

2017 Global Workplace Trends

Key Insights and Implications for FM

Colleen Conklin, MSPH - Sodexo
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Presenter Bio

Colleen Conklin, MSPH

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- Scope includes oversight of thought leadership, market trend analyses, and client solutions across various business and industry sectors.
- Previous experience in health research, project management and technical research for the Departments of Defense and Energy, Federal Aviation Administration, and National Parks Service; technology – IBM; and utility – Florida Power, New York State Electric and Gas.
- MS in epidemiology and BS in chemistry from the University of South Florida.

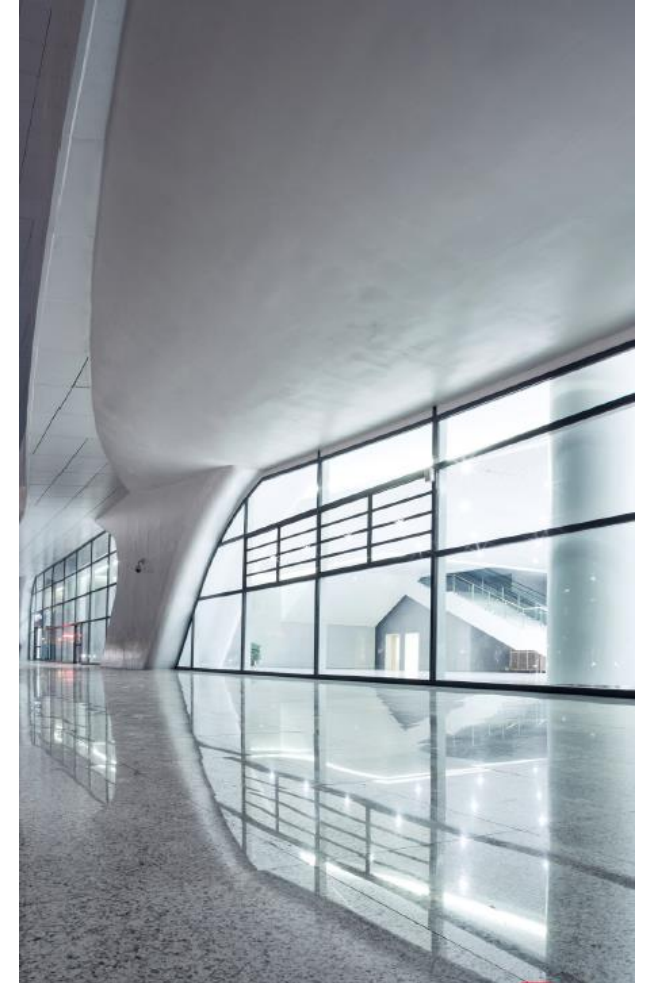


Agenda

1. Why the Global Workplace Trends Report?
2. Background and Methodology
3. Trends Overview and Implications
4. Discussion

Why does Sodexo publish a Global Workplace Trends Report?

- Our ability to impact the workplace
 - We serve more than 420,000 employees
- Critical for navigating today's business environment
- Allows us to help our clients stay ahead
- Supports our Quality of Life mission
- Informs new thinking and sparks conversation



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Background & Methodology



- Identified trend topics through Sodexo research and insights
- Interviewed nearly 50 experts across the globe
- Leveraged news and research databases for supporting data and statistics
- Sodexo SMEs helped to identify trend themes and implications

