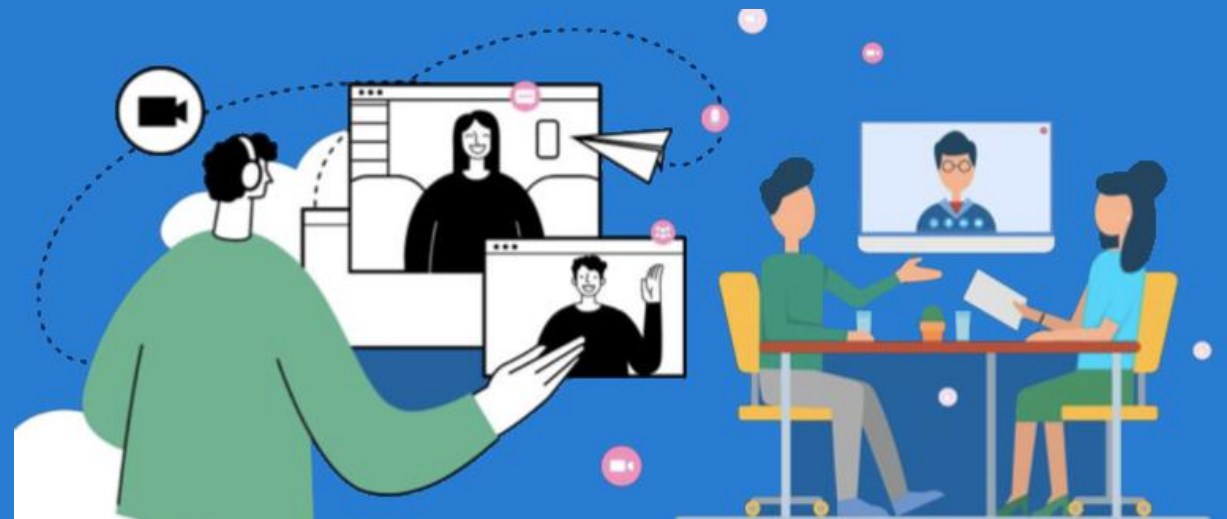# What to Consider When (Re)Opening Your Hybrid Office

Critical Questions Webinar

March 30, 2022

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Introductions
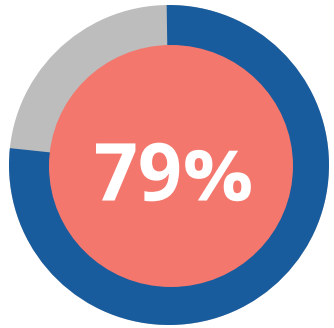
John Clese
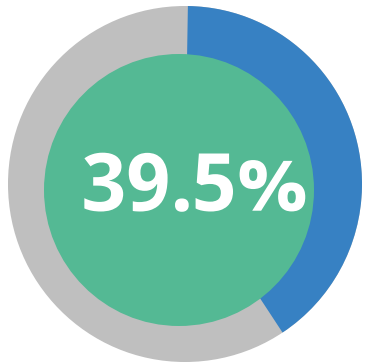**Director of Remote Workforce Consulting**
Michigan

Maria A. Negron Kneib, Esq.
Senior Remote Workforce Consultant
Colorado

The State of Hybrid Work

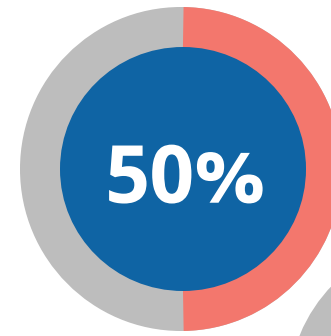**79%** — 79% of Associations are planning on/considering a hybrid or fully remote workforce moving forward

2021 State of Associations Survey

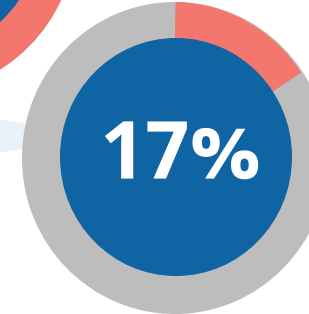**39.5%** — Current Occupancy Rate as of 3/16 for the Top 10 US Metro Cities

