

WE @ Work Rebooted

Leveraging the “Power of Place” to Create an Optimal Workplace Experience



Welcome!

Kate North

Global Chair, WE

Managing Director, Workplace Innovation

Colliers International

Kate.north@colliers.com

312 720 1858

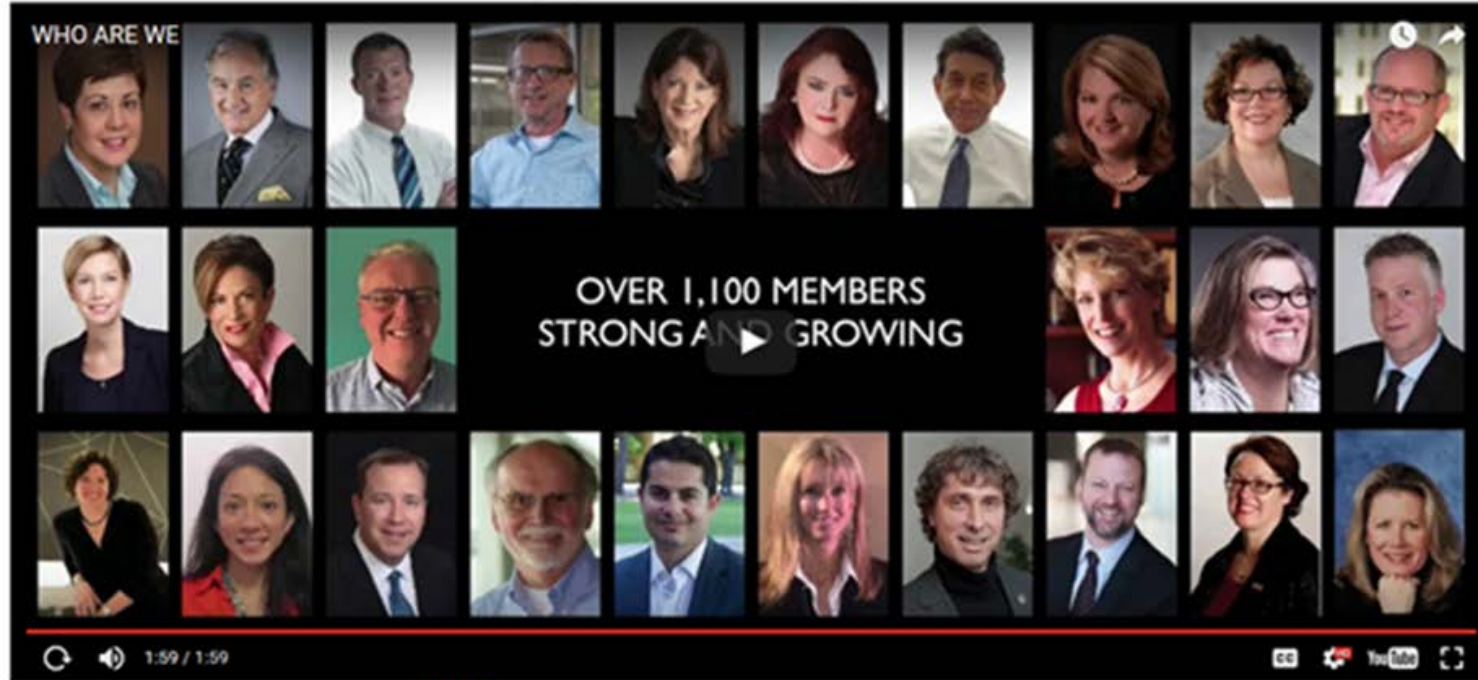




Workplace Evolutionaries
A Community of IFMA

[Home](#) [About](#) [Join](#) [Events](#) [LinkedIn](#) [WE Hubs](#) [Resources](#) [Friends of WE](#)

Changing the world, one workplace at a time



WE will show you how – click below for more info

[EVENTS >](#)

[WEBINARS >](#)

[KNOWLEDGE >](#)

Rebooted
Future of Work is Now

Mission: To increasing Workplace Innovation & Consciousness





Mission: To Accelerate Workplace Innovation & Consciousness

WE Know

WORKPLACE Evolutionaries
a Community of IFMA

WE BRIEF: KEEPING YOU IN THE KNOW

Corporate learning needs to step up its game and start measuring results

From www.forbes.com - October 9, 9:47 PM

"...most corporate learning strategies have roots in traditional learning approaches. It is critical that new learning departs from these approaches and we increase self-direction for all employees, especially those who are new to the workforce."

Workplace Evolutionaries' insight:
The pace of change demands continual learning. A course here or a course there won't cut it. As technologies for immediate/micro-learning, artificial/augmented intelligence, gamification, and personalization options mature, it will be increasingly important to measure what works rather than just rolling out the latest technology.

The latest insights on the origins and neuroscience of creativity

From www.nature.com - October 9, 5:27 PM

"The creative impulse, writes Wilson, did not spring into life 10,000 years ago as some suggest, but dates back more than 100,000 years, to the birth of modern humans. A tripling of brain size over the 3 million years before that had endowed *Homo sapiens* with increased social intelligence and empathy, paving the way for symbolic language."

Workplace Evolutionaries' insight:
This article from [Nature.com](http://www.nature.com) offer a round-up of three books (all published this year) suggests creativity may be the result of a "restless brain bored by monotonous input." Novelty may light up our curiosity, but sparks may also come from exposure to complexity, uncertainty, and conflict.

Nearly 3 in 10 employees say their workplace fails to enable productivity. Lack of privacy and too much noise among top complaints.

276% | 573%

Remote communications and technology still a challenge

APPLYING WHAT SCIENTISTS KNOW ABOUT WHERE AND HOW PEOPLE WORK BEST

IFMA FOUNDATION
Workplace Evolutionaries
a Community of IFMA

What Science tells us about Workplace Design & Human Performance

Integration: Show respect by giving people the flexibility to curate their own work experiences.

Thinking: Greens enhance creativity. Reds stifle analytical reasoning.

Stress: Address noise, thermal, odor, and other subtleties that can compound stress.

Age: Design for the work, not the age of the person doing it.

Control: Individuals and groups perform better in spaces they can control.

Choices: Some is good, but too much creates tension. Four to six options are "just right."

Positivity: Positive moods have been linked to enhanced creativity.

Calm: Too much visual complexity is draining. Keep clutter in check.

Concentration: Light, but not very saturated colors, enhance it.

Memory: Our memory functions best when we work on an entire project in one space.

Workplace Evolutionaries
a Community of IFMA

Want to get a copy of the scientific research behind all this and let us know? Click here to purchase "Applying What Scientists Know About Where and How People Work Best" - brought to you by the IFMA Foundation and Workplace Evolutionaries.

Rebooted
Future of Work is Now

WE @ Facility Fusion Chicago 2018



Monday, March 19th

WE + Sustainability = Your Competitive Advantage!

8:30-6:30 at theMart

Provocative thought leaders are all coming together to challenge and create a new forward.

Tuesday, March 20th – Thursday 22nd

Exclusive WE Track: 3 Days / 16 Leading-edge Workplace Presentations

Rebooted
Future of Work is Now

WE **WORKPLACE**
Evolutionaries
a Community of **IFMA**

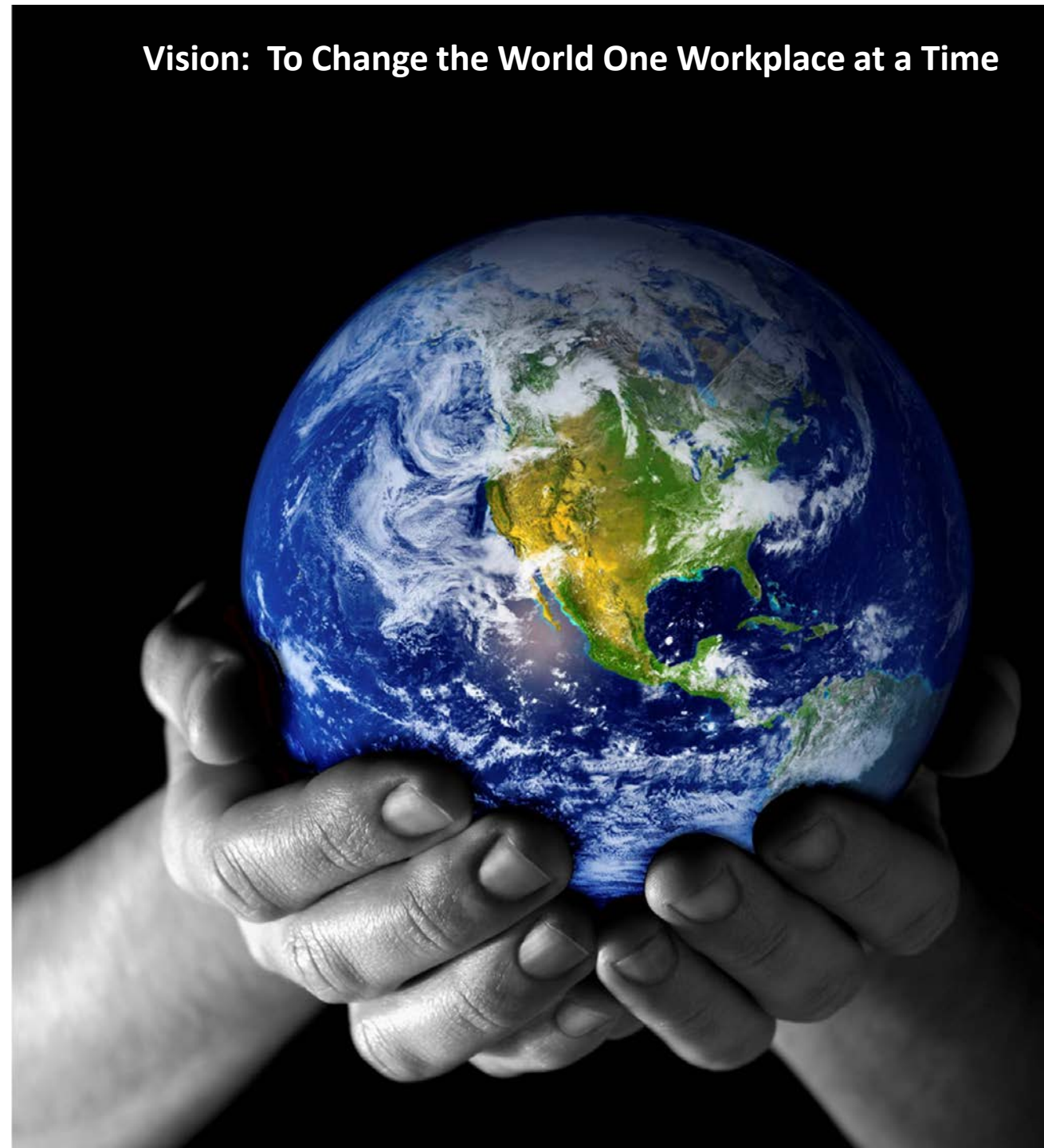
Vision: To Change the World One Workplace at a Time

WE EVENTS

- Facility Fusion USA
- Facility Fusion CANADA
- World Workplace NA
- World Workplace Europe
- Disrupt HR

AND...

Rebooted
The Future of Work is Now



WE Hubs:



Introducing....

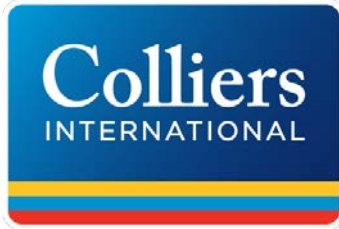


Rebooted
e of Work is Now



WE Love Our Sponsors!

Platinum Sponsor

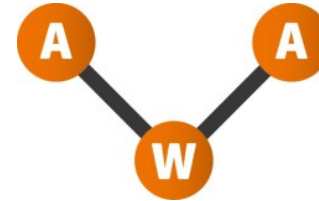


Gold Sponsor

Allsteel®



Silver Sponsor



Bronze Sponsor



Friends of WE



WORKDESIGN
MAGAZINE



Work Rebooted

The future of Work is Now



DISRUPT

THE REBELLIOUS FUTURE OF HR



futureworkplace®

Innovations to attract, develop and keep talent

WORKTECH™ 17
West Coast

work • workplace • technology • innovation

WORKPLACE
Evolutionaries
a Community of IFMA

THE PROBLEM

88%

of employees
are not passionate
about their work

\$500B

Is lost per year due to employee
disengagement

90%

of leaders feel that employee
engagement makes a positive impact...

but only **25%** have a strategy

“The ‘war for talent’ is over - and talent won”.



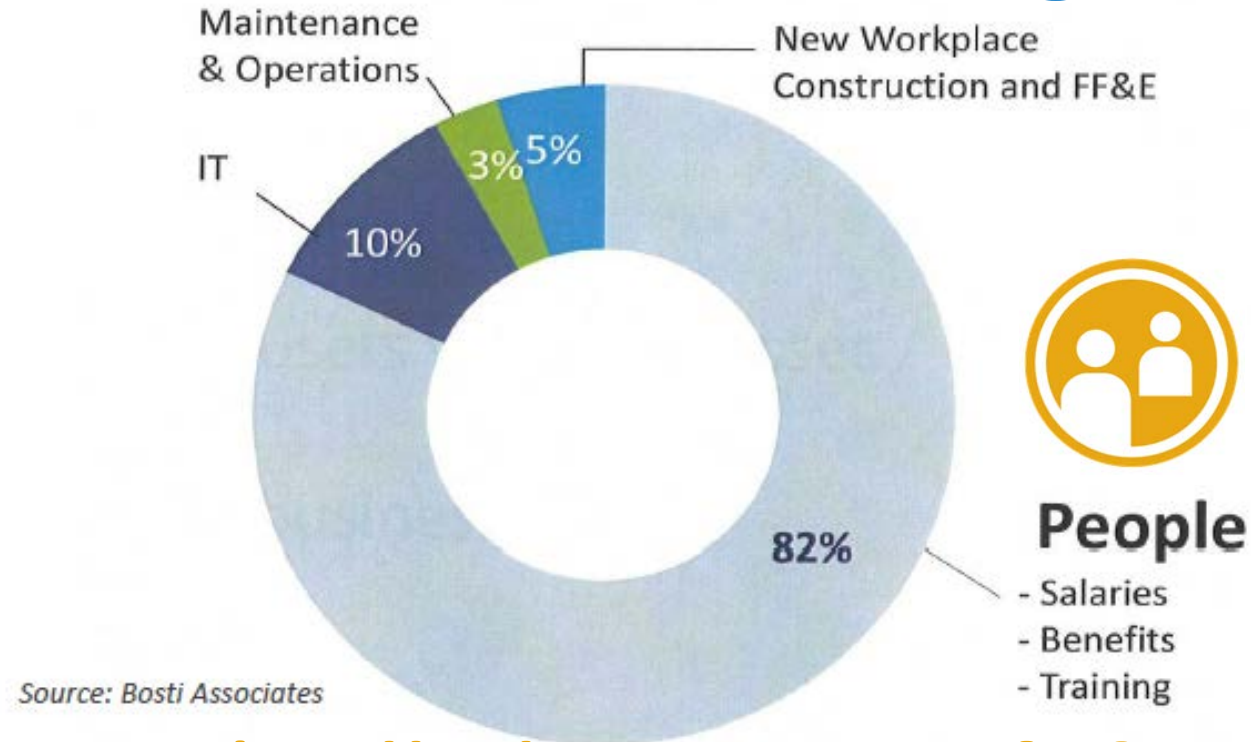
#1 FOCUS TO ATTRACT TALENT

Employee Experience (83%) Forbes



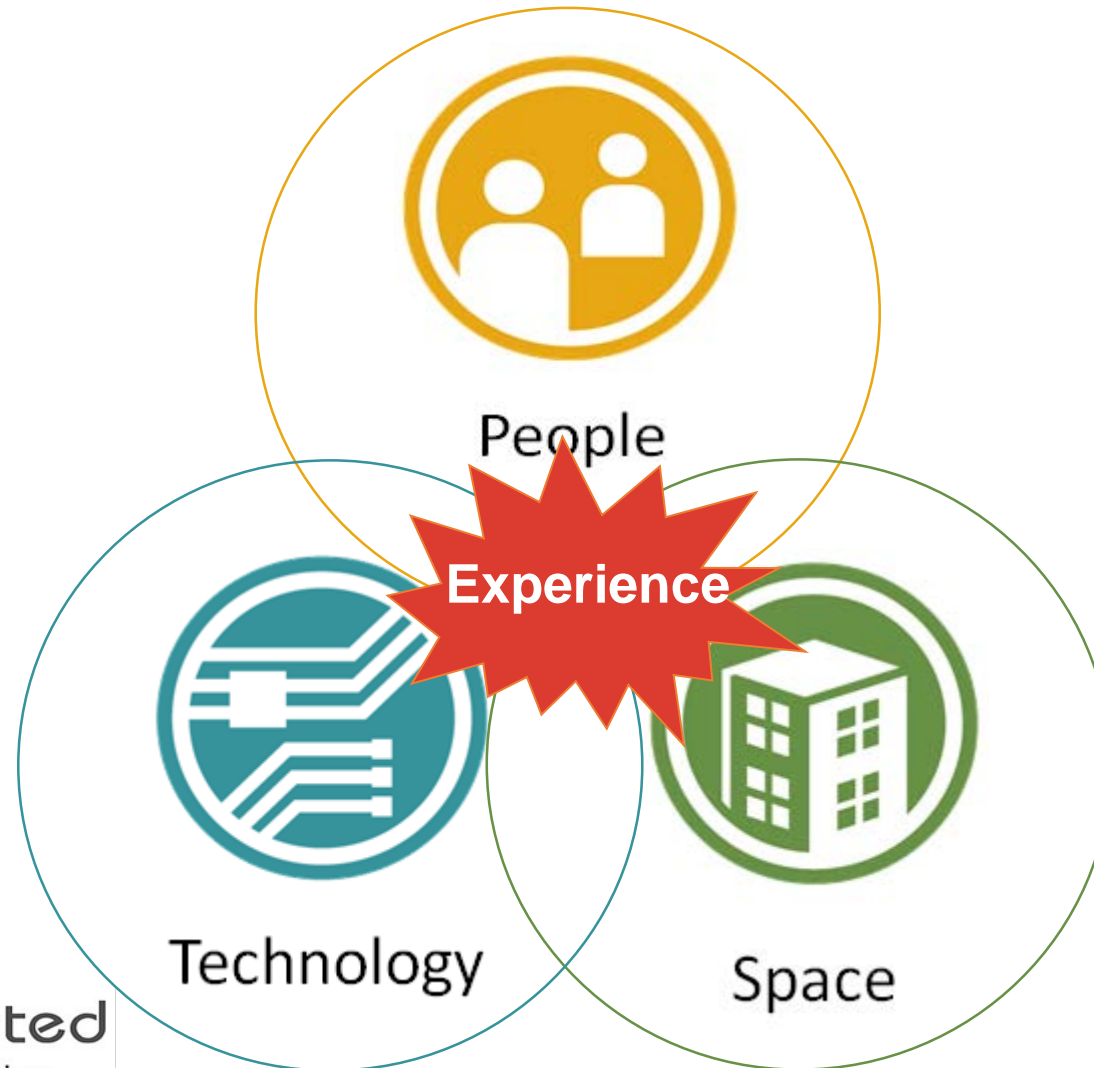
51% - physical workplace is they key

Greatest Impact:



It's all about **people!**

the power of place



Work Rebooted
The Future of Work is Now

WME **WORKPLACE**
Evolutionaries
a Community of **IFMA**

You
are
here.





Youth

Inviting

Youth

J. Ferris
M2-1751





A woman with blonde hair, wearing a purple top, is shown in a cubicle office. She has a thoughtful expression, with her hand resting on her forehead. A large, dark blue question mark is overlaid on the right side of the image. The background is filled with cubicle walls and papers.

Is your workplace
KILLING
your culture





MUST

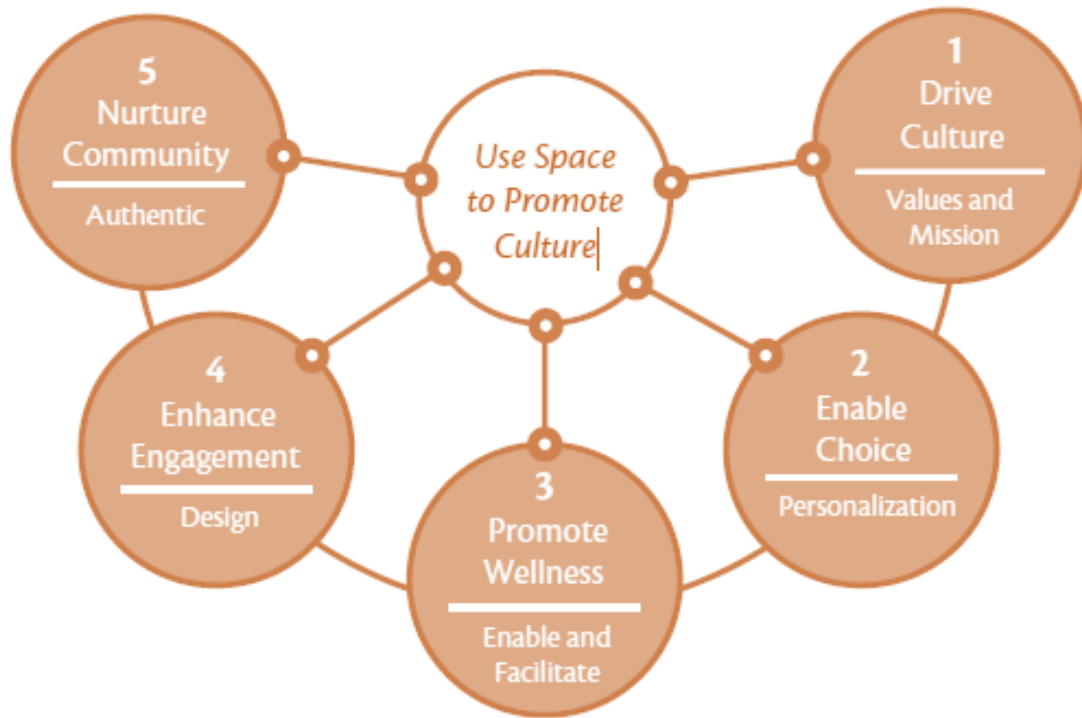
ALIGN



Work Rebooted
The Future of Work is Now



What WE've Explored...



Source: Future Workplace



The Employee Experience Is The Future Of Work: 10 HR Trends For 2017



Jeanne Meister, CONTRIBUTOR

I write about trends impacting HR, Talent and Learning [FULL BIO](#) ✓

Opinions expressed by Forbes Contributors are their own.