2017 Global Workplace Trends

1. THE AGILE ORGANIZATION

Striking a Balance Between Speed and Stability

2. THE RISE OF CROSS-WORKPLACES

Accelerating Innovation Through Chance Interactions

3. EMPLOYEES WITHOUT BORDERS

Understanding the Impact of Migration on the Workplace

4. THE NEW GEN OF ROBOTICS

How Robots are Transforming the Way We Work

5. INTERGENERATIONAL LEARNING

A New Model for Talent Development

6. PERSONAL BRANDING GOES TO WORK

A Powerful Tool for Employees & Employers Alike

7. REDEFINING WORKPLACE EXPERIENCE

Putting Design Thinking Principles to Work

8. THE 2030 AGENDA FOR SUSTAINABLE DEVELOPMENT

Reframing CSR Through a Shared Vision and Common Purpose

9. UNLOCKING THE POTENTIAL OF MILLENNIAL TALENT

A New Understanding of What Drives this Generation

10. WELLNESS 3.0

The Workplace as a Wellness Destination

THE AGILE ORGANIZATION

STRIKING A BALANCE BETWEEN SPEED AND STABILITY



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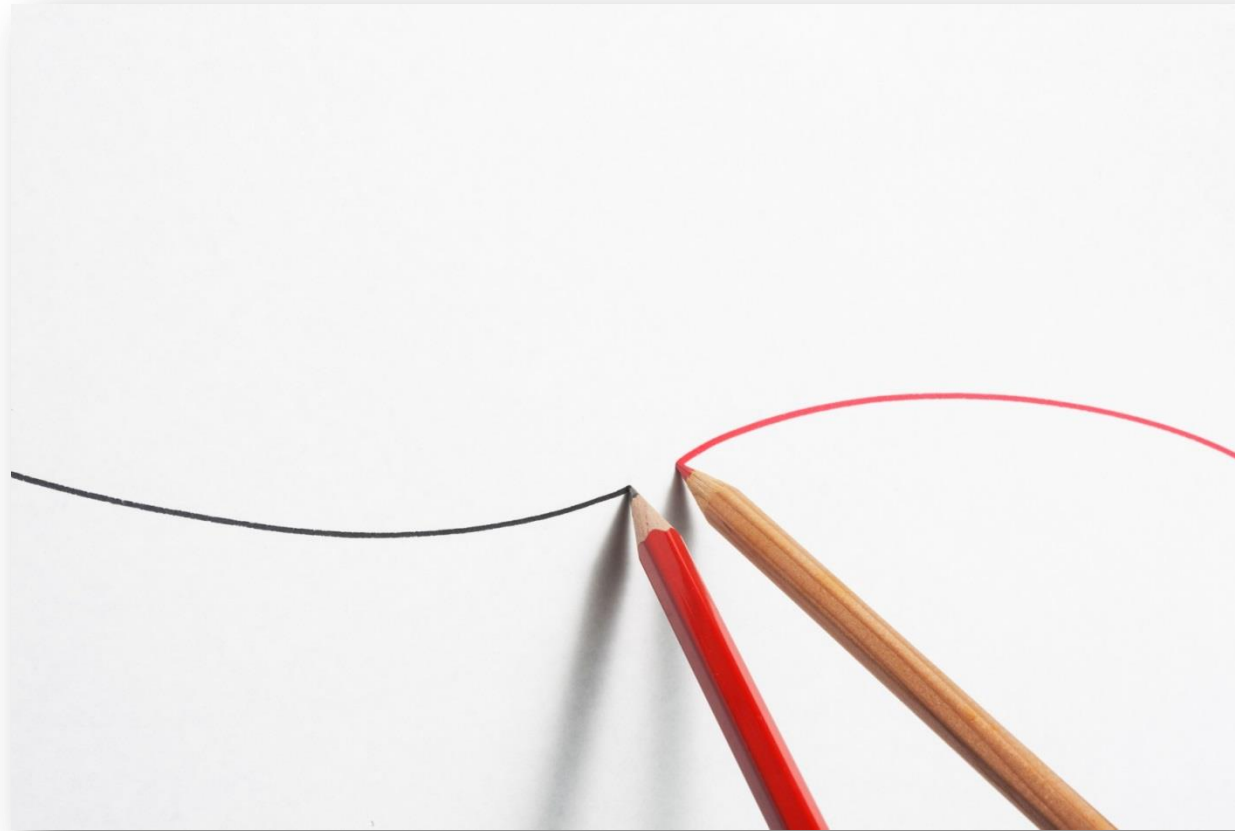
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The Agile Organization

- The world of work is changing fast, and for organizations and employees it's vital to cultivate agility: speed plus stability.
- This means being fast enough to adapt to new conditions and stable enough to ride through the turbulence of change without falling apart.
- As the workplace landscape is redefined, FMs will be at the forefront of eliminating barriers to enable people to work more effectively
- FM managers will play a key role in the creation of flexible environments that not only meet the evolving needs of employees but help forward-thinking organizations increase productivity and performance.
- FM managers will also need to understand the role that technology and big data analytics can play in improving nimbleness and efficiency.

