candidate is issued with 3D Headset prior to starting
- AI used to create personal messages
- Prestart inductions prepare the candidates for day one
    - Welcome from CEO to line manager
    - Connect with cohort
    - Connect with mentor
    - Walk throughs
    - What to expect
    - Gives comfort for Neurodiverse and Neurotypical
    - AI provides nudges to focus on areas of needs

Note use of 3D goggles can be nauseous and therefore a 2D option is always available



Welcome to the future of onboarding with our mixed-reality Onboarding Experience!

This innovative approach ensures every new starter feels welcomed and well-informed from day one.

Our Pre-Start experience includes a heartfelt personal welcome from the line manager and comprehensive guidance on utilising the new onboarding platform.

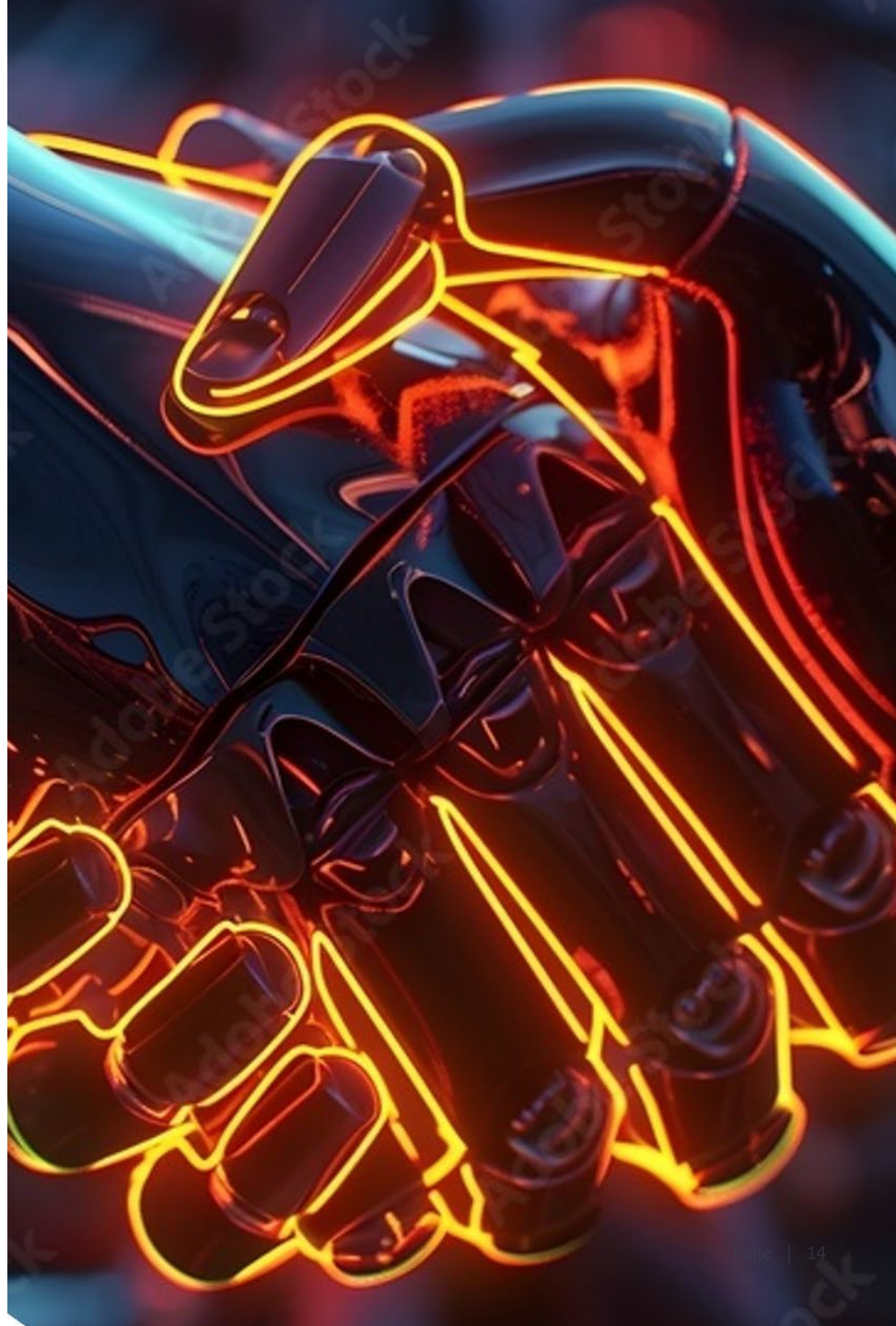
Starters will receive clear instructions on what to do when to do it, and the duration of each module.

