

A new workplace landscape

People + Place & Time



**The world's largest
collection of employee
workplace experience data**

**Our purpose: To help you
create better places to work**

Leesman arms organisations with the data and insights they need to confidently create outstanding workplace ecosystems. This enables them to support their colleagues, inspire teams and help businesses thrive.

It's all we do.

And that keeps us entirely independent.



Leesman Office

840,000+ employee responses

5,603 workplaces

104 countries

Leesman Home

180,000+ employee responses

1,420 workplace populations

90 countries



StanChart Unveils Permanent Move to Flexible Working From 2021

By [Harry Wilson](#)

- ▶ About 90% of staff will have option to pick location, hours
- ▶ Bank talking to third-party provider of U.K., Asia workspaces

Standard Chartered Plc plans to offer flexible work options to more than 90% of its 85,000 staff over three years, a sign of how pandemic crisis management is leading to long-term change in the role of the office.

The bank said about half its staff will be able to apply for some form of hybrid work from early 2021. Standard Chartered expects the program to apply to about 75,000 workers in 55 markets by 2023.

MacBook Pro

The clock is ticking
Now even chief executives are
talking workplace experience

Goldman Sachs CEO Solomon calls working from home an 'aberration'

Goldman Sachs CEO David Solomon said that working from home was "not a new normal" for the investment banking giant, calling it an "aberration."

Speaking at Credit Suisse's annual virtual financial services forum on Wednesday, Solomon said that the coronavirus pandemic had seen a "significant portion" of Goldman Sachs employees shifting to working remotely.

However, he said that the firm had still managed to have an average of less than 10% of its staff working in its offices around the world.

David Solomon, chief executive officer of Goldman Sachs, speaks during the Milan Institute Global Conference in Beverly Hills, April 28, 2020. Patrick T. Fallon / Bloomberg / Getty Images

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Technology

Coronavirus: Twitter allows staff to work from home 'forever'

Twitter has told staff that they can work from home "forever" if they wish, the company looks towards the future after the coronavirus pandemic.

The decision came as the social media giant said its work-from-home measures during the lockdown had been a success.

But it also said it would allow workers to return to the office if they choose when it reopens.

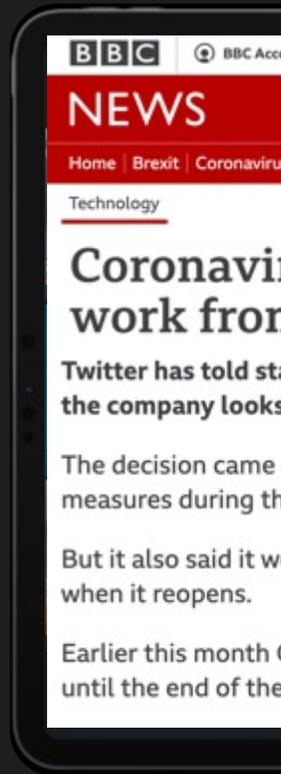
Earlier this month Google and Facebook said their staff can work from home until the end of the year.

by 2021. Standard Chartered expects the program to
workers in 55 markets by 2023.

MacBook Pro

The clock is ticking
Now even chief executives are
talking workplace experience

Do not squander this opportunity



Stop squandering this opportunity

The most important lesson everyone should learn from Matt Hancock today is the importance of keeping on the right side of your FM team. Because they run the cameras in your building....

Will you keep mandatory face mask usage within your workplace, even when it's no longer legally required?

The author can see how you vote. [Learn more](#)

Yes

No

62 votes • 6d left

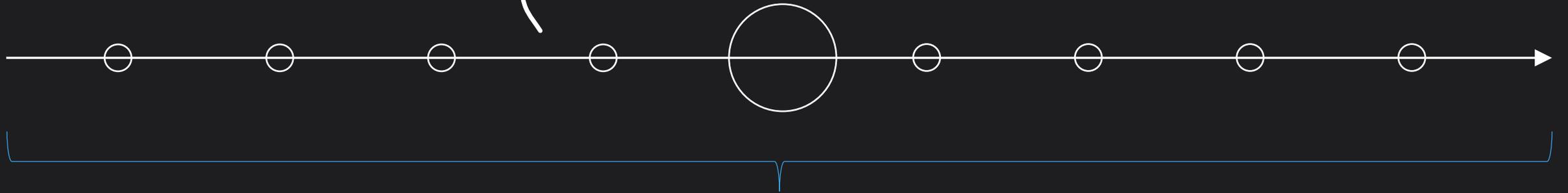
Employee experience



Clarify your purpose,
role and mission

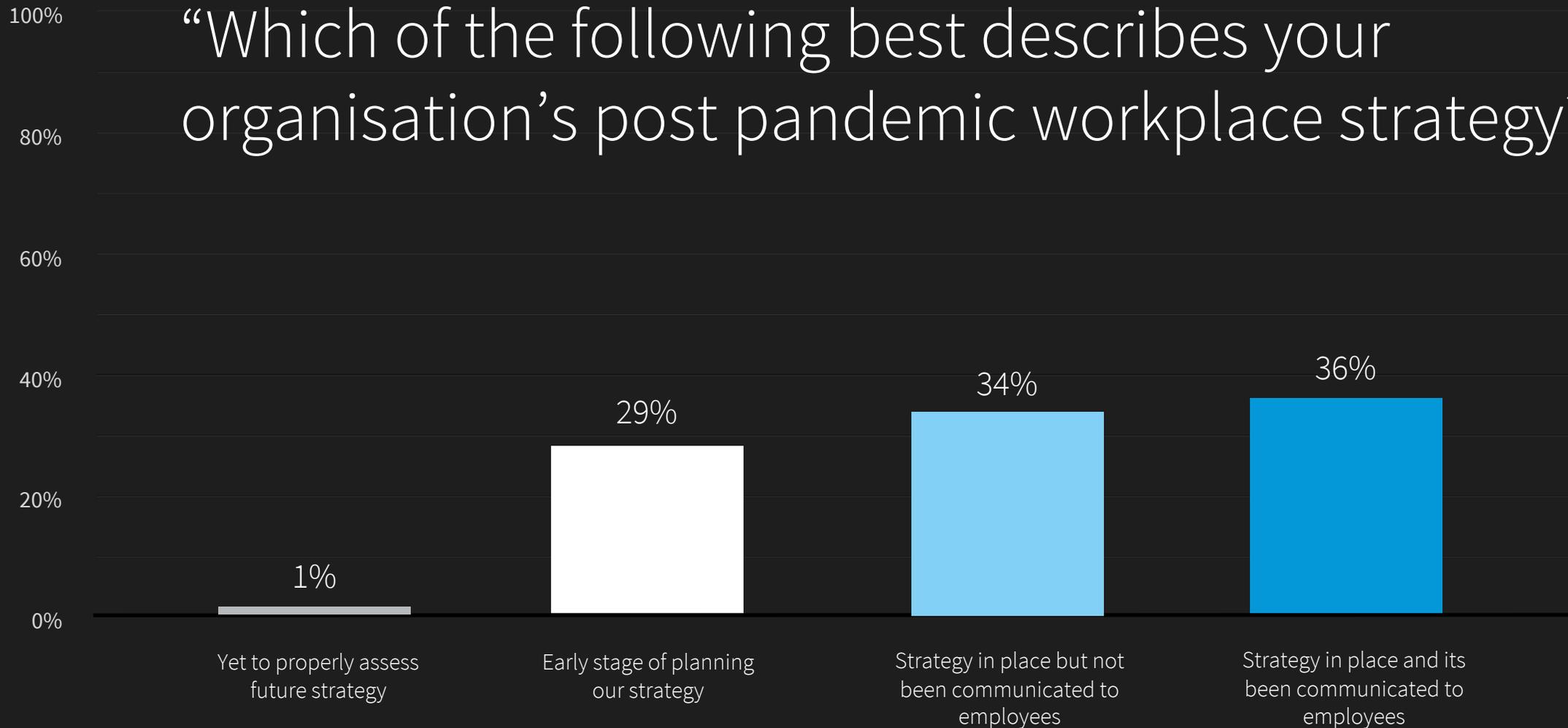
workplace

Employee experience



The CHRO

“Which of the following best describes your organisation’s post pandemic workplace strategy?”



