

LEVERAGING FACILITY MANAGERS TO EMBED WORKPLACE CHANGE

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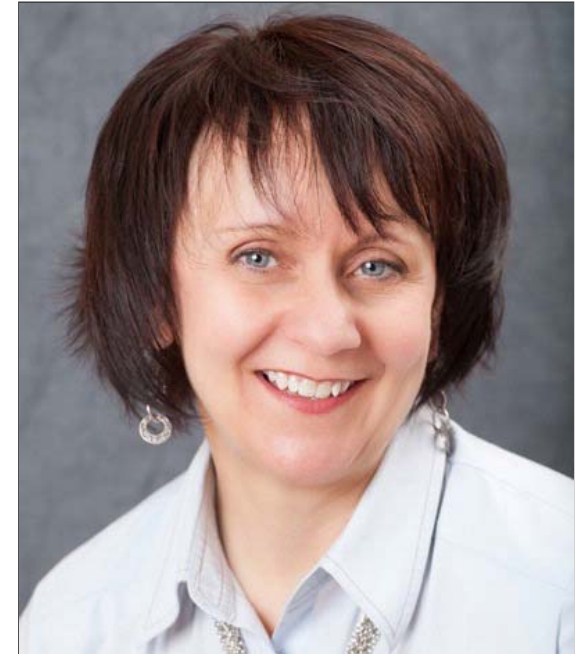


PRESENTER BIO

Robyn Baxter, HOK

Vice President, Regional Consulting Leader, Canada

- Leads HOK's Global Change Management practice, providing leadership and guiding ongoing practice development.
- Leads the Canadian Consulting practice, providing clients Portfolio Planning and Programming, Workplace Strategy and Change Management services
- Workplace strategy and research leader with 30 years of experience developing effective workplace, change and engagement strategies.



Learning Objectives

1. Review the process and players involved in introducing a workplace change
2. Understand the key components of successful change management programs
3. Identify common challenges and triggers to anticipate support requirements and/or additional resources
4. Demonstrate best practices to achieve sustainable workplace change

“The secret of change is to focus all your energy, not on fighting the old, but on building the new.