#1: Focus On Creating A Compelling Employee Experience

Make Employee Experience a Core Part of Business Strategy

Engaging and Productive

CXO

Bliesure

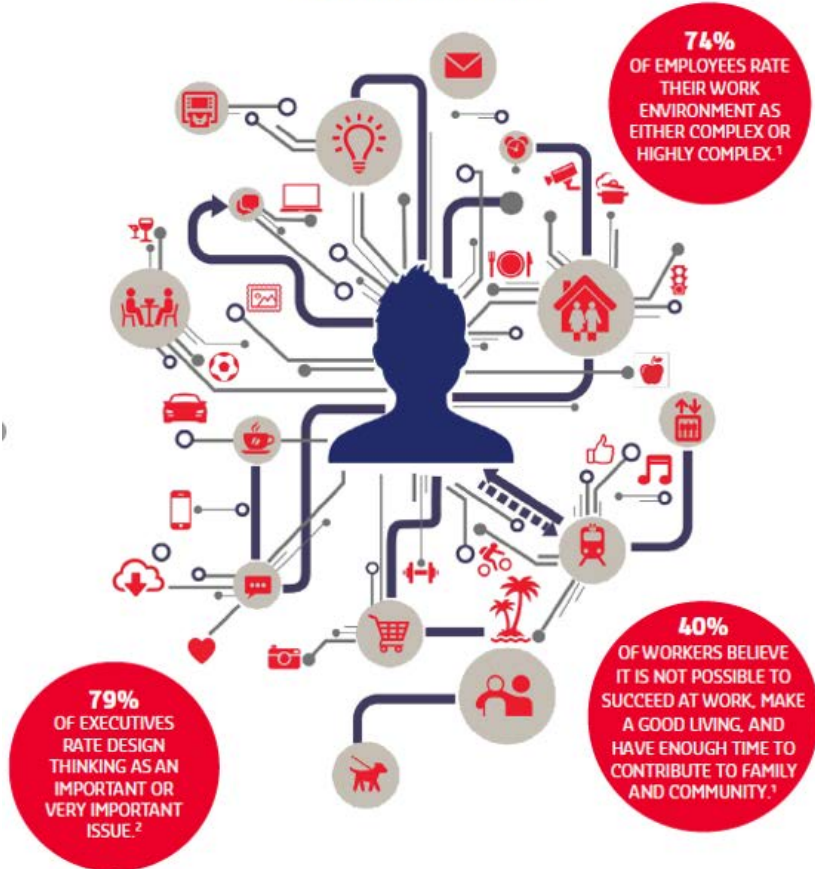
Workplaces that attract

Concierge to reduce friction



WORKPLACE EXPERIENCE TOUCH POINTS

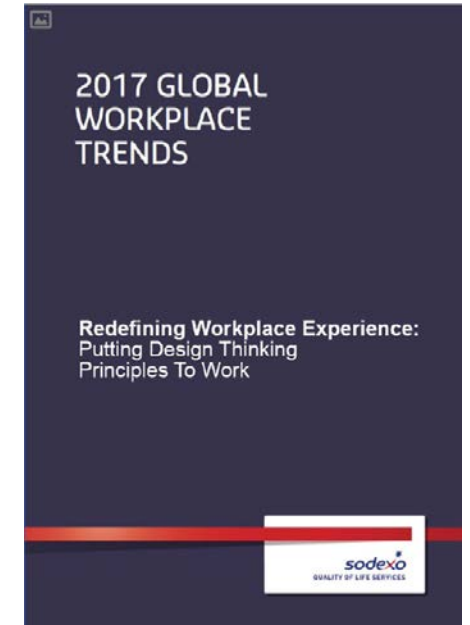
Using Design Thinking to Overcome Workplace Complexity



Design thinking can help optimize and simplify the employee experience so that it supports employees both within and outside of the workplace.



Colleen Conklin, MSPH
Director of Research, Sodexo



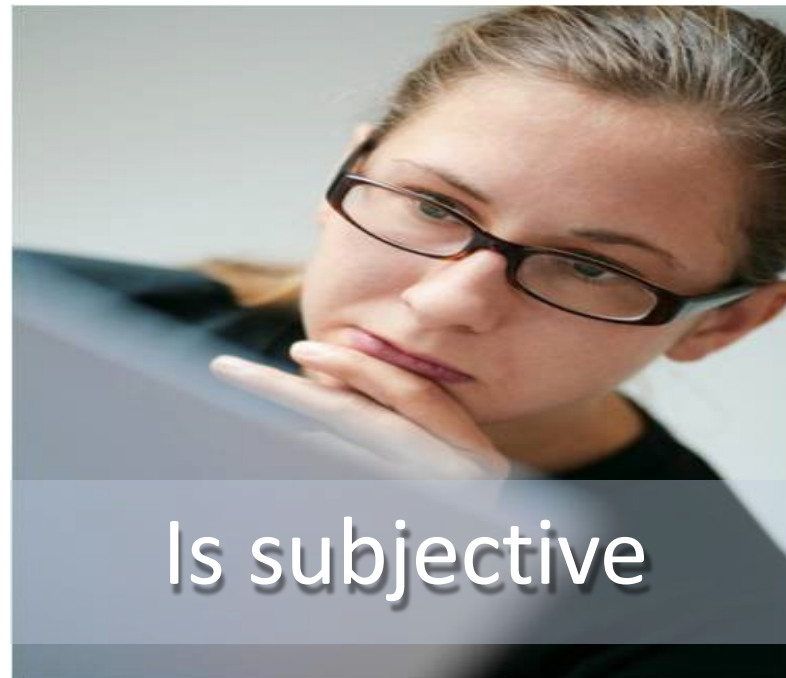
Understanding the Workplace User Experience



Anita Kamouri, Ph.D.
Vice President & Co-Founder
Iometrics, Inc.



The User Experience (UX) is all aspects of the end-user's perceptions as they interact with a workplace solution or service

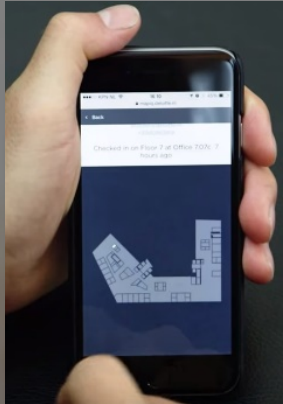


User Experience (UX)
leverages data to
proactively understand
user needs and create
an exceptional
experience



The Edge / Deloitte - Amsterdam

“The world’s most sustainable and smartest building”



“More people are spontaneously coming to Deloitte because they want to work in this building.”

Erik Ubels

CHIEF INFORMATION OFFICER | DELOITTE



Create a Workplace That Makes People Healthier

PUTTING WELLNESS TO WORK

1. Integrate Active Design



2. Enable Technology



3. Consider Next Gen



4. Integrate Biophilia



THE EVOLVING WORKPLACE: Why the Restroom Experience Matters



Cerita D. Bethea

*Global Behavioral Science,
Senior Manager
Kimberly-Clark Corporation*



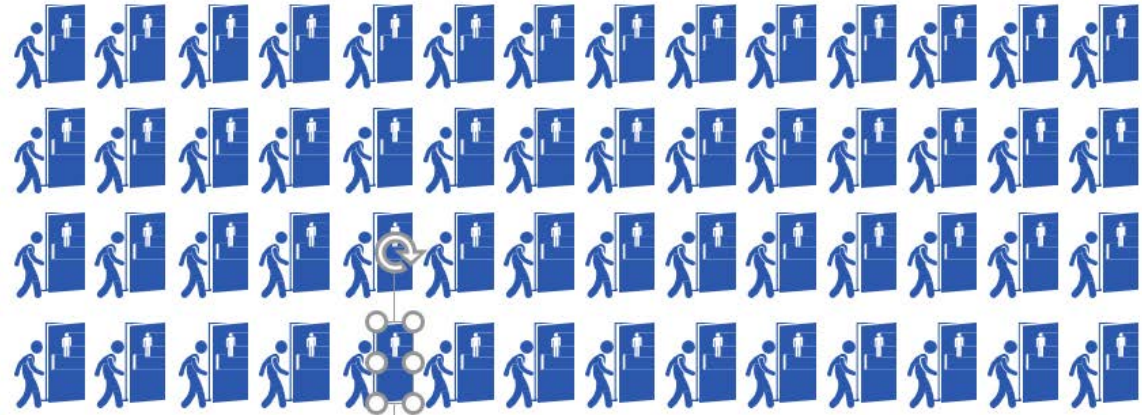
Stephanie Magnan

*Strategic Program Marketer
Kimberly-Clark Professional*



The typical office worker visits the restroom

3 to 4 times
per day



For an average size facility, that equals more than

1.1 million

annual opportunities to impress tenants.



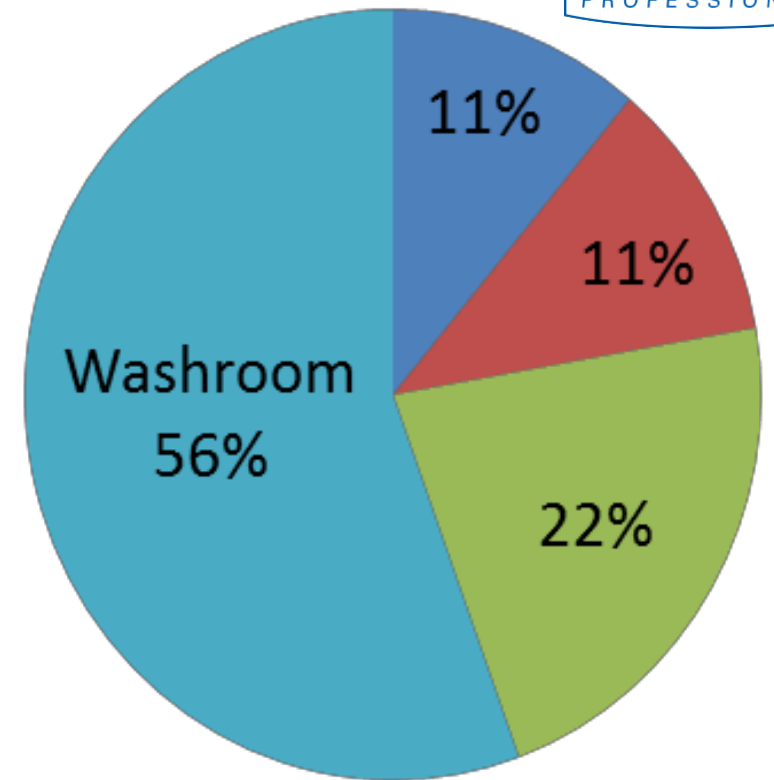
Work Rebooted
The Future of Work is Now





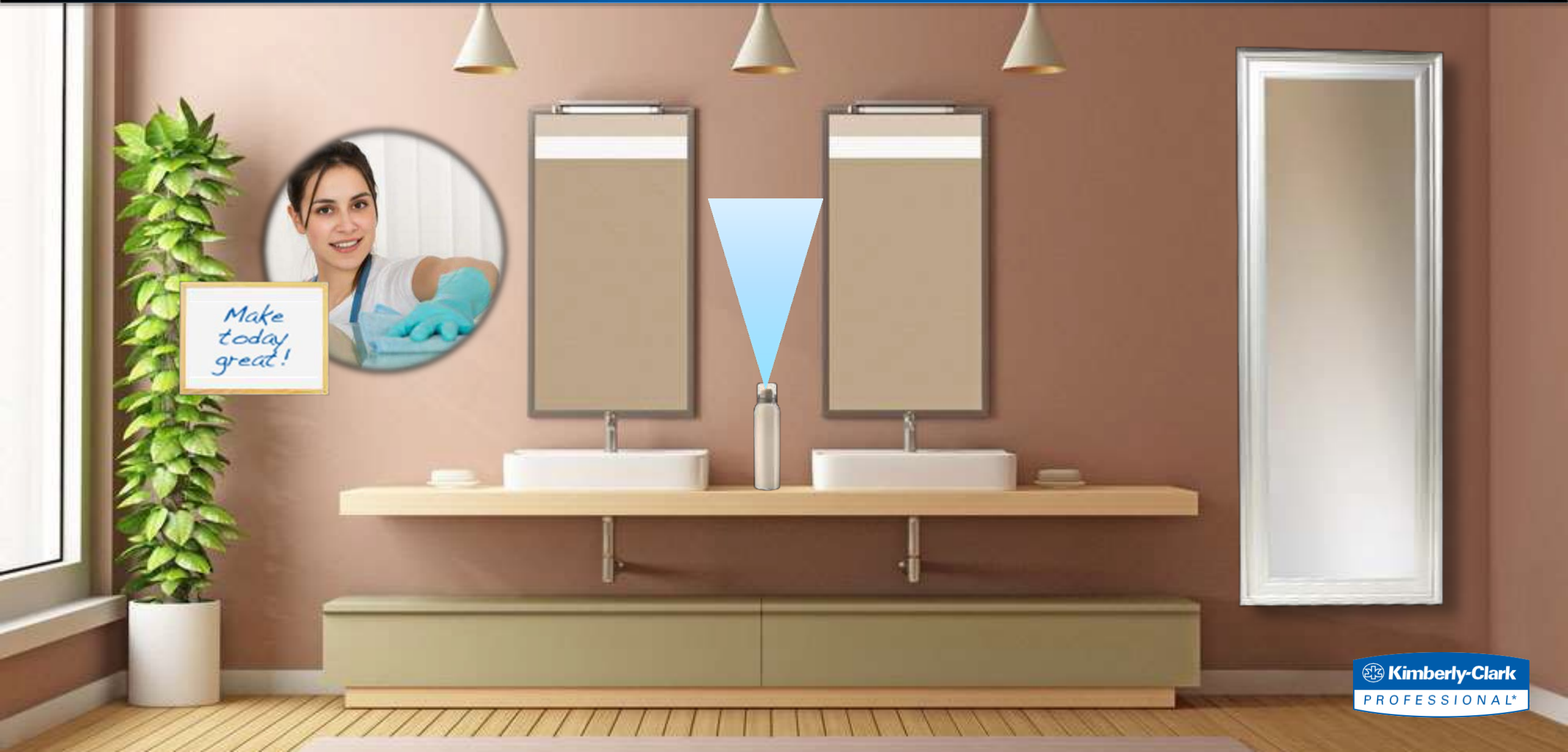
User Experience in the Restroom Matters

Source: C.H.E.S.S. Employee Survey Response, 2016



- Canteen/Break Room
- Common areas/ Meeting spaces
- Lobby/Reception Area
- Office Space/ Your desk area
- Washroom

Customize: *Create a more personal experience.*



“What One Thing WE Know for Sure” Creating A Workplace Experience

- Building a Holistic Business Case: **Kate Lister, Global Workplace Analytic**
- Experience – Location Options, Building, and Amenities: **David Gray, Colliers International**
- Integrating the Digital Journey into the Experience: **David Slight, Quora Consulting**
- Aligning the Workplace to Support Organizational Goals: **Arnold Levin, Smith Group**
- Leveraging Space to Maximize your Desired Culture: **Lynda Ward, Haworth**
- Applying Design Thinking to Engage Employees: **Julisa Mandeville, Workplace Change**
- Manifesting the Self-Actualized and Empowered Workforce: **Michael Grove, Collabworks**
- Evolution and Adaptation: **Jan Johnson, Allsteel**
- Delivering and Sustaining Experience: **Karla Lacey, ISS**

Building a Holistic Business Case to Measure Workplace Experience

Kate Lister, President
Global Workplace Analytics



Global
Workplace
Analytics

We make the case for place!



Work Rebooted
The Future of Work is Now

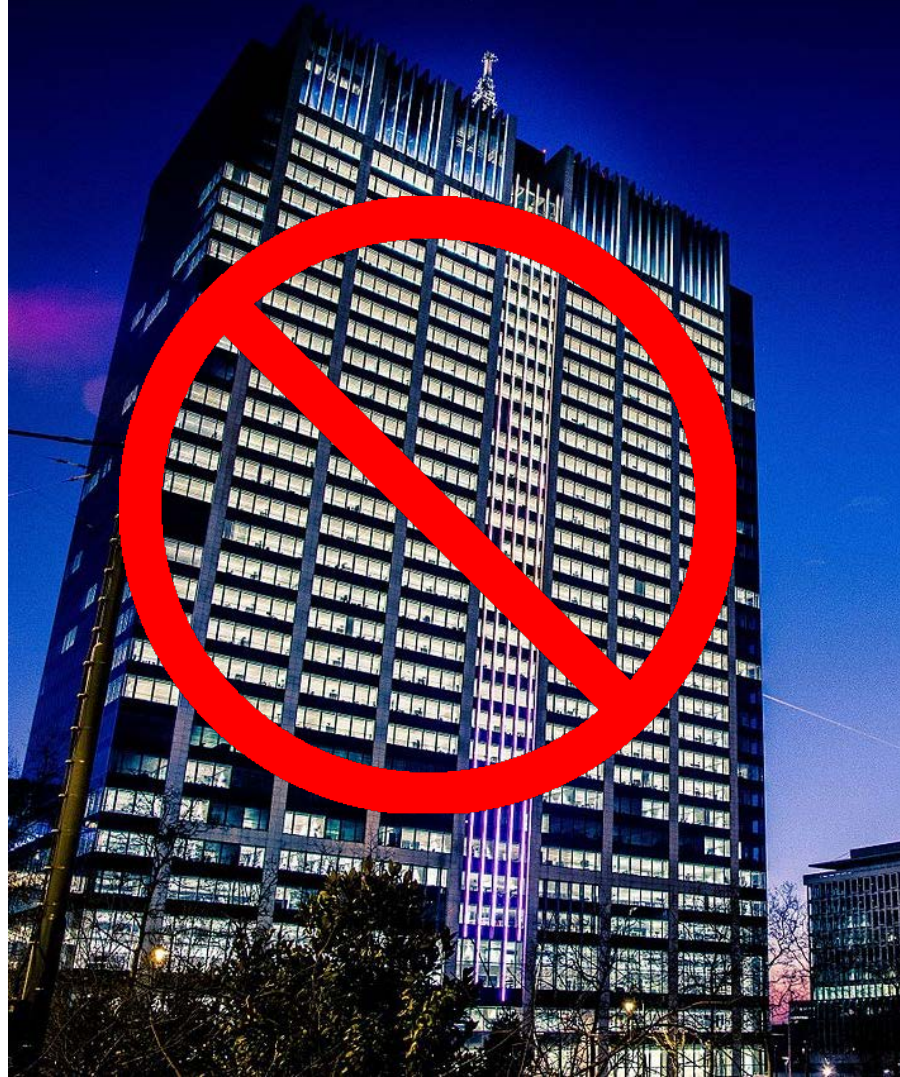




You Can't Measure Productivity!

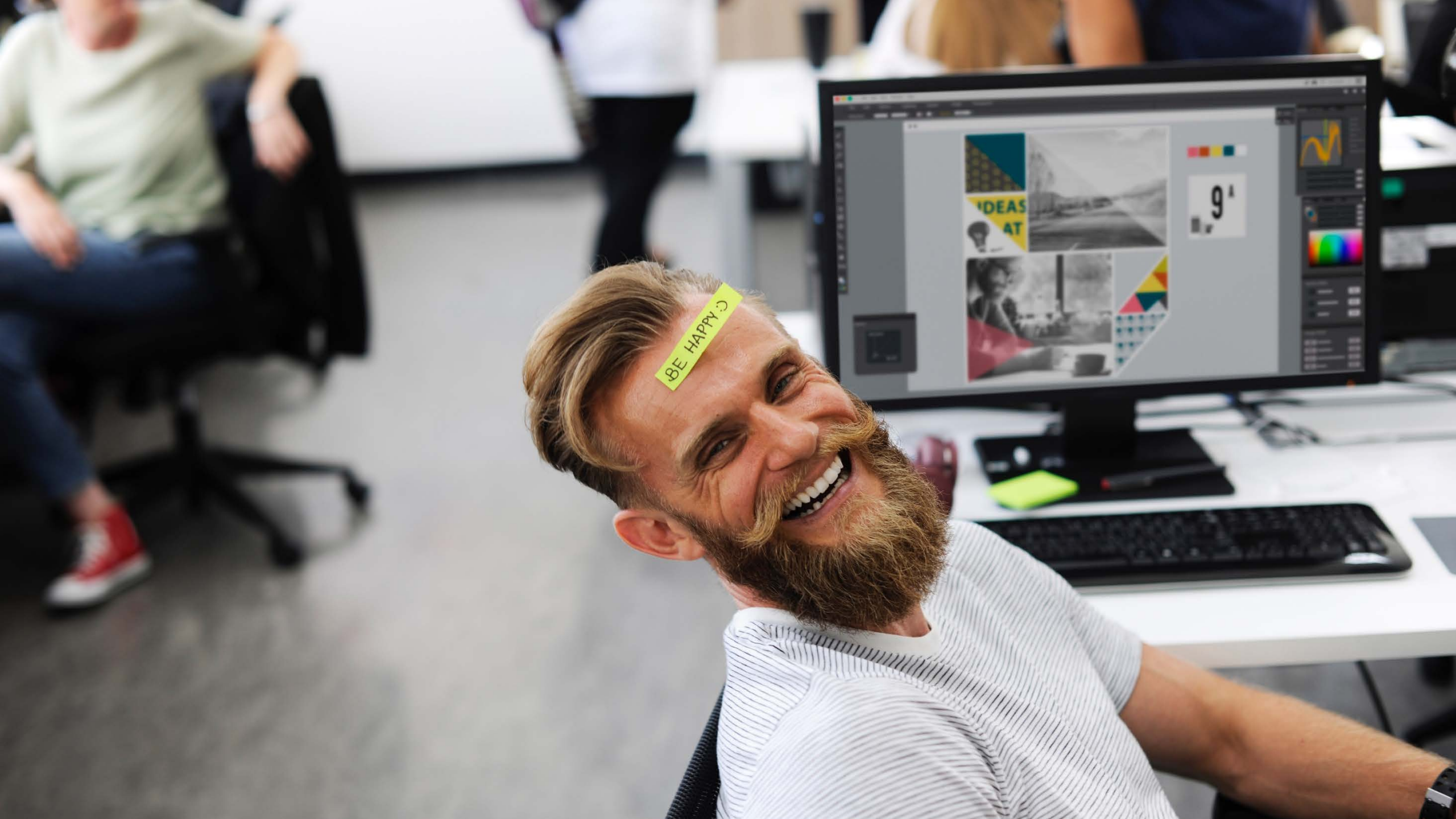


Measure What Matters



Work Rebooted
The Future of Work is Now





BE HAPPY ☺

IDEAS AT

9



Place

People



FEDERAL RESERVE NOTE

FEDERAL RESERVE
\$100

787584063
FEDERAL RESERVE NOTE

THIS NOTE IS LEGAL TENDER FOR ALL DEBTS, PUBLIC AND PRIVATE

ONE HUNDRED DOLLARS

SERIES 2009

Timothy F. Spitham
Secretary of the Treasury

21

THE HOUSE

11

Spitham

Why do we need a business case?



