

HIGH PERFORMING WORKPLACE



The key to providing a high performing workplace, one that supports and enables the employees to do their best work, focuses on understating the activities of the employees, the preferred location for these and then providing the most appropriate work settings to support those activities.

Traditionally this would have been done through some form of activities capture, whether that be an observational study, a space occupancy study, sensor deployment, ID card swipes and even IT log-ins. However, the pandemic has all but made these traditional approaches irrelevant, very few employees are in the office, most are working remotely.

Remote working has brought a new approach to management, one of trust. Businesses in many cases report productivity at pre-pandemic levels, some have even improved.

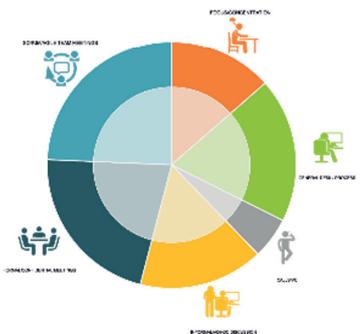
Therefore, this needs a new approach, one which can inform not only the amount of space a business needs, but also how it should be designed. But perhaps even more appropriately, which location is best for the range of activities from focus through to collaboration – and when the employees are collaborating, who are they collaborating with? All of this is needed to inform the workplace strategy, both in creating neighbourhoods to support spontaneous collaboration but also to work out which teams should be in the office and when!

So, we enhanced and redeveloped one of our existing online tools to create the:

WEX ENGAGEMENT TOOL

This bespoke tool can be used globally. We can roll out the data capture portal to employees from a few hundred to many thousands of employees, easily accessible from a private link. The portal collates data across a wide range of activities, tasks, interactions, collaboration and other key metrics to do with the way work is done.

Data is collated to capture a comprehensive range of activities from quiet focuses work through to informal an informal collaboration activity – this can then be reported on a team, department, building, location, or country basis



WeX also captures the preferred location for those activities, which means that we can start to understand the number of employees in either a remote or office work-setting and the activities they will be undertaking in each location.

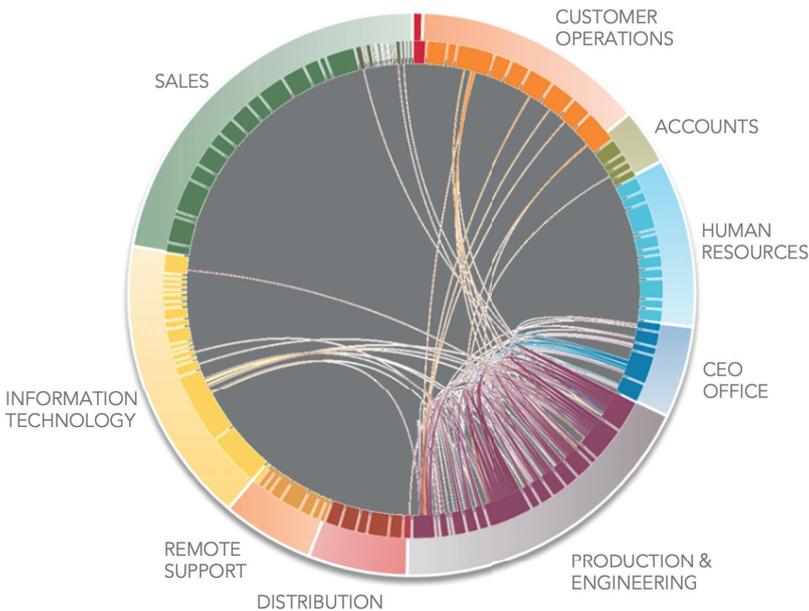
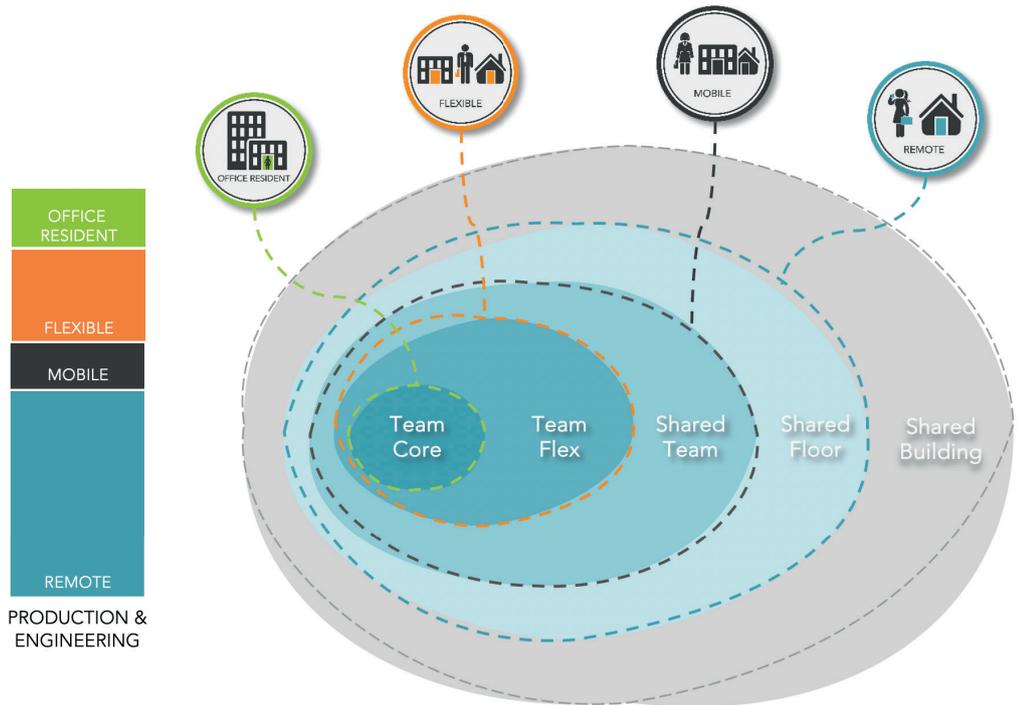
This provides rich data with which to profile the employees, feeding into the Change Management program and a recognition that 'no one size fits all'.