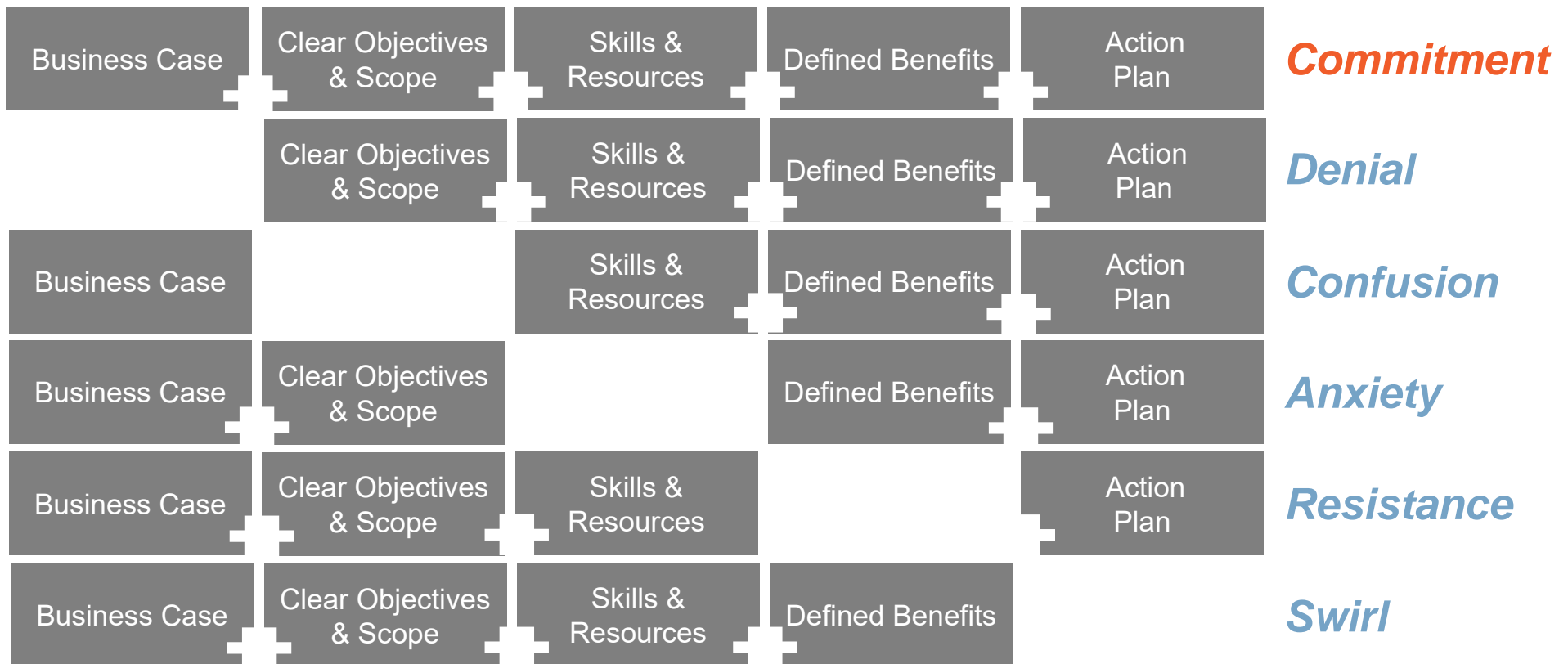
Socrates

Enhance **speed** of adoption

Minimize **productivity** dip & resistance

Embed change **competency** for lasting results

Five Critical Components of Change



Assess Change &
Establish Direction

1

Develop Change
Strategy

2

Implement
Change

3

Evaluate, Adjust
& Reinforce

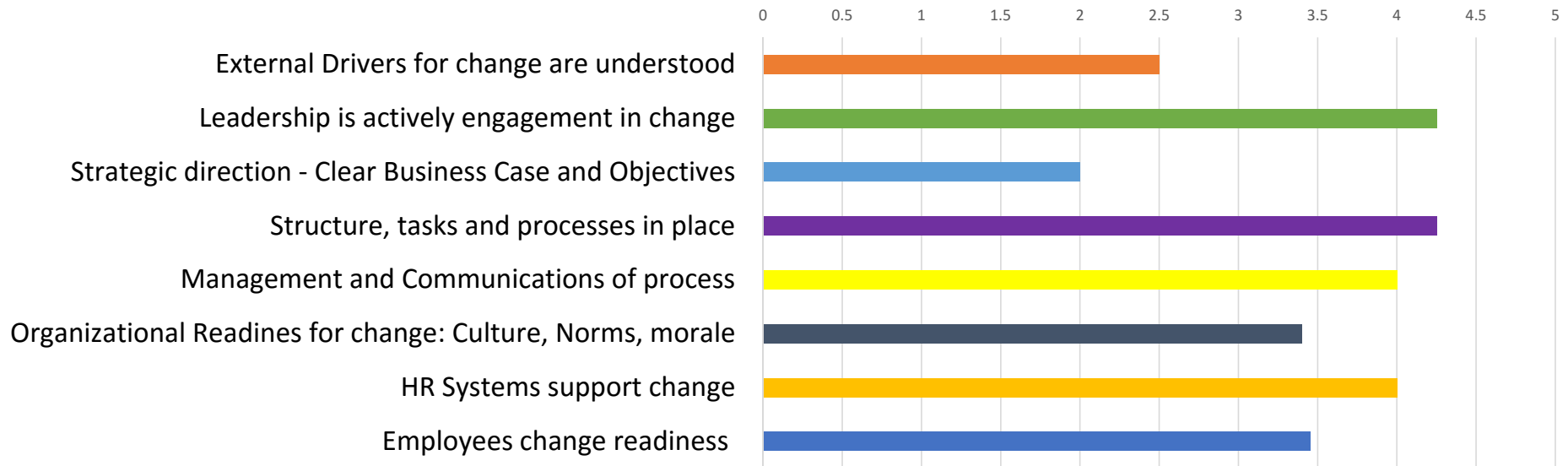
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1

Assess Change & Establish Direction

Change Readiness Assessment (Overall)



