DEFINING OUR NEW WORKPLACE NORM

The impact from COVID-19 on the way we work has demonstrated that, in theory, we have the capability to work remotely from home, but can we? Without understanding employee experience - considering productivity and wellbeing, and without developing a deliberate recovery strategy, the return to work post COVID-19 restrictions will be less challenging.

It is beneficial for organisations to use this time to understand employee experience to support this current norm and to develop a workplace strategy to support future norms.

There are many assumptions made about the future of work, but without engaging with employees and leaders to listen to their feedback and discuss their experiences, assumptions remain assumptions.

Organisations enable and support flexible working practices differently. COVID-19 is the catalyst for organisations to revisit flexible working options to align with the new norm.

Reliable technology to enable a remote workforce has never been so important. Technology solutions, assets and network capacity are all currently being challenged.

To support the recovery, organisations need to be prepared for when employees begin to return to work. Heightened awareness of hygiene will impact expectations and behaviours, future office design, workplace protocols, etiquette and overall experience.

Presynct can help you to use this time to ensure you have the right solutions, processes, protocols and support for your workforce now and in the future.

0451 167 161
lisacopland@presynct.com.au

NORMS

Understanding the current workplace experience (both remote and in office) – the 'now' norm to address current challenges, develop a team operating rhythm and identify considerations for the workplace for when employees return to work post COVID-19 restrictions.

WORKPLACE EXPERIENCE SURVEY
THE 'NOW' NORM OF UNDERSTANDING CURRENT EXPERIENCE

Workplace experience survey to understand employee experience, challenges, perceptions and behaviours now working remotely during COVID-19 restrictions.

Capture information from employees who need to work from the office – how does the current workplace support the 'now' norm. What are the challenges.

VIRTUAL WORKSHOP
DEFINING THE NEW WORK PRACTICES

What's changed since we left the office and what new protocols and etiquette will be the new norm and space. For example: clean desk policy, use of space, good hygiene practices, clean ups, welcome back packet and day one activities.

Virtual activities workshop to understand define the key considerations for the return to work – how can the workplace support people to return. What have been the challenges when working from home?

RECOVERY

Preparing employees to return to work, defining the new workplace, defining the etiquette and protocols.

Introducing choice – where to work, how to work, when to work.

WORKFORCE READINESS
PREPARING YOUR PEOPLE RETURN TO WORK

Develop and deliver change program to support employees to transition to the space and while operating in the space. Monitor and gather feedback to support the evolution of behaviours and future norms.

Formalising flexible working policies.

DESIGN
REDEFINING THE USE OF CURRENT SPACE

Review the existing design and redefine the use of space.

Considerations as a result of COVID-19 impacts include distancing and enhanced hygiene measures.

WORKPLACE

Workplace readiness to support employees to return to work, and changes in expectations and behaviours as a result of COVID-19.

Plan, fit-out and re-occupy the space

WORKPLACE READINESS
PREPARING YOUR WORKPLACE TO SUPPORT AND ENABLE RETURN TO WORK

Heightened and visible cleaning schedule, updated access controls, introduction of touchless facilities (e.g. automatic doors), social distancing plans, protocols and signage

DEVELOPING FUTURE STRATEGY
BASED ON THE RESPONSE TO COVID-19

Identify the changes as a result of COVID-19 and the evolution to a 'new' norm. Based on 'new' norms and changes to technology and systems introduced by working from home (remotely).

Demonstrate how the changes are accommodated in the strategy and the impact to workplace design, budget, technology and change approach.