This immersive introduction includes a virtual tour of your new workplace, an overview of the company, and what to expect on your first day, whether you're in the office, working remotely, or heading to a construction site.

Dive into a series of engaging modules that cover everything from company culture to IT support, health and safety protocols, continuous improvement, and more.

Discover our green credentials, charity initiatives, and ways to connect with colleagues. Plus, there's always help at hand with our Concierge service, ensuring you're supported every step of the way.

Join us and start your journey with a company that's committed to innovation, connection, and making a positive impact.



Measures of Engagement

Track Progress and analyse performance

Nudge Learning

Build Learning records

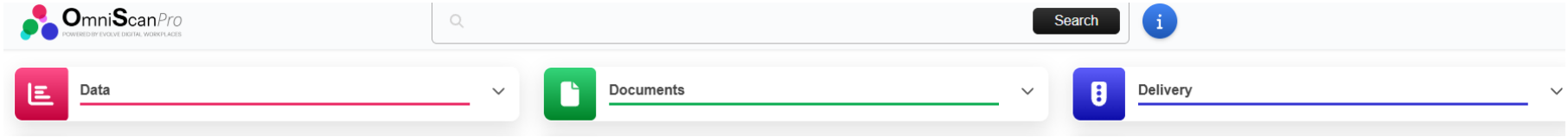
The Future

Where do we go from here?

OmniScanPro
POWERED BY EVOLVE DIGITAL WORKPLACES

In today's fast-paced world, managing properties efficiently requires more than traditional methods.

Meet **OmniScanPro**, the single point property portal that transforms the way you visualise, monitor, and maintain your facilities. Whether you're part of a facilities management (FM) team, workplace operations, or a property management group, **OmniScanPro** provides a seamless, data-driven experience that saves time, reduces costs, and enhances operational efficiency and delivers change through a personal Assistant we call Eva.



Learning Objectives

- Growing expectations that learning must be personalised, available when an individual's learning style and way of learning is prime
- Rate of change is accelerating as AI impacts the workplace
- Easy access for refreshers and onboarding

Contact

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Questions?

What do we mean by a digital twin?

A digital twin is a digital representation of a physical asset, process or system. It is distinguished from any other digital model by its dynamic connection to the physical twin. A digital twin unlocks value by supporting improved decision making.

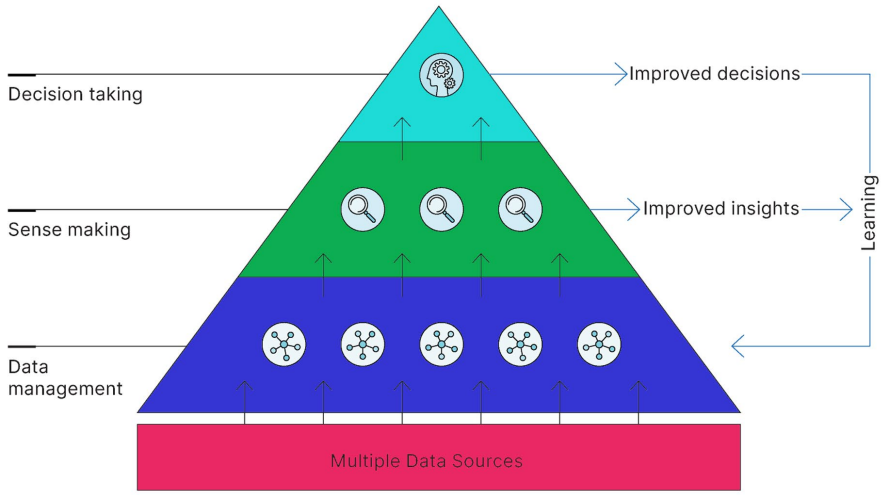


Figure 1. The information value chain: showing the connection between data and better decisions that lead to better outcomes

Digital twins are tools that enable us to go through the information value chain more efficiently – turning data into insights that enable improved decisions and provide better outcomes.

Digital twins should not be constrained by definitions. They can connect to a variety of assets, processes, and systems using a variety of technologies, data types, data collection methods, analysis models, visualisation techniques and intervention types. The composition of a digital twin is driven by its use case and the purpose it serves.

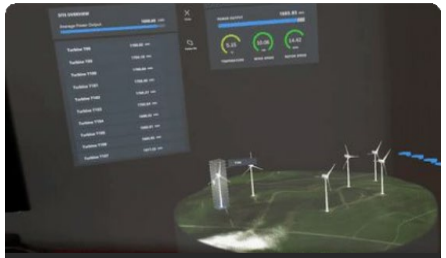
The degrees of digitisation and digitalisation may also vary. By not constraining digital twins to a specific definition, we look beyond the potential complexity and realise their true value.