Sell It



Measure It



Defend It



$\$80,000 = \$40/\text{hour}$
 $\times 250 \text{ days}$
 $= \$10,000/\text{year}$



Chronic Stress

\$8,000/year



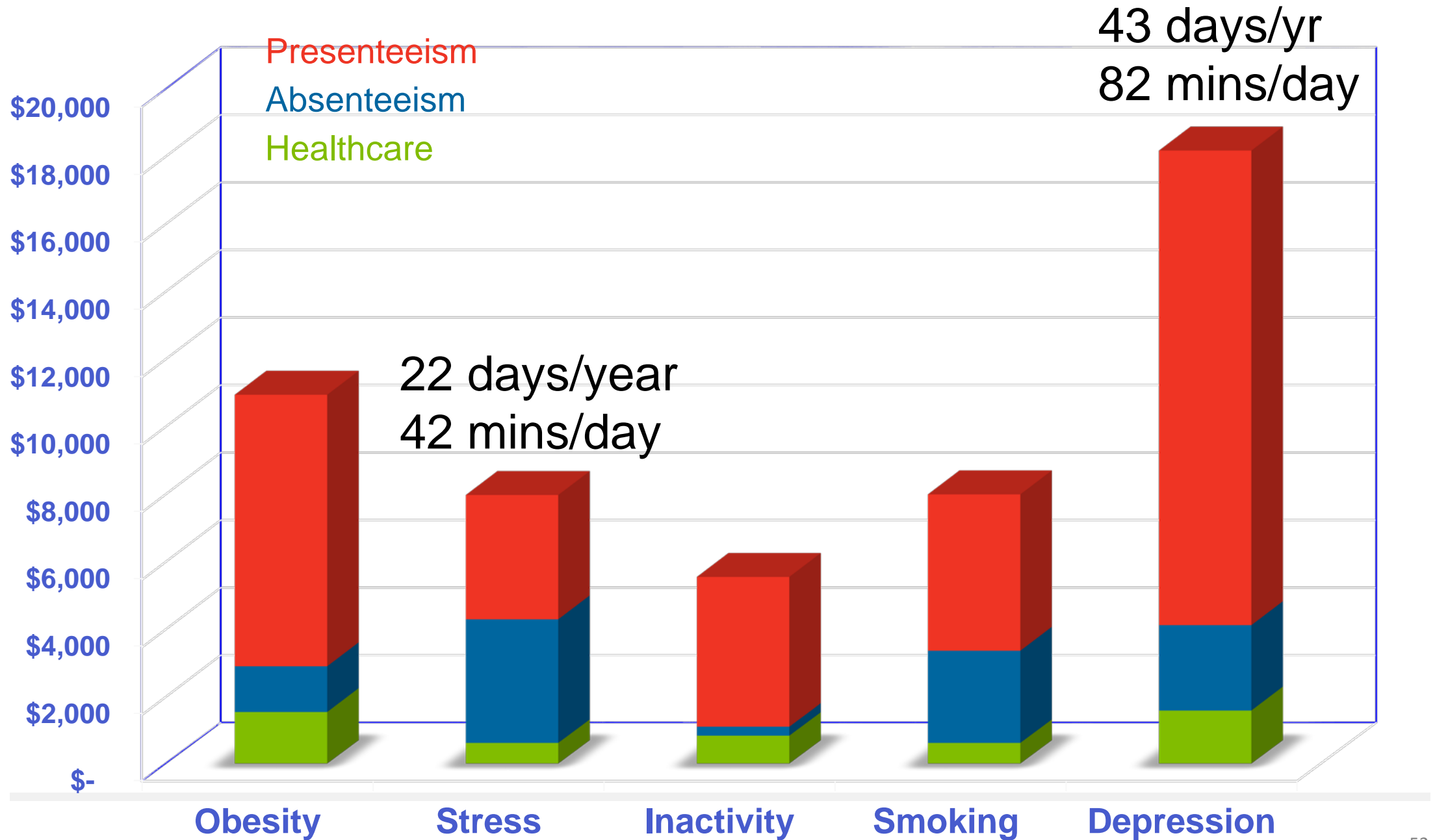
Work Rebooted

The Future of Work is Now

A close-up photograph of a person's feet with red nail polish standing on a white digital scale. The scale has a circular display with numbers like 0, 10, 20, and 150. A semi-transparent white circle is overlaid on the left side of the image, containing text.

Obesity

\$11,000/year



The Impact of Engagement on Key Performance Indicators

Engagement matters

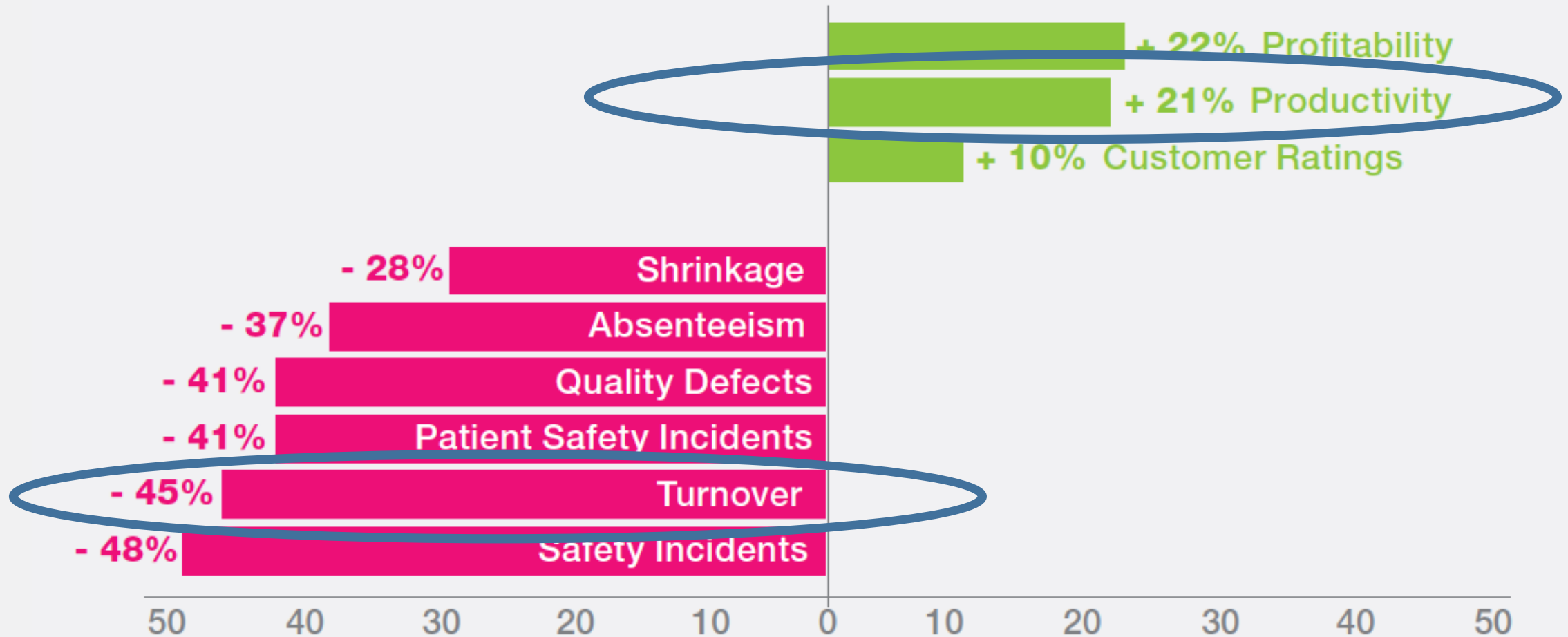


Figure 5. Based on Gallup's meta-analysis of more than 250 research studies studies, covering nearly 200 organizations in virtually 50 industries across the globe.



2nd Highest
YouTube
Viewership
EVER!



I would love to be doing anything else right now

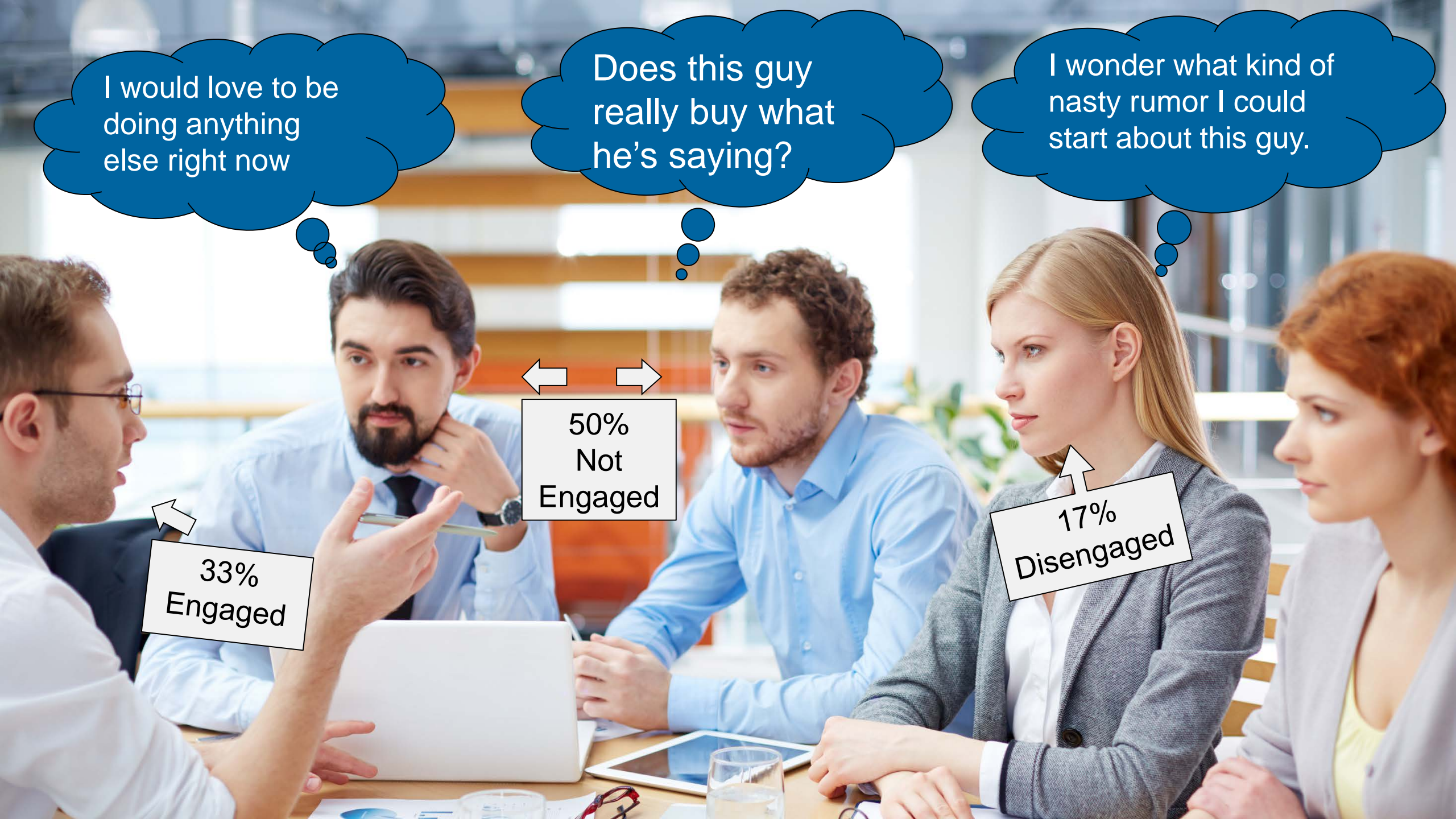
Does this guy really buy what he's saying?

I wonder what kind of nasty rumor I could start about this guy.

← →
50%
Not
Engaged

←
33%
Engaged

↑
17%
Disengaged



Cost of Turnover

35% to 200% of Salary

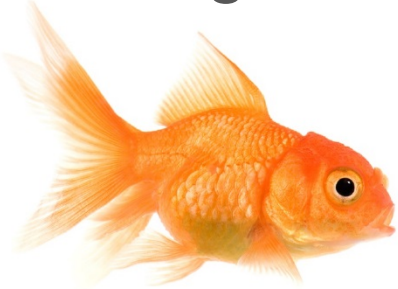


I'm trying to
think but
nothing's
happening.

ROI of Workplace Change

Measures	Pre	Post	Value
Unwanted interruptions (minutes)	15	7	$\begin{aligned} & \text{Salary/Minute} \\ & \times \text{Change in Minutes} \\ & \times \text{Working Days per Year} \\ & = \text{Value of Extra Productive} \\ & \text{Time} \end{aligned}$
Time spent looking for a space	15	5	
Time spent looking for colleagues	20	5	
Time wasted on technology problems	60	15	

Risk Management



CRE/FM



Sustainability



IT



The Big Fish

Legal



HR



CFO



Communications

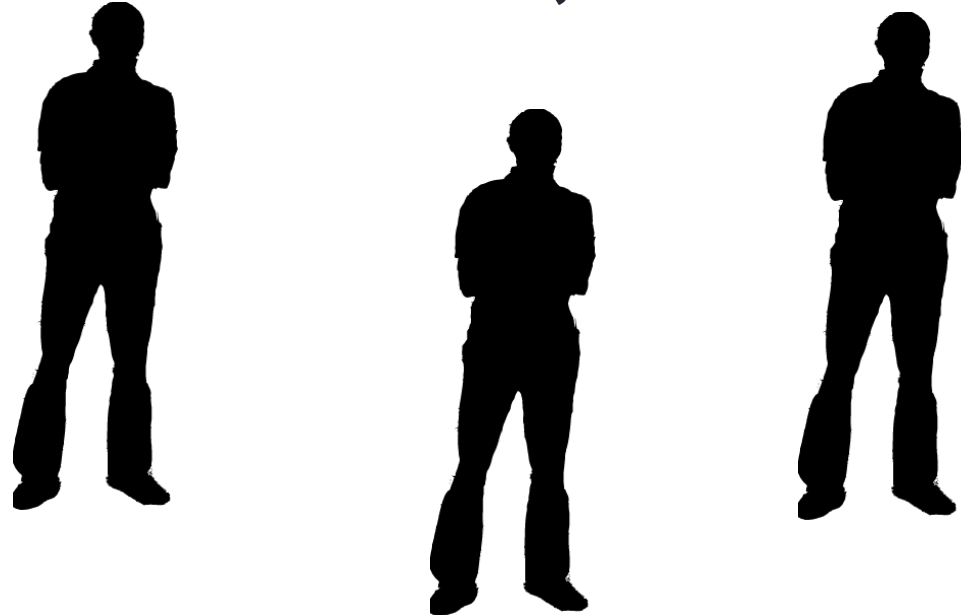




\$80,000



\$480,000



Question

- What three things aren't you measuring today, and how might measure them?

Creating Experience Location Options, Building, and Amenities

David Gray
Colliers International



Aligning the Workplace from Market Alternatives

- **Vision.** What cool things do we crave?
- **Filtering.** Selecting market attributes
- **Measure.** Did we align the workplace?



Work Rebooted
The Future of Work is Now

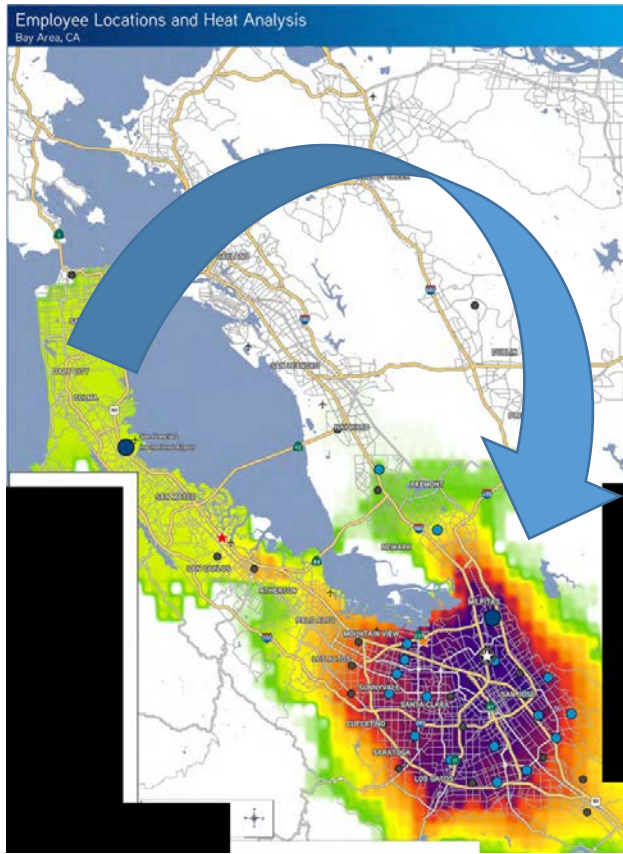


WORKPLACE
Evolutionaries
a Community of IFMA

Selecting our Market Attributes

ENTERPRISE ALIGNMENT LEGEND				
Stakeholder Criteria	Owner	Survey	Interview	Visioning
Customer & Employee Experience	C-suite		●	◆
Walk: Amenities, Mtgs & Wellness	C-suite	☒	●	◆
Short Drive: Amenities & Mtgs	C-suite		●	
WELL-Building Scorecard	HR		●	◆
Brand, Recruit & Retain	HR		●	
Labs, CER & Vital Infrastructure	FM		●	
Commute Heat Map	FM	☒	●	◆
Scalable Expansion	FM		●	

#1 Commute



scop

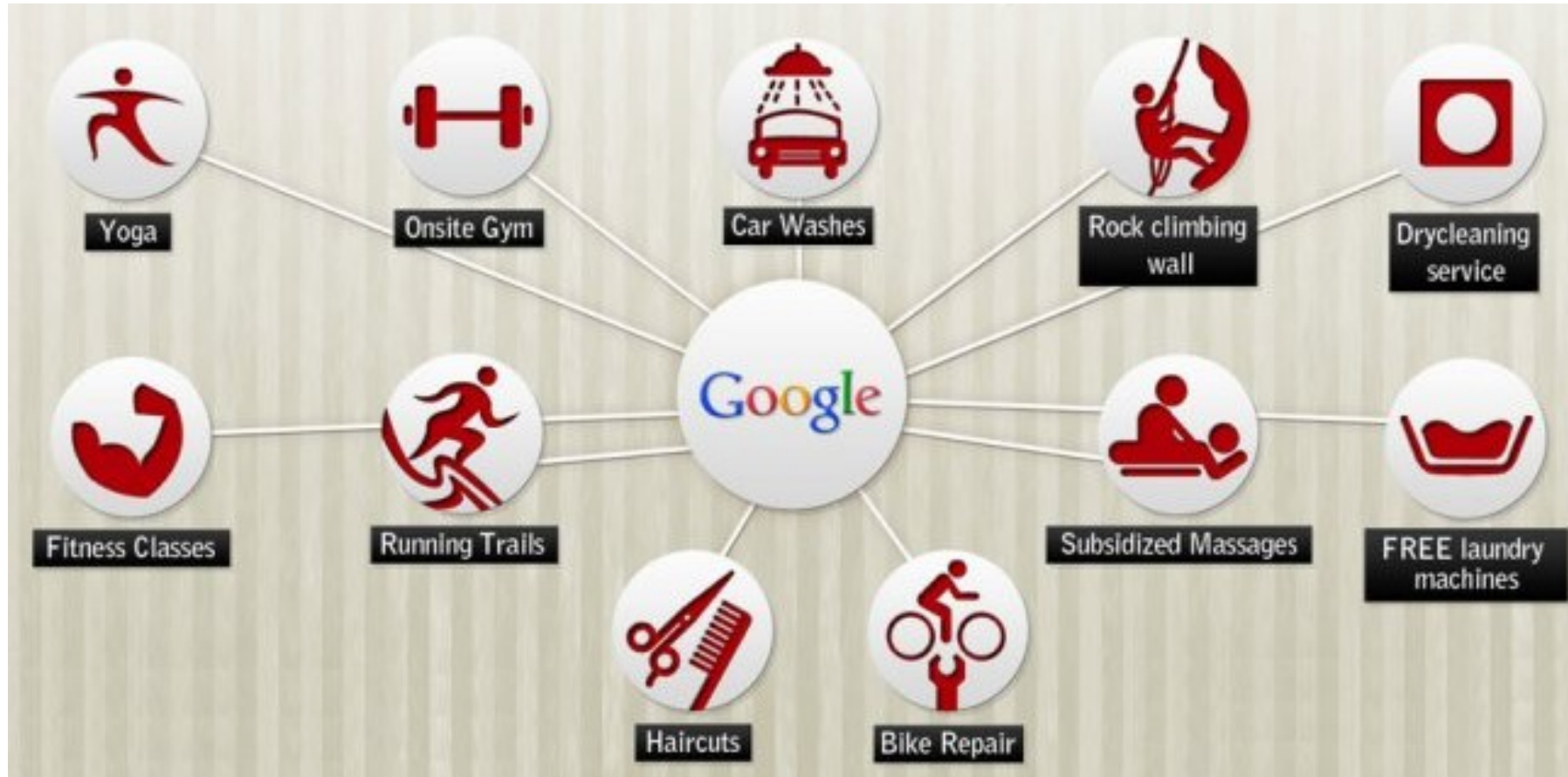


#2 Walking Score



...Walk to nearby meeting places (retail) and to support wellness (nature & gym)

#3 Not nearby? Then, bring Workplace As A Service in-house



#4 Selecting Excitement



High ceilings provide options

The team loves the high ceilings

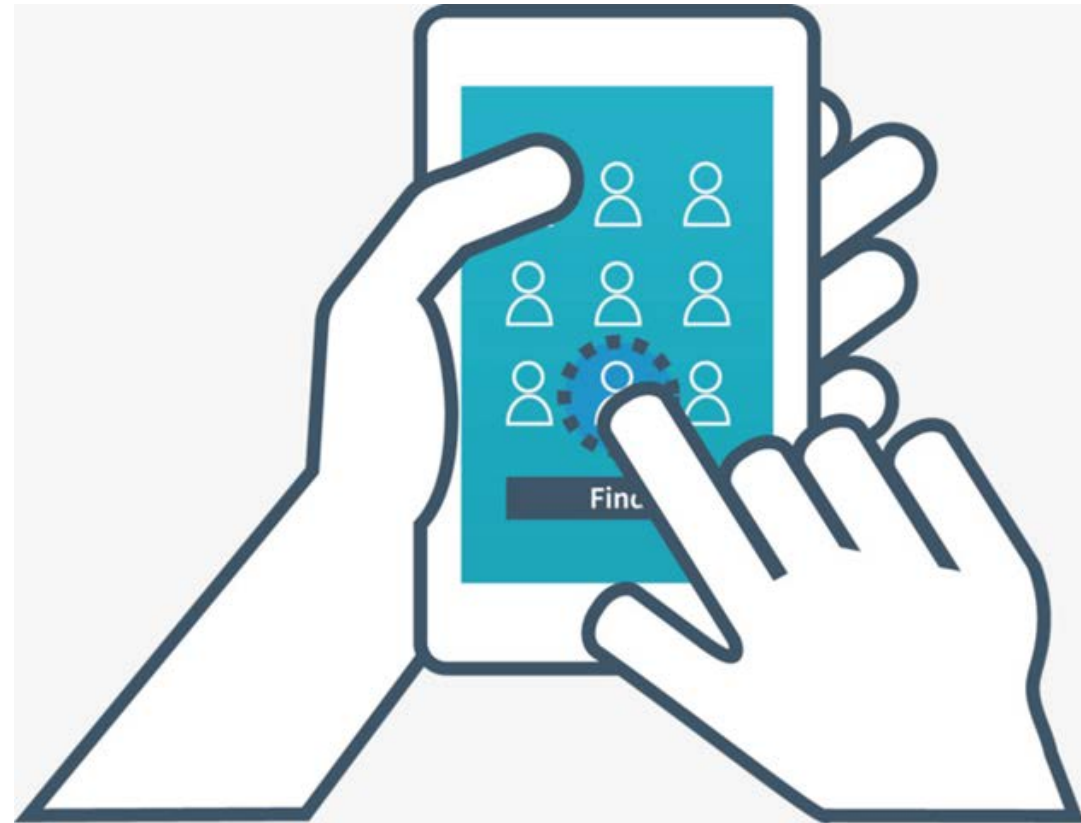
The FM likes multipurpose flexible transitions



