Leesman®

Helping organisations create
the best places to work

Overview

We measure and analyse employee workplace experience for individual organisations, giving them the data and insights necessary to create outstanding work environments.

The Leesman Office and Home surveys measure accurately, independently and objectively employee experience in the workplace. For each working environment surveyed, we calculate a unique Leesman Lmi or H-Lmi score – a 0-100 rating – which can be used to benchmark your performance internally and externally against thousands of organisations across the world.

Measure employee experience

Who are Leesman and what is the Leesman Index?

Leesman is the global leading independent measure of employee workplace experience. At the heart of Leesman's business intelligence tool sit the Leesman Lmi and H-Lmi, functionality and effectiveness scores calculated for every workplace measured. By deploying one of our surveys, you automatically become part of the Leesman Index, the largest employee experience database in the world.

What is Lmi and H-Lmi?

For every location that Leesman measure, an 'Office Lmi' and/or 'Home H-Lmi' number is calculated; a single score that sits on a 0-100 scale which allows organisations to assess the performance of their workplace.

How long does the survey take?

The average response time for users taking the Leesman Office survey is 11 minutes, while the average time for the Leesman Home survey is 4 minutes. Both tools can be used in combination for an overall average response time of 14 minutes.

Can respondents start the survey and then return?

Yes. Employees can leave the survey and return to complete it at their convenience. When the employee re-enters their email address or unique reference code, they will be taken back to the point in the survey where they left off.

Is the survey confidential?

Absolutely, and Leesman takes this very seriously. Employees are asked to enter their email address or are provided with a unique reference code at the start of the process, but only to allow people to return at a later date to complete the survey. Once the survey is closed this information is deleted. Also, Leesman does not report on any demographic group that has less than five people within it to protect identities.

Leesman's confidentiality and privacy statement can be found here.

Contact us for a full quote, or to discuss further, please contact the team on connect@leesmanindex.com

Leesman® Office

Leesman Office unearths the insights necessary to create outstanding working environments. Our flagship survey has built the foundation for the world's leading employee experience benchmark.

It is more critical than ever for your organisation to understand how the spaces employees use impact their ability to do their work, and what the key drivers are for employee experience.

The Leesman Office survey structure, conceived in 2010, enables you to understand what your employees do in their roles. It tells you which work activities are important to them, how well each is supported, and the physical features and service features that are most important to the employee experience. Each section is taken into account to calculate your workplace's Lmi score.

The Leesman Lmi

Activities
Which work activities are important to employees and how well each is supported

+

Workplace Impact
How the workplace impacts an employee's sense of productivity, pride, enjoyment, culture and community

=

Lmi
Results from these sections are used to calculate the Leesman Index score

Physical features
Which physical features are important to your employees and how satisfied they are with them

Service features
Which service features are important and how satisfied employees are with them

Demographics
Who your employees are (department, job role, age etc.), which is tailored to fit the demographics of your organisation

Leesman® Home

Our Home Working experience survey offers organisations absolute clarity when it comes to understanding remote working.

The pandemic has been a catalyst for change. More than ever before, organisations need to understand the role of employee experience in organisational performance.

Our Home Working solution, established using our Office survey methodology, takes into account which activities are being supported at home, how it is impacting a sense of productivity and connection and the importance of features, to help you understand remote working for your employees.

The Leesman H-Lmi

Activities
Which activities are important and how well each is supported when working from home

+

Home working impact
How working from home impacts overall sense of productivity, feeling connected etc.

=

H-Lmi
0-100 home experience working score

Features
Which features are important and how satisfied they are with these features

Demographics
Questions that allow the data to be analysed by demography

Leesman® Hybrid

The Leesman Hybrid Survey combines our Office and Home survey methodologies into one, enabling you to directly compare the performance of employees' office and home environments.

The workplace landscape has changed forever, so it's imperative organisations fully understand the environments their employees are using in their daily work.

Use Leesman Hybrid to understand where employees need to be, where they want to be and the difference between the two; helping inform your strategies including expected occupancy, capacity planning and spatial needs.

The Leesman Hybrid Survey

Workplace activities

+

Workplace impact

=

Leesman Lmi (0-100)

Home activities

+

Home impact

=

Leesman H-Lmi (0-100)

Physical features

Service features

Demographics & mobility

Leesman® Hybrid

Leesman®+

Awarded to just a fraction of the buildings we've measured, our independent validation of an outstanding employee workplace experience has become a globally recognised certification that companies strive to achieve, providing a clear and achievable stretch target for all projects.