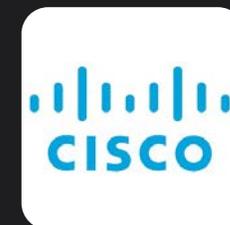
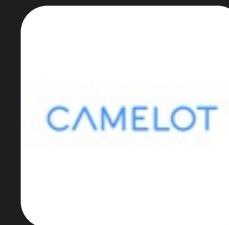
“Which of the following best describes your organisation’s post pandemic workplace strategy?”

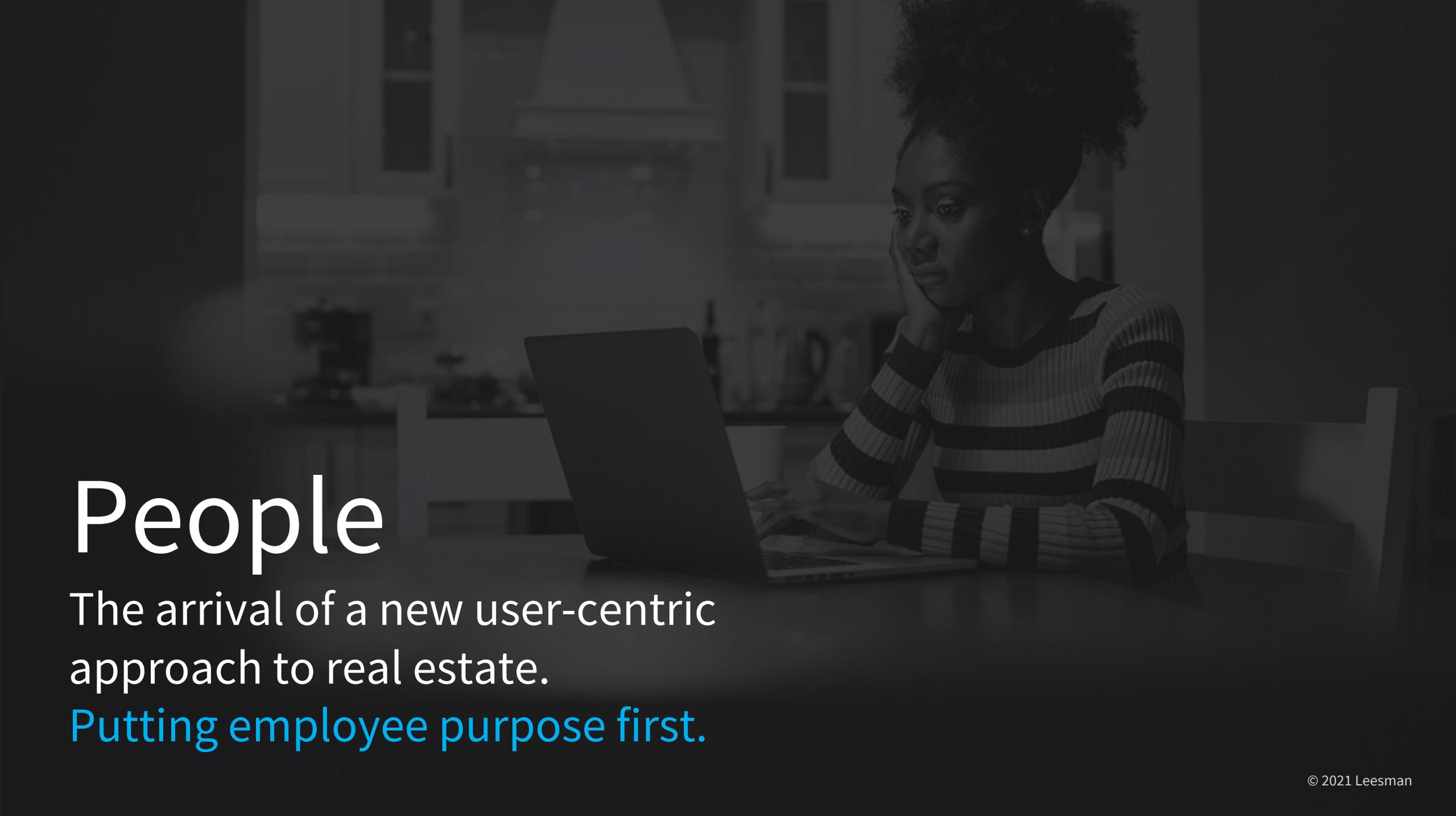
64%

..of organisation’s have not created / communicated post pandemic workplace strategy.

Data

Part of a 'family' of global leading organisations who are committed to using a common data standard to drive better outcomes for their employees, their organisations and society.



A woman with her hair in a bun, wearing a striped sweater, sits at a table with a laptop. She is looking at the screen with a thoughtful expression, resting her chin on her hand. The background is a dimly lit room with a window and some furniture.

People

The arrival of a new user-centric approach to real estate.

Putting employee purpose first.



Leesman Office

Lmi 63.7



Home working

H-Lmi 74.0

The average home works better
than the average office

The product you have been servicing is not fit for purpose

It is likely most employees assigned to that space would be better supported at home.



Leesman Office

Lmi 63.7



Home working

H-Lmi 74.0

The average home works better than the average office

A dedicated work room or office



40%

Dedicated work area (but not separate room)



31%

A non-specific home location (e.g. dining table)



29%

Employee's home setting is strongest driver of experience



Access to information

Productivity

Individual focused work

Planned meetings

Video conferences



Sharing knowledge

Feeling connected

Collaboration

Informal, unplanned meetings

Informal social interaction

Homes support some activities very well, but not all



Remote first



Hybrid home + office



Hybrid with 3rd space



Office first

For

- Low complexity roles
- Highly individual roles
- Those with access to good work setting at home

- High activity complexity roles
- Mix of individual and collaborative roles
- Those with decent work setting at home

- High activity complexity roles
- Mix of individual and collaborative roles
- Those without good work setting at home

- High activity complexity roles
- Highly collaborative roles
- Paper-dependent roles
- Specialist roles
- Younger employees
- Those without good work settings at home

Not for

- Highly paper-dependent
- Specialist roles
- Highly collaborative
- High need to learn from others
- New starters

- Those with poor experience working from home

- ?

