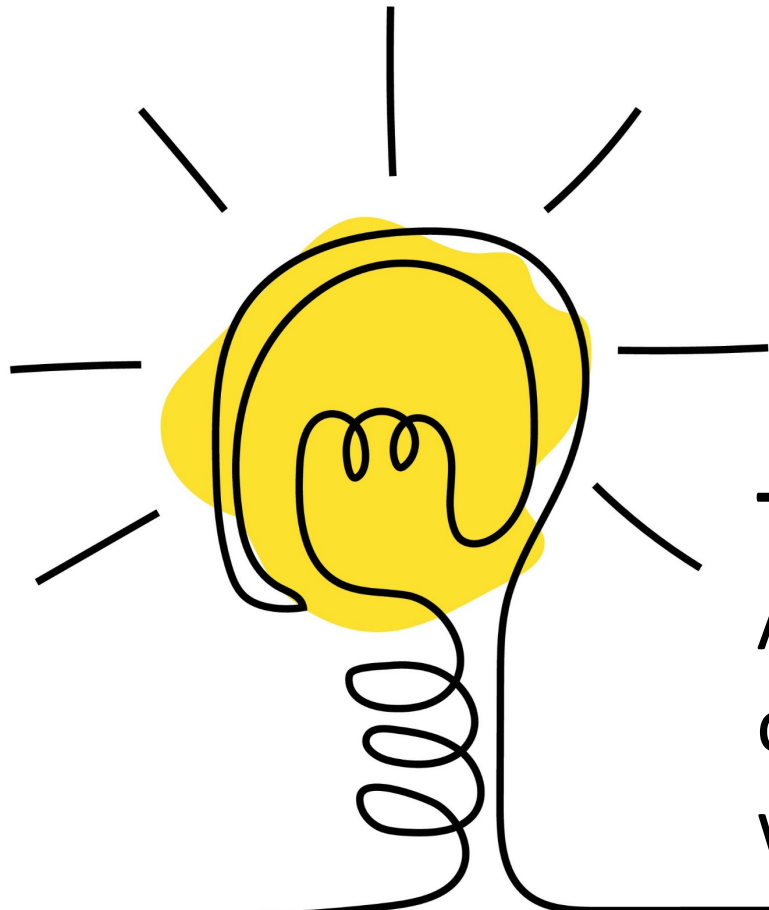**WKspace**™

Our work since May 2020:

Global surveys with 421,330 total responses
285 cities/states around the world
144 clients

The opportunity:
A once in a generation opportunity to define 'work and workplace' for your organisation

Questions from our clients:

