

A New Normal

OUR NEW, SHARED REALITY will impact how we work and work environments moving forward. Now is the time to explore and prepare for return-to-work scenarios that can positively impact your real estate, business and employees. As we move from crisis response mode to transitioning back to work and eventually to a new normal, there is a need and opportunity at each step to reinvent our approach and use of the workplace and to accommodate a new reality.

Most employees are working remotely with onsite employees limited to business-critical functions testing the ability of the organization to provide supportive technology, connectivity, and capability as individuals find new ways to work at home.

01 Crisis Response

OPPORTUNITIES

- + Test technology infrastructure to support dispersed teams
- + Define new behavior protocols for remote working and virtual collaboration
- + Identify roles / functions that are better suited for remote work
- + Experiment with different work settings
- + Find new ways to build culture and community with "isolated" employees

02 Transition Period

OPPORTUNITIES

- + Identify the work experience necessary for each business unit or function (technology, location, collaboration)
- + Augment technology infrastructure and recommended use cases to enable remote working
- + Implement facilities operations and practices that reduce risk
- + Determine strategies to reduce operating costs
- + Conduct scenario planning for forecasted changes
- + Address employee needs for psychological safety and support
- + Re-define on-premise, remote working, and sick leave policies and procedures
- + Codify behavior protocols for remote working and working in the office
- + Boost organizational community and culture

As employees begin to return to the office, businesses implement policies and operational practices to support both remote working and social distancing while working in the office.

Companies move to a blended model of supporting remote working and working onsite, where location depends on personal preference and team or business needs.

03 The New Normal

OPPORTUNITIES

- + Accelerate activity-based working to support a new blended model
- + Plan technology infrastructure for future disaster scenarios at scale
- + Improve upon transition strategies for long-term benefit
- + Optimize real estate & facilities operations over time
- + Identify new materials for health, wellness and sustainability
- + Provide ongoing support of organizational culture and community
- + Reinforce behaviors protocols for activity-based working