- Those with better experience at home
- Those who are heavily reliant on acoustic privacy



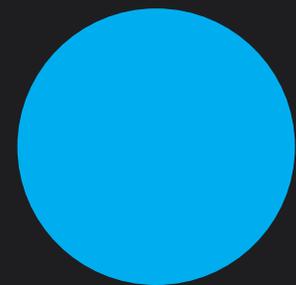
Remote first



Hybrid home + office



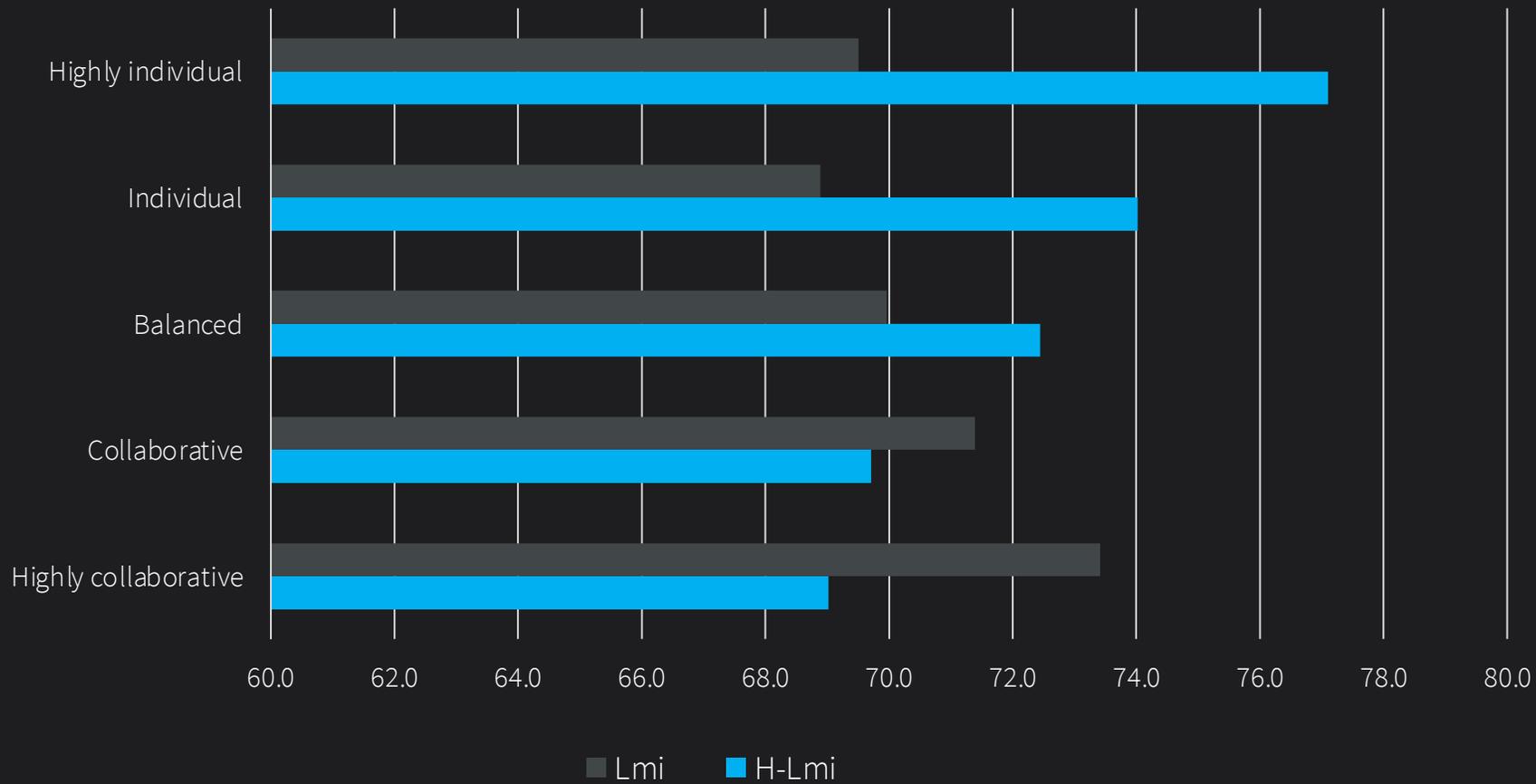
Hybrid with 3rd space



Office first

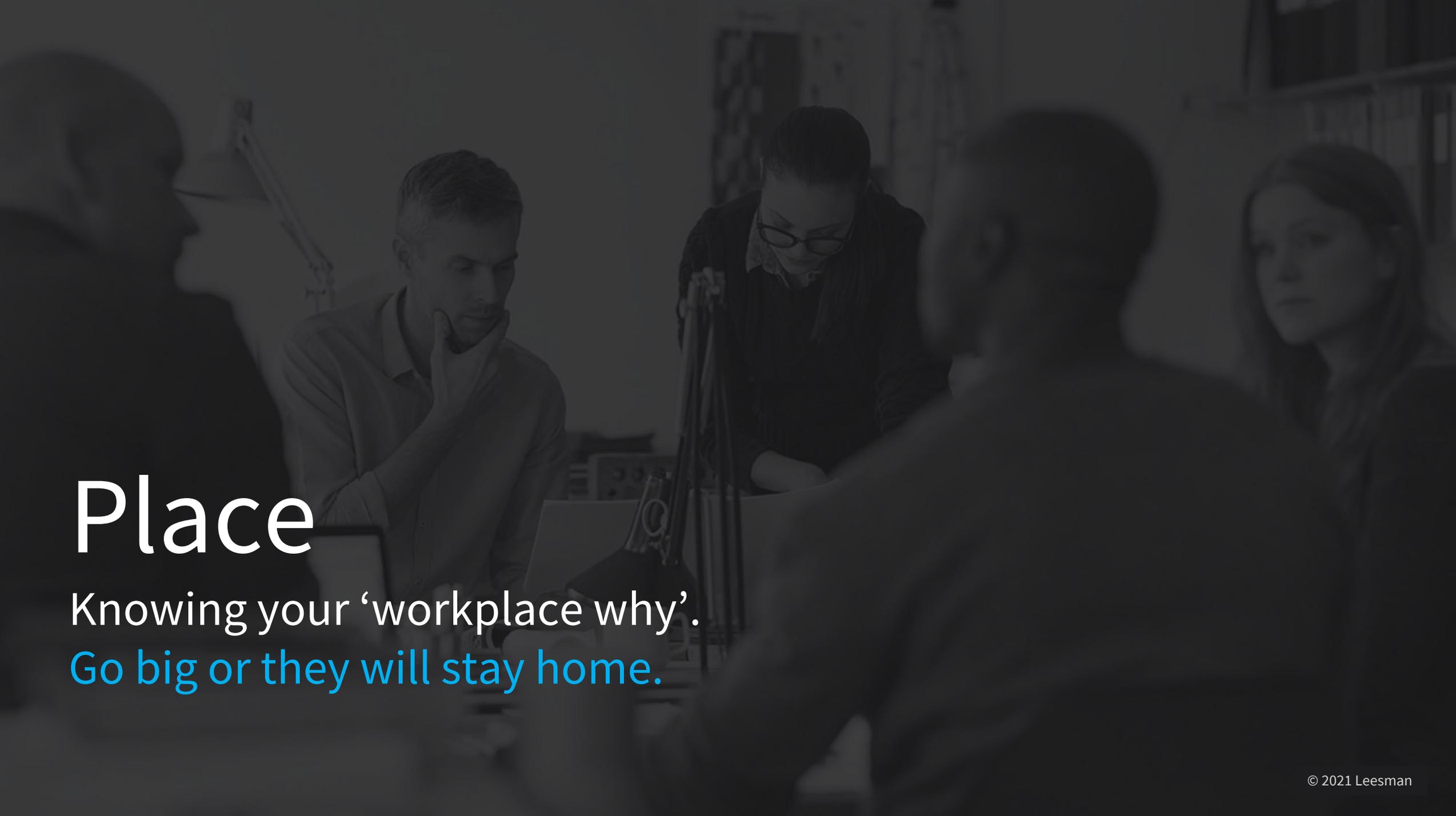
Inclusivity a critical challenge

Think... no Zoom chat in the office meeting rooms and the mute button takes on a different edge.