So, now we know what activities the employees are doing, and their preferred location to best undertake those activities; now we need to understand who they are collaborating with – capturing the opportunity to enable the illusive spontaneous interactions.

But before we do that, let us look at the workplace planning rationale. On the basis that the profiles of employees who attend the office most frequently (we call them an 'Office Resident') we assign them to the Team Core space.

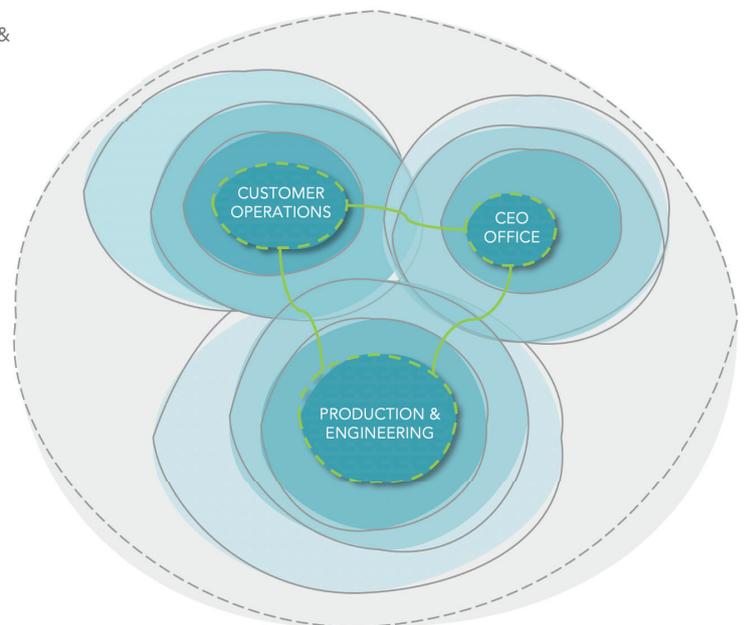
Those with decreasing in-office presence, 'Flexible', 'Mobile' and 'Remote' employees then are able to make use of flexible team, shared team and shared floor space within the building when they are in.

The shared spaces are shared with the adjacent teams – which is where the collaboration mapping comes in!



