The ‘New Think’ About Working From Home
How To Optimize People Productivity & Effectiveness
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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

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THE ‘NEW THINK’ ABOUT WORKING FROM HOME

How To Optimize People Productivity & Effectiveness

Pat Turnbull, President - Kayhan International
Dr. Alex Redlein, Professor - Technical University of Vienna
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

Source: Polycom and FutureWorkplace, 2016
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
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
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)

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

Source: Willyard, Karie 'The 2020 Workplace' Success Factors, US Data
What Are Millennials Looking For In Workplace and Culture?

Flexible time: choosing when to start/finish work (69%)
Flexible role: choosing what they do as part of their job (within parameters) (68%)
Flexible recruitment: different types of contracts, crowd-sourcing talent, etc. (67%)
Flexible location: choosing where to work from (64%)
Independent workers: 20-30%

Source: 2017 Deloitte Millennium Survey

Millennials Seek Stability and Opportunities In An Uncertain World... But On Their Own Terms
Globally, Culture is a Top Issue for Executives

Source: Bersin by Deloitte, Global Human Capital Trends 2016
Culture and Purpose Matter
Empowered millennials are more optimistic and loyal

88% business leaders rate culture as one of the more urgent talent issues

9/10 CEOs rate employee engagement as important or very important

Source: 1 Korn Ferry: The Trillion Dollar Difference
        2 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

Source: Temkin Group, Millennial Engagement
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
- high demand on self-organisation
- separation of work/privacy
- no ad-hoc meetings
- loss of information
- reduced infrastructure
- interruption
- lack of communication with colleagues

Personnel Advantages Due to Home Working
- lower carbon footprint
- work/life balance
- higher productivity
- flexible scheduling
- no travelling time
- time for household, family, craftsman, settlement of private items
- familiar surrounding
- undisturbed working
- others

Source: Technical University of Vienna, 2017
Redlein, Alex and Gatscher, Barbara
Work From Home
Types of Work Conducted

Sampling from German Speaking Countries (40 people)

- Focused work (general): 80.0%
- Routine work (general): 60.0%
- Focused work (middle management): 100.0%
- Routine work (middle management): 80.0%

Source: Technical University of Vienna, 2017
Redlein, Alex and Gatscher, Barbara
What do you think are the biggest barriers for remote workers when they start working remote?

- 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 makes remote working work?

- Manager Training
- Employee Training
- Templates for managers and employees
- Investment in technology tools
- Funding
- Other
Keys to Make Remote Work a Success

1. Understand need among current and prospective coworkers
2. Invest in collaboration technologies
3. Insist on getting personal
4. Frequent communications
5. Manager and employee training
6. Work-Life resources
7. Travel budget to allow for in-person meetings when needed
8. Crowdsource additions

Source: 2017 Deloitte Millennium Survey
Thank You!

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