Quiet excitement...controlling how we work



#5 We want technology to give us control



I hope IT was involved in the process early

#6

We want a
WELL-Building
score that we
can talk about



#7

WELL-Building
score about
location, too

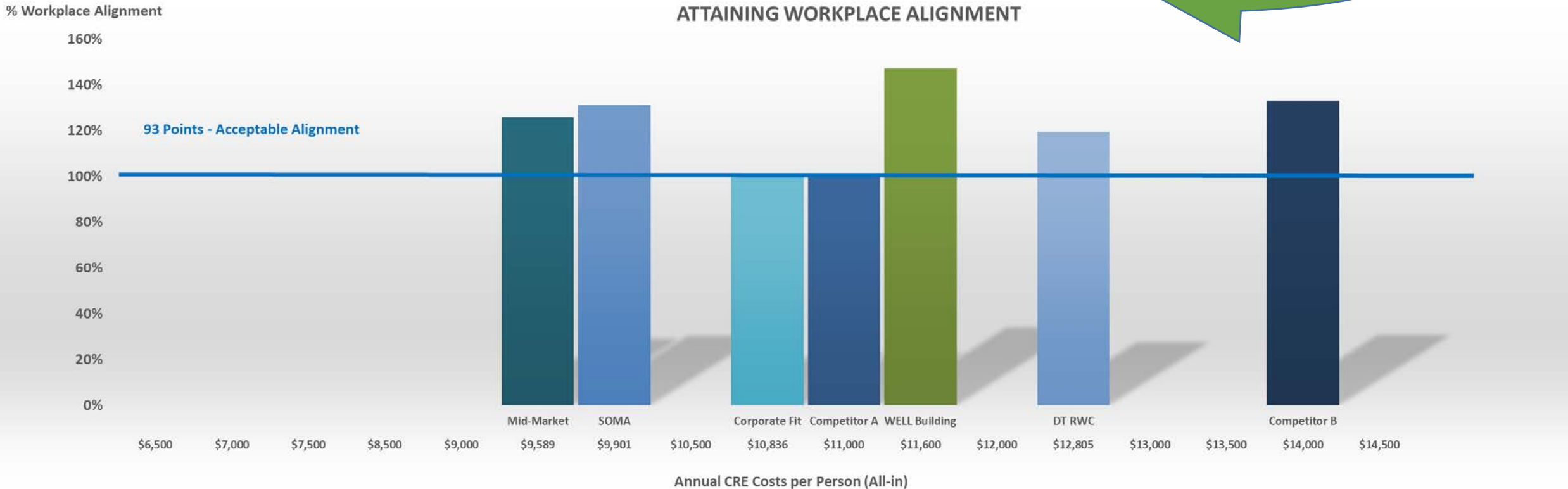
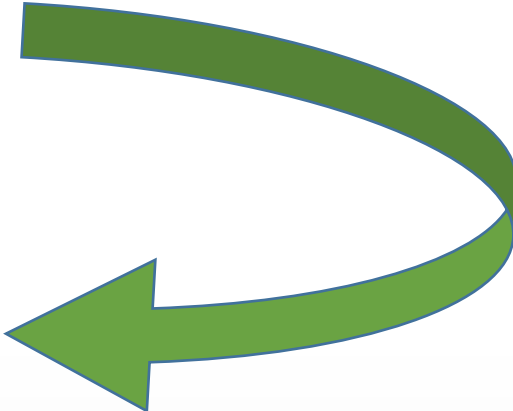


.....and about Metrics

- If we don't have metric we are lost at sea
- CRE Cost per Person per Year
- RSF per Person assisted by Free addressing (unassigned seating)
- My most important metric...

Workplace Alignment

Minimized commute, maximized cool and agile within an appropriately WELL Building



Question:

- Does HR have a seat at the Real Estate table?
- Why or Why Not?

ALIGNING THE WORKPLACE TO SUPPORT ORGANIZATIONAL GOALS

Arnold Levin
Managing Director,
Workplace Strategies
SmithGroup





ALIGNING THE WORKPLACE TO SUPPORT ORGANIZATIONAL GOALS



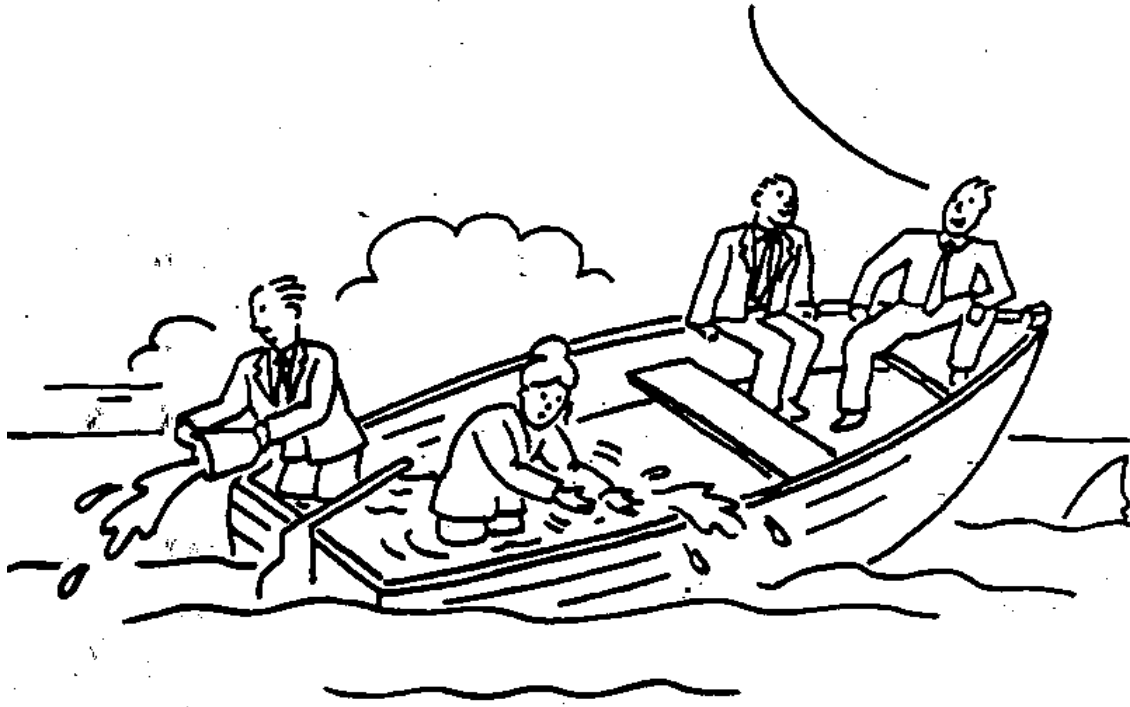
Work Rebooted
The Future of Work is Now



Arnold Craig Levin

Principal, Workplace Strategy
SmithGroupJJR

*Thank goodness the hole's
at their end!*





“Assets are shifting away from physical ones such as office buildings and towards the intangible ones as drivers of economic growth.”

Unseen Wealth: Report of the Brookings Task Force On Understanding Intangible Sources of Value.

Brookings Institute
2000



Designing a **workplace**
for organizations starts
with understanding the
design of the
organization



Work Rebooted
The Future of Work is Now



Organizational Design



Work Rebooted

The Future of Work is Now

Traditional measures of ROI



COST PER
SQUARE FOOT



KILOWATTS PER
SQUARE FOOT



SQUARE FOOT
PER PERSON



NET TO
GROSS



FIRST
COST

SMITHGROUP JJR

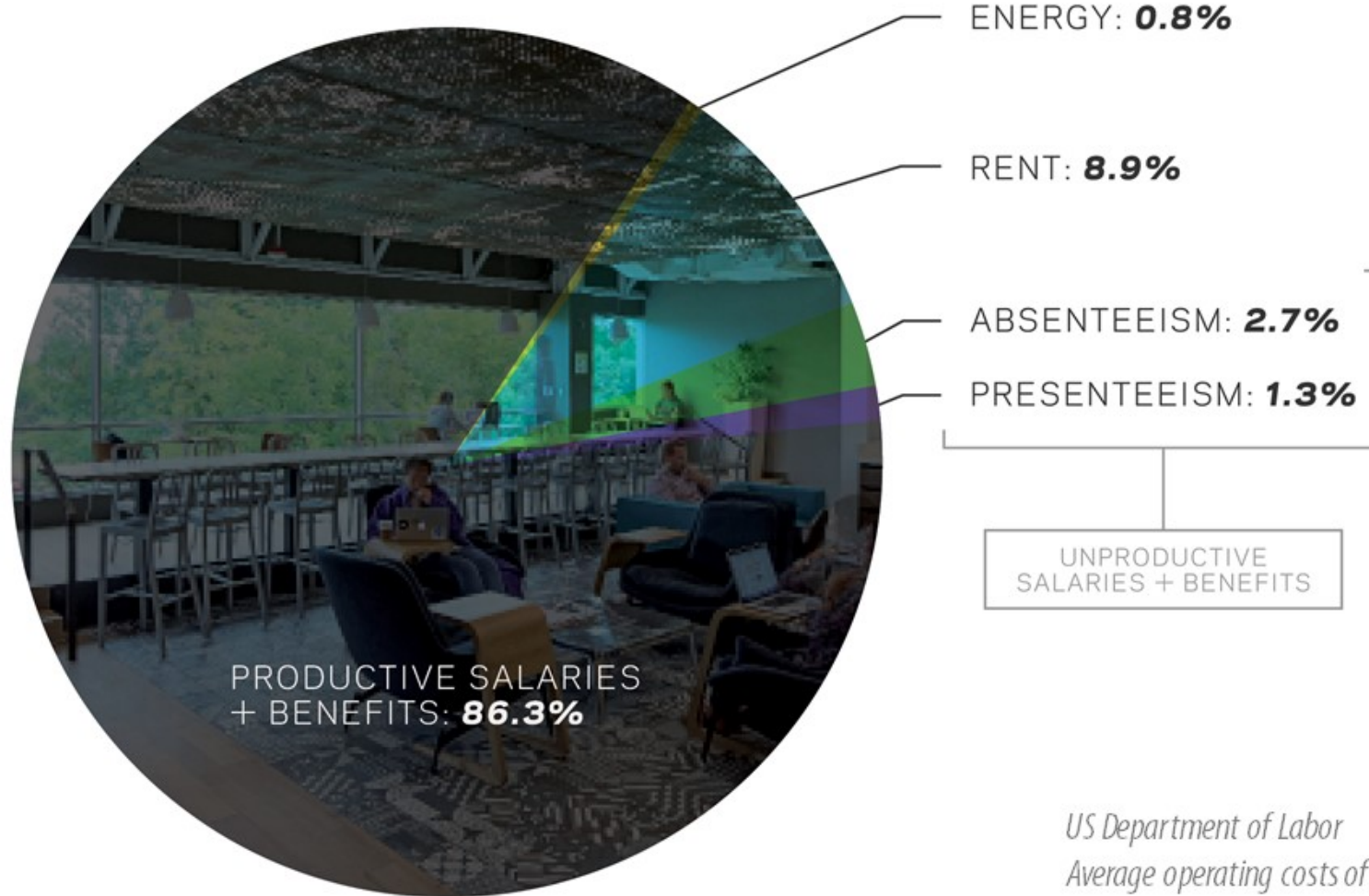


Work Rebooted

The Future of Work is Now



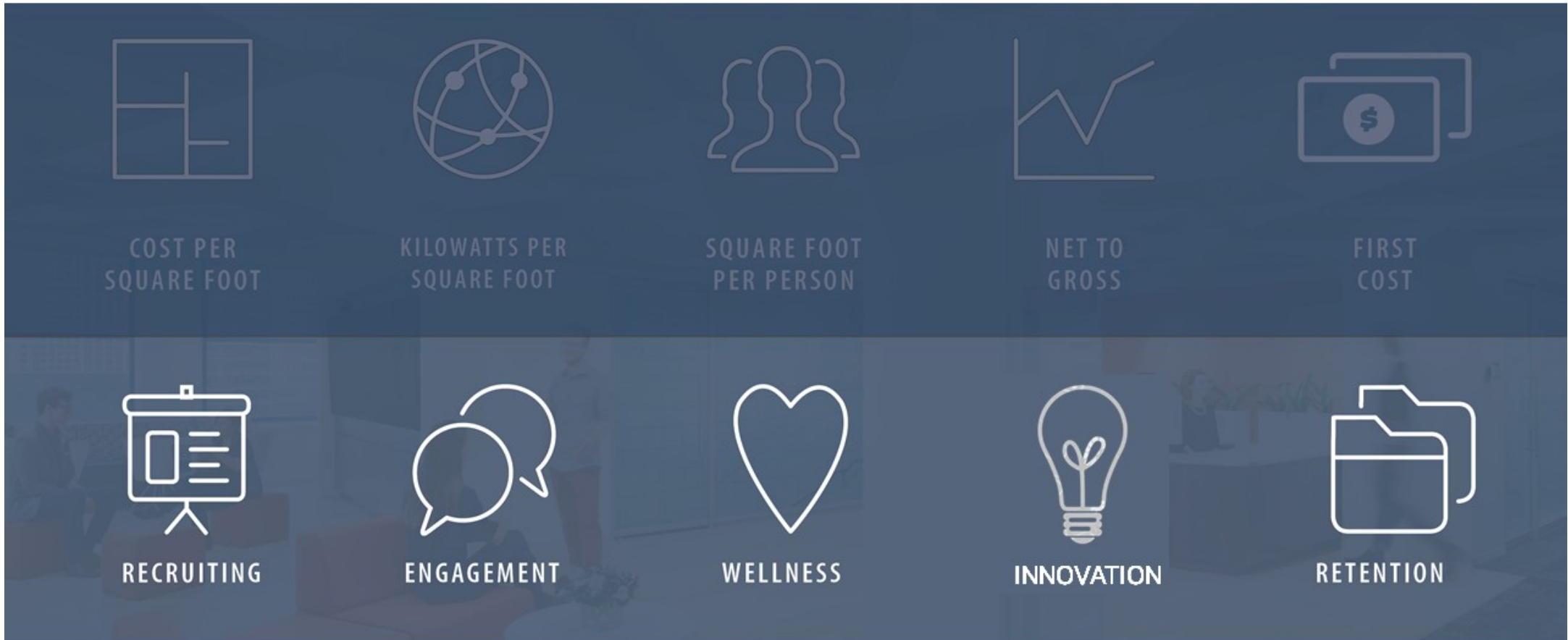
The other 90% of expenses



*US Department of Labor
Average operating costs of US Corporations*

SMITHGROUP JJR

A new set of metrics based on organizational performance



SMITHGROUP JJR



Workplace Design
Perception, power

Strategies Within Business Organizations: *and the bottom line*

A discussion based on MPhil research at the
Harrow Business School, UK
2007



Work Rebooted
The Future of Work is Now





Developing Metrics
HR Perspective

Measuring What Matters

Workplace Design Strategies
Transformation



Work Rebooted
The Future of Work is Now

W E **WORKPLACE**
Evolutionaries
a Community of  **IFMA**



Work Rebooted
The Future of Work is Now



Driving SM&T Strategy

Workplace strategies enabling business goals



Deliver OIAs and grow OPACC

Better serve customers,
through differentiated solutions
that meet their needs

Winning SM&T culture and
deep mining business expertise



Work Rebooted
The Future of Work is Now





HR

FACILITIES

IT

LEADERSHIP



Work Rebooted
The Future of Work is Now



Question:

- What within your organization is a challenge to using the design of your workplace as an enabler of organisational strategy?

Leveraging Space to Maximize your Desired Culture

Lynda Ward

Senior Workplace Transformation
Strategist,
Haworth



Culture LENS



MICHIGAN
ROSS SCHOOL OF BUSINESS

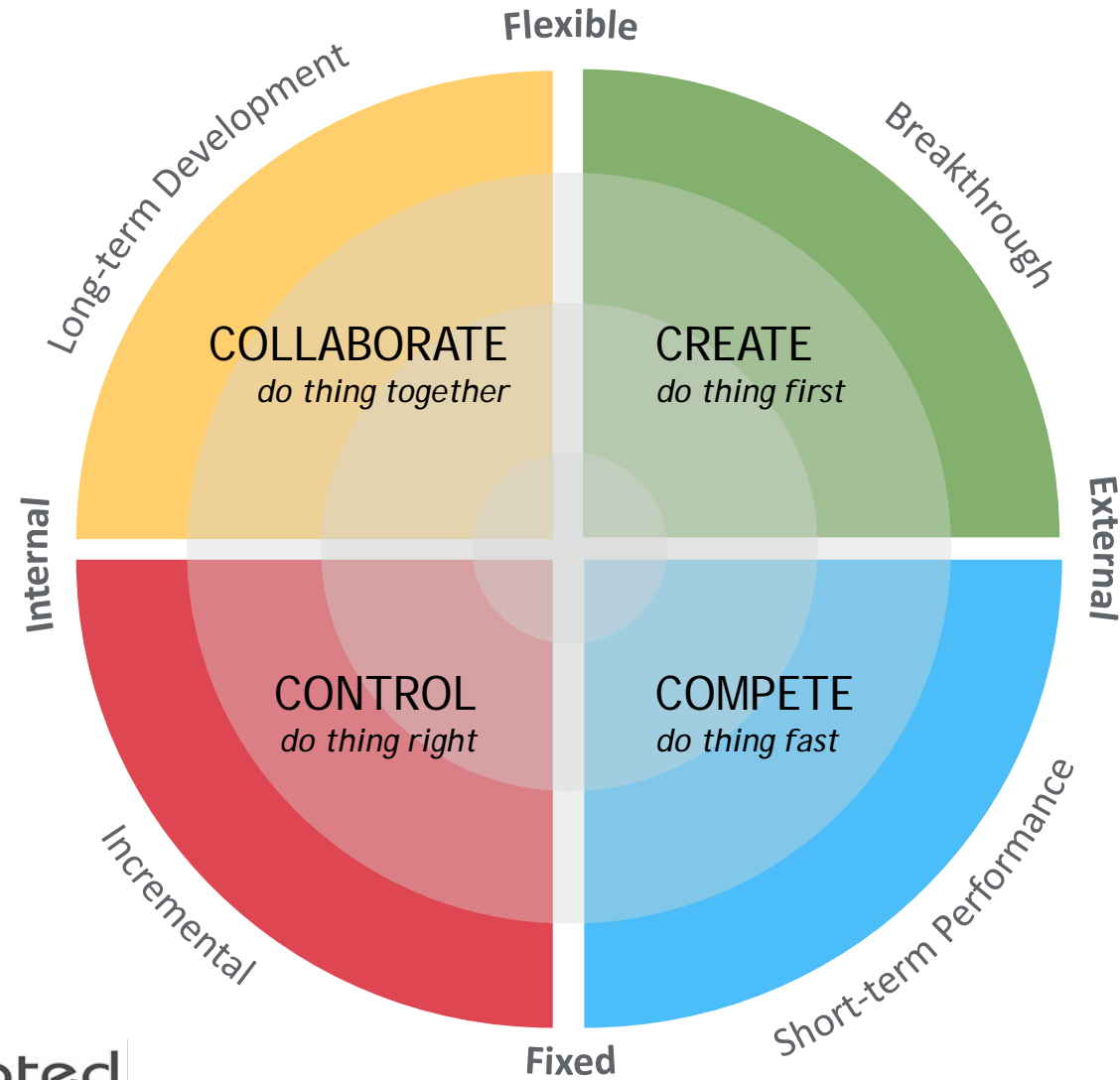


Competing Values Framework:

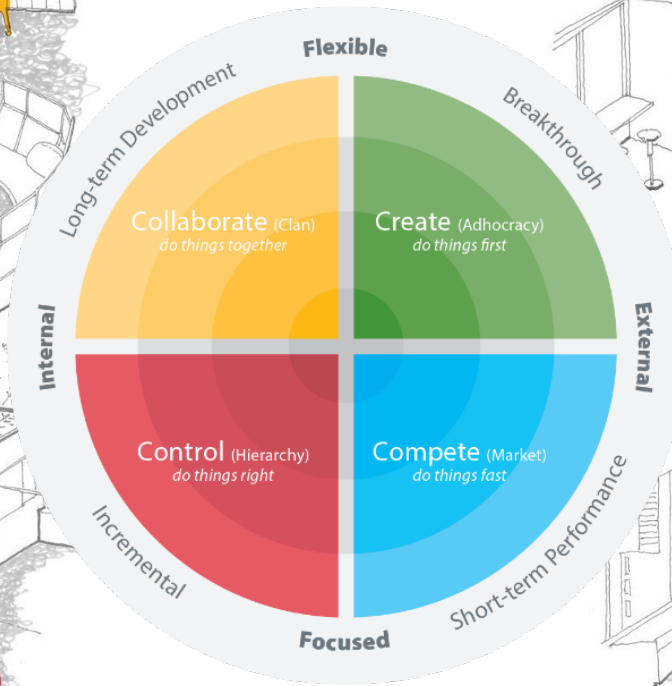
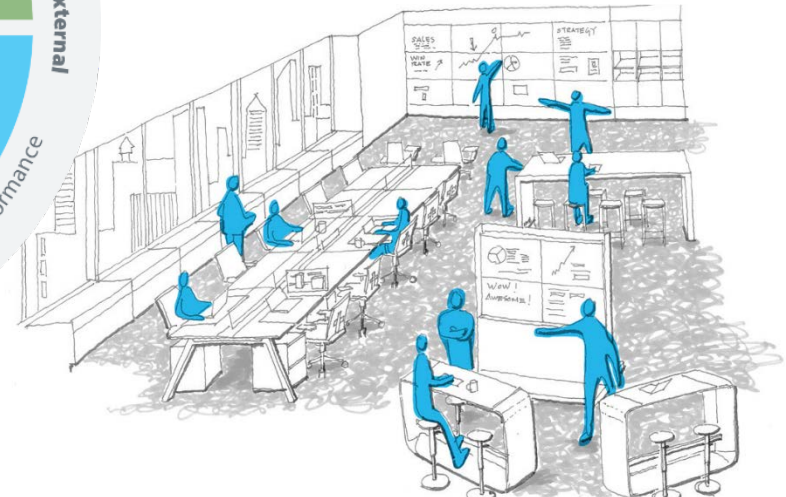
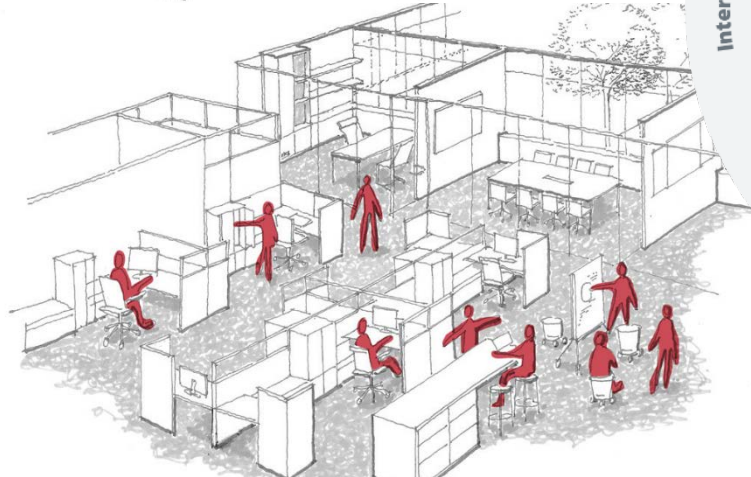
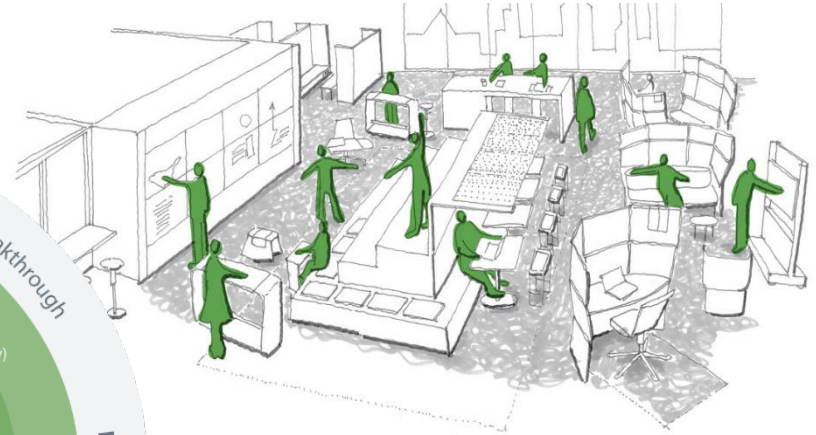
- Top 40 Business Tool (#18)
- Work with Fortune 500
- 25 Years of Research
- Haworth has exclusive rights to CVF for design planning purposes