6% Highly collaborative

Leesman Office and Home, N=57,244 as at Q1/2021



Place

Knowing your 'workplace why'.
Go big or they will stay home.



H-Lmi 74.0

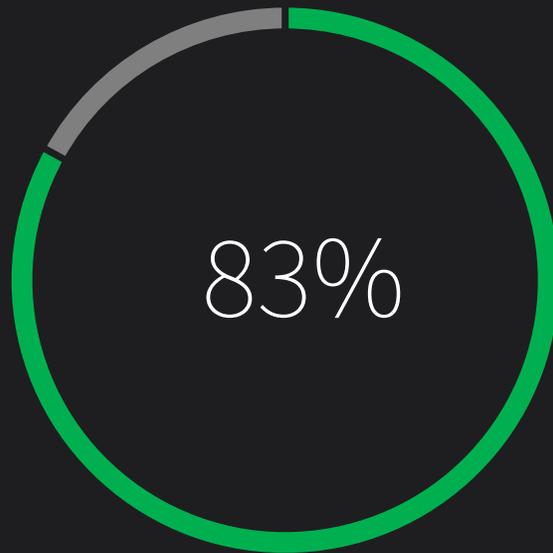
Home working



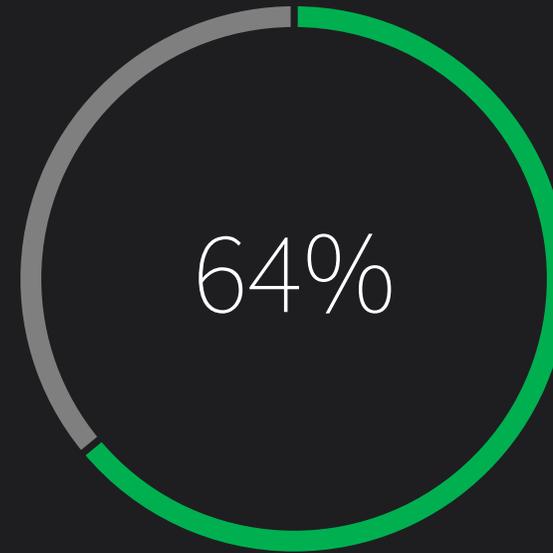
Lmi 63.7

Leesman Office Global

Enables me to work productively



Leesman Home working
N = 160,579 at Q4/2020

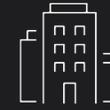


Leesman Office Global
N = 817,598 at Q4/2020



Better in the Average Home

- Collaborating on creative work
- Informal, un-planned meetings
- Collaborating on focused work
- Individual focused work away from your desk
- Larger group meetings or audiences
- Spreading out paper or materials
- Relaxing/taking a break
- Individual routine tasks
- Individual focused work, desk based
- Planned meetings
- Video conferences
- Audio conferences
- Thinking/creative thinking
- Reading
- Business confidential discussions
- Telephone conversations
- Private conversations



Better in an Average Office

- Hosting visitors, clients or customers
- Informal social interaction
- Learning from others
- Using technical/specialist equipment or materials



H-Lmi 74.0

Lmi 63.7

Lmi 74.7

Home working

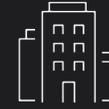
Leesman Office Global

Leesman+



Better in the Average Home

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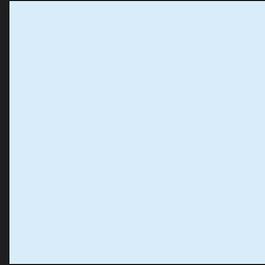


Better in an Outstanding Office

- Hosting visitors, clients or customers
- Informal social interaction
- Learning from others
- Using technical/specialist equipment or materials
- Collaborating on creative work
- Informal, un-planned meetings
- Collaborating on focused work
- Individual focused work away from your desk
- Larger group meetings or audiences
- Spreading out paper or materials
- Relaxing/taking a break

1-5 activities

23%
of respondents



Individual focused work, desk based
Planned meetings
Telephone conversations
Informal, un-planned meetings
Collaborating on focused work
Relaxing/taking a break

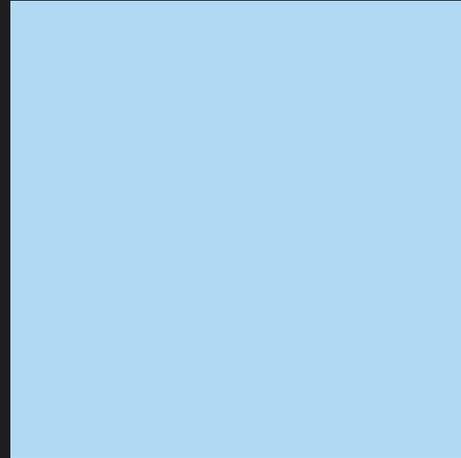
Reading
Audio conferences
Individual routine tasks
Informal social interaction
Thinking/creative thinking
Learning from others
Private conversations

Business confidential discussions
Collaborating on creative work
Hosting visitors, clients or customers
Video conferences

Larger group meetings or audiences
Spreading out paper or materials
Individual focused work away from your desk
Using technical/specialist equipment or materials