Outside of the built environment digital twins are used in other sectors such as manufacturing, agriculture and the automotive industry. We recognise that each sector uses diverse digital twins in different ways and to a different scale.

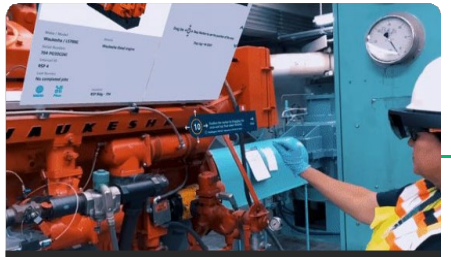
Digital twins should be systems based, purpose-driven and outcome focused.

Progressive value of digital twins

Add intelligence and analysis	Plan for the future with intelligent tools and services
Deploy to mobile, AR, VR	Fully experience the site and operations with immersive access
Add real-time data sources	Make informed operational decisions, collaborating with live data
Add data sources for context	Gain insights into the site with richer sources of data
Model visualisation	Gain context about the site by exploring it in high detail

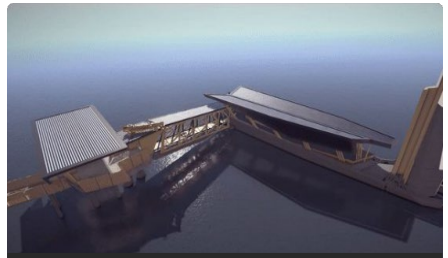


Real-time asset operations



Augmented maintenance

Virtual operator training



Asset performance simulation

From Field to factory

Industrial revolution took a lot of the workforce out of the fields and into the factory 1750 – 1900

- First Industrial Revolution (c. 1760 - 1840s): Focused on textiles, steam power (James Watt's engine), iron, and coal, with innovations like the spinning jenny and power loom.
- Second Industrial Revolution (c. 1870 - 1914): Saw advancements in steel, chemicals, electricity, and mass production, though Britain led the first, other nations caught up and surpassed it later.

From Factory to offices

18th Century (1700s): The need for centralized administration, especially for colonial trade and the navy, spurred the creation of specific office buildings in London, moving work out of homes and coffee shops.

19th Century: Offices became hubs for growing bureaucracies, handling increasing volumes of information.

Early 20th Century: Concepts like Taylorism introduced early forms of open-plan offices, focusing on efficiency.

Mid-20th Century (1950s-60s): The rise of the service sector solidified the office's role, with cubicles appearing to offer more privacy, though work remained highly structured.

Late 20th Century: Technology and globalization further transformed offices, leading to more diverse work cultures and layouts, but the fundamental concept of a central workspace was established centuries prior.

From Offices to Hyperscale Data Centres?

Do we mainly abandon the office in favour of the Hyperscale Data Centres housing computational capabilities for AI

Change

Early Foundations

Early 1900s: Scientific Management Frederick Winslow Taylor's work on scientific management provided a systematic way of analyzing and improving work processes to increase efficiency, laying a very early groundwork for planned organizational change, though it viewed organizations mechanistically.

1920s-1930s: Human Relations Movement The Hawthorne Studies shifted focus to the human side of the workplace, revealing that social and psychological factors significantly impact productivity and morale. This highlighted the importance of people in any change process.

1940s-1950s: Foundational Theories Social psychologist Kurt Lewin, considered the "father of modern social change theories," developed influential models like his three-step process: Unfreeze, Change, and Refreeze. This provided a foundational framework for understanding how to manage transitions. The Plan-Do-Check-Act cycle by W. Edwards Deming in the 1940s also offered an early continuous improvement paradigm.

Formalization as a Discipline

While earlier work provided the underlying theories, "change management" as a distinct, formal discipline gained prominence and recognition in the 1990s.

1980s: Consulting Firms and Technology Consulting firms began branding their re-engineering services as change management in the late 1980s, contributing to its legitimization as an industry. Rapid technological advancements and globalization in this era increased the complexity and frequency of organizational changes, creating a greater need for structured management approaches.

1990s: Key Publications A flood of influential articles and books published in the 1990s brought change management to the forefront of business practices.

William Bridges' 1991 book, Managing Transitions, focused on the psychological transition individuals go through during change.

Daryl Conner's 1993 book, Managing at the Speed of Change, coined the term "burning platform".