Competing Values Framework

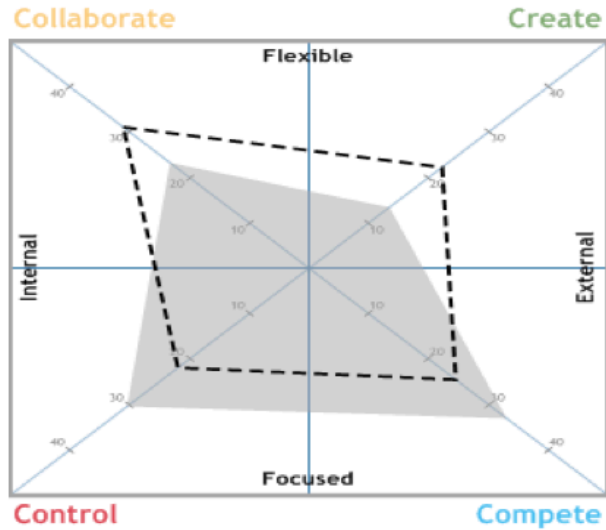


Competing Values Framework



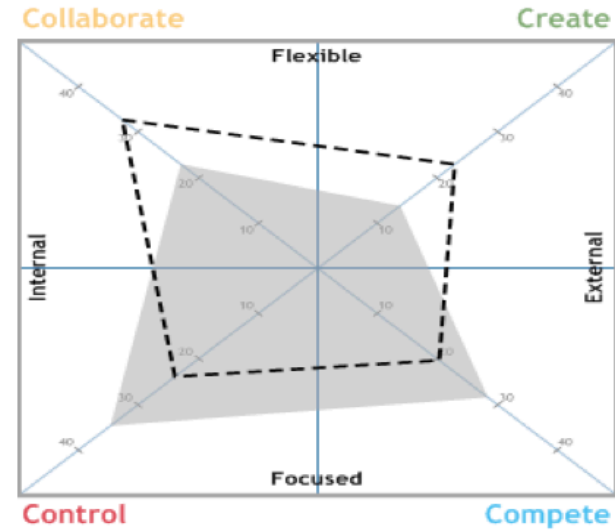
Competing Values Framework Current and Preferred Culture

Leader(N=65)



■ CURRENT
How respondents see culture as of now

Employee(N=393)



⋮ PREFERRED
How respondents envision culture in 5 years

Workplace Transformation

3



Work Rebooted
The Future of Work is Now

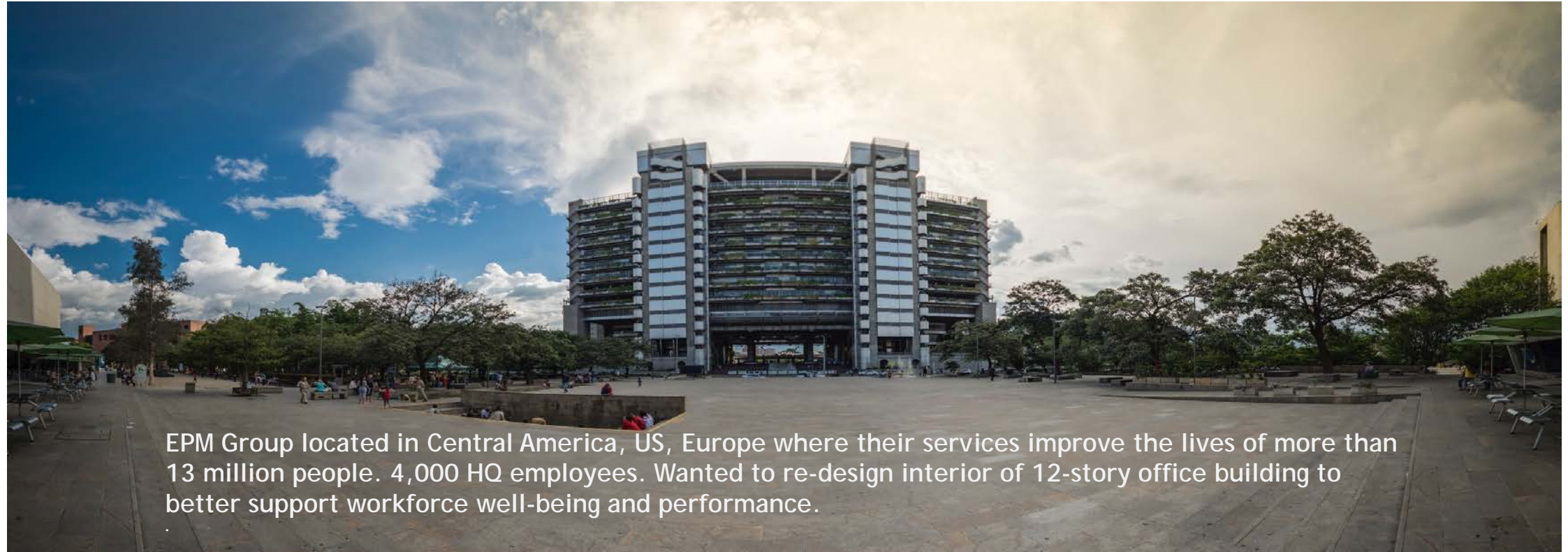


WORKPLACE
Evolutionaries
a Community of  IFMA



estamos ahí.

Case Study: 2015 - 2019



EPM Group located in Central America, US, Europe where their services improve the lives of more than 13 million people. 4,000 HQ employees. Wanted to re-design interior of 12-story office building to better support workforce well-being and performance.

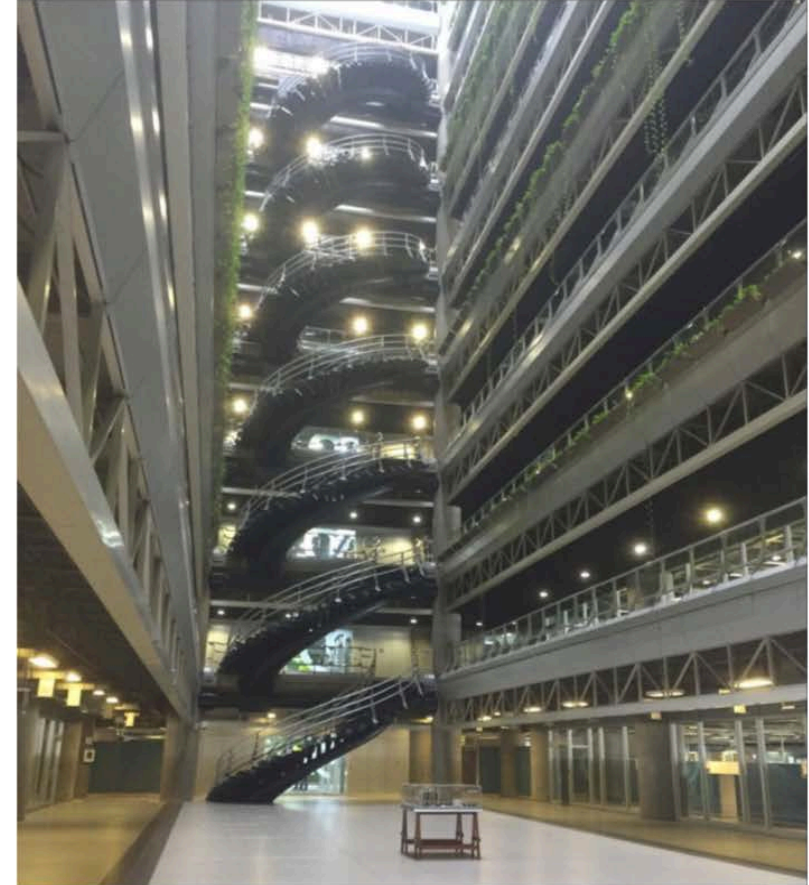
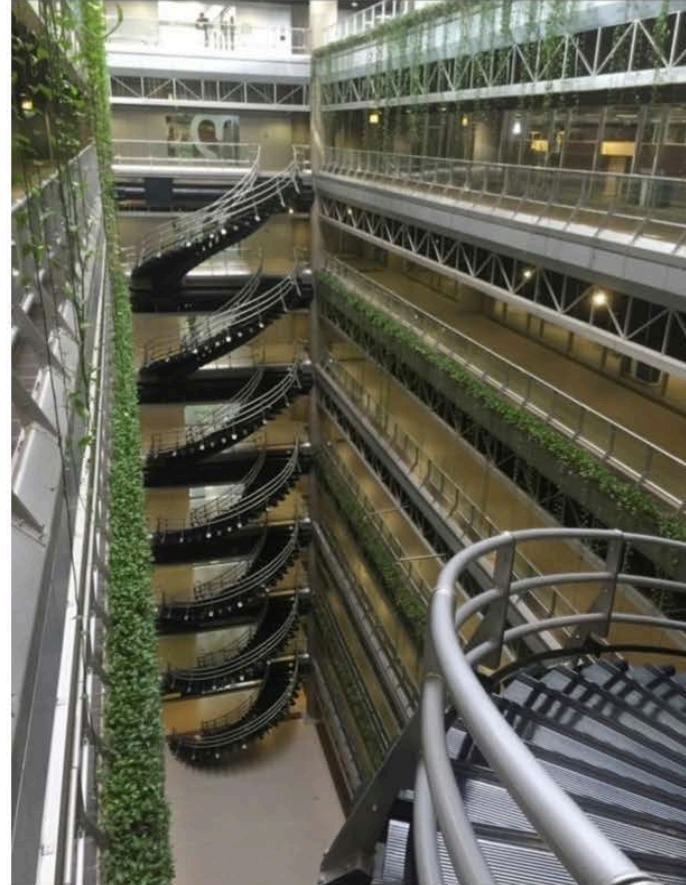


Work Rebooted
The Future of Work is Now



Case Study: 2015 - 2019

contexto
vacío central



estamos ahí.



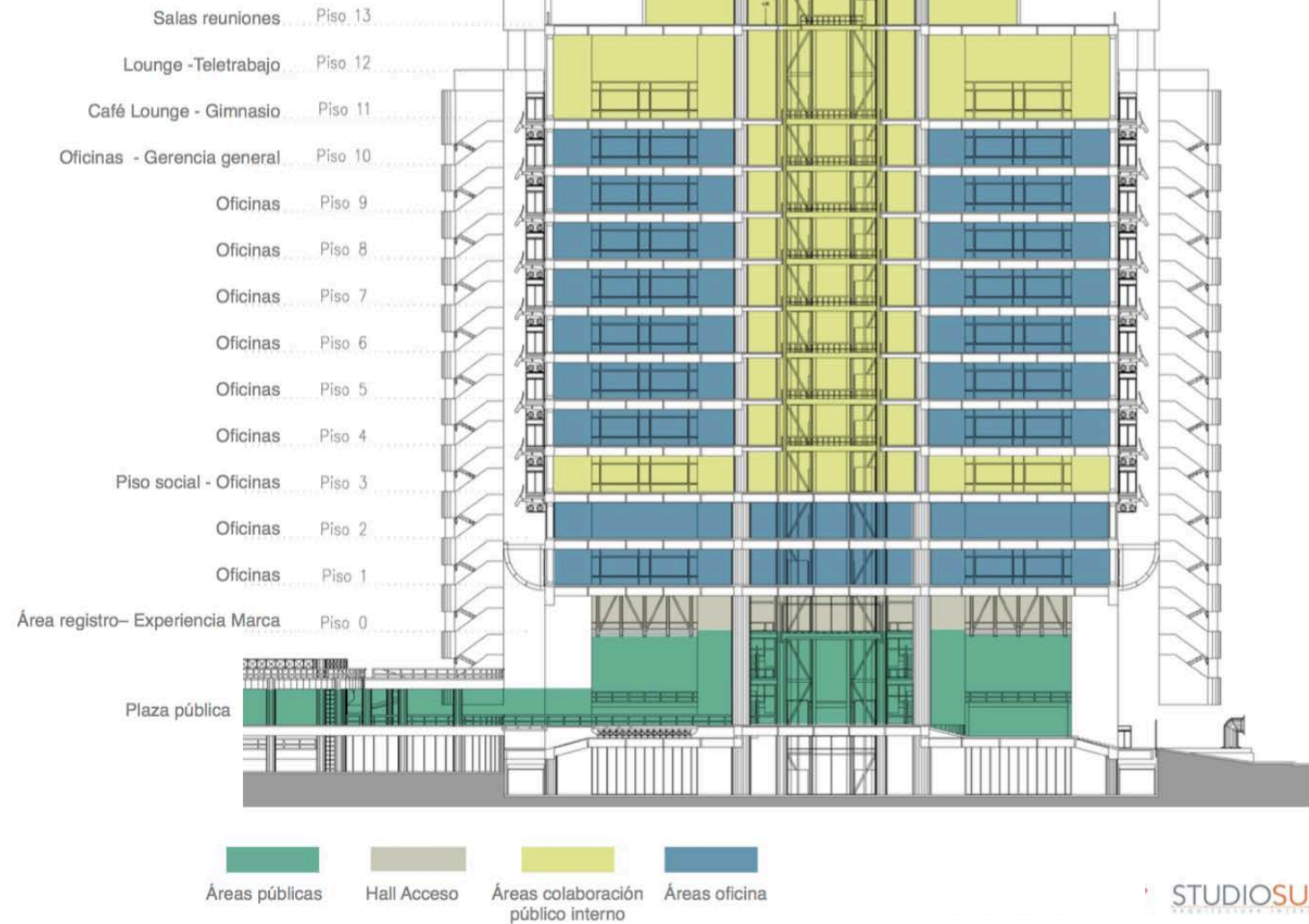
Work Rebooted
The Future of Work is Now

STUDIOSUR
ESTRATEGIA • DISEÑO • CONSTRUCCIÓN

W E **WORKPLACE**
Evolutionaries
a Community of **IFMA**

Case Study: 2015 - 2019

stacking - usos



Business Goals & Expected Outcomes



Current and Preferred Culture

Culture Insights

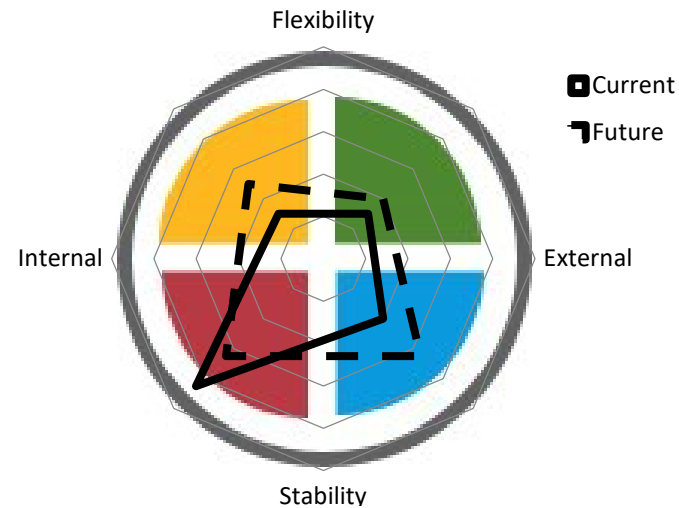
Strong hierarchical culture

Emphasis on rules and compliance

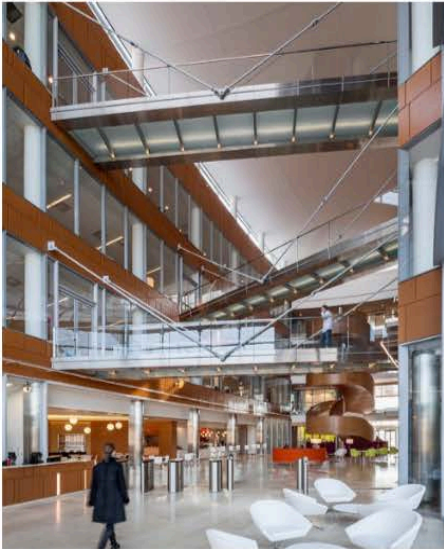
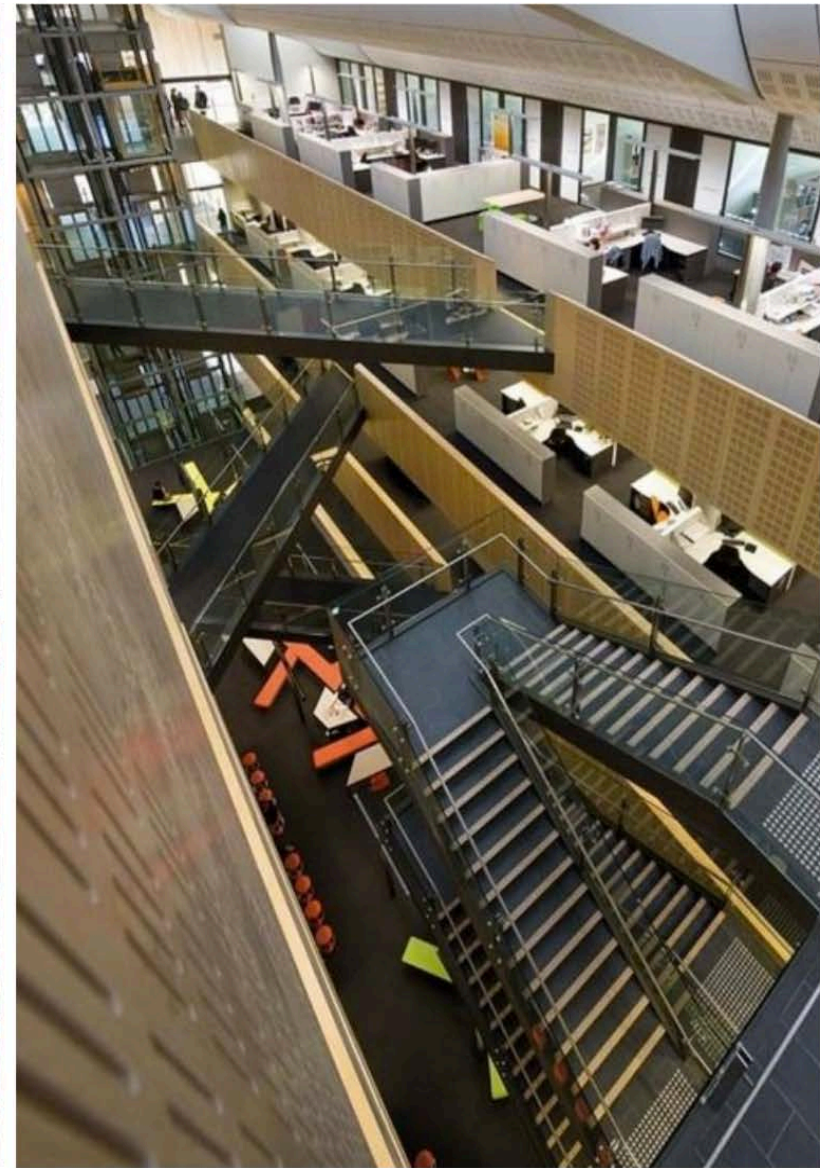
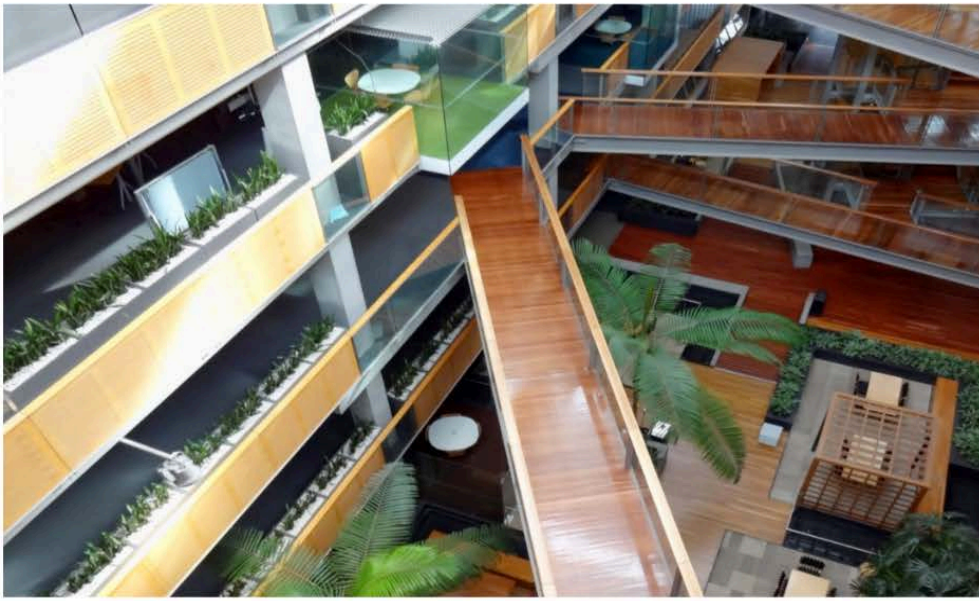
Cultural preference of leadership team equally distributed over the 4 cultures

Desire to be more collaborative, innovative and driven for results

As a public company there is a need to retain a healthy part of the control culture



epm[®]
estamos ahí.