THE RISE OF CROSS-WORKPLACES

ACCELERATING INNOVATION THROUGH CHANCE INTERACTIONS



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The Rise of Cross-Workplaces

- The quest for innovation drives much of the relentless attention paid to the 'workplace.' But how can organizations 'structure' or design for innovation?
- One thought is that innovation emerges from 'cross-pollination'—when the boundaries between teams remain fluid to encourage meaningful cross-discipline, cross-generational, and cross-cultural interaction.
- Cross-pollination can also involve leveraging suppliers, clients, consumers, NGOs, academics and others to address broader challenges.
- The effectiveness of cross-pollination revolves around having a physical environment that promotes social interaction among unique stakeholders. Clearly, FM can play a crucial role in the development of cross-workplaces.

“Creating places and programs where people from different teams can collide and bond is also a good idea, be that through hackathons, off-sites or other types of social collisions. It can also be beneficial to design physical spaces that funnel people into the same area, forcing constant, unplanned interactions.”

—GILLIAN TETT, Author, *The Silo Effect*

UNDERSTANDING THE IMPACT OF MIGRATION ON THE WORKPLACE



Employees Without Borders

- Global migration continues to dominate the political discourse, with migration taking on myriad forms and impacts.
- For many migrants, language and employment are key to successful integration—and businesses have a clear role to play.
- Companies with deep foundations in diversity and inclusion will be capable of helping their organization and their communities make progress.
- However, organizations are navigating uncertain waters as they evaluate changing skill needs, location benefits and effective cultural integration.
- Just like other organizations, the FM sector can assist with this crisis through recruitment and training efforts.

**“Business has a responsibility to train workers
not just for commercial gain, but also to
contribute to the wider community.”**

—World Economic Forum

THE NEW GEN OF ROBOTICS

HOW ROBOTS ARE TRANSFORMING THE WAY WE WORK



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The New Gen of Robotics

- A hallmark of the 4th industrial revolution is the proliferation of robots and AI. As a result, the future of the way we work has become somewhat unknown.
- Organizations hope that robots will increase productivity, take over dangerous or repetitive tasks, and free up employees to engage in more creative tasks.
- However, workers worry that machines will take their jobs. It's unlikely that machines will take over the workplace entirely—at least not for the foreseeable future—and some tasks and roles will remain uniquely human.
- FM will play a key role ensuring ease of integration and application, and adapting these new technologies to serve the needs of a diverse workplace.

“Many people are anxious today thinking about robots, but in 2030, people will have a good understanding of robots and how they make life easier and improve productivity. By 2030, robots will be everywhere and commonplace.”

—GUDRUN LITZENBERGER, General Secretary,
International Federation of Robotics

INTERGENERATIONAL LEARNING

A NEW MODEL FOR TALENT DEVELOPMENT



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Intergenerational Learning

- Worldwide, people are enjoying longer, healthier lives – and many are choosing to work longer.
- While workplace learning traditionally followed a top-down model, the broadening makeup of our teams has challenged this notion.
- Intergenerational learning encourages workers of all ages to learn from one another, allowing them to develop non-linear, dynamic careers that defy generational stereotypes.
- The average FM professional is 49 years old, and 50% of this workforce will retire within 5-15 years.
- As the FM sector works to attract new talent, it will be critical that FM professionals of all ages strive to learn from one another and prepare for the changes ahead.