John Kotter's highly influential 1996 book, Leading Change, introduced an eight-step process for successful change implementation that is still widely used today.

2000s: Standardized Approaches The 2000s saw the formalization of specific tools and repeatable processes, such as the widely adopted ADKAR model developed by Jeff Hiatt in the late 1990s, which focused on the individual's experience of change.

Today, the science of change in the workplace continues to evolve, incorporating insights from psychology, neuroscience, and Agile/Lean methodologies to manage constant, complex transitions.

The text outlines the evolution of change management in organizations. It begins with early 20th-century scientific management by Frederick Winslow Taylor, which focused on efficiency but viewed organizations mechanistically. The 1920s–1930s saw the Human Relations Movement, emphasizing the importance of social and psychological factors in productivity. In the 1940s–1950s, foundational theories emerged, such as Kurt Lewin's three-step model (Unfreeze, Change, Refreeze) and Deming's Plan-Do-Check-Act cycle, providing frameworks for managing transitions and continuous improvement.

INTRODUCING EVA – THE EVOLVE VIRTUAL ASSISTANT

DISCOVER THE INNOVATIVE AI ASSISTANT TRANSFORMING USER EXPERIENCE

INTRODUCTION TO EVA

WHO IS EVA?

Centralized Digital Hub

Eva acts as a centralized platform integrating HR, Estates, and IT systems for seamless workplace support.

User Experience and Accessibility

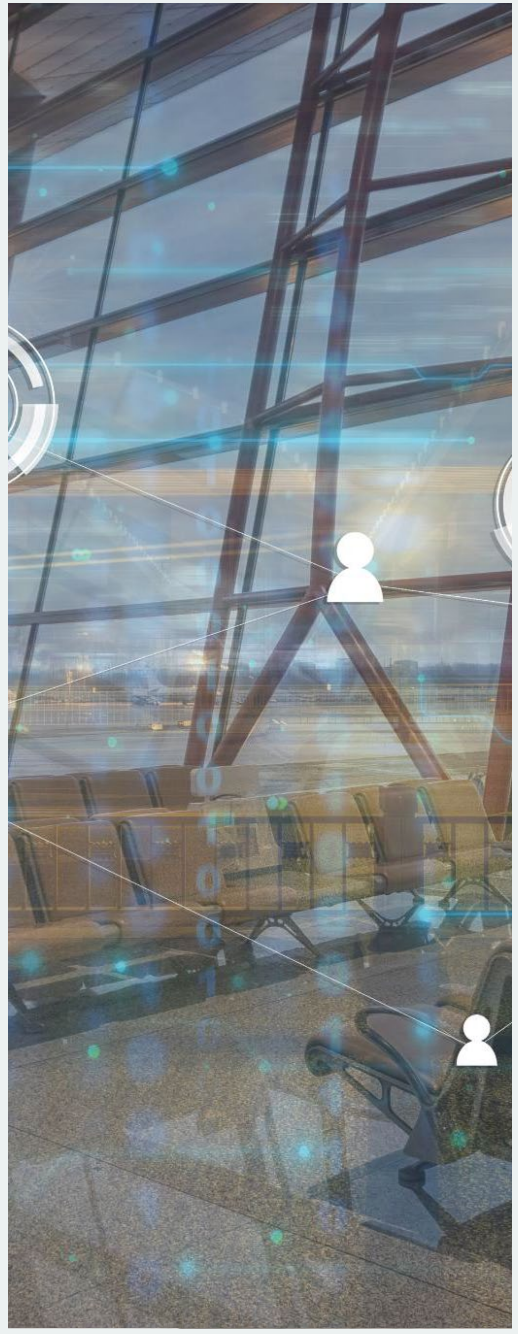
Eva offers an intuitive interface with personalized features supporting hybrid work and diverse user needs.

Data-Driven Decision Making

Empowers organizations with analytics and reporting tools to monitor space use and employee feedback.

Change Management Support

Facilitates workshops, communication, and stakeholder engagement for smooth workplace transitions.



EVA'S CORE CAPABILITIES

CAPABILITY	DESCRIPTION
Centralized Portal	Single access point for onboarding, induction, and workplace resources
Change Management	Facilitates workshops, communications, and stakeholder engagement
Wayfinding	Interactive guides for navigating new workspaces
Hybrid Working Support	Guidance on remote setup, data security, and accessibility
Feedback Mechanisms	Collects user input for continuous improvement
DEPTIE Model	Structured approach for sustainable change implementation
Customization	Templates and branding tailored to organizational needs
Integration	Works with HR, Estates, IT systems, and digital tools
Security & Compliance	Ensures data protection and adherence to regulations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