Kastle Systems Survey

50% — Of Companies want employees in the office 5 days per week

2022 Microsoft Survey

17% — But only 17% of employees feel the same way
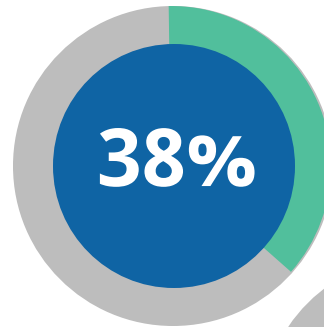
38% — 38% of Hybrid Employees who don't know when and why to come into the office

The Future Forum

28% — 28% of Leaders who have defined when and why to come into the office

Default Days in Office

Organizations that default to having employees work in the office on alternate days are likely to fail ..
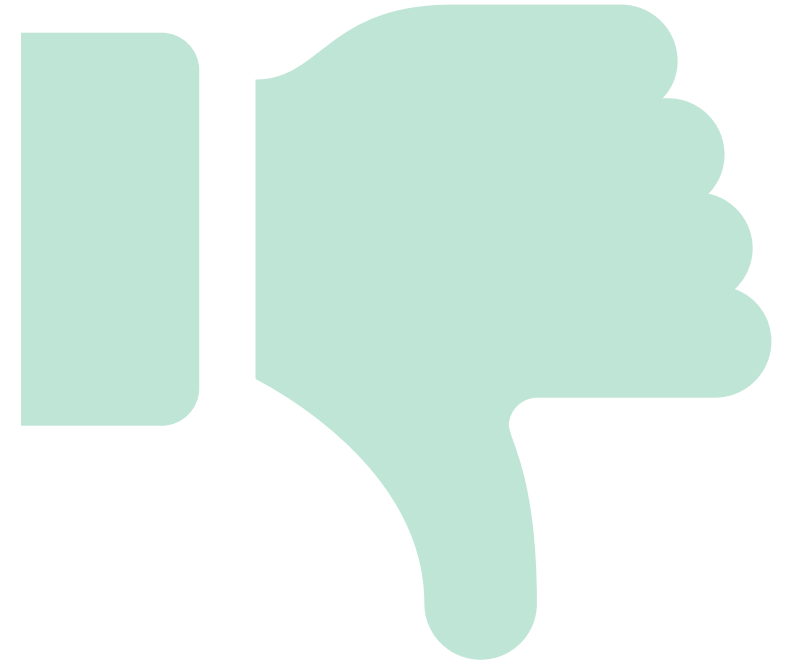
...because there is nothing intentional in that idea

Business Case for Being in the Office
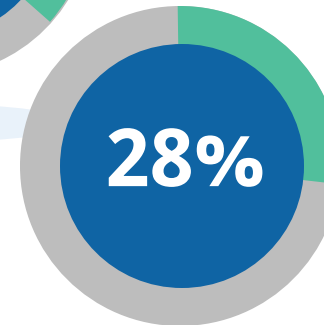
What is the Business Case for being in the office?