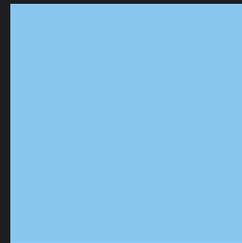
6-10 activities

39%
of respondents



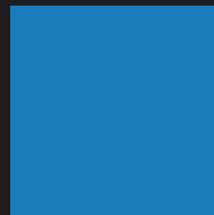
11-15 activities

21%
of respondents



16-21 activities

17%
of respondents

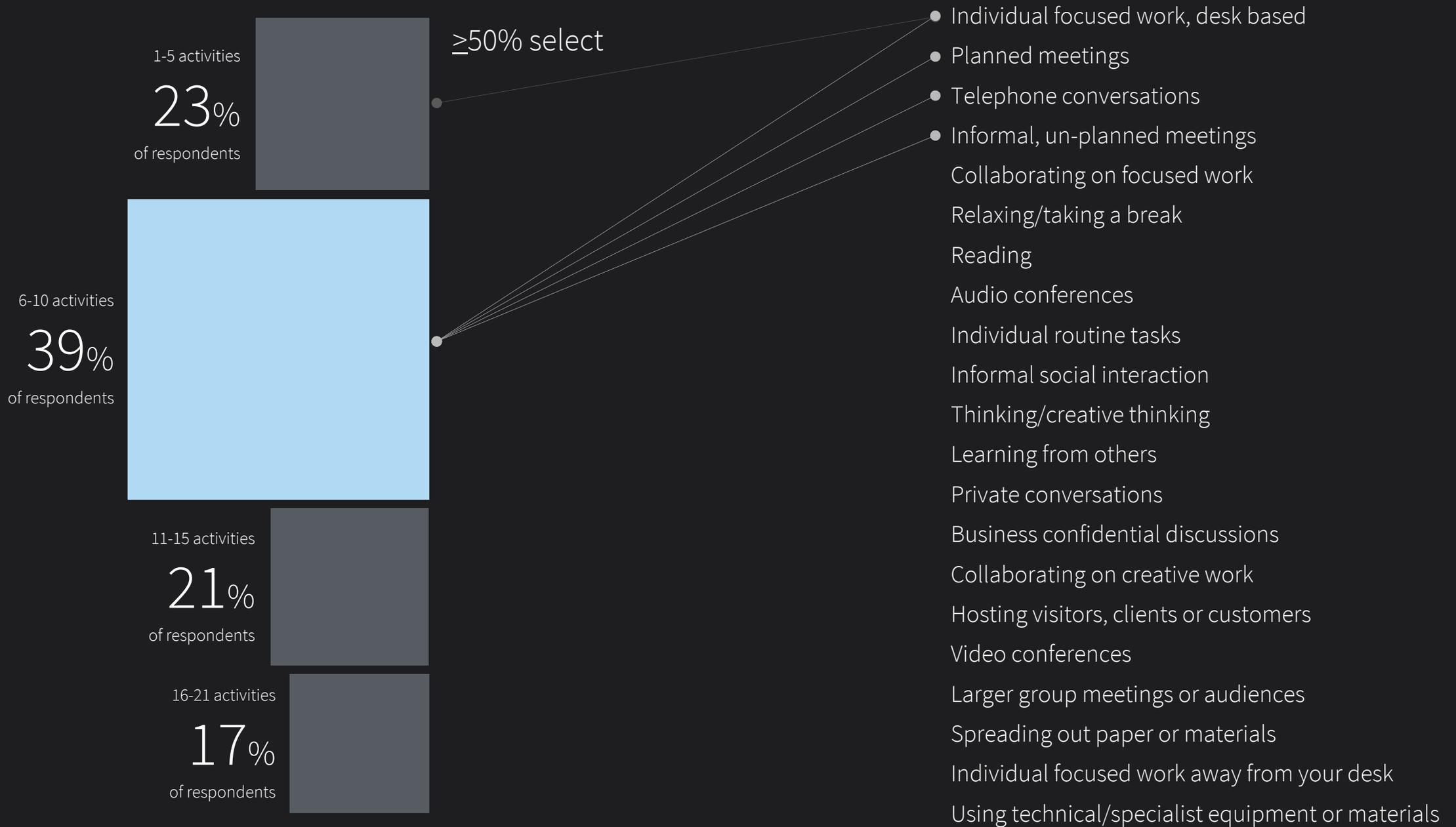


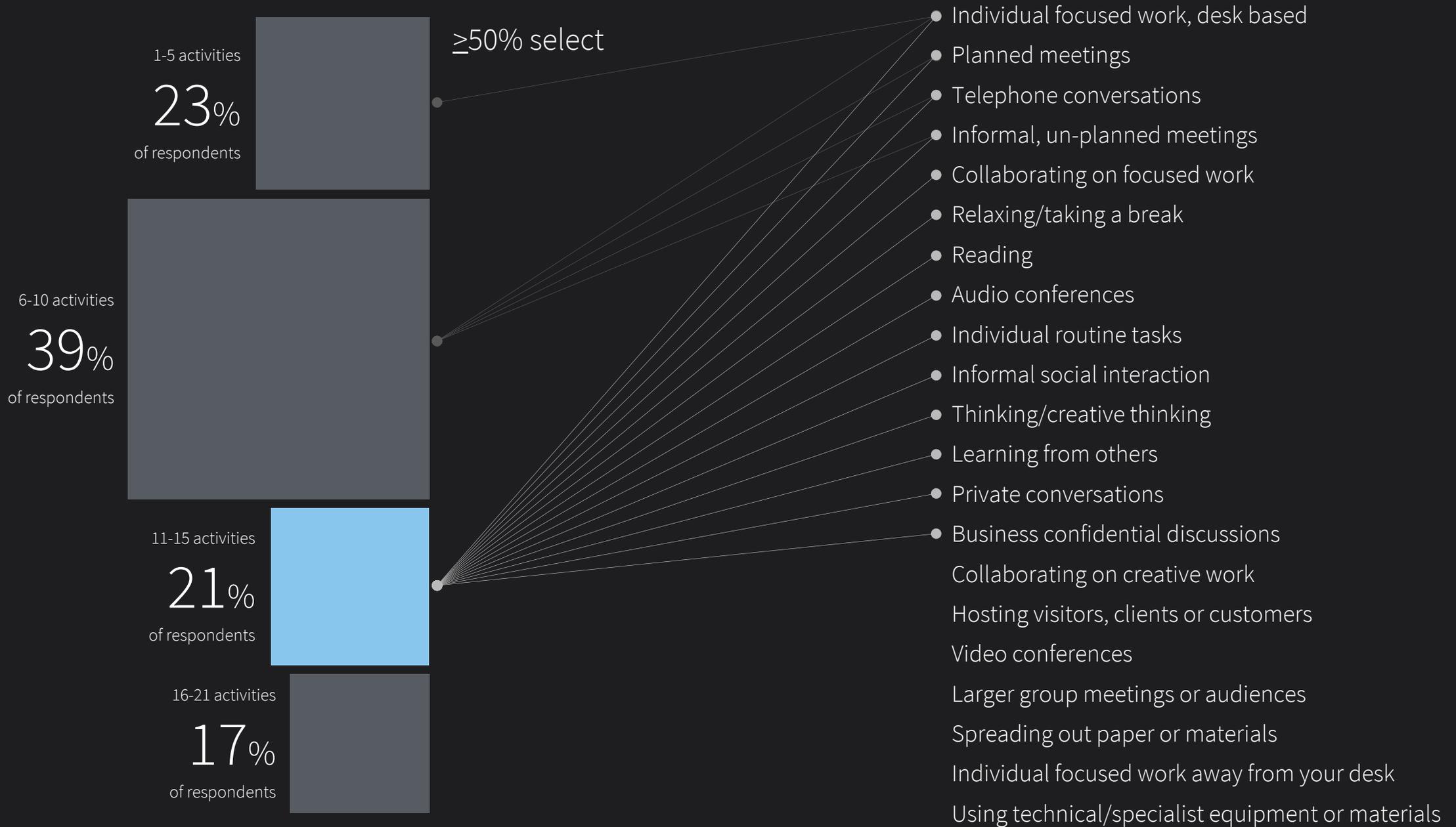


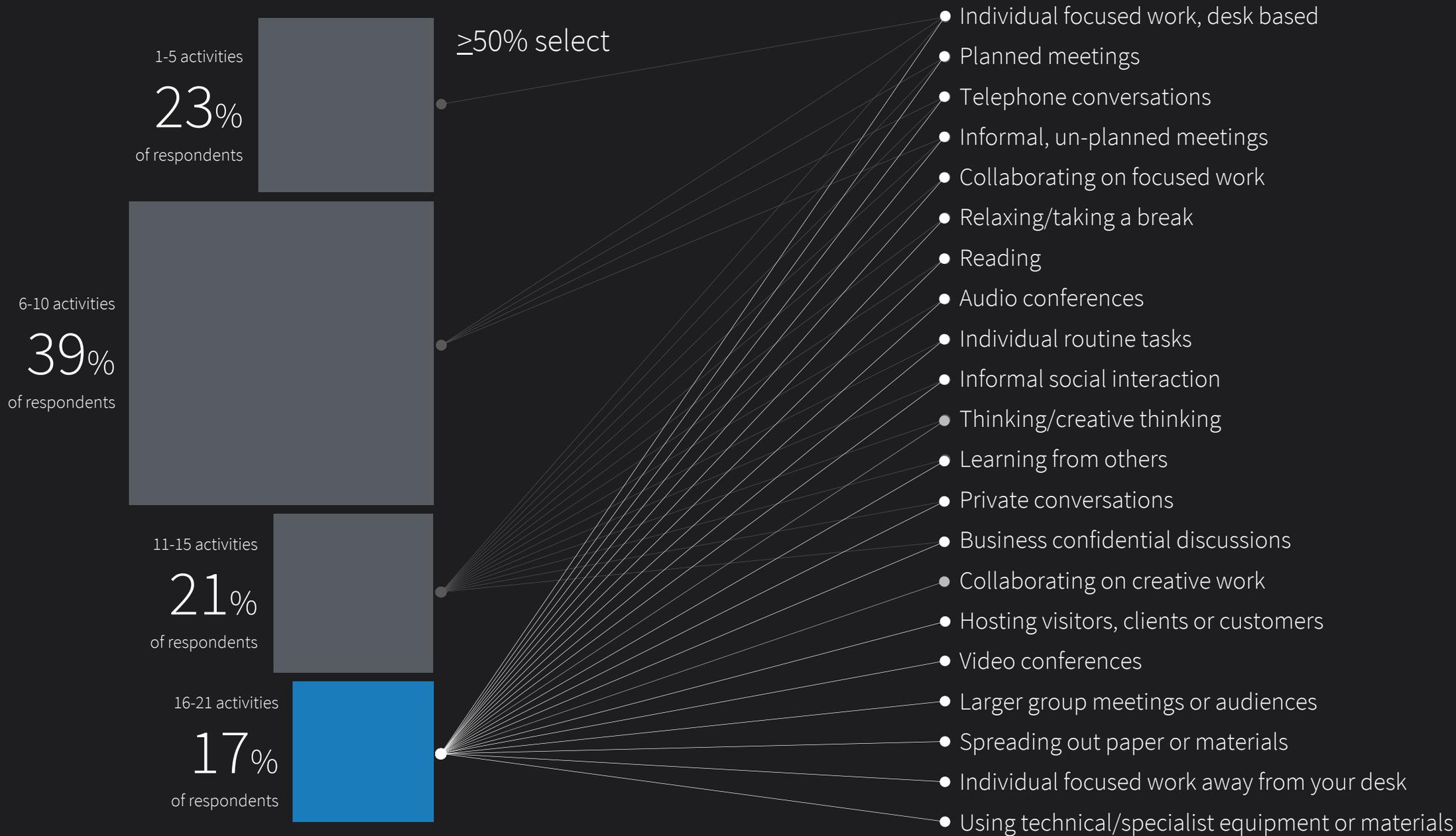
≥50% select



- Individual focused work, desk based
- Planned meetings
- Telephone conversations
- Informal, un-planned meetings
- Collaborating on focused work
- Relaxing/taking a break
- Reading
- Audio conferences
- Individual routine tasks
- Informal social interaction
- Thinking/creative thinking
