



# IFMA's **World Workplace**®

Your Facility Conference & Expo

**Oct. 18-20, 2017 | Houston, Texas, USA**

George R. Brown Convention Center

**We Are FM:**  
*A Universe  
of Possibilities*

## The 'New Think' About Working From Home

How To Optimize People Productivity & Effectiveness





# CEUs & CFM® Maintenance Points

You are eligible to receive Continuing Education Units and Certified Facility Manager® maintenance points for attending sessions at IFMA's World Workplace.

To receive CEU points, you must add the US\$15 processing fee to your registration. (Full Event PLUS! registration includes the CEU processing fee.)

## To Receive 20 CFM Maintenance Points

- Record your attendance for the three-day conference on your CFM Recertification Form in CAMP.
- At re-certification time, submit your completed CFM Recertification Form.

## Managing CEUs:

- Log into the **Attendee Service Center**. <http://www.ifma.org/wwsd2017>  
Your log-in information was sent to you when you registered for the conference.
- Click "Start CEU Process" on the left-hand side.
- Click "Start" next to the session you attended.
- Complete the session evaluation.
- Click "Start Test" next to the session.  
After passing the test, your certificate will be available for download.

\*\*If you wish to receive CEUs or LUs from other organizations, you must contact those organizations for instructions on reporting credit hours.





## Introduction - Meet Our Presenters:



**Pat Turnbull, IFMA Fellow, MA, LEED AP**  
President and COO, Kayhan International



**Dr. Alex Redlein**  
Institute for Real Estate & Facility Management  
Vienna University of Technology





# Review Session Learning Objectives

- Learning Objective 1: Alternative Workplace 'buzz-words' & definitions**
- Learning Objective 2: Pros & Cons of WFH programs**
- Learning Objective 3: Business trade-offs talent optimization**
- Learning Objective 4: How to increase WFH Success Rate**





# Your Feedback is Valued!

Please take the time to **Evaluate Sessions**

**Log into the Attendee Service Center**

<http://www.ifma.org/wwsd2017>



# THE 'NEW THINK' ABOUT WORKING FROM HOME

How To Optimize People Productivity & Effectiveness

KAYHAN

# ALTERNATIVE WORK PROGRAMS

Flexible Work vs Remote Worker vs Agile Working



**Flexible** work is an umbrella term encompassing any working schedule that is outside of a normal working pattern of 9-5 in an office

A **remote** worker is someone who does not regularly commute to a traditional office (at least 3 days a week)

**Agile** working is the creation of flexible and productive work environments. By creating different work areas employees can work where and when they want.

**Does your company offer  
flexible work arrangements?**



- Yes
- No
- No, but plans to  
in the future



**Are YOU a remote worker?**



- Yes
- No
- No, but I have been in the past or plan to be in the future



# Global Survey Findings of 23,000 Employees Across 12 Countries

## Stats

- Nearly **3 out of 4** employees say their company **offers flexible working**
- **25%** of the workforce now **works remotely** (*Gallup*)

## Technology & Tools

- **89%** of global employees say they **use collaboration technology**
- **90%** of workers said that these tools are **improving productivity** between teams in different locations

## Stigma

- **62%** of remote workers **fear** that other employees don't think they are working as hard as they are
- **44%** **worry** about the ability to build close co-worker relationships

## Upside

- **65%** report higher **productivity** when working remotely
- **70%** of employees surveyed who work remotely reportedly benefit from **control of their work life balance**



## Cons

# Remote Work in the Spotlight

- Long time remote work advocates have called workers back to the office (reversing WFH policies), citing:
  1. Increased productivity at expense of innovation
  2. Negative impact on culture
  3. Lower collaborative experiences
- Is this move necessary to foster agile working?
- **Does Innovation Trump Productivity?**



# Pros

## Remote Work in the Spotlight

### Relevant Digital Transformation Trends



Jobs and skills evolution



Changing workforce



Culture and purpose are the new currency



'Everywhere office' sentiment



## Jobs and skills

# Demand Exceeds Supply Search for Skilled Talent

### Demand:

Continued high demand and expected shortages of STEM skills and diverse talent

### Supply:

Skills shortage at highest level since the Great Recession.

Source: Price Waterhouse Coopers US Data  
Institute for Corporate Productivity, Global data

**Bottom Line: There will continue to be a shortage of qualified talent/technical expertise**



# Worldwide War for Talent



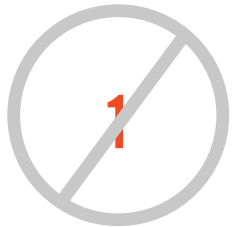
Source: Price Waterhouse Coopers US Data  
Institute for Corporate Productivity, Global data

**Talent is distributed worldwide**



## Changing workforce

# The Changing Workforce



A one-size-fits-all approach to performance and benefits simply **does not work** anymore



Workforce is now Millennials



Workforce to be Millennials and Gen Z by 2020

## 5 Generations in the Workplace

Traditionalists (pre 1946)  
Baby Boomers (1946 - 1964)  
Gen X (1965 - 1976)  
Millennials / Gen Y (1977 - 1997)  
Gen Z (after 1997)

Source: Willyard, Karie 'The 2020 Workplace' Success Factors, US Data

**Digital Immigrants to Digital Natives: Technology is Enabling New ways of Working**



## Changing workforce

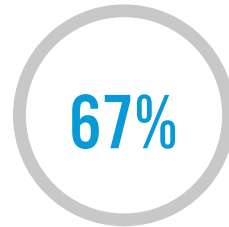
# What Are Millennials Looking For In Workplace and Culture?