The certification is awarded to top-tier workplaces that have achieved an Lmi of 70 or above, providing a precedent to organisations worldwide.

Leesman+ certified buildings have allowed us to provide valuable insights into where their features, services and infrastructures are surpassing the majority by collecting them as an elevated benchmark.

*All Leesman+ buildings must meet [strict response rate criteria](#).

Leesman®

How it works

What is Leesman+ and how do you achieve it?
Leesman+ certification is presented to an elite group of workplaces that score an Lmi of 70 or above on Leesman's standardised performance scale, and have also met Leesman's response rate criteria. This is calculated based on the target population of a workplace (i.e the number of people that the survey was sent to) and the number of people that have responded.

How many responses do I need to get for a valid result?
This is based on the number of people that are targeted with the survey and the number of responses received. The margin of error, which Leesman targets being below 5%, is based on the response rate and the confidence level which shows you the chance of being right.

We use a confidence level of 99%, i.e. we can be 99% certain that your data is a true reflection of how effective your employees believe their workplace is. So, if you were to run the survey 100 times, you could expect to get a result that is within the 5% margin of error 99 times out of the 100.
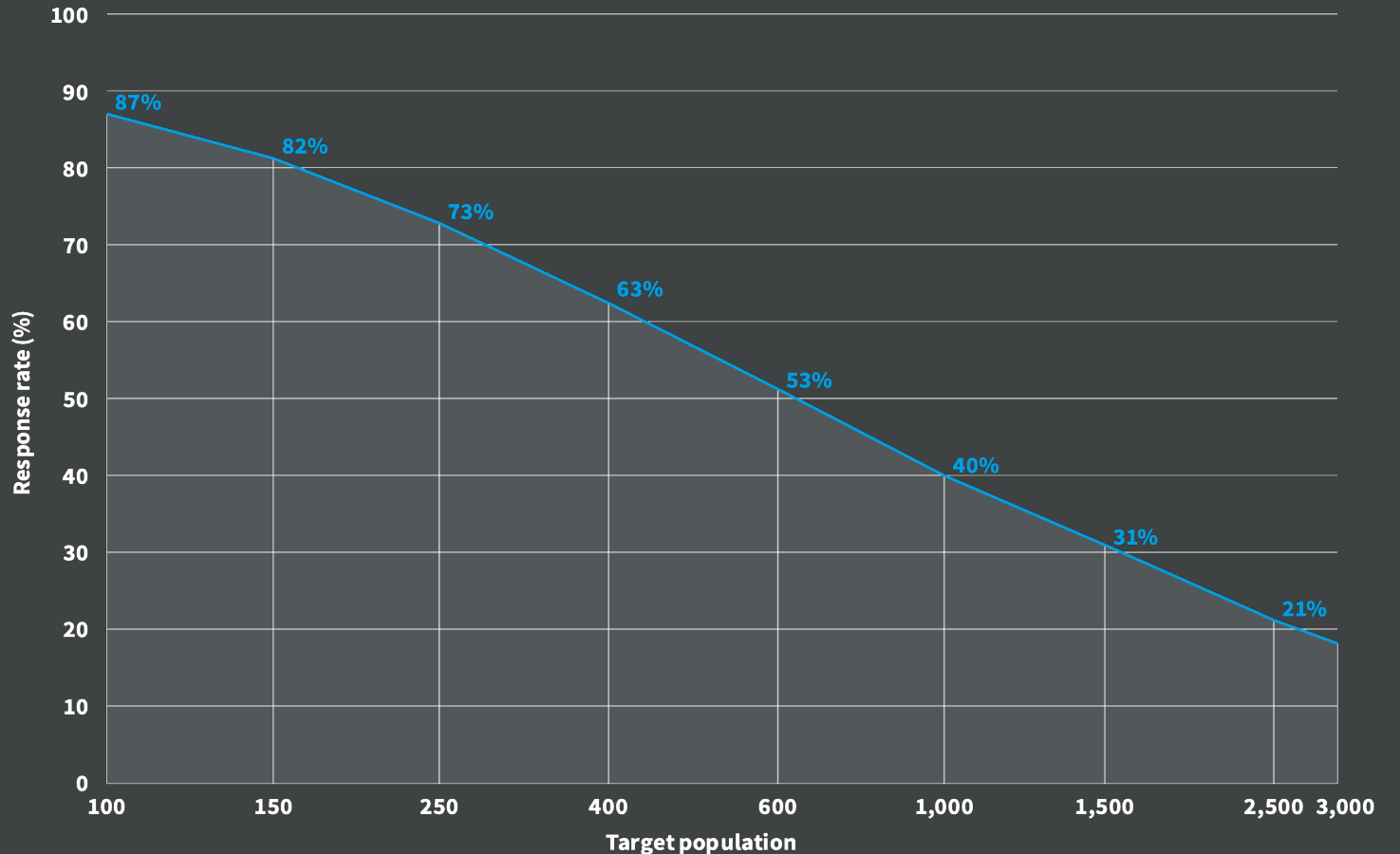
Survey response rate