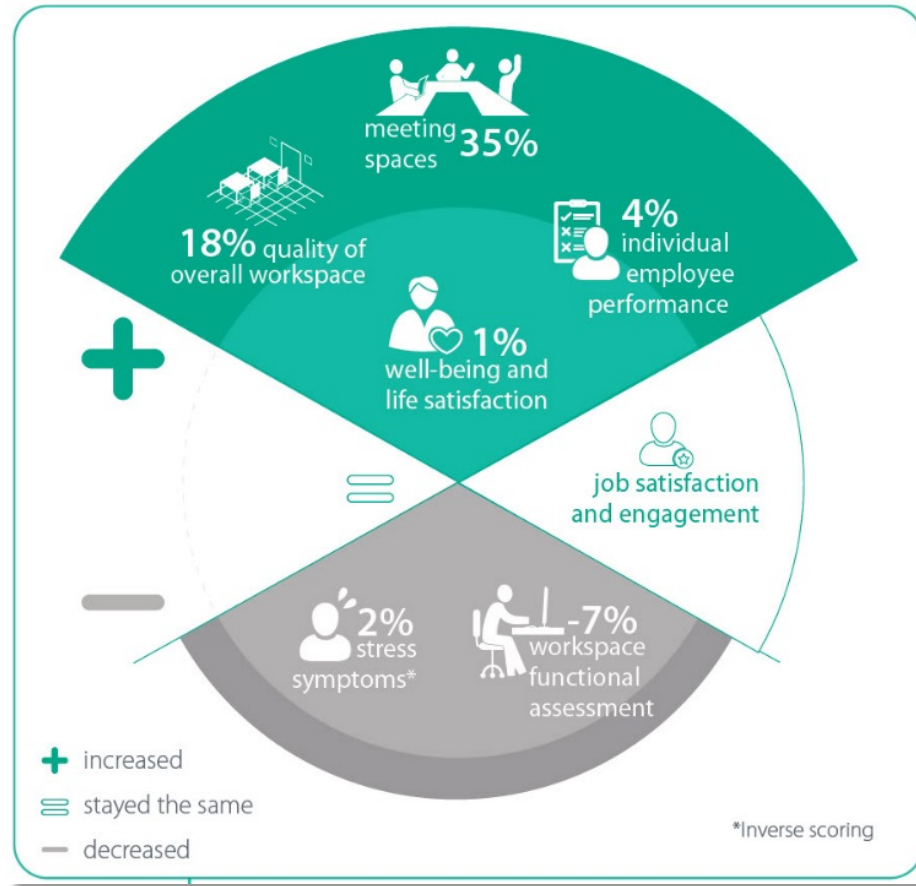
Work Rebooted
The Future of Work is Now

STUDIOSUR
ARQUITECTURA INTERIOR

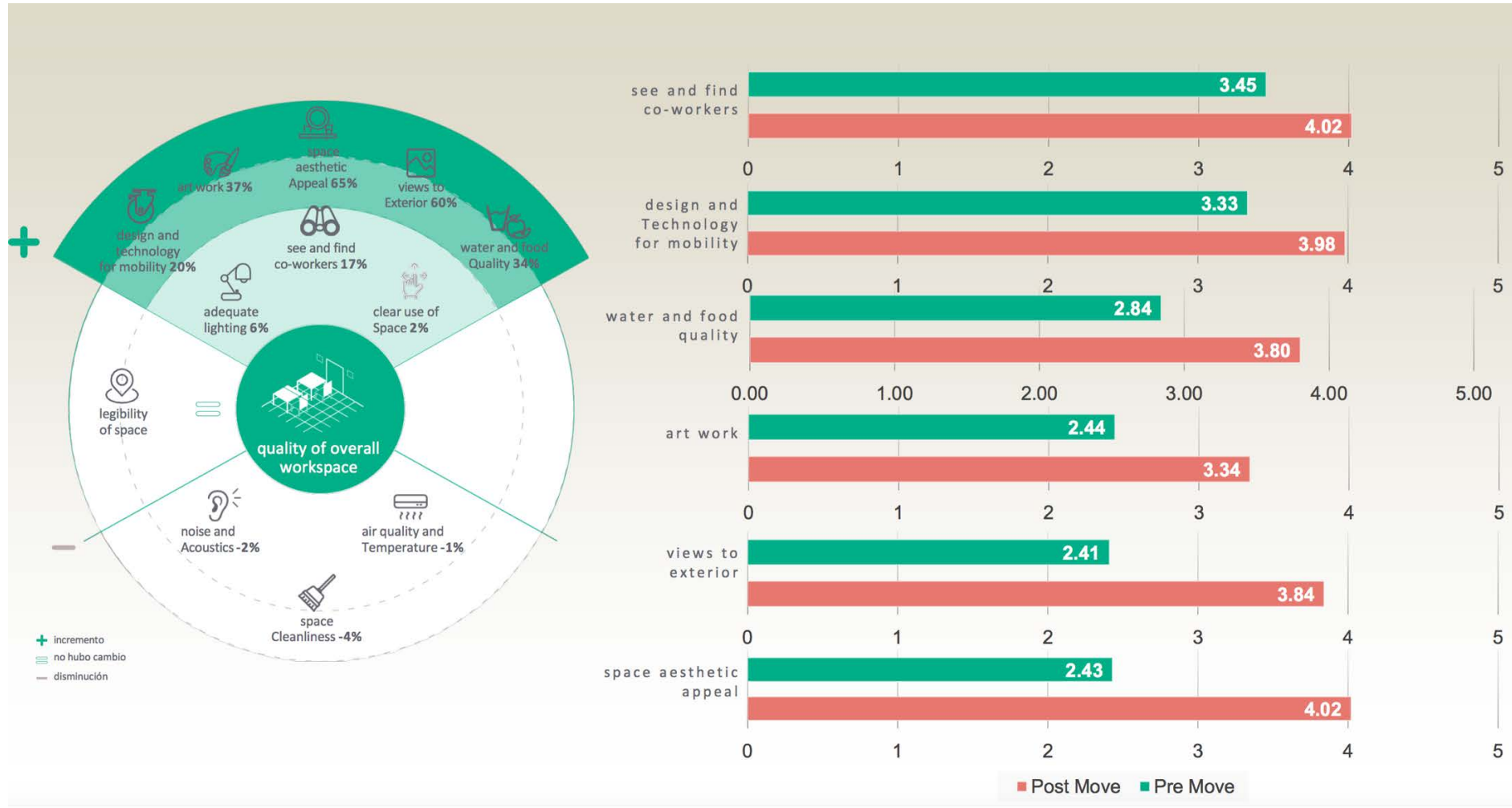
W E **WORKPLACE**
Evolutionaries
a Community of **IFMA**

HUMANSPACE™

Phase One: Showed improvement in workforce effectiveness and employee experience



Phase One: Pre and Post Metric



Question:

- Using the four quadrants, does your workplace enable you organizational culture?
- What is missing?

Design Thinking:

How might we ... use human-centered design to manage workplace change?

Julisa Mandeville

- Workplace Change Consultant
- Inquisitive, Adapter, and Connector



Topics

- Design Thinking through the Years
- Process Overview & Useful Guidance
- Applications to Workplace Change & Engagement

Design Thinking: Applying Innovation Process for Business Challenges



“By understanding the people, the business challenges, and technological issues and integrating them, you come up with new to the world ideas...”



Design Thinking through the years



Innovative PRODUCTS

Design Thinking through the years



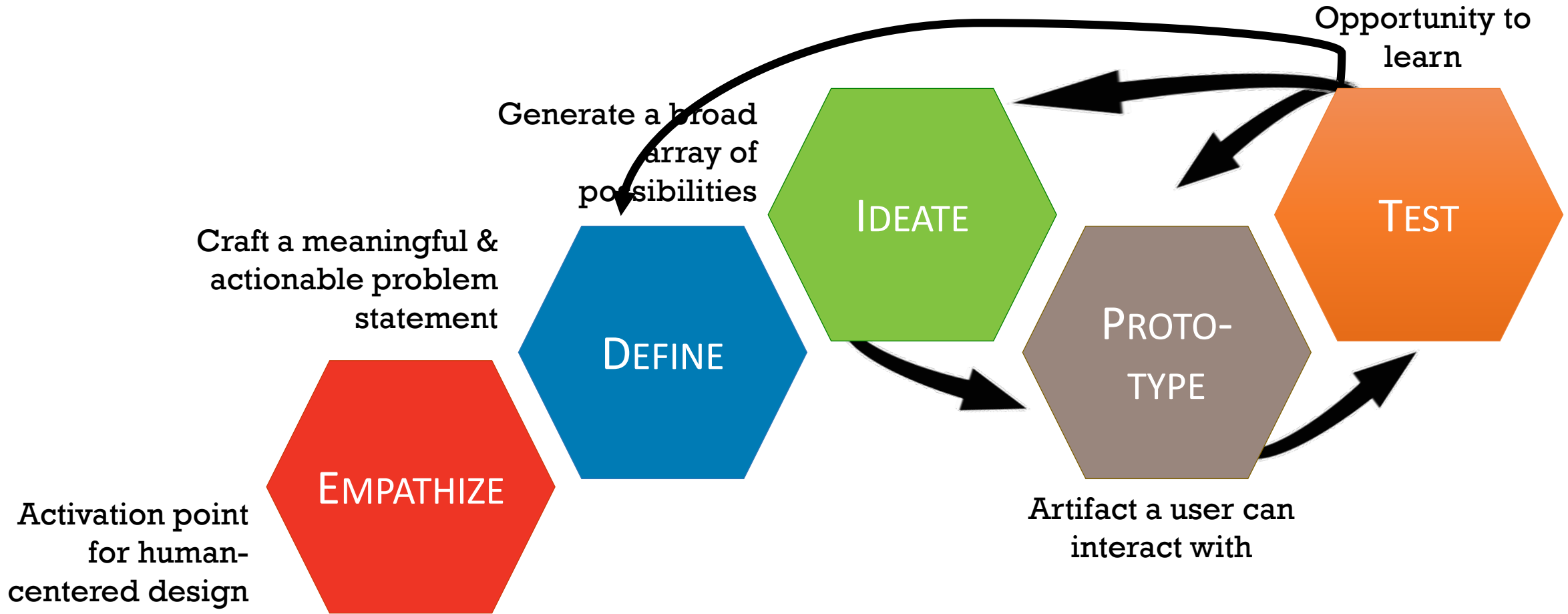
Innovative PROCESSES

Design Thinking through the years



Innovative PLACES

The Design Thinking Process



1800F Headquarters Transformation

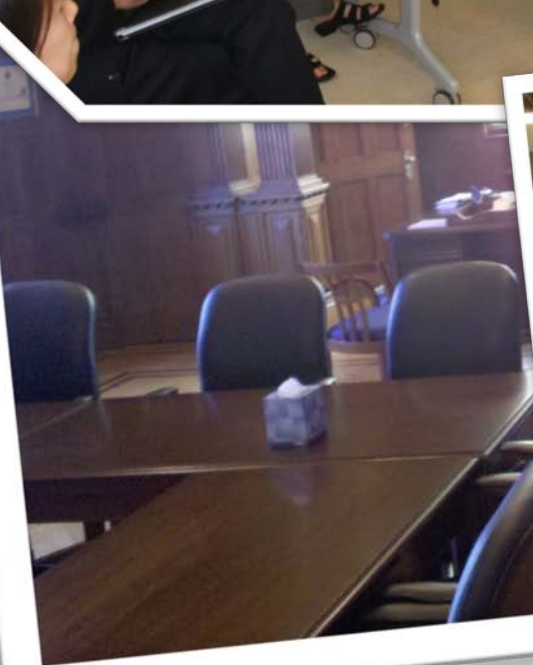


1800F Constraints & Stipulations

- ✓ Consolidated 4k employees from 3 disparate bldgs
- ✓ Limited private offices
- ✓ Shared space with fluid zones
- ✓ Shift towards collaborative space
- ✓ High mobility within and outside
- ✓ Hoteling
- ✓ Shared resources (print, fax, IT, conference rooms)

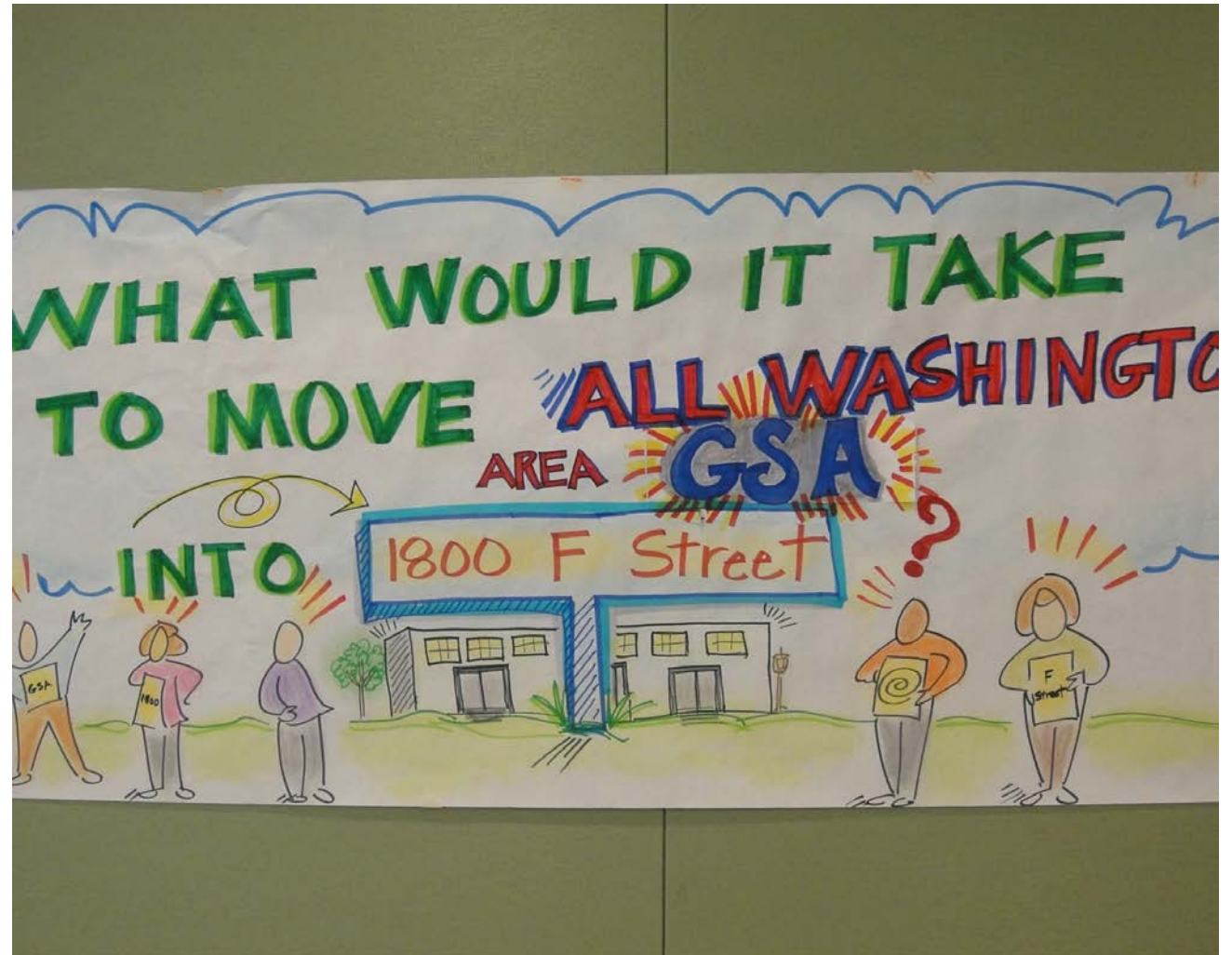
EMPATHIZE

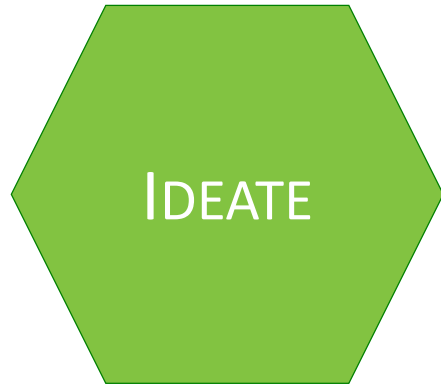
- Interviews/Focus Groups
- Observational Studies:
 - Ask: “Why?”
 - Look for disconnects
 - Notice “hacks”
- Create a shared perspective of the findings



DEFINE

- Identify patterns in the data
- List specific needs from the user's perspective





- Step beyond the obvious
- Defer judgment
- Don't self-edit
- Build upon initial options
- Embrace the constraints

H...M...W...?

PROTO- TYPE

- Have a hypothesis to design against
- Don't get attached
- Work quickly
- Remember your end-users



TEST

- Turn over control to the user
- Seek to learn
- Engage: new questions are as good as statements
- End-user confusion is OK



Question:

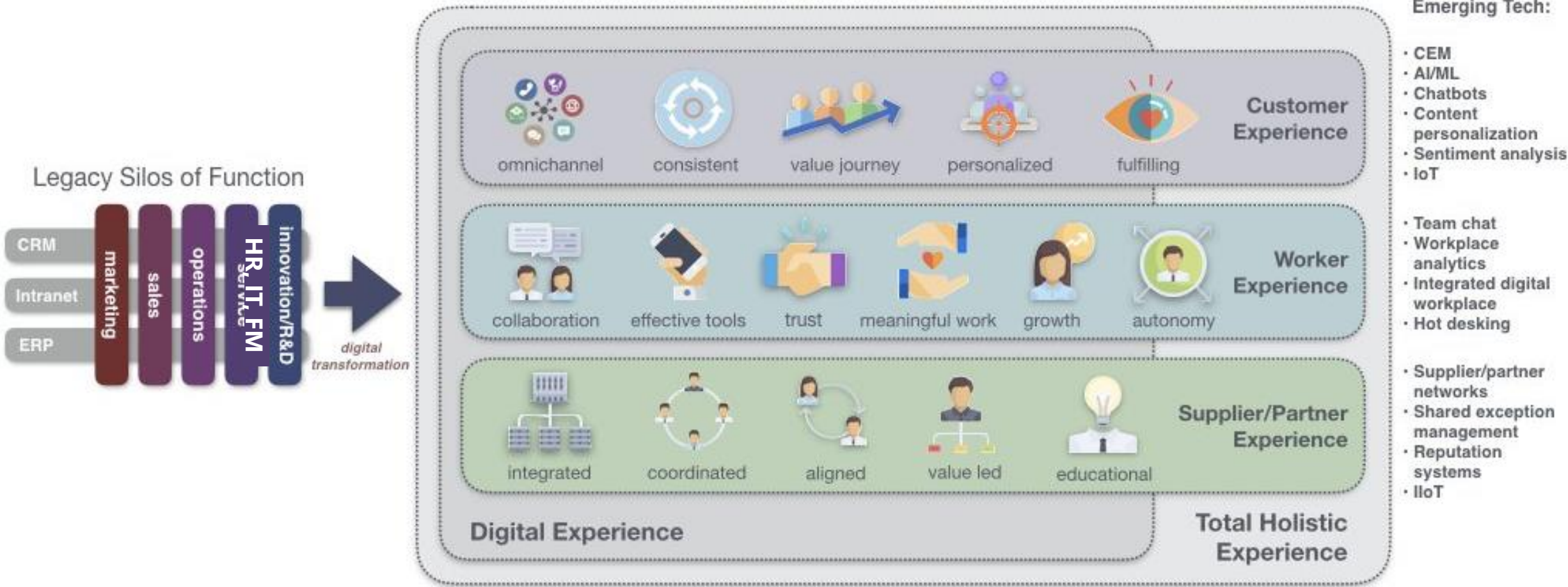
- How might we leverage human-centered design thinking more fully to move workplaces forward?

Integrating the Digital Journey into the Experience

David Slight
Consultant, Quora Consulting



Digitally Transforming an Organization across today's three main Experiences





[WORK] David, you have a call in ten with Kate.