- Learning from others
- Private conversations
- Business confidential discussions
- Collaborating on creative work
- Hosting visitors, clients or customers
- Video conferences
- Larger group meetings or audiences
- Spreading out paper or materials
- Individual focused work away from your desk
- Using technical/specialist equipment or materials





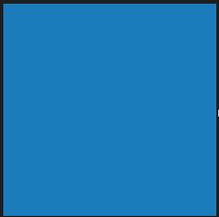


Activity (role) complexity offers the strongest indicator of workplace needs

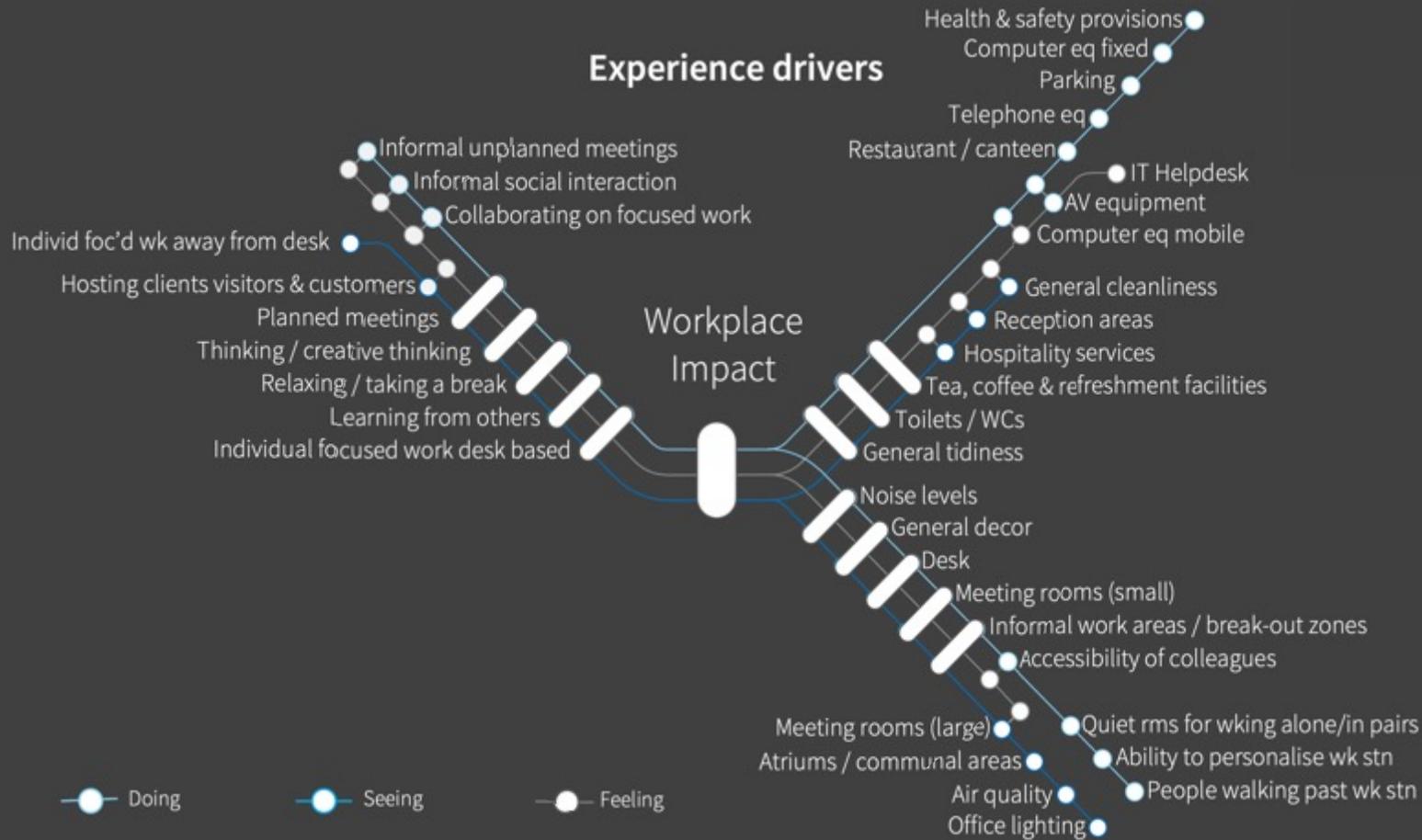
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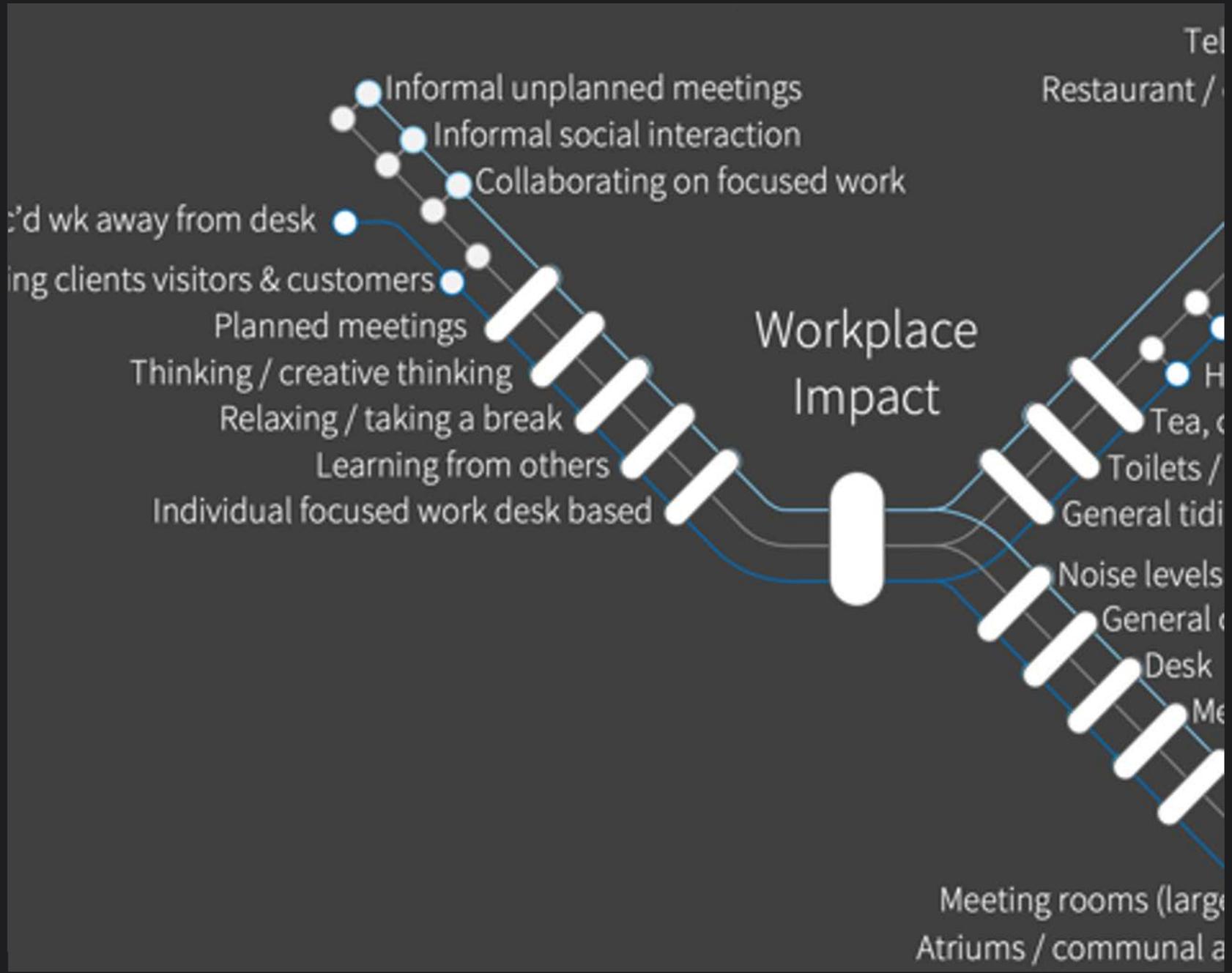