*A **business case** provides justification for undertaking a project or program. It evaluates the benefits, costs, and risks of alternative options.*
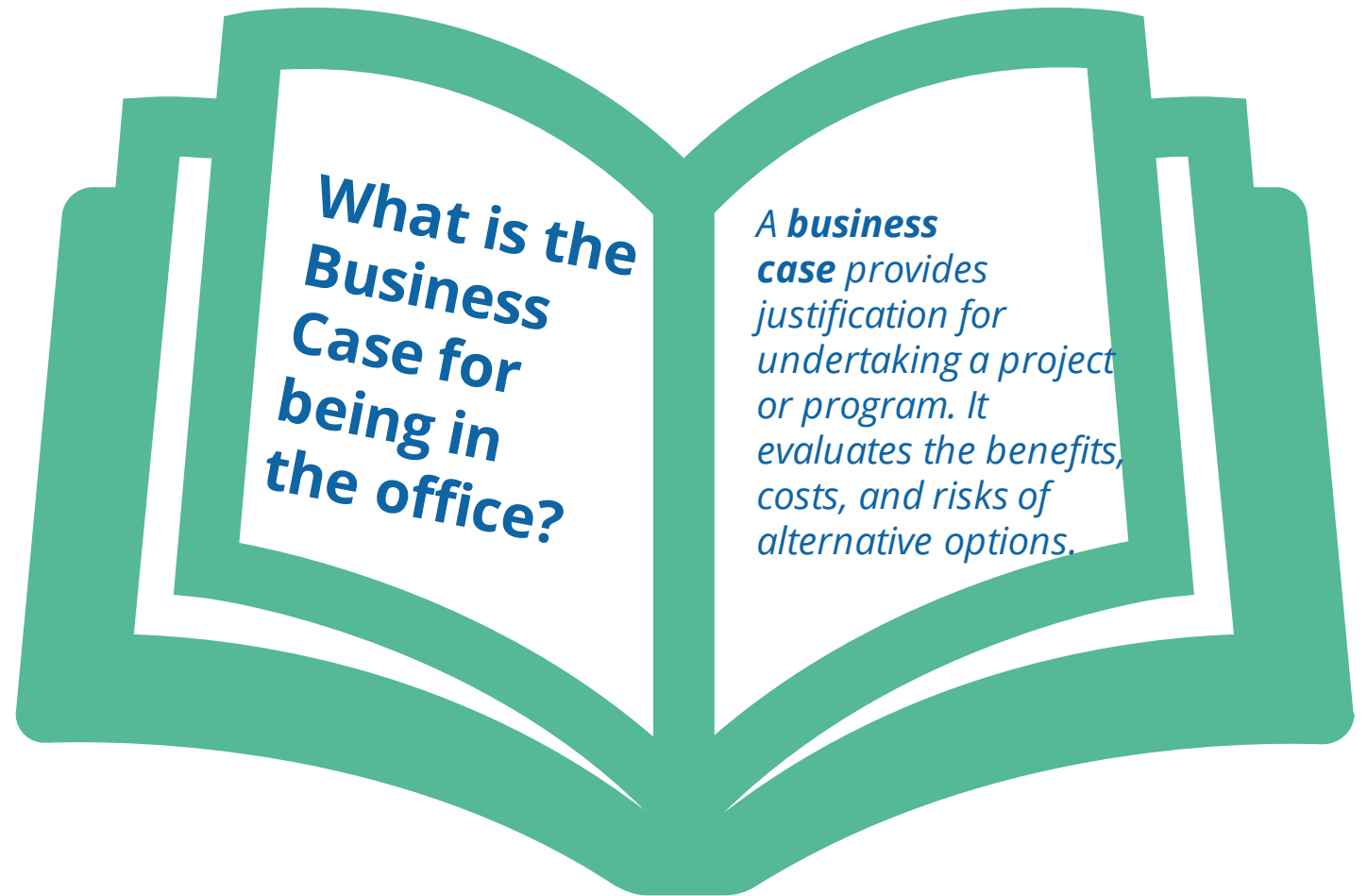
*What is the **Purpose** for coming back to the office?*

What to Consider When (Re)Opening Your Hybrid Office

Thinking about Purpose….

What do you think staff find <u>most</u> valuable, about coming into the office?

