

building a

MODERN

work environment



CREATE THE CLIMATE

WORKPLACE STRATEGY

Establish an approach to develop a work environment that suits the business needs, optimizes space, empowers employees and aligns with a future state vision.

Engagement:

With management, define the level of change desired regarding work processes, practices, protocols, technology, behaviors and place in order to consider all of the components that make up the workplace. Pull together an internal team of experts in information technology, human resources, facilities, budget and safety to support the effort.

Outcome:

Goals and objectives that clearly define the vision for the future state, guiding principles, and an action plan to develop and implement strategy.

Benefit:

A foundation to develop a work environment with the resources needed to support the agency/program.



ENGAGE AND ENABLE

WORKPLACE ASSESSMENT

Perform a gap analysis of how the current workplace aligns or breaks from the modern work environment.

Engagement:

Walk through the space to observe the culture—behaviors and artifacts— of the groups. Talk to managers and staff about how they work. Conduct a work pattern assessment of the employees. Study mobility patterns both inside and outside the office and identify changes/improvements needed, including the state of technology tools and policies.

Outcome:

Engagement and empowerment of the employees is gained by including them in the process and a better understanding of how, when and where staff conduct their work.

Benefit:

A succinct picture of the current state of the workplace relative to the future state. An approach to enable mobility in order to increase productivity and optimize the space footprint.



IMPLEMENT

DEVELOP SOLUTIONS

Develop workspace design options and integrate workplace strategies for more effective use by aligning the work with the place.

Engagement:

Study the current utilization, vacancy, space function, and headcount projections. Determine the ratio of seats to people, establish the variety of work spaces required to support the business needs of the agency, and integrate the potential for mobility into design solutions that support the future vision.

Outcome:

Provides the information needed to develop space designs that meet agency business needs, improves workplace performance and space optimization and the associated costs and benefits of the recommendations.

Benefit:

A defined approach to improve an existing work environment to better support the current users and/or new users that may have different job functions.



SUSTAIN

MAKE IT STICK

Market the modern work environment and expand.

Engagement:

Monitor, measure and learn from the solutions implemented. Communicate the wins, lessons learned, barriers overcome and look for the opportunity to improve the process.

Outcome:

A story of the journey, real experience and policy alignments. A starting place to build and model as the agency expands this practice where business needs align.

Benefit:

An opportunity to inspire others and build on the change.