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Sentiment drivers

Our cutting edge research has statistically mapped the drivers of pride, productivity etc. The closer these drivers are to the centre of the map, the greater their influence on employee experience.



Sentiment drivers

Employees 'feel' more productive at home because nearly everything they are doing is individual, focused and desk based.



Time

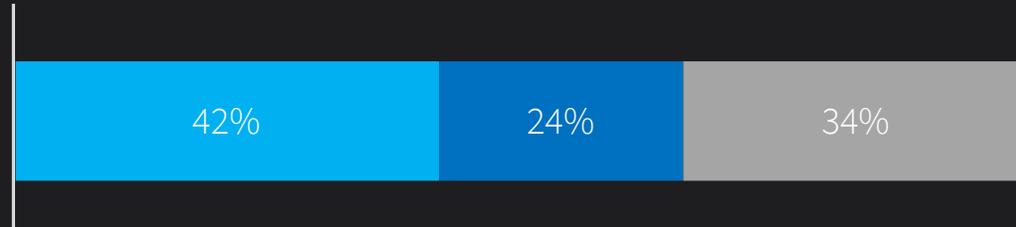
Future-ready organisations have seen the future of a workplace with porous boundaries.

And are thinking.

50%

Had no home
working experience
before Covid-19

Leesman Office Global 2019

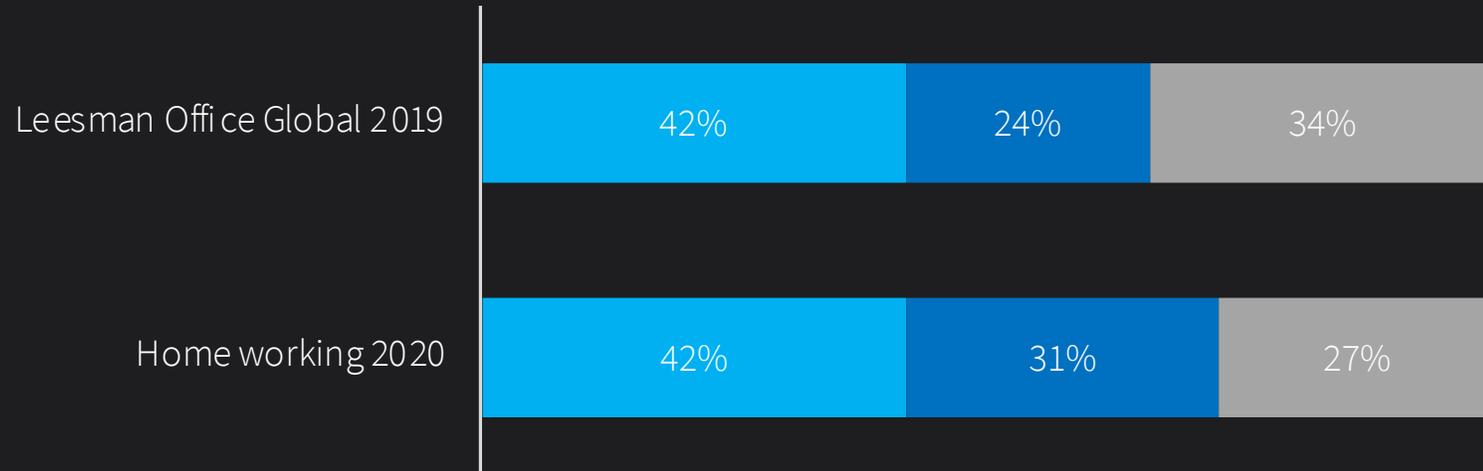


Where do you work when working from home?