Poll
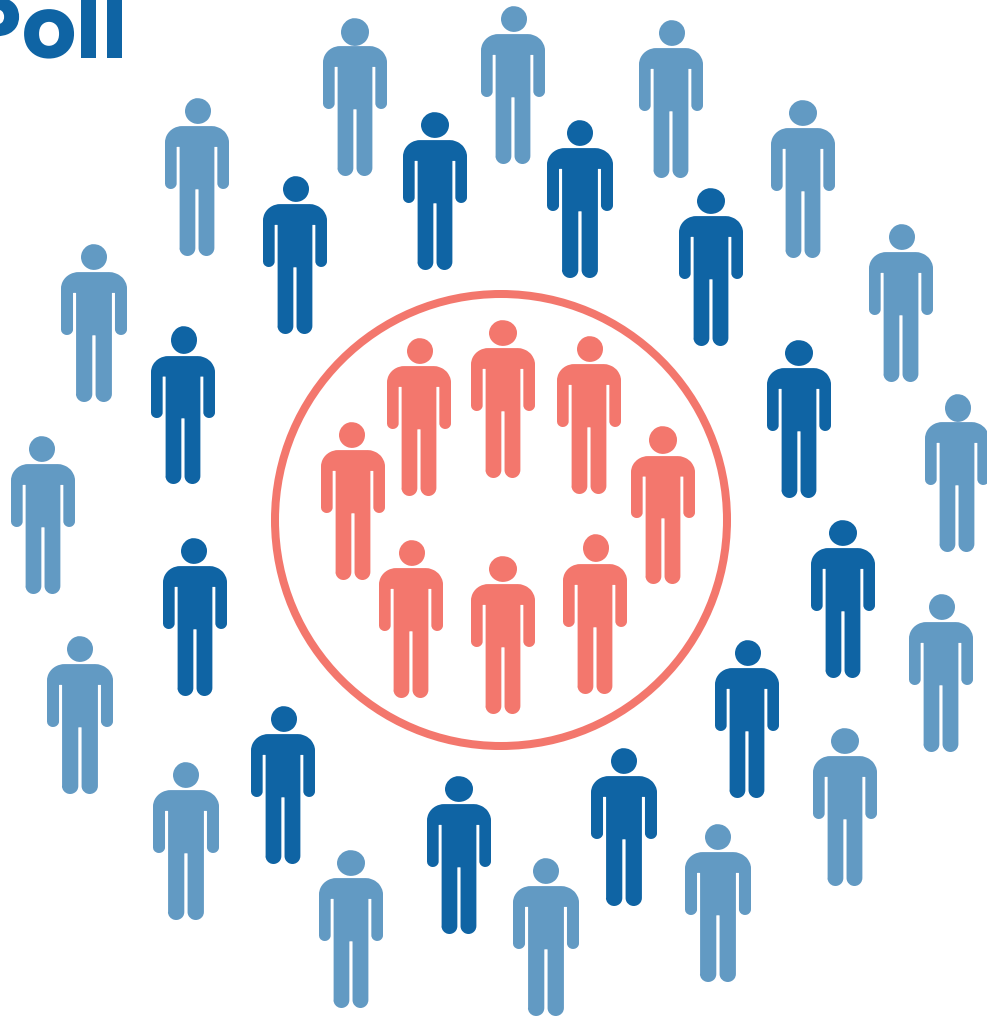
Thinking about *Purpose*:
What do you think your staff find *most* valuable about coming into the office?

- **Collaboration**: brainstorming, ideation, problem solving

- **Social Interaction**: water cooler talk, non-work socializing

- **Connection**: feeling connected to other people, a sense of belonging and purpose

- **Communication**: in person / organic conversations with other staff

- **Team Building**: strengthen relationships with my immediate team

- **Other**: *please put it into the chat*

Statistics Shocker

Collaboration is **_not_**
the #1 reason
people pick to come
back into the office

#1

Social
Interaction
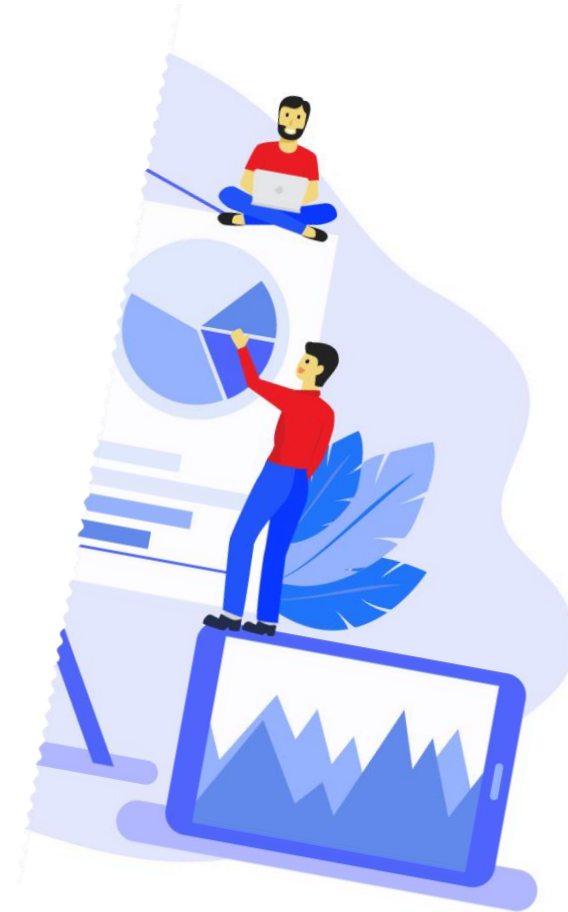
Ask Your Employees What *They* Want?