Now we join up the dots, linking those teams together who need to collaborate, identifying who, when and how frequently they need to collaborate, both virtually and in-person. This graphic to the left shows the physical collaboration activities between teams, represented by the chords between the coloured team zones.

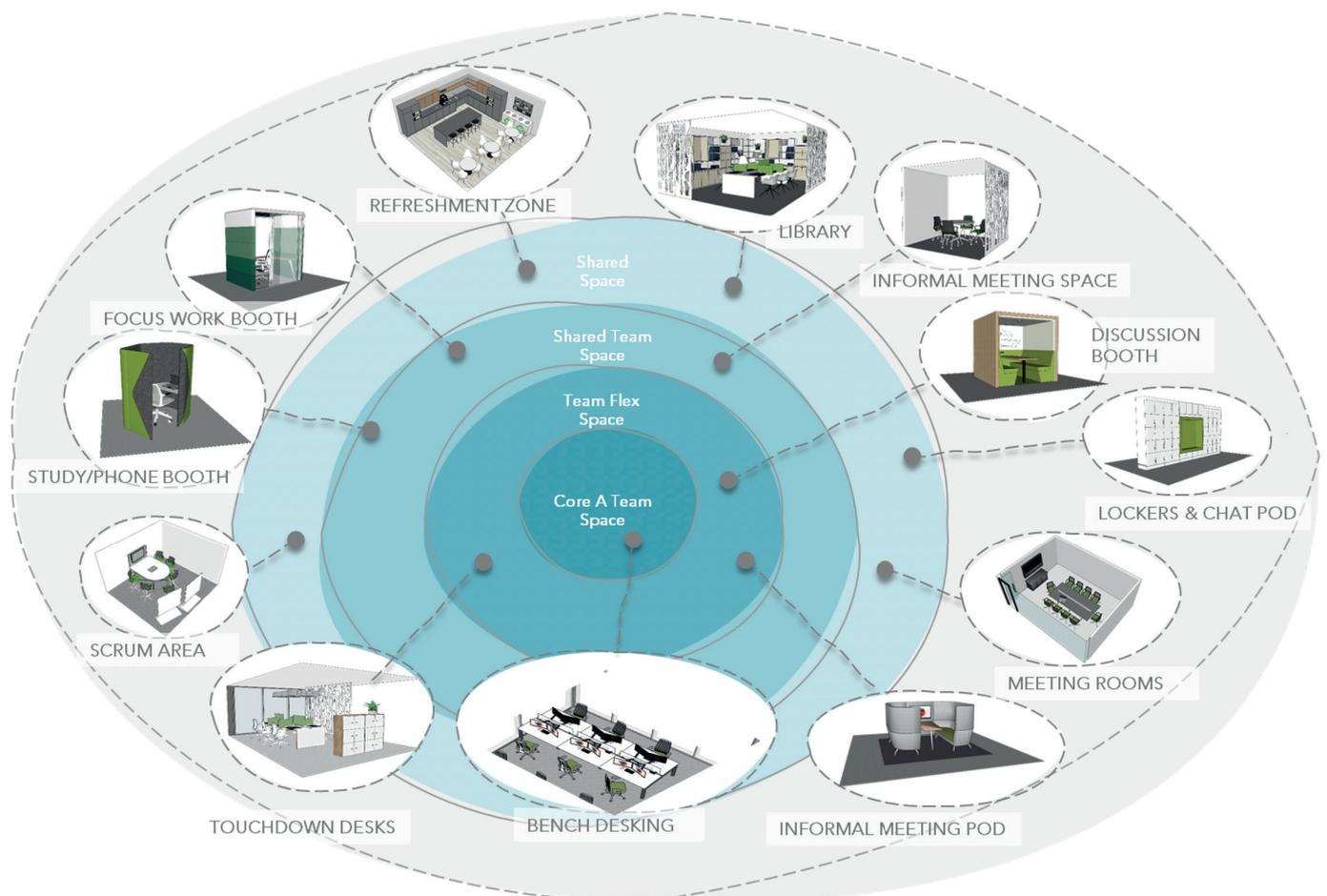
In this example, the Production & Engineering, CEO Office, and Customer Operations work closely together. On the right is the workplace strategy rationale showing these three teams in close proximity, using overlapping shared spaces that enables the impromptu, unplanned collaboration to take place when they are in the office.