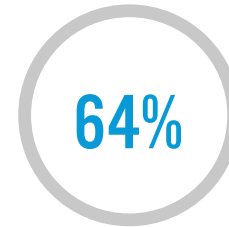
**Flexible time**  
choosing when to  
start/finish work



**Flexible role**  
choosing what they do as part  
of their job  
(within parameters)



**Flexible recruitment**  
different types of contracts,  
crowd-sourcing talent, etc.



**Flexible location**  
choosing where to work from



**Independent workers**

Source: 2017 Deloitte Millennium Survey

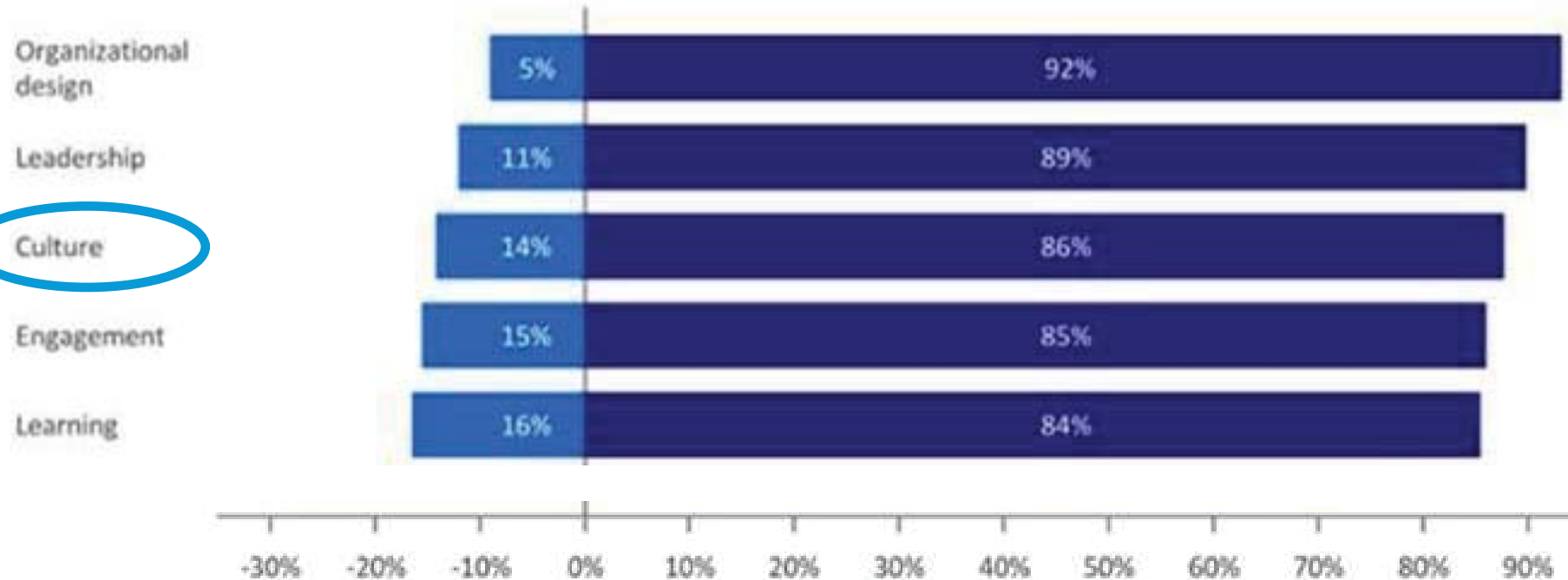
**Millennials Seek Stability and Opportunities In An Uncertain World...  
But On Their Own Terms**





## Rise of Culture and Purpose

# Globally, Culture is a Top Issue for Executives





## Rise of Culture and Purpose

# Culture and Purpose Matter

Empowered millennials are more optimistic and loyal

88%

business leaders rate culture as one of the more urgent talent issues <sup>1</sup>

9/10

CEOs rate employee engagement as important or very important <sup>2</sup>

Source: <sup>1</sup>Korn Ferry: The Trillion Dollar Difference

<sup>2</sup>Bersin by Deloitte, Global Human Capital Trends, 2016



## Rise of Culture and Purpose

# Elements of Culture That Help Engage Millennials



### Collaborative

- Thrive on teams
- Collaborate across organizational levels, fewer hierarchical boundaries
- Seek connections and focus on building networks