- How have the past 15 months changed our business?
- What is the purpose of the office now?
- Can we use space more efficiently?
- Should we offer flexible working in future?
- How might the workplace change?
- How can we improve employee wellbeing?
- How do we motivate people to come back to the office?
- How do we create an inclusive workplace & experience?
- Is now the time to create a sustainability agenda?
- How do we make best use of the next few months to inform future decision?
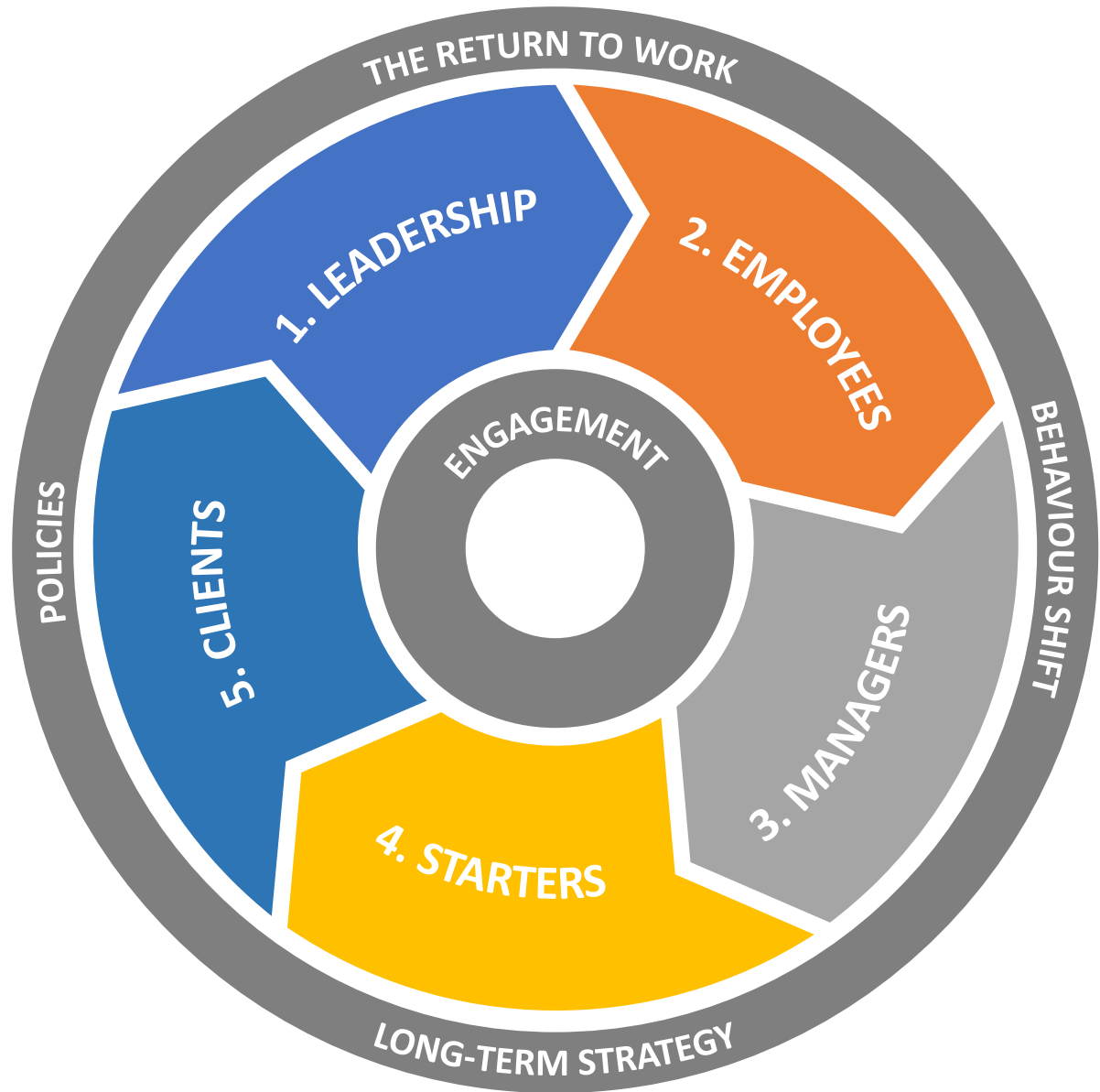
Our consultation process

Trends
Bandwagon effect
Wider engagement
Longer-term planning
Proactive decision making
Focus on change management

What have we learnt?

Remote working has worked! Performance has been maintained

The cracks have started to appear..... 'this is not sustainable'

The differences between worker profiles is getting bigger

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The cracks have started to appear