How are they collaborating?

How does the organization define collaboration, and how do your teams define what it means to be working collaboratively?

Are the Teams that work closely together, set up to work closely together?

What types of collaboration do employees participate in and what do they want to do in the office?

Ask Your Employees What *They* Want?

What did they like and dislike about the physical workspace?

- [ ] Do you have enough small rooms for 1:1 meetings?

- [ ] A large enough conference room(s) to accommodate larger gatherings?

- [ ] A large enough conference room(s) to accommodate larger gatherings?
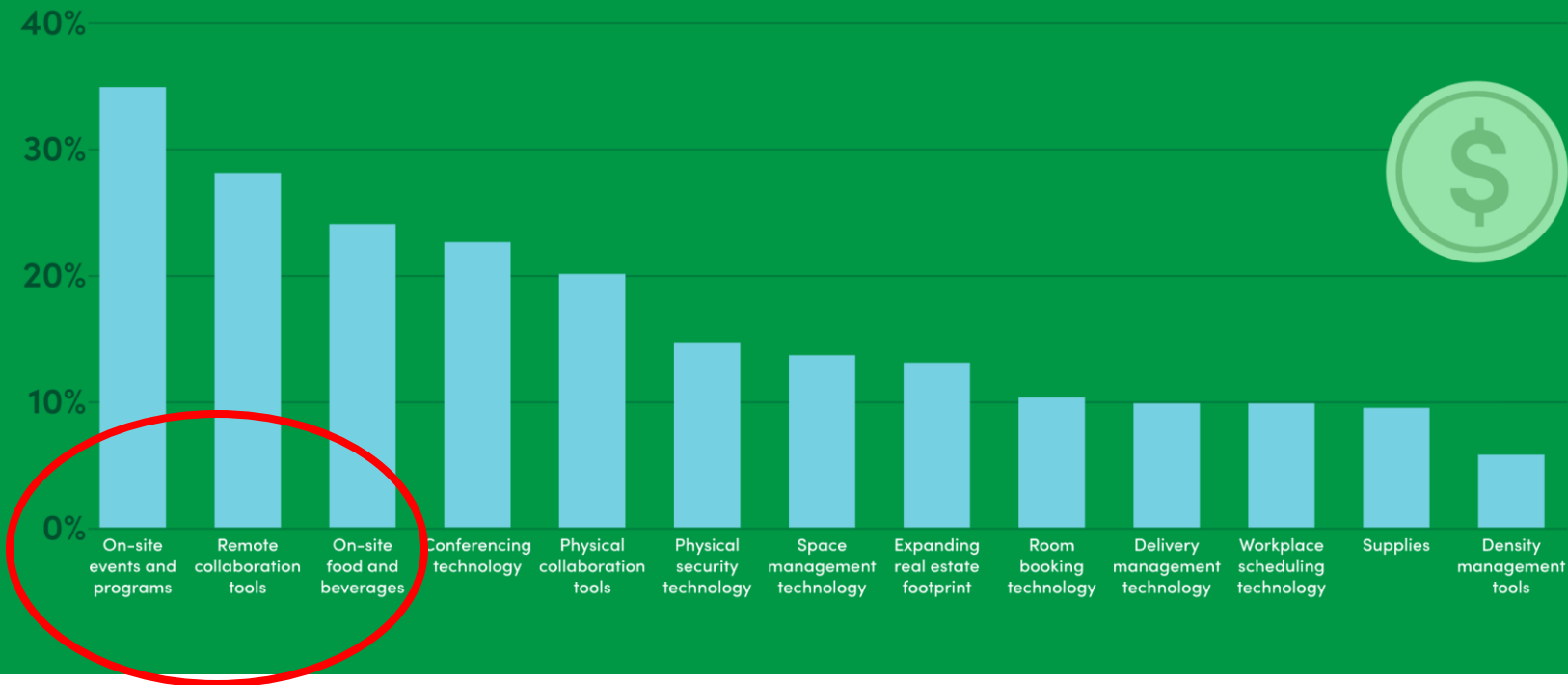
Think of Your Office as a University

What no Purpose Feels like....