It's important for us that you get the most valuable insights out of your Leesman survey, and to do this you need to ensure that your data is representative. The chart alongside shows the response rate you need, depending on the size of your target population, to ensure a representative data set.

We have based our recommendation on a maximum 5% margin of error at a 99% confidence level, which results in a robust dataset and is also a prerequisite for achieving a Leesman+ certification. The chart also shows the minimum response rate that we would like to see you achieve, which is based on a slightly lower confidence level.

If you would like to know the exact number of respondents needed to satisfy a maximum 5% margin of error with 99% confidence for your survey and each individual building, please contact your account manager or use our online calculator.

Leesman+ criteria
- Lmi score 70 or above
- Must be on a whole workplace
- 50+ respondents
- Maximum 5% margin of error
- 99% confidence level

Lmi 70+

50+

5%

99%

Response rate (%) vs Target population

Target population	Response rate
100	87%
150	82%
250	73%
400	63%
600	53%
1,000	40%
1,500	31%
2,500	21%
3,000	

Survey process

It is more important than ever to know that your workplaces are working – wherever they may be. The world is adapting to a blend of home and office working and our tools have become even more critical in helping organisations understand what their employees need to succeed.

We measure employee experience at the office and at home, which feeds into established global benchmarks, allowing you to compare your working environment with the best in the world. Our analysis provides businesses with powerful insights that are used to mitigate risk and make better informed, smarter decisions about the blended future of your workplaces.

The Leesman survey steps

1 Meeting Account Manager
- Receive survey set up form
- Set a time to chat and go through your Qs
- Discuss the content of the survey and try our demo version

2 Setting up the survey
- Receive a survey link to test within 3 working days
- Review and approve the survey
- Start planning the communication in which you'll send out the survey link

3 Survey is live!
- Send out the survey link to your employees
- Leesman average time for live surveys is 10 days for Office and 5 days for Home. This can be extended depending on participation targets
- Daily updates on response rate will be provided and will be broken down by building and department where relevant

4 Close of survey
- Your account manager will get in touch a few days before your survey is set to close
- There will be an opportunity to extend the closing date of your survey if the response rate is low

5 Reporting
- The Leesman team will work on your report and send it to you within 10 working days
- Meanwhile, you can access your results through our online analytics platform

6 Presentation
- On an agreed date, we will go through the report with you and your team

Leesman modules

Additional question sets can be added to the end of the Leesman Office or Home surveys. These modules can be used to further investigate things from employees' experience in laboratory environments to their commute, to work to satisfaction with the IT provision. These question sets are fixed and those with a robust enough data set are benchmarked.

For module costing, please refer to the current Leesman cost matrix or ask your Leesman contact.

Office   Home

* Benchmark available

Alignment
Establishes the extent to which senior leaders' opinions on the role of workplace now and in the future are aligned. The output illustrates the skew in opinions amongst the senior leaders about how the current and future workplace support business outcomes.

Response time: 1 – 2 min

Adjacency
Assesses which departments interact with each other the most and whether the preferred interaction is in-person, digital, or both. The output shows the importance by proportion of respondents in each department, the strength of the relationship between each department (maximum 20) and the preferred mode of interaction.

Response time: 1 min

Days in workplace
Captures how often employees are likely to use their workplace, on which days of the week, and what proportion of employees have no fixed routine. Results from the module can be used to estimate workplace occupancy patterns across the week according to different scenarios, including minimum, maximum, and expected daily load.

Response time: 1 min

Inclusive workplace
Measures and compares workplace and remote working experience for employees with physical or mental impairment, or long-term health conditions. The results capture various profiles' experience and requirements in the different work environments, and provide data to deliver a fully inclusive workplace experience.

Response time: 2 min

IT
Measures what IT features are important to the employees, the satisfaction of these and any reasons for dissatisfaction. The module can be used in lieu of an IT survey or as a first assessment to identify where to focus efforts.