- Working more hours
- Increased screen time
- Lack of separation
- Feelings of disconnection
- Increased workload
- Higher stress levels
- Fractious relationships
- Quality of work
- Osmosis learning
- Innovation & problem solving
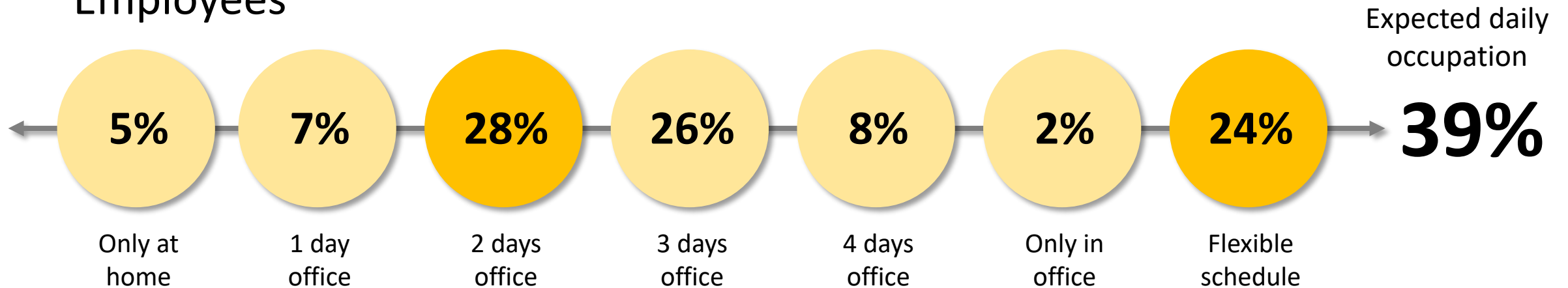- Weakening client relationships

Client relationships

- New relationships weaker

- Existing relationships stronger

- Face to Face meetings will return

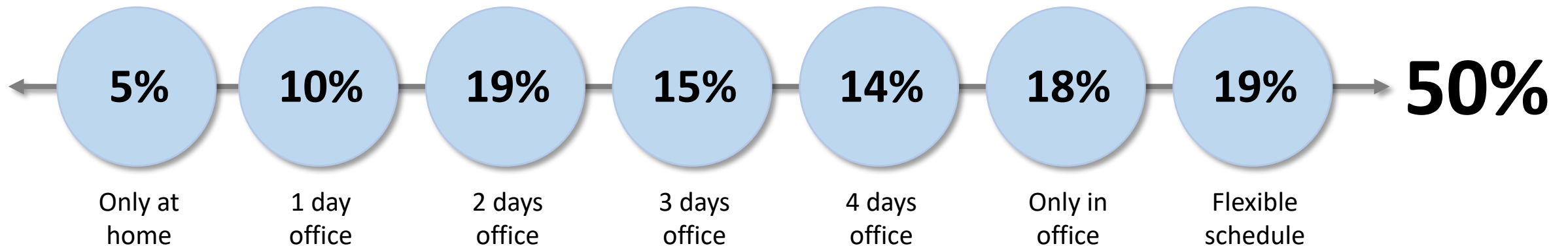- Greater acceptance of virtual meetings

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Post-pandemic working patterns

Employees

Expected daily occupation

5%	7%	28%	26%	8%	2%	24%
Only at home	1 day office	2 days office	3 days office	4 days office	Only in office	Flexible schedule

39%

Managers

5%	10%	19%	15%	14%	18%	19%
Only at home	1 day office	2 days office	3 days office	4 days office	Only in office	Flexible schedule

50%

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Differences between worker profiles

Generational groups

Personality types

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"What's the point of spending an hour travelling to the office just to sit behind a desk?"

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Purpose of the office

Why will people attend?