Avoiding the Ghost Town

Looking ahead: What do workplace teams want to invest in?

Bar chart with categories (left to right):
- On-site events and programs — ~35%
- Remote collaboration tools — ~28%
- On-site food and beverages — ~24%
- Conferencing technology — ~23%
- Physical collaboration tools — ~20%
- Physical security technology — ~15%
- Space management technology — ~14%
- Expanding real estate footprint — ~13%
- Room booking technology — ~10%
- Delivery management technology — ~10%
- Workplace scheduling technology — ~10%
- Supplies — ~9%
- Density management tools — ~5%

Y-axis: 0%, 10%, 20%, 30%, 40%
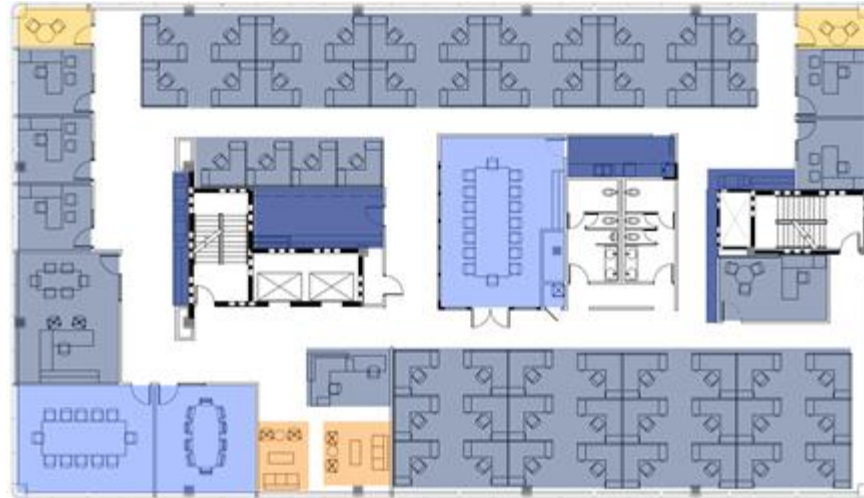
Source: Envoy Workplace Trends Report 2022

What to Consider When (Re)Opening Your Hybrid Office

Rethink Your Workspace

Can a redesign enhance productivity and innovation while supporting flexible schedules?

Current State

Future State
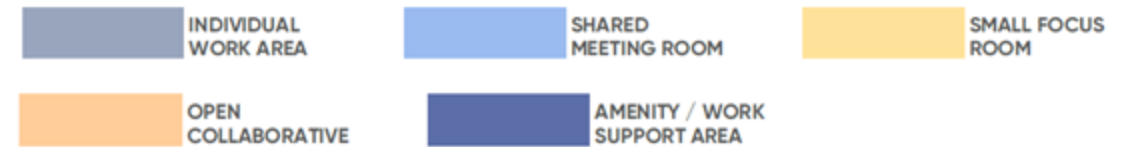
Space Type	Current State	Future State
Dedicated Workstation (1:1)	48	8
Shared Workstation	0	50
Dedicated Private Office	7	0*

focus rooms available for heads down work or private meetings

INDIVIDUAL WORK AREA	SHARED MEETING ROOM	SMALL FOCUS ROOM
OPEN COLLABORATIVE	AMENITY / WORK SUPPORT AREA	

Image credit: Cresa

Key Takeaways

Gather input from your employees /assess: Communications, Operations, Employee Engagement, Management and Culture

Understand the purpose for *why* your employees want to come together

Realize the business case for coming back is *different* than the purpose of coming back

Redevelop your office to fit the *purpose* of *why* and *how* people want to be in the office

Communicate the plan every step of the way even if you don't have all the answers

Questions

Thank you!

Please take the post webinar Survey!

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