Response time: 2 min

Journey to workplace
Looks at the modes of transport used by employees when traveling to their main workplace and the overall satisfaction with their commute. The output can be used to understand location attractiveness or as an input to travel benefit programmes or transportation-related business case decisions.

Response time: 1 - 2 min

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Office   Home

Lab *

Evaluates the importance and satisfaction of the activities, service features and physical features specific to a lab environment. This module is ideal for workplaces that encompass both an office environment as well as a lab environment, and provides demographic data informing how each subgroup is experiencing the space.

Response time: 3 min

Mobility Support *

Evaluates how well the different parts of the infrastructure (physical, digital and cultural) support mobile and flexible working. The module is designed for organisations that already have or intend to implement flexible working and comes with benchmarking.

Response time: 1 min

Return to office

Reveals how eager employees are to return to the office and the underlying reasons influencing these sentiments. The module output shows employees' needs and benefits when planning to access the workplace.

Response time: 1 min

Third space

Captures employee location, preferences, reasons for choosing those spaces and satisfaction when working from locations other than the office or home. The module output shows how often employees choose various locations for work while also measuring the overall experience.

Response time: 1 – 2 min

Wellbeing *

Evaluates the contribution of the work environment to employee wellbeing, focusing on workplace wellness and specifically environmental wellbeing. The module has been developed together with Delos and meets the pre-requisite and survey enhancement requirements of WELL v2.

Response time: 1 – 2 min

* Benchmark available

Client journey timeline

From start to finish, we will guide you through the process, enabling you to understand your workplace in minute detail. With this information, you'll be primed to make informed decisions for your business.

Leesman

Define
Define your real estate and workplace challenges and goals

Measure
Select and implement the survey tools with your strategy in mind

Analyse
Analyse the results through Leesman's comprehensive data visualisation tools

Communicate
Communicate the results to all stakeholders within your organisation

Improve
Create actions plans and implement the changes

Control
Plan to run repeat surveys to measure success and establish next phases

Defining goals

It is important to understand what goals you wish to achieve by running a Leesman Survey before it is implemented. Our clients have used their data we collect for them in many ways, and many have used the Lmi, support and satisfaction results as Key Performance Indicators for their workplaces.

The Leesman team can support you in defining these goals; setting challenging, yet achievable targets for your workplace, facilities teams and service providers to achieve high performance results. Alongside are some example targets to consider.

✓ All buildings to achieve 5% higher workplace experience than the previous year

✓ All buildings should achieve and maintain Lmi 70 within the next five years

✓ All post-occupancy Lmi results to be higher than pre-occupancy

✓ The workplace experience in the office portfolio should be within a certain range

✓ Outsourced services should score a certain satisfaction score on the Leesman benchmark

✓ Reduce costs on our real estate portfolio, while improving the employee workplace experience

Communicate - key messages for different audiences

Different stakeholders within your organisation can benefit from your Leesman data in different ways. Communicating the results back to different functions and employees maximises the value of the survey, by creating a meaningful link between the investment of taking a survey and the outcomes. On the right are examples of areas of interest to different parts of your organisation.

Leadership
- Overall portfolio performance and employee experience
- Return on CRE investment
- Detail on productivity, knowledge transfer and where improvements are needed

People / HR
- Detail on employee workplace experience as part of employee experience
- Detail on pride and sense of community in the workplace and where improvements are needed
- Insights into improving talent attraction and retention
- Physical and mental wellbeing within the workplace

Facilities Management
- Benchmark satisfaction scores on hard & soft services, both internally and externally
- Understanding baseline scores, to inform tactical strategies on Leesman Inside

Technology
- Benchmark satisfaction scores on technology components, in relation to workplace performance
- Focus on activities where IT component is important, like video conferencing/audio conferences

Corporate Real Estate / Workplace
- Portfolio performance against the world's best workplaces (Leesman+)
- Use pre-occupancy scores to inform internal/external design teams; use post-occupancy scores to evaluate results
- Track improvements across of 90+ data points, sharing best practices across the organisation
- Implement Leesman Futures workshops to let local workplace teams define their actions
- Judge if bricks, bytes or behaviours have changed
- Relationship between office and home experiences, and the benefits of each

Employees
- After defining the 5 to 10 most important conclusions (both positive and negative), communicate them to employees to create a 'you said – we did' loop
- Communicate the next steps to reinforce the process and increase engagement
- Conduct workshops and interviews with employees to define root causes of results (positive and negative)

Contact

London
+44 (0)20 3239 5980

For a full quote, or to discuss further,
please contact the team on
connect@leesmanindex.com

www.leesmanindex.com