PERSONAL BRANDING GOES TO WORK

A POWERFUL TOOL FOR EMPLOYEES AND EMPLOYERS ALIKE



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Personal Branding Goes To Work

- Personal branding is taking on new life as employers look to leverage the power of employees' personal brands for the good of the company.
- However, enterprises must support employees under a planned strategy in order to achieve these benefits. Companies must also ensure that their brand is effectively communicated through all elements of the workplace experience.
- FM can translate the intangible and visionary corporate brand into tangible office environments – bringing brand values alive and providing a constant reminder of what the organization stands for.
- In this context, FM is an indispensable part of corporate branding, able to provide the sensual stimuli, services and amenities that strengthen talent attraction, motivation and retention.

REDEFINING WORKPLACE EXPERIENCE

PUTTING DESIGN THINKING PRINCIPLES TO WORK



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Redefining Workplace Experience

- “Workplace experience design” has seen rapid evolution over the past few years, and is now a strategic imperative for organizations looking to put employees first.
- Rather than expecting employees to adapt to workplaces, experience design creates workplaces adapted to the way employees work and do their jobs.
- The human-centric work space enables people to perform better, removes workplace complexity and relieves the overwhelmed employee.
- FM can play a key role in the experience design process, which can include adapting any service, process or aspect of the workplace.
- Best practices for FM include incorporating natural elements, spaces to enhance employee health, and communal spaces; infusing playfulness and creativity into the design is also increasingly sought after.

74%
OF EMPLOYEES RATE
THEIR WORK
ENVIRONMENT AS
EITHER COMPLEX OR
HIGHLY COMPLEX.¹

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THE 2030 AGENDA FOR SUSTAINABLE DEVELOPMENT

REFRAMING CSR THROUGH A SHARED VISION AND COMMON PURPOSE



The 2030 Agenda for Sustainable Development

- With the release of the 17 Sustainable Development Goals (SDGs) for 2030, we look to that year to deliver a better trajectory for present and future generations.
- There is a growing realization that businesses must play a pivotal role in support of social and environmental as well as economic ends.
- For their efforts, they will be rewarded in terms of brand image, reputation and demand. And today's employees want to be part of the solution.
- A number of standards, certifications & industry initiatives provide a measure of commitment that sustainability is being integrated into supply chains, operations, products and services.
- FM managers interface with many parts of the organization, and are in a unique position to help employers work toward achieving the SDGs.



**SUSTAINABLE
DEVELOPMENT**

GOALS



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UNLOCKING THE POTENTIAL OF MILLENNIAL TALENT

A NEW UNDERSTANDING OF WHAT DRIVES THIS GENERATION



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Unlocking the Potential of Millennial Talent

- By 2025, millennials will form 75% of the global workforce.
- How can organizations effectively engage this population, while avoiding stereotypes? Employers who can succeed here will benefit from the collaboration, creativity and authenticity they bring to the table.
- FM can play a key role in designing a workplace that appeals to Millennials, as well as other generations (including Gen Z).
- At the same time, recruiting Millennial talent will be key to closing the talent gap in FM. A recent survey of college graduates found that only 43% have heard of FM and less than 1% are planning careers in FM.

“Millennials are really driven by the idea of YOLO—you only live once. ... So the question for a millennial becomes, if I only live once, why would I want to work for you?”

—CRYSTAL KADAKIA, Author, *The Millennial Myth: Transforming Misunderstanding into Workplace Breakthroughs*

WELLNESS 3.0

THE WORKPLACE AS A WELLNESS DESTINATION



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Wellness 3.0

- As the boundaries between work and life continue to blur, employees expect their workplace not to be a source of stress, but rather a wellness “destination” designed to enhance their quality of life.
- The old model consists of wellness programs that are piecemeal, not integrated. The modern model promotes a culture of well-being focused on physical, financial, and emotional well-being.
- Several models, frameworks, and tools help illustrate this new approach and measure success (e.g., WELL Building).
- FM can play a key role in optimizing the built environment so that supports employee health & well-being.





Thank you!

Questions?