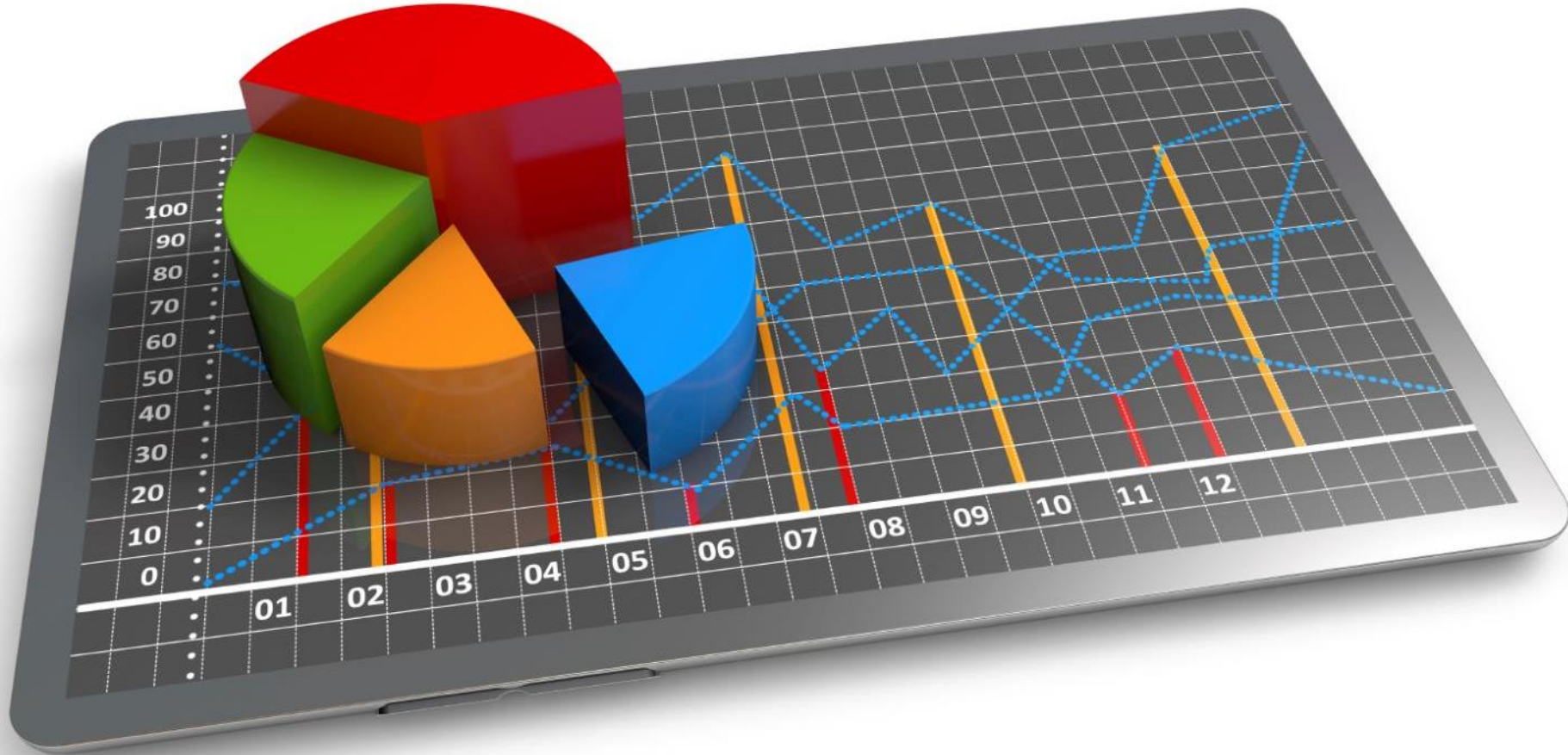
[POLICY] She is external so check when sharing content

[PLACE] I have reserved a quiet zone on the next floor

[EXP] I'll dial the conference call number for you in five

[TECH] I'll route the audio to your Bluetooth headset

[WORK] You can see the meeting content on your tablet

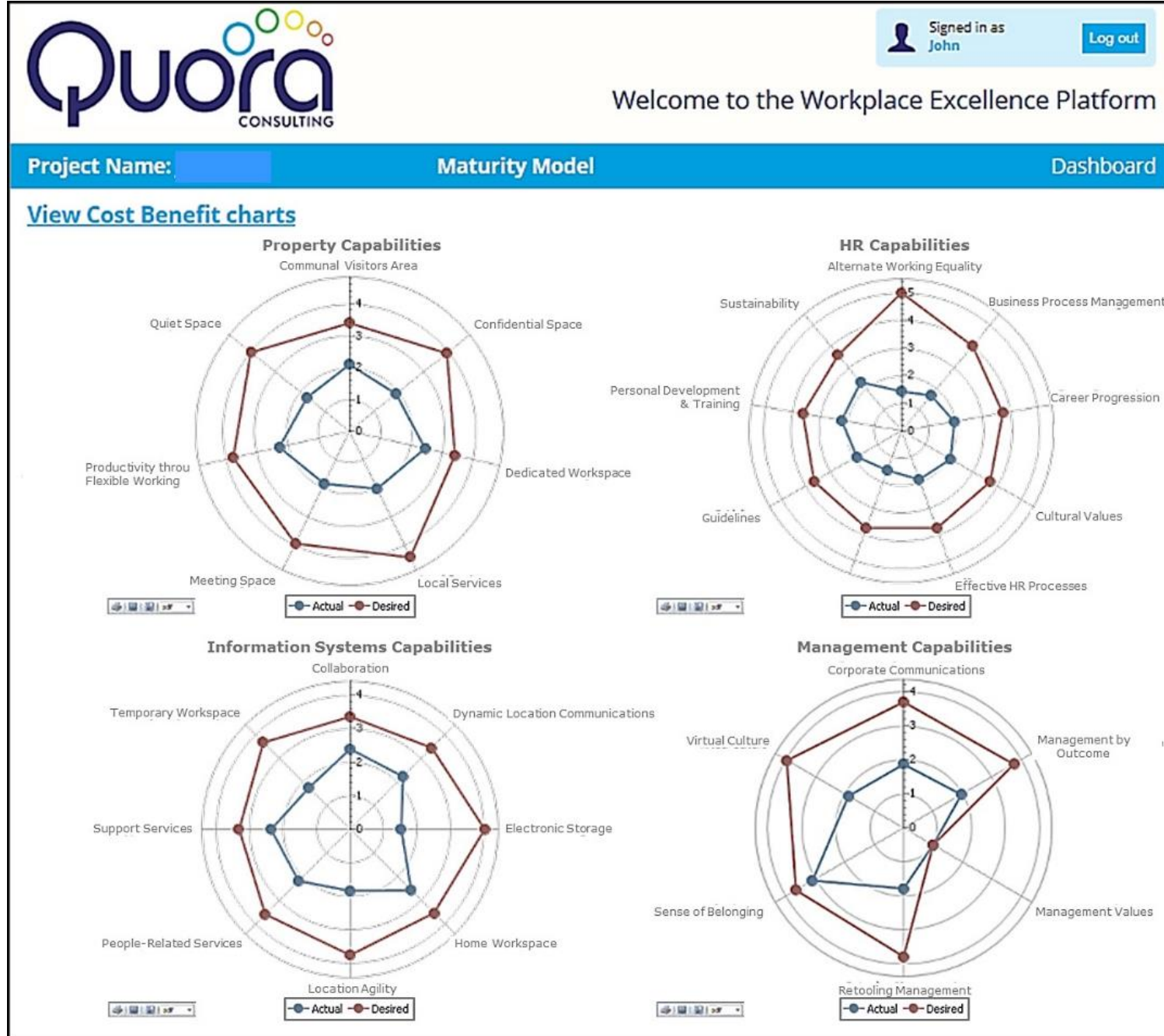


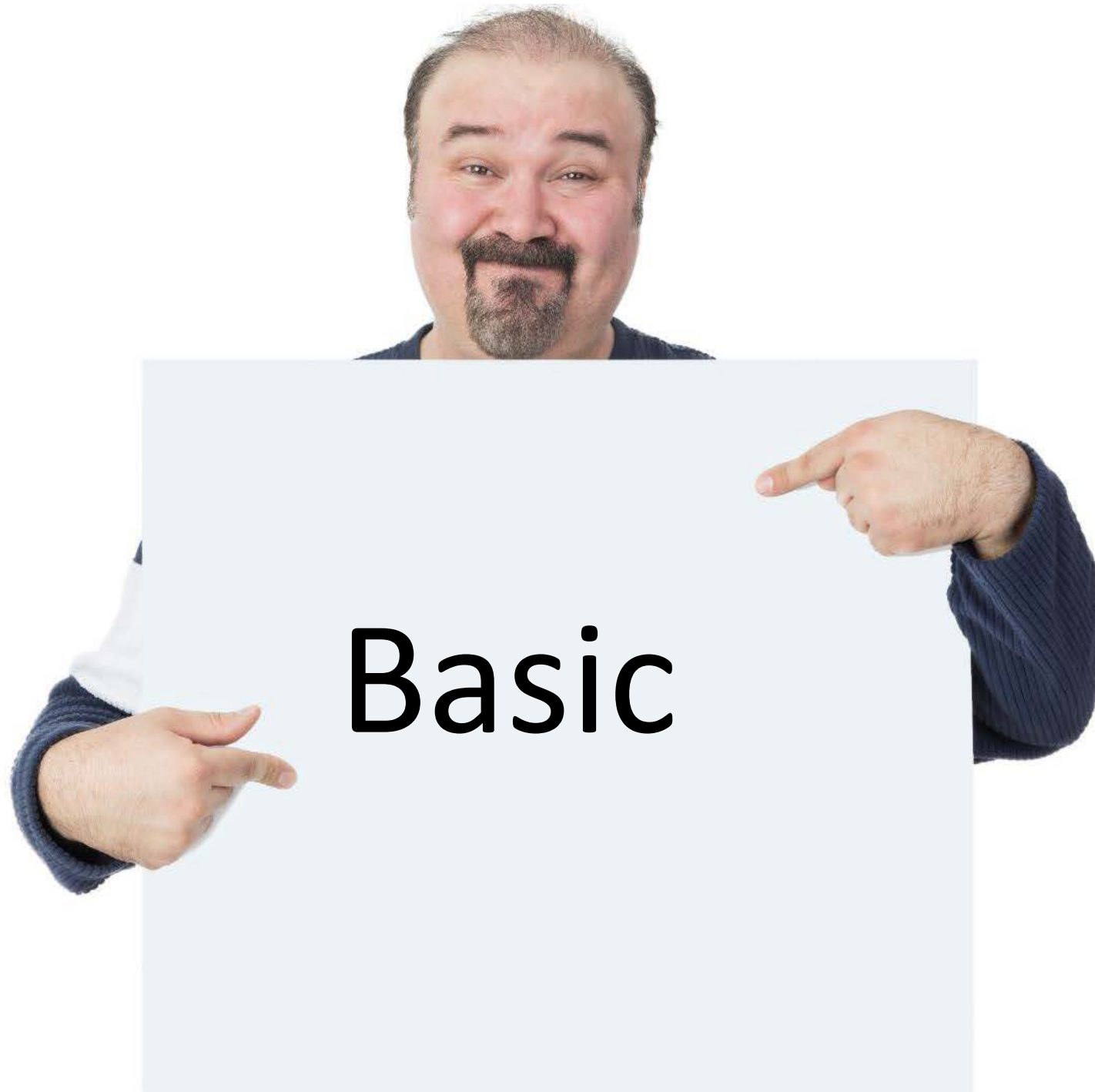
Work Rebooted
The Future of Work is Now

W E **WORKPLACE**
Evolutionaries
a Community of  **IFMA**

Quora performs capability maturity analysis across all four views:

Workplace
HR
Information Systems
Management





Basic

Windows Update

Update status



Your device is up to date. Last checked: Today, 8:01 AM

Check for updates

[View installed update history](#)

Update settings

We'll automatically download and install updates, except on metered connections (where charges may apply). In that case, we'll automatically download only those updates required to keep Windows running smoothly.

[Change active hours](#)

[Restart options](#)

[Advanced options](#)





		IT	HR	Workplace	Process
Removal of AWAY		Connectivity Access Any device, anywhere	Recognition Culture Managers on- board	Beige cubicles of despair	Hand-offs Approvals Lean
People who CON	mindset ITION	Able to share Choice of device Measurement Team focused IoT	Change culture Networking External mindset Multi-skilled Measurement	Location choice Sensors	Measurement Meaningful work
Digital trans TRAN	ATION	AI/ML/Analytics Connected Data Assistants	Work Out Loud Radical transparency	Outcome appropriate	STP Automation Disrupt the silos

Increasing maturity

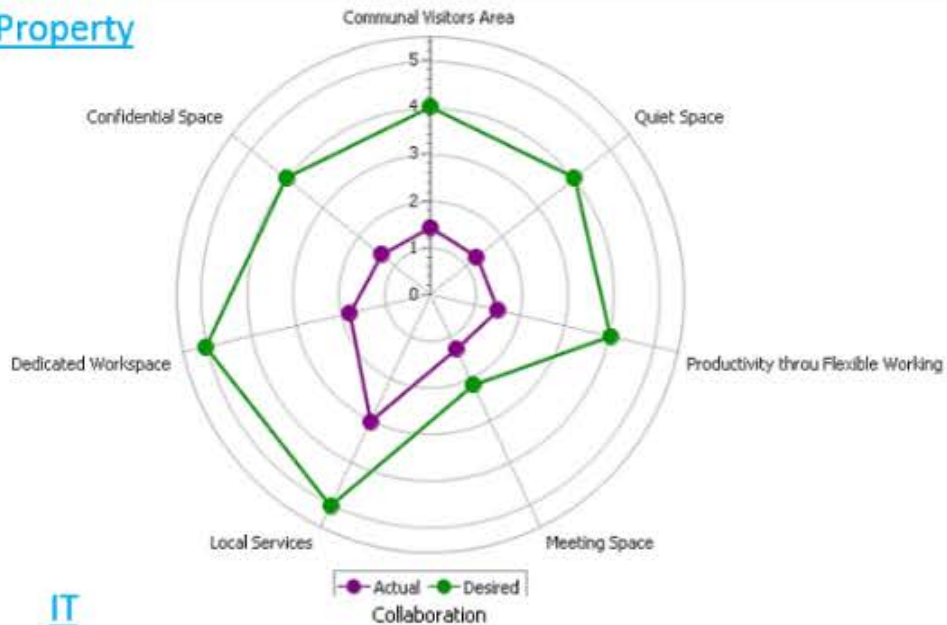




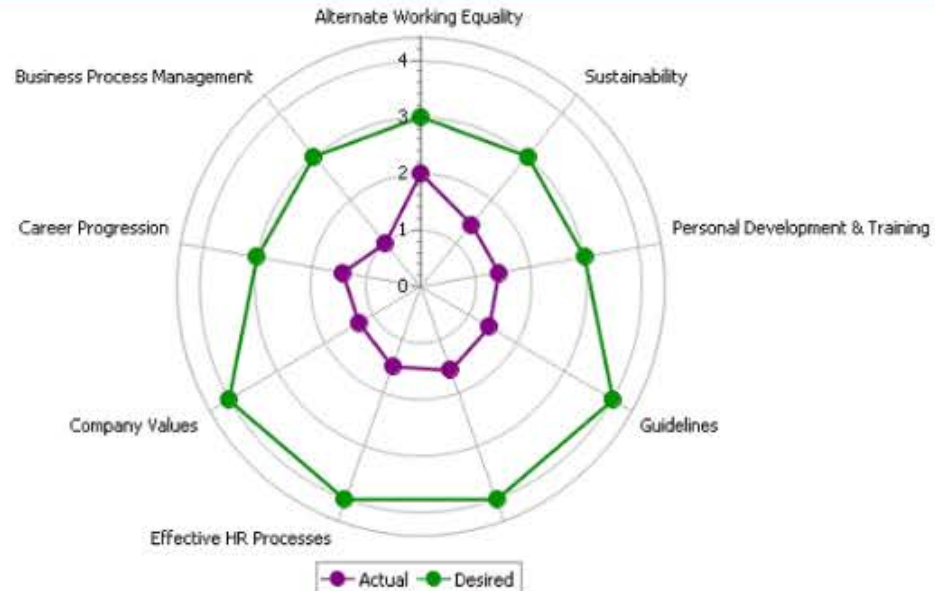
Humidity

0
Seats in Use

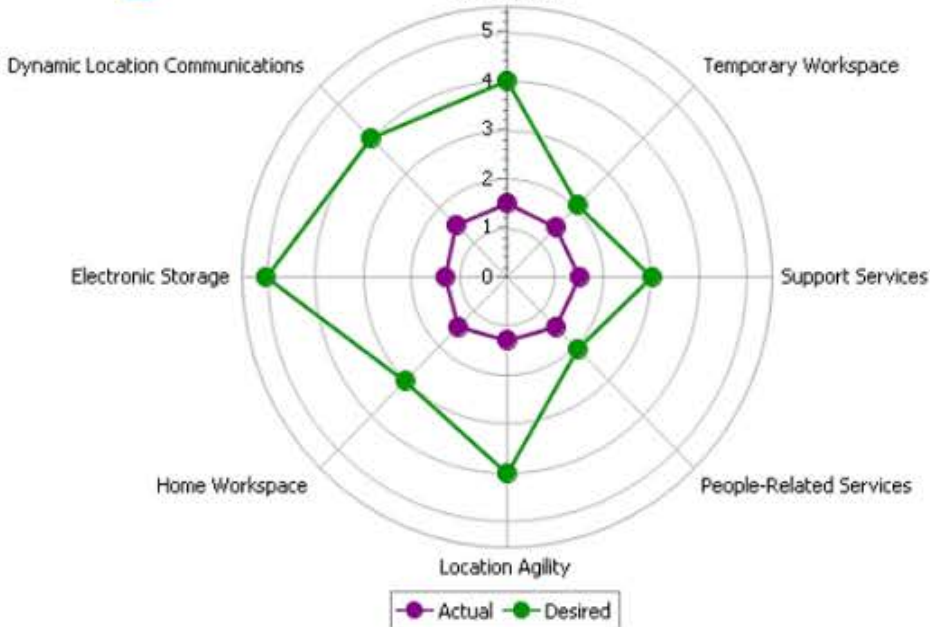
Property



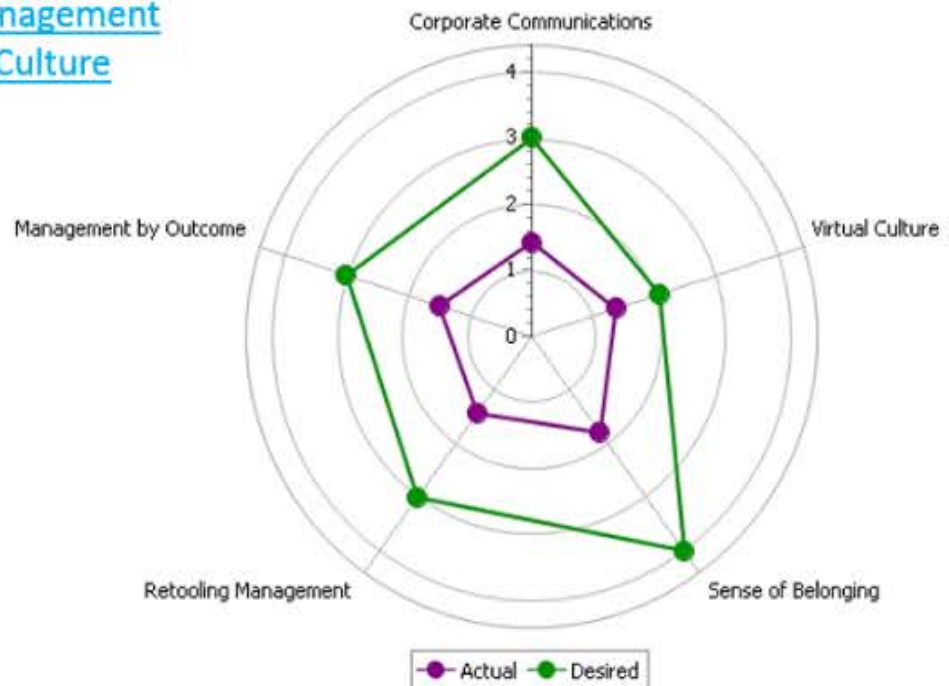
HR



IT



Management Culture



Questions:

- Are you working as one team with your colleagues in HR, IT and FM?
- Are you sharing the data you collect?
- Are you still BASIC?

POWER TO THE PEOPLE

Jan Johnson, FIIDA, MCR.w
VP Design and Workplace Resources Allsteel



the world is changing faster and faster

as business cycles get shorter and shorter and we move at the speed of technology



Work Rebooted
The Future of Work is Now



the way we work is fundamentally different -

it's less linear, more varied, and more interdependent on others' efforts....
and keeps evolving over time, too



the workforce is more diverse and workers' expectations have shifted -

they think and act like consumers and expect (broader) choices and control



there are more 'moving parts' –

a broader range of settings/spaces to accommodate a broader range of activities, from deep focus to active collaboration



workplaces must become WAY more adaptable

to stay relevant and aligned with the organizations they support



Work Rebooted
The Future of Work is Now



alignment

with business objectives, brand, culture and climate

*resource vs. entitlement;
standards based on “we” vs. “me”*

effectiveness

enabling/improving individual and team performance

supporting users’ critical work process requirements and positive ‘experience’ expectations

efficiency

in space and asset utilization

standardization strategy for “me” and “we” spaces; modular planning/ construction mgmt approach

agility

continuously adaptable to change

physical flexibility; org/workers “get” linkages between work and place - empowered to make change as needed



Work Rebooted
The Future of Work is Now



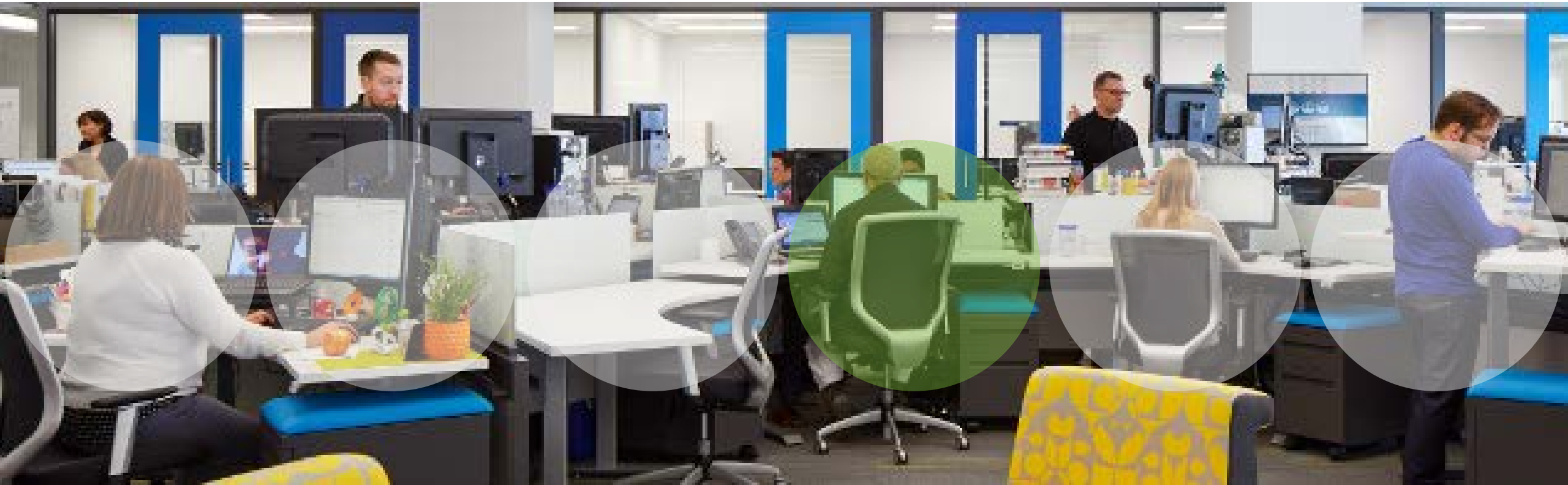
WORKPLACE
Evolutionaries
a Community of IFMA

it's more critical than ever to engage as many people as possible in workplace *adaptation*



what do we start doing, keep doing, stop doing?

start thinking of the workplace as a “system” designed to enable work, choice and change



three areas -

- **user-enabled** – responsive to needs, social and ‘experience’ dynamics, and the preferences of “informed consumers”
- **physically-enabled** – morphable *system* of modular “fixed”, “moveable” and “mobile” elements
- **operationally-enabled** – continuous improvement is promoted (budgeted and cheerfully executed)



STANDARDS ROLLOUT

Thru combo of real estate events and opportunistic projects, convert portfolio to new WPS



LEAP FROG IMPROVEMENTS

As each real estate event occurs, apply THE most current best practices and learnings



CONTINUOUS IMPROVEMENT

"Leap frog" for new projects AND continuously update existing portfolio as needed to stay current

workers are demanding more choice and control ...enroll them

on-board workers to understand that they have “agency”,
are “free to move about the office”
and will be expected to contribute to the design and effectiveness
of the workplace...within the *system’s* parameters

workers are demanding more choice and control ...leverage them

involve and educate workers: create informed consumers who know and understand the “system” and its rules – *and* will initiate needed changes

workers are demanding more choice and control ...empower them

and dare we say it, let them self-perform
some of the adaptations

Question:

How can we educate and empower – promote the ‘agency’ of - the users of the workplace to make it work better for them?

Creating and Sustaining a Workplace Experience

Karla J. Lacey
CMO Guckenheimer



Challenges facing the Future of Work



It's not that I am lazy it's just that I don't care!



Work Rebooted
The Future of Work is Now



Maybe It's Not About the
Building

Maybe It's About the People

Global State of Employee Engagement

15%

of employees are engaged at work.