1

Assess Change & Establish Direction



2

Develop Change Strategy

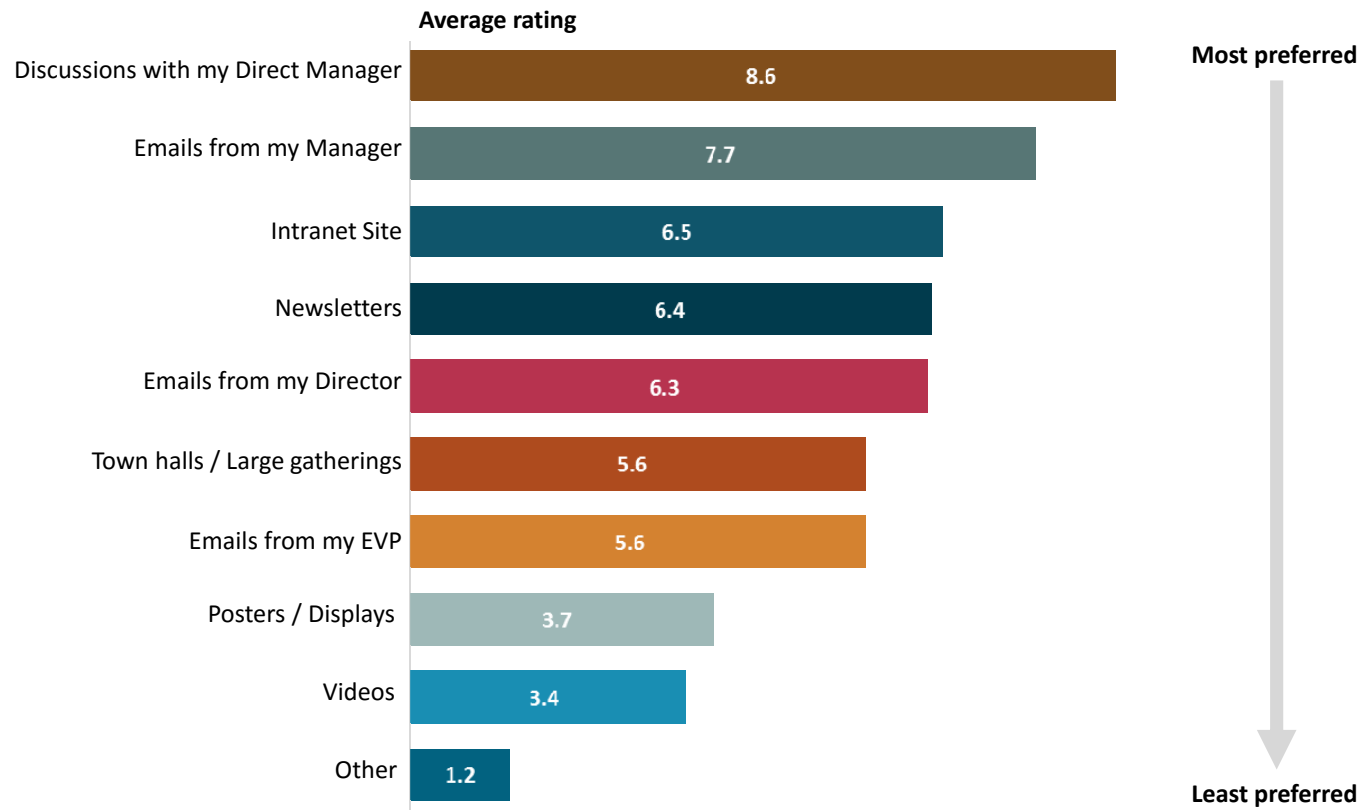


Integrated Change Team

- Align with other organizational initiatives
- Clear accountabilities & responsibilities
- Planning for life-after-the-project

2

Develop Change Strategy



3

Implement Change



4

Evaluate, Adjust & Reinforce

Measure Results

	Flexible or Home-Based Workers (overall engagement)	Resident Workers (overall engagement)	My leader supports my ability to do my best work anytime, anyplace	My work environment inspires me to do my best work (new in 2016)
2016	89%	86%	88%	85%
2015	86%	84%	88%	n/a

Celebrate what you've accomplished

“We have been so successful, we can never turn back.”

“This project exceeded our expectations, achieving over a 50% shift to mobile work through voluntary participation.”

“Seventy percent of people said they would recommend mobile work to friends and colleagues.”

“We were able to reduce our real estate portfolio by 30% and collocate business units that previously wouldn't fit together, all while maintaining strong employee engagement metrics.”



Assess Change & Establish Direction

1

- Define the Scope of Change
- Identify Key Stakeholders
- Establish the Change Team

Develop Change Strategy

2

- Define the Benefits
- Define Impact
- Prepare the Change Team

Implement Change

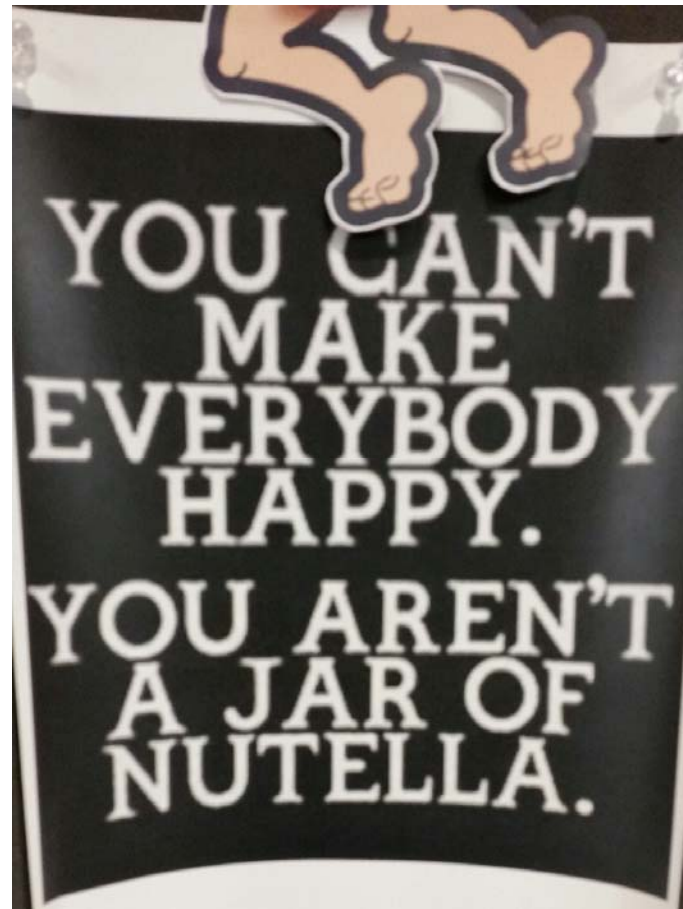
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- Launch Communication Plan
- Monitor Progress
- Celebrate Wins

Evaluate, Adjust & Reinforce

4

- Measure Results
- Celebrate Success
- Reinforce 'New Normal'



QUESTIONS