And since we now know what activities are taking place in the office space (this is usually and predominantly collaboration activities), we can start to populate the spaces with the correct range and number of work settings from quiet focus work areas through to team collaboration spaces, which also then informs the amount of space a team, company and ultimately business needs!

Obviously, data captured and reported this way is only part of the story, however, this gives the workplace consultant and the client evidential employee data to support the new way of working and workplace strategy.

Stakeholder interviews are held with heads of departments and teams to better understand work processes, business needs and drivers and long run strategies that the business has and together this give the rich data to design an evidence based workplace strategy and design.



KEY BENEFITS OF WEX APPROACH

- Employees engaged in the process which leads to greater 'buy-in' to the end solution
- Employee profiling - know how many remote workers and in-office workers you have and everything in-between!
- Know how much space you need in the office
- Know what and how many work settings you need to support the employee activities
- Evidence to support decision making across a range of metrics
- Map and understand collaboration so you can create the serendipitous interactions that lead to knowledge exchange and innovation

WORKPLACE OPTIMISATION & CHANGE EXPERTS

We improve how your business works.

We ultimately boost your output because of high performing ways of working and we guide you through the change program.

All so that your people can perform at their best.



Mark Bradshaw
Director iPWC Ltd

Mark enjoys nothing more than being involved in complex property and workplace projects requiring senior stakeholder engagement and management when creating or implementing estate strategies or agile working initiatives.

Mark has extensive experience of strategic real estate and workplace programme, project and operational management. This includes directly supporting many UK government departments in addition to working across the professional, technology, defence, financial and legal service sectors.



David George
MD iPWC Ltd

David's real passion is helping organisations create great places to work for their people, and doing it in a way that's best for both the employees and for the business - based on evidence. David has extensive experience in defining, developing and designing real estate and workplace strategy and change projects for occupiers.

David is equally at home working with the C-suite, engaging and securing support for a major project, initiative and strategy or enabling delivery teams.



Iain Clarke
Product Director



Karl Buxton
Senior Consultant



Liz Porteous
Service Director



Lis Gleed
Service Director



Marissa Wallder
Associate Director

An interior designer, with over 20 years experience in workplace design. Marissa brings creativity, intrinsic critical thinking skills & a collaborative approach to every project she participates in - taking pride in creating great spaces that work for stakeholders & users alike.

Marissa has an in-depth understanding of work spaces & works with organisations to define requirements, exploring opportunities to ensure that their culture & processes are fully aligned & supported. Allowing people to focus, collaborate, develop solutions & exchange ideas, reflecting brand, values and vision of the business & a place people want to come to work.



Mbali Chaise
Senior Consultant

A skilled & passionate workplace consultant, specialising in design, workplace strategy, management consultancy & organisational change. Mbali has experience in implementing successful workplace change initiatives through the medium of strategic spatial design & behavioural change within the private sector, spanning various industries, including banking, media, retail & pharmaceutical.

Her specific skill set, lies in helping organisations craft a bespoke plan of action for their desired business aspirations; developing strategic briefs, creating workplace guidelines & design solutions & enabling organisations to effectively adopt the behaviours required to embrace their new ways of working.



Martika Smith
Consultant



Kathryn Mitchell
Senior Associate



Matwa Al-Memar
Senior Associate



Gareth Andrews
Senior Associate

OUR SERVICES



REAL ESTATE STRATEGY:

We work at C-Suite level to determine the business strategy and how much space they need, where it should be located and configured and establish a business case for optimisation and implementation.



WORKPLACE STRATEGY & DESIGN:

Supported by our range of proven online engagement tools alongside deep business engagement to help model the future way of working & create flexible, production enhancing working spaces for employees so that they can perform to their full potential.



CHANGE MANAGEMENT:

Helping to define the vision and going deeper with your employees, so that they engage with the significant changes and thrive in their new working environments.

We are fortunate to work with leading businesses in all corners of the globe. As a result of delivering exceptional results throughout the UK, US and Middle East, we've earned the privilege to align with companies of all sizes across countless industries.