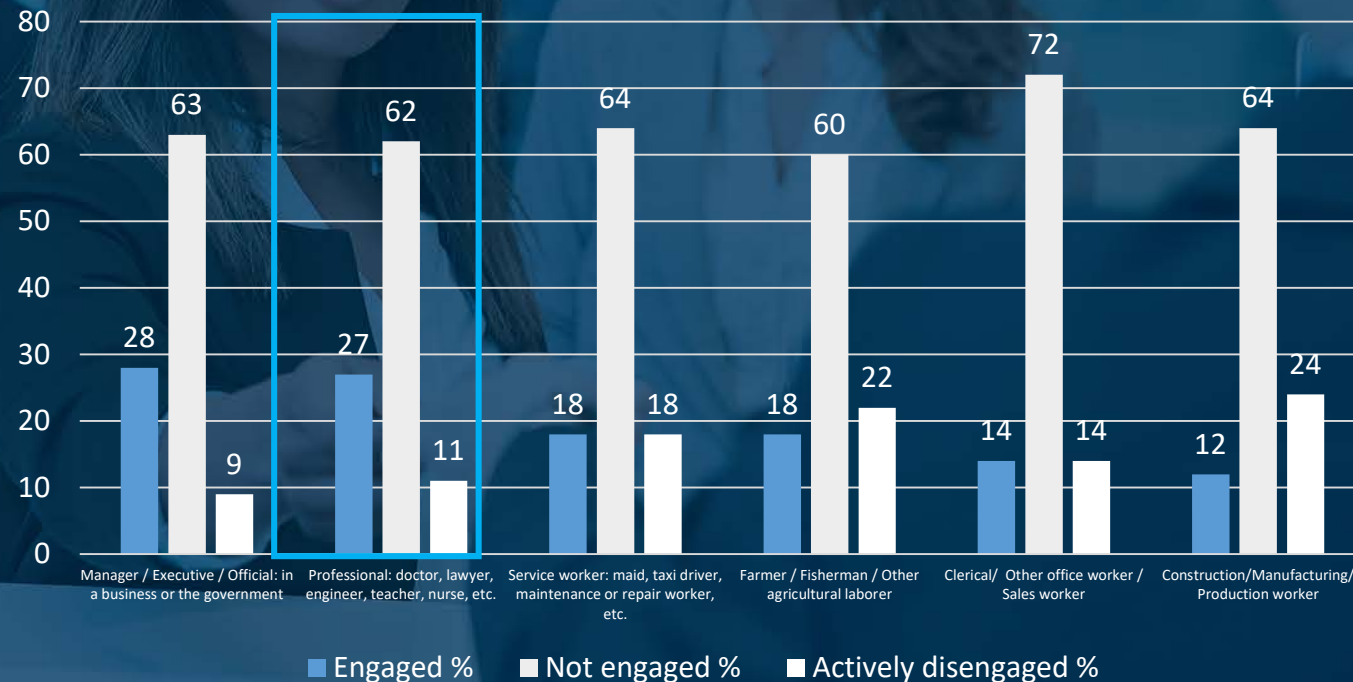
67%

of employees are not engaged at work.

18%

of employees are actively disengaged at work

Employee Engagement Worldwide

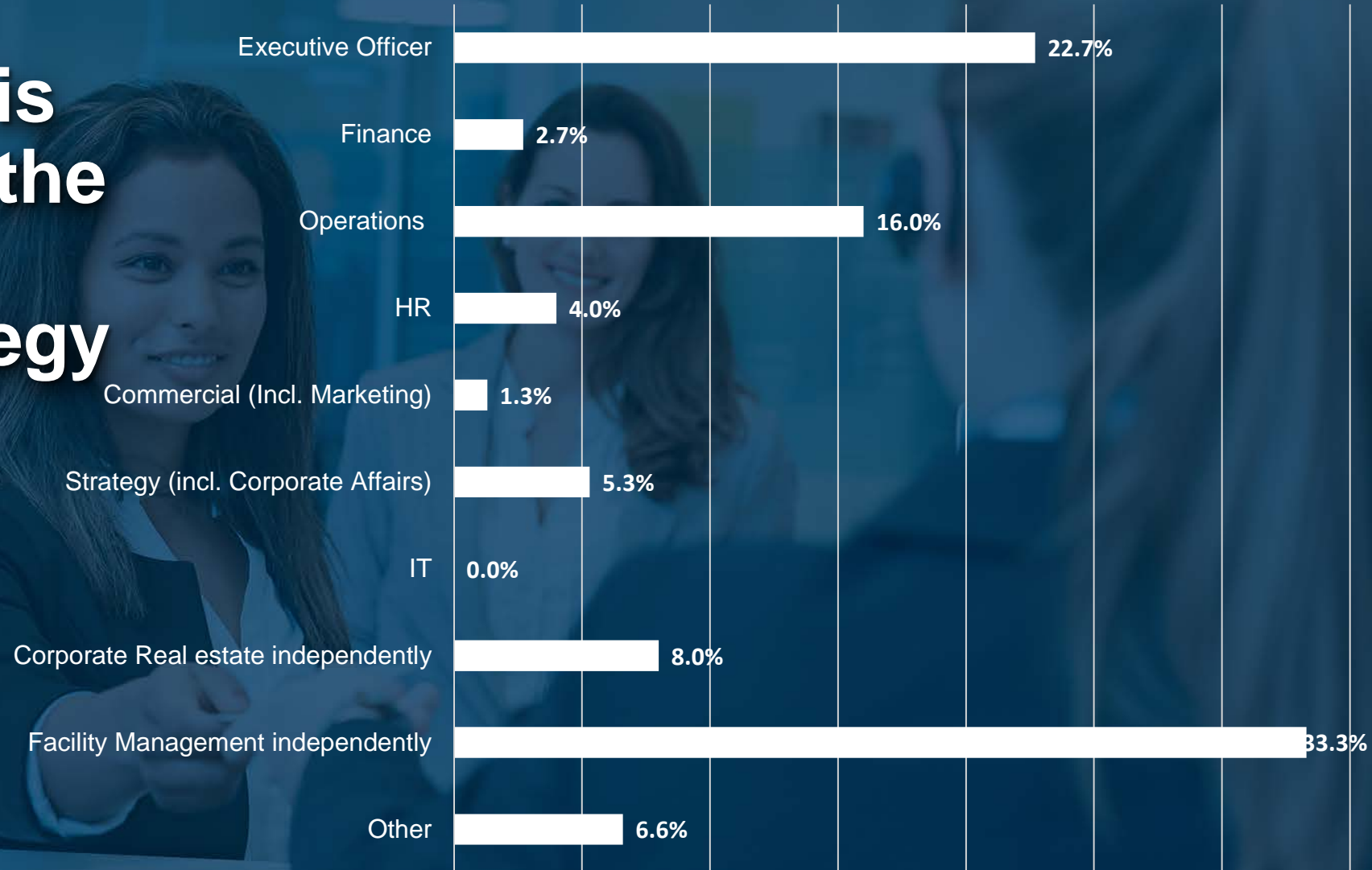


Whose Job Is It Anyway?

Which function is responsible for the company's workplace strategy today?

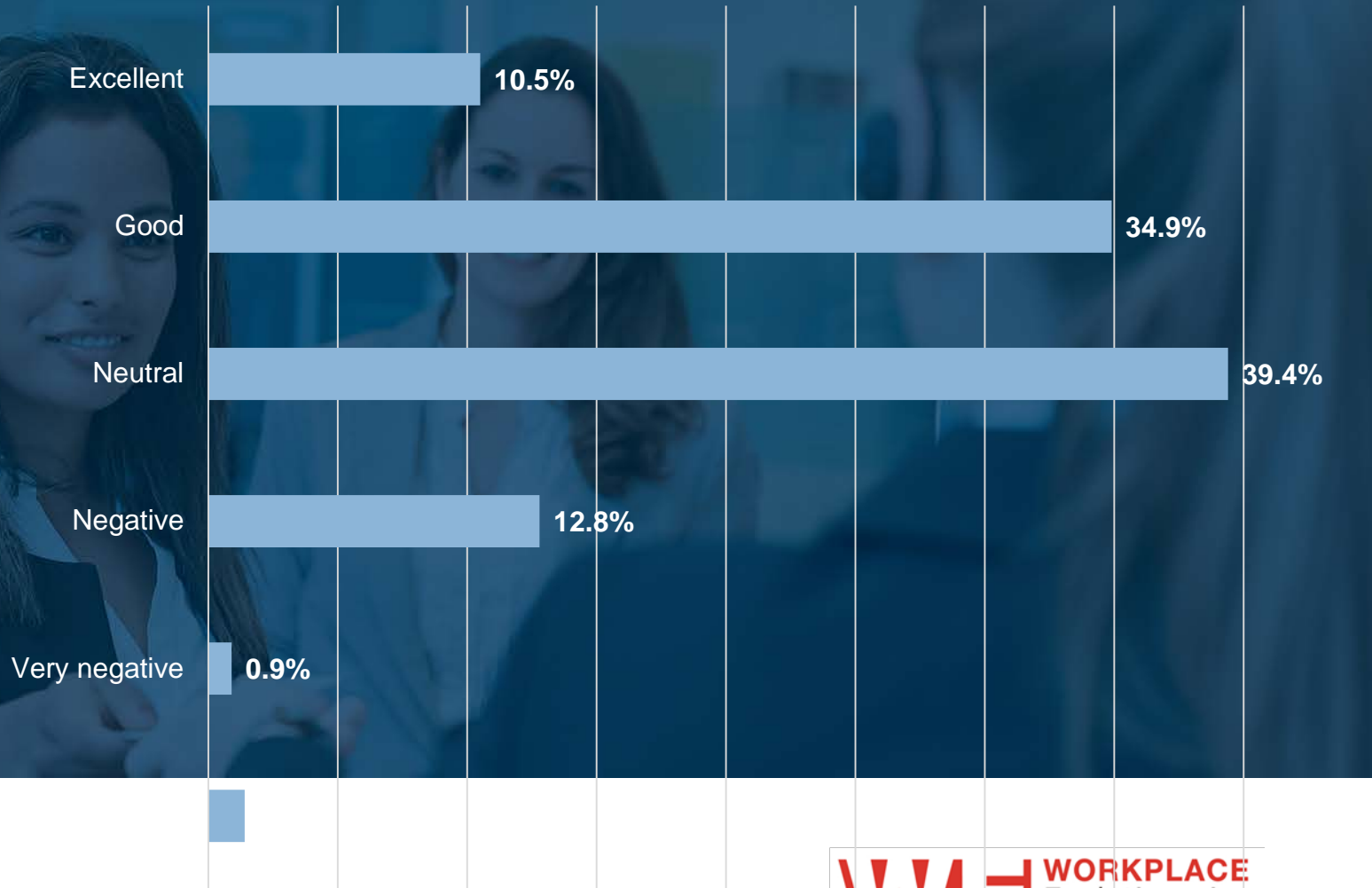
ISS / CoreNet (Sept. 2017)

ISS / IFMA WW (Oct. 2017)



How would you evaluate the collaboration between

CRE & FM and the HR function today?



What Are the Touchpoints in Every Employee's Day?

Arriving at work

Getting coffee

Using the phones or printers

Having visitors arrive

Using a conference room

Having lunch

Having a package delivered



Question:

Is everything and everyone in your workplace environment designed to make every touch point positive?

Self-Management and Empowering The Workforce

Michael Grove
CollabWorks CEO: Disruptor

FrameWork[™]
By CollabWorks[®]



Meet Joe - the Employee Software Engineer

- Top Performer
- Works 55 hrs./wk.
- Sees Waste
- Frustrated



Yet Joe is Stressed – Losing Engagement

Only doing 30% top talent work
Yet more - data, to do's, feedback

Is “Employee
Experience”
Window
Dressing?



Joe Wants Manage Himself – Feeling Free

What Matters: the Work, His Purpose, and Use of Talent



Joe Meets Mary for Lunch and



Joe Quits and Joins Mary's Organization

Meet Mary Dinah (INC.) Entrepreneur - Employee

At Her Company
Everyone Manages:

Themselves,
Customers, Change

She is Mary Inc.



Work Distribution

Old Model



Manager



Employee



New Model



Employee



Customer



Work Rebooted
The Future of Work is Now

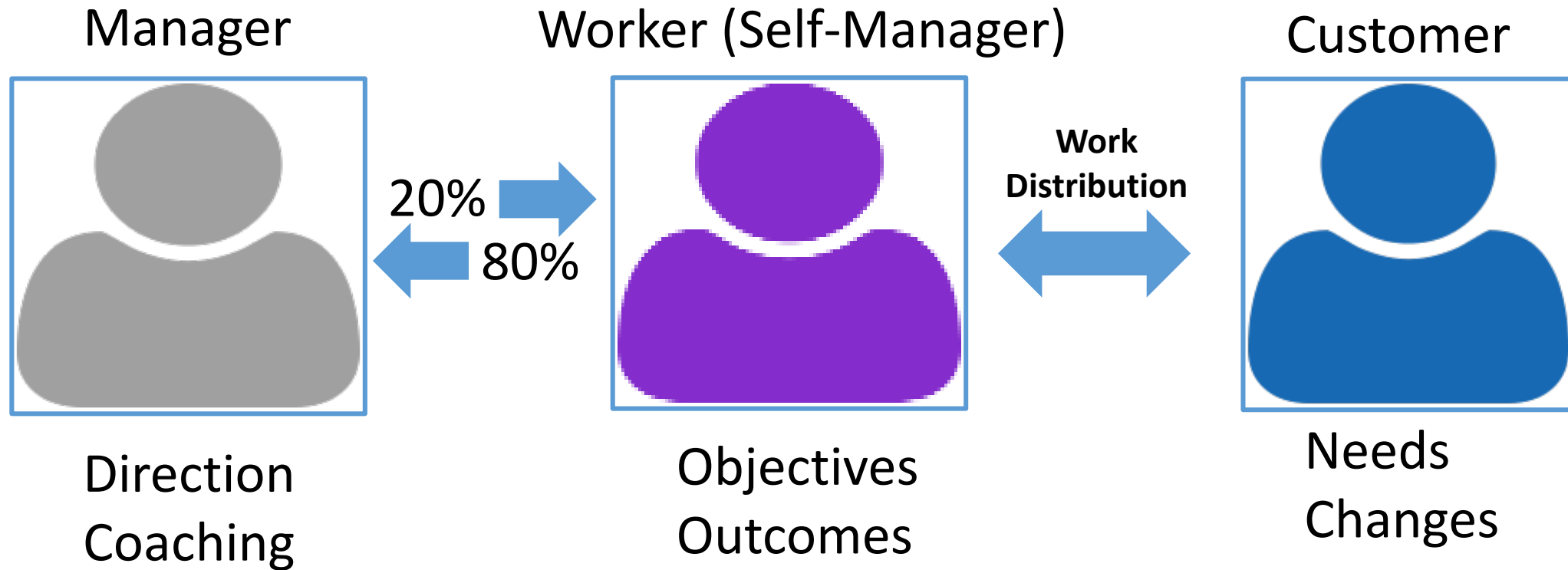


Managing Your Customer's Experience



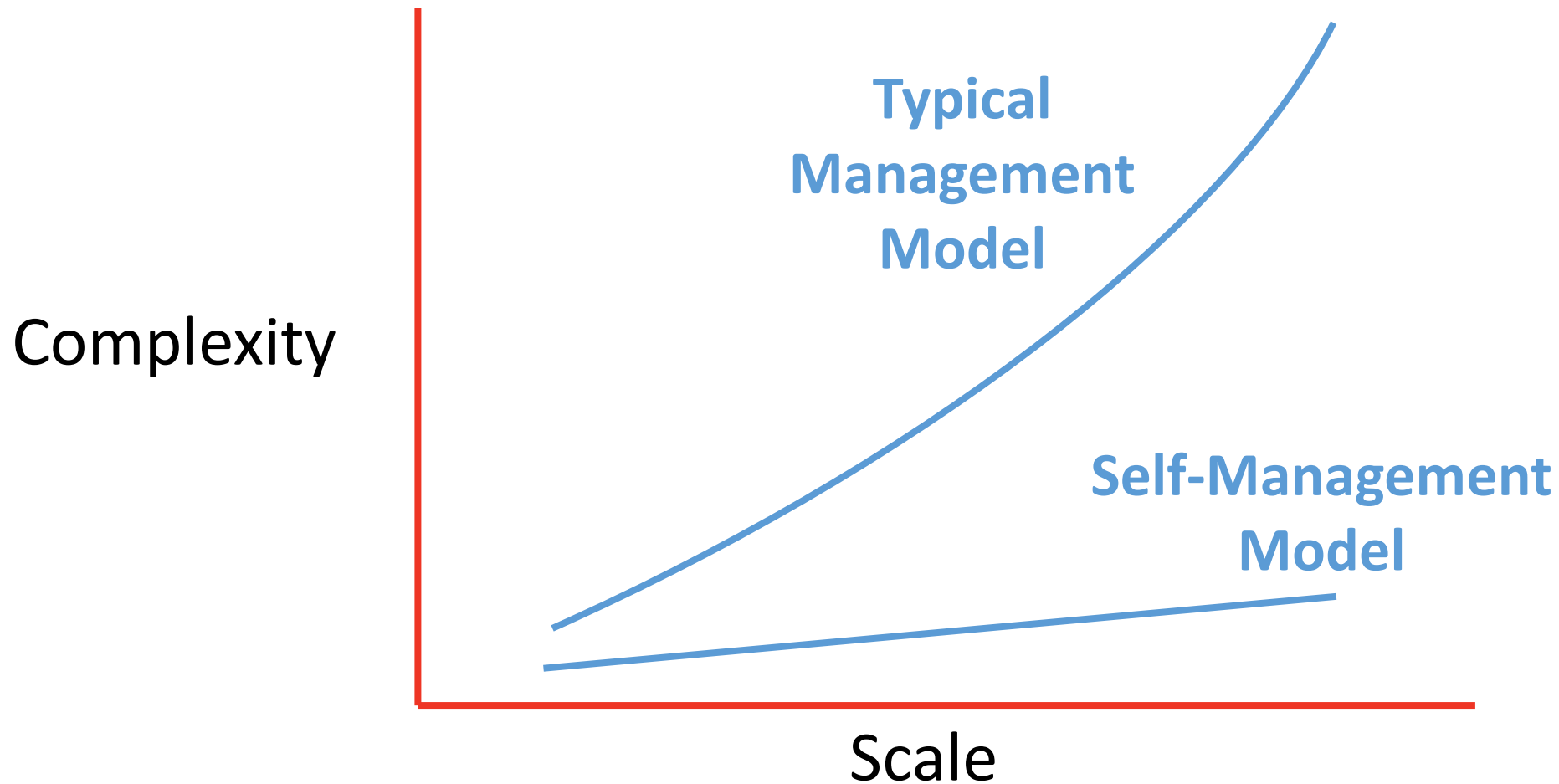
Mary's is Empowered to Better Serve Her Customers
She Manages, She Leads, She Engages

Self-Management Simplifies the Way We Manage



A Core "Experience" is being empowered to act on customer and their needs.

Self-Management – Simplifies, Scales



Self Organized Workspaces

Consider:

- Customer Driven
- Facility “Coins”
- Service Value
- “Workups”



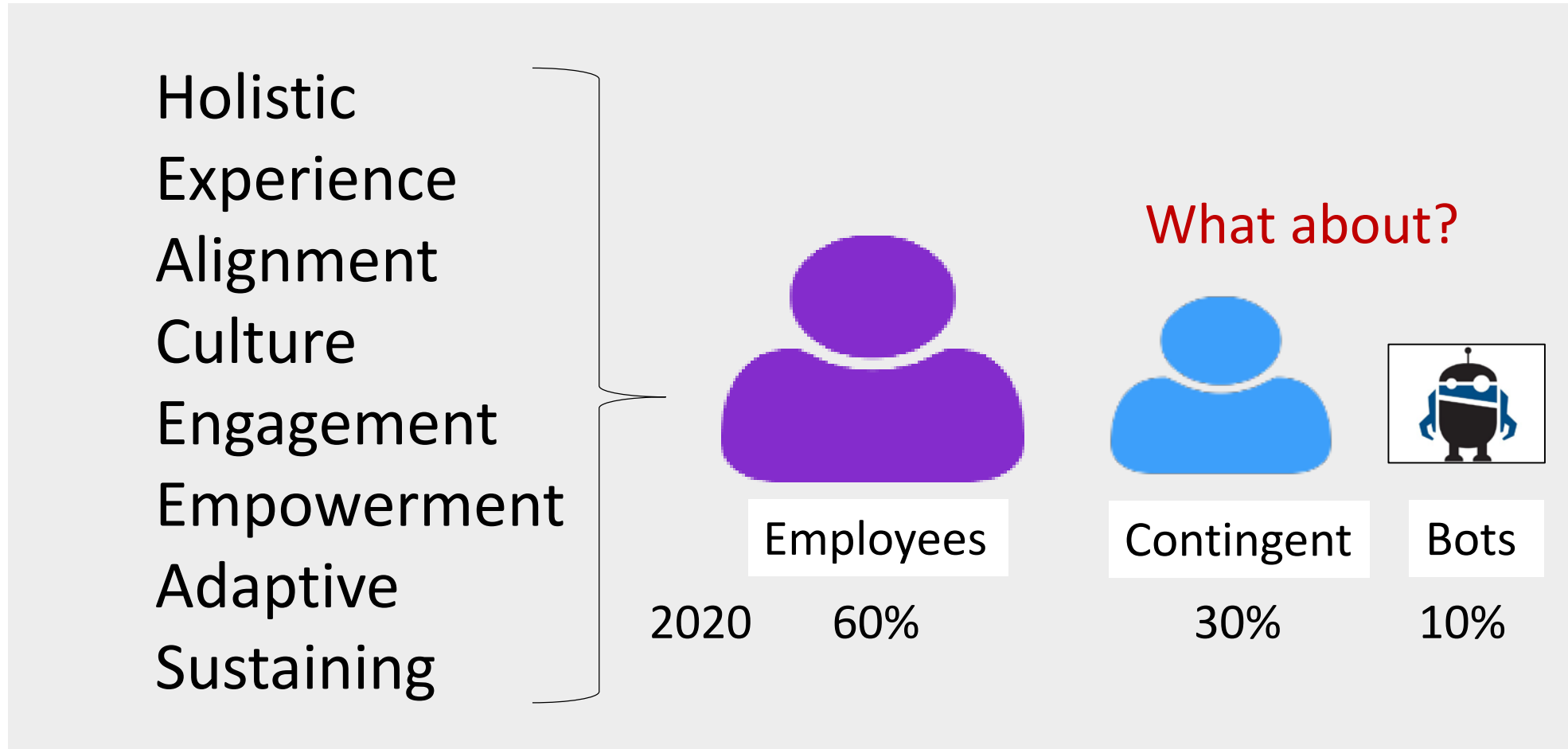
80/20 Organizations in a Work Marketplace

Consider:

- Blended
- 1099s Only
- No Line Mgrs.
- Collab Sourcing



Workplace Success Factors



Are You a Disruptor?

Let's Connect
Michael.grove@collabworks.com



Questions:

- To what degree do you see the work and use of talent as critical to employee experience?
- How clear are regarding the actions you are taking to improve employee experience and correlation to engagement?

WE @ Facility Fusion Chicago 2018...come join us!



Monday, March 19th

WE + Sustainability = Your Competitive Advantage!

8:30-6:30 at theMart

Provocative thought leaders are all coming together to challenge and create a new forward.

Tuesday, March 20th – Thursday 22nd

Exclusive WE Track: 3 Days / 16 Leading-edge Workplace Presentations

Rebooted
Future of Work is Now

WE **WORKPLACE**
Evolutionaries
a Community of **IFMA**