### Technology Driven

- Prefer shorter messages and smaller doses of information
- Expect knowledge on demand
- Shift easily between tasks and conversations



### Progress Driven

- Want defined performance expectations, explicit deadlines, frequent feedback
- Expect to jump in and immediately make impact
- Want to be promoted for contributions rather than tenure
- Opportunities to learn and advance careers



### Flexible

- Want to choose when and where and how they get work done
- Traditional work time and space have less meaning
- Want to choose the best way to accomplish tasks



# Digital Transformation Powers the 'Everywhere Office'



**Any Device.  
Any Location.  
Any Time.**

- Office365
- Skype
- Sharepoint
- OneDrive
- OneNote
- Power BI / data visualization
- Bluescape
- VPN
- Auto phone transfer

**(Alternative Work Programs)**

**It's Not If....  
It's How/When/What**

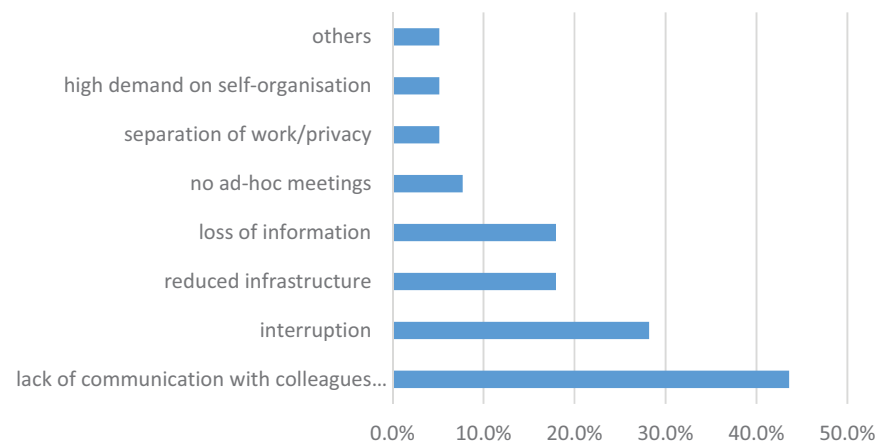


# Work From Home

## Personnel Advantages and Disadvantages

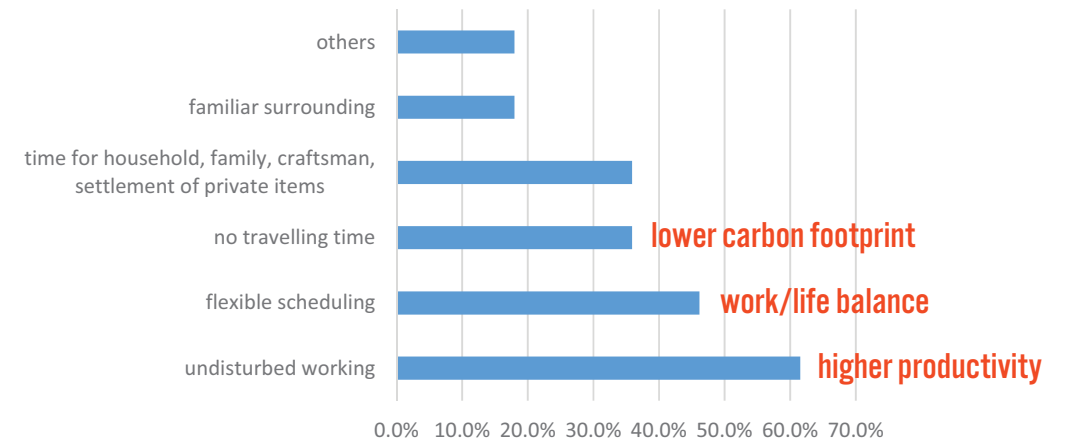
Sampling from German Speaking Countries (40 people)

Personnel Disadvantages



Lack of communication - disadvantage

Personnel Advantages Due to Home Working



Increased productivity = advantage



- Not being able to collaborate with co-workers regularly
- Stigma of not working as hard as workers in the office 9-5
- Having regular meetings with their manager
- Not being able to contribute their voice to the team/manager
- Other

**What do you think are the biggest barriers for remote workers when they start working remote?**





- Manager Training
- Employee Training
- Templates for managers and employees
- Investment in technology tools
- Funding
- Other

# What makes remote working work?



# Keys to Make Remote Work a Success



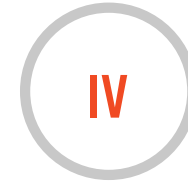
Understand need among current and prospective coworkers



Invest in collaboration technologies



Insist on getting personal



Frequent communications



Manager and employee training



Work-Life resources



Travel budget to allow for in-person meetings when needed



Crowdsource additions



# Thank You!

For attending this  
educational offering at  
IFMA's World Workplace

**Be sure to evaluate the session online at the  
Attendee Service Center**

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