- A dedicated work room or office
- A dedicated work area (but not a separate room)
- A non-work specific home location (such as a dining table)

Leesman Office Global 2019 N= 235,644, Home N=160,579 as at Q4/2020

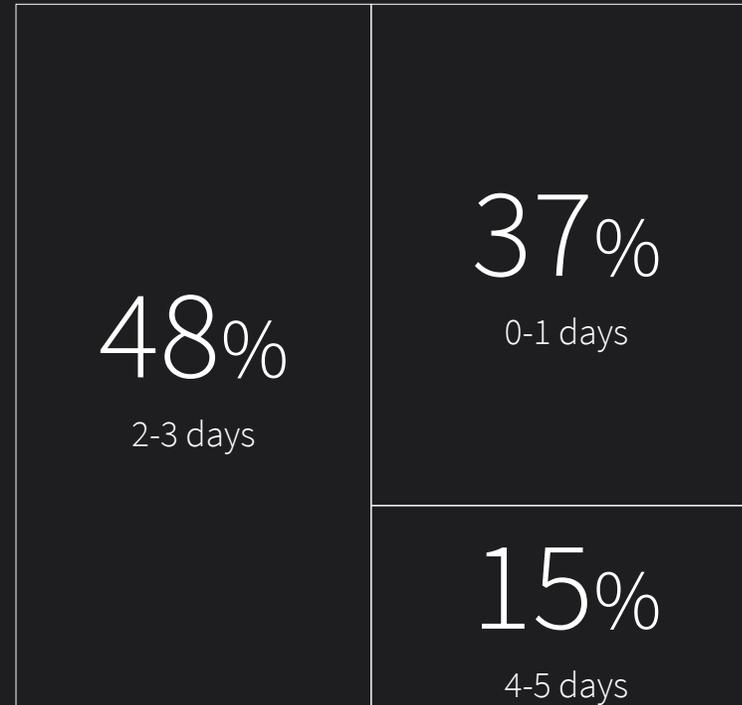
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How many days per week would you like to work in your main workplace post Covid-19?



N = 48,413 as at Q4/2020

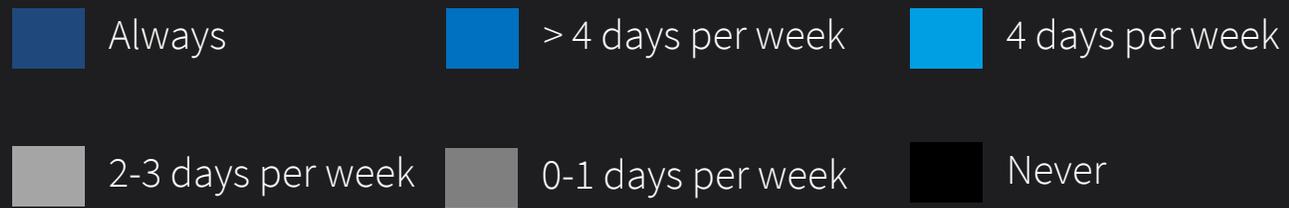
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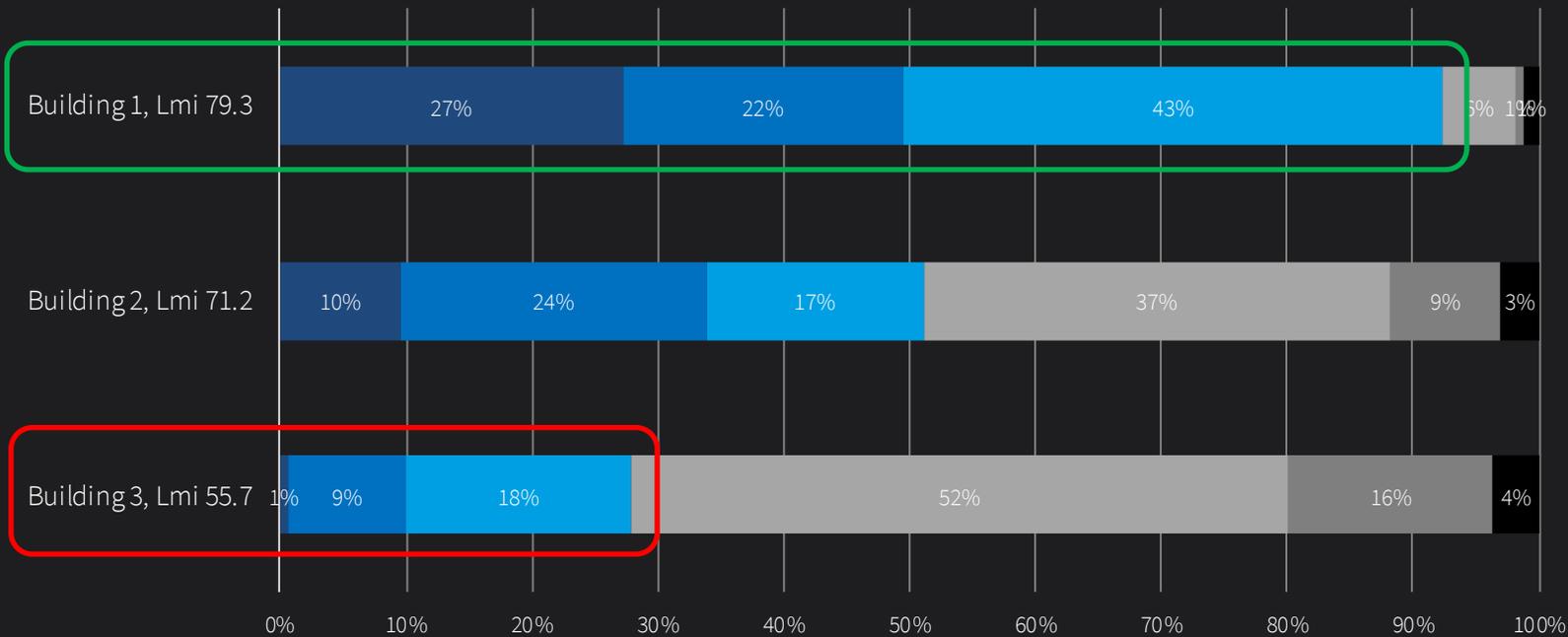


N = 48,413 as at Q4/2020

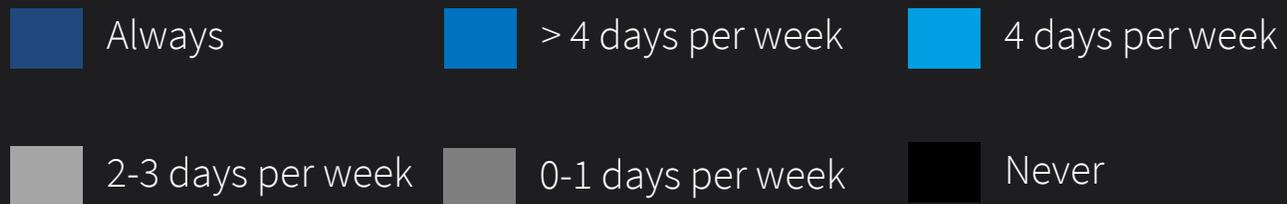
Case organisation:

In the future, how many days per week would you prefer to work from your main workplace?





Case organisation:
 In the future, how many days per week would you prefer to work from your main workplace?



Home environment
Noise levels - acoustic privacy
Variety – lever of mobility
Role complexity – indicator of needs
Inclusivity regardless of location

This list goes on...



Your questions

leesmanindex.com