- Socialise

- Collaborative working

- Change of routine

- Client meetings

- Feel sense of community

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Long-term plans

- Space reduction/rationalisation

- Planned growth

- Activity Based Working adoption

- Stay v Go strategies

- Global/National real estate planning

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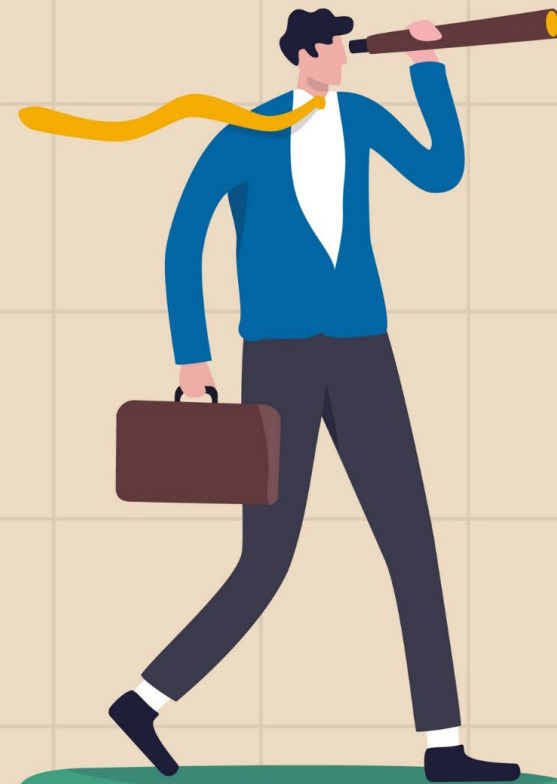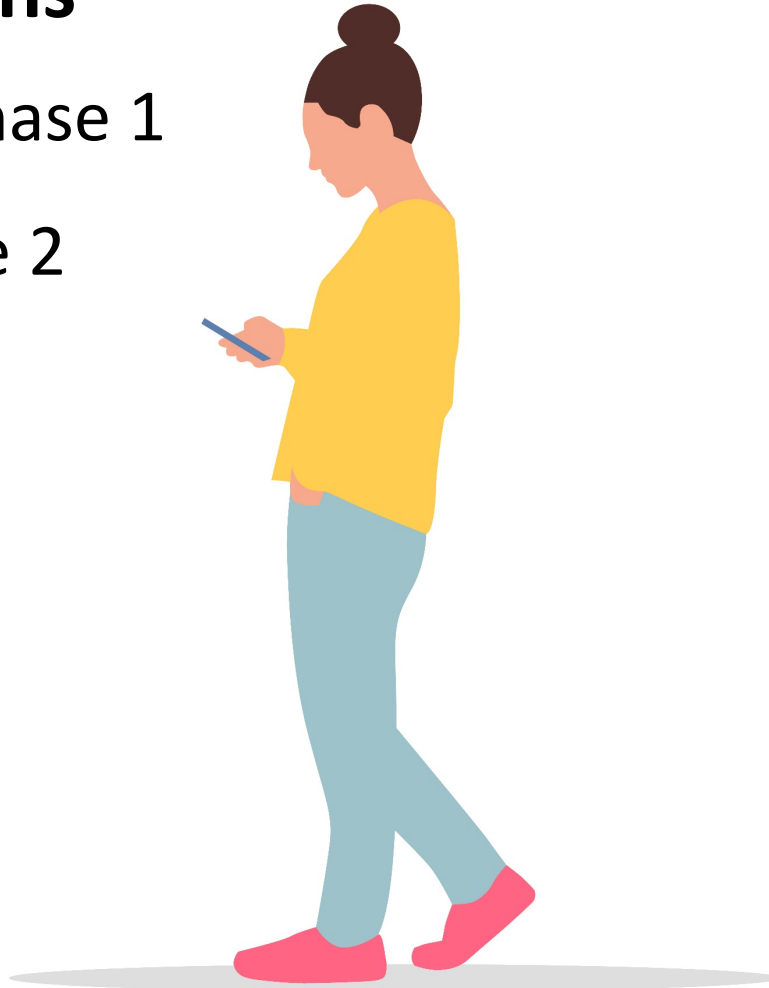
Remote working frameworks

- Structured

- Universal

- 40-60% office attendance

- Manager coaching

1

Return to office plans

- September 2021 phase 1

- January 2022 phase 2

- Regular 'team days'

- Layered modelling

2

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Behaviour shifts

- Removing 50% of printers

- Reducing storage 70%+

- Clear desk policies

- Personal responsibility

- Inclusive practices & hybrid meetings

3

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Workplace changes

- Low cost 'Piloting'

- Desk sharing

- Virtual meeting spaces

- Catering/Coffee

- Wellbeing focus

Technology

- Desk booking systems

- Lifestyle apps

- Technology integration

- Collaborative tools

- Standardised setups

- Virtual training

- IoT sensors & data capturing

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Going up

Hybrid working models

Activity based working offices

Strategic planning built around engagement

Going down

Full-time return to the office/Full-time remote

Open plan desking

Paper, storage & printing

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