

Activity Based Working

Partner with us to effectively transition your workplace to ABW



*What is
‘Activity
Based
Working’
and why do
we need it?*

- A new way of working
- Modern, innovative and purposefully designed office
- A mix of quiet and collaborative spaces
- Freedom to choose the right space for the task
- Supported by social and collaborative technology
- Accommodates growth whilst saving costs
- Improves engagement and collaboration
- Consulted & fit for purpose



Spaces *designed specifically* for each activity to drive the best outcome



"I need to number crunch whilst have a private phone conversation"

- ▶ Jump in the **quiet room** tucked away so you can concentrate and be discreet

Our group needs to brainstorm, design and innovate

- ▶ Move to the open space and collaborate, **write on the walls**, stick up post it notes

We need to review a document together and capture all the edits

- ▶ Use the hub of desks with a **smart screen** to edit and make changes live

I want to be creative but I still need structure

- ▶ Grab your laptop and a **bean bag** and sit by the window, looking out at the view. Be Inspired!

I need a break from sitting but I need to keep working

- ▶ Use a **stand up desk** with adjustable heights

We need to discuss important things so face to face meeting is ideal but I'm running late"

- ▶ Use share screen via skype, or **online meeting rooms** and **videoconference** everyone in

*Is the investment in ABW **really worth it** for my business? Why should we do it?*



1. Increase Workspace Utilisation

Giving choice to employees about where and when they work means not everyone needs the same space, at the same time.



3. Be more sustainable

By utilizing the office space more efficiently, means a smaller property footprint, reducing energy, paper, and general running costs!



2. Innovative with Technology

Improve collaboration by accessing those who work remotely. Use social and collaborative technology to give employees better balance between their work and personal lives.



4. Increase Productivity

Providing a range of working spaces designed for specific tasks, drives better concentration and improves the end result!



Tent cards used to identify area, at least initially until all staff are aware of spaces.

Meeting Rooms
01.17, 01.15,
01.20. Rooms with
doors are bookable,
except the Quiet
Rooms

Request for
doors on Quiet
Rooms,
Room 01.15 to
have a screen
and telephone

If you want a **smooth transition**, partner with **us**

- We will engage and involve your people early to **gain buy in** and commitment and dispel a few myths
- We will help your people develop their own **ABW principles** and understand how they will use their new space
- We will undertake a **training needs analysis** and work with your technology provider/s to ensure that your people are trained and equipped for their new work environment
- We will **coach leaders** to be prepared for the flexibility and change of pace ABW environments create
- We will ensure everyone knows their **responsibility and purpose** in the transition process.

We'll support you as much as you like! Unpack our partner model.



Package 1

Design Principles
+
Change Strategy

Package 2

Design Principles
+
Change Management Implementation
+
Onsite Logistical Coordination
+
Delivery of Learning Module
+
Post Transition Support

Package 3

Design Principles
+
Change Management Implementation
+
Onsite Logistical Coordination
+
Delivery of Learning Module
+
Post Transition Support
+
Utilisation Optimisation

Trust us, we're *speaking* *from experience!*

Client: **Sydney Trains**
Employee Impact: **2000**
Resistance: **High**



What we delivered:

Starting Point: **one** traditional head office based building within the CBD where each person has an allocated desk and location.



Final Location : **four** ABW working environments, outside the CBD with no specific desk or set location. Encouraged to work flexibly & collaboratively across all sites.



- A Change Strategy & Plan to move 2000 'white collar' workers to 4 ABW environments over 2 years
- Facilitated design & neighbourhood consultations; transitioned pilot group to Sydney Trains first ABW site
- Organised tours to established ABW sites for the pilot group
- In consultation with pilot group, designed the new ABW principles / ways of working
- Facilitated awareness sessions with managers and employees to set out what the transition will look like, when it will occur and setting expectations
- Coached managers to support their teams with ABW and mentor employees with the mind set shift
- Conducted site visits to ensure specific needs of individuals and team requirement were captured and the interior design met the brief
- Implemented a record management process to reduce paper usage and secure records
- Provided on the ground support pre, during and immediately post the move to ABW

*Trust us, we're **speaking**
from experience!*



The pilot site at Burwood was the first purpose designed and built ABW space for Sydney Trains.

Using the same consultation and change process, a further 20 ABW spaces were built to accommodate and transition employees.



'I'm so proud that we had a part in designing such a beautiful environment'

'It was nerve-wracking and things went wrong, but there was always help on hand'

'I'm amazed at how much less I print now – all that paper was so unnecessary'

Here's what employees are saying about ABW

*Need help with the transition, **we've got you covered***



Module

TCS123: Unpacking Activity Based Working
An introduction to Managing in an ABW environment (tailored to your workplace)

Face to Face
2-3 hours

Learning Outcomes

- Understand how an ABW environment works and their role as leaders in making it work
- Be aware of the change process and where their team sit on the change curve
- Understand what is different and what is the same in terms of managing staff in an ABW environment
- Be familiar with the concept of managing to 'outcomes' and establishing deliverables and protocols with their team
- Understand how to use ABW technology to enable flexible management and team communication
- Be comfortable to have conversations about flexible working

Course Outline

- Introduction to Activity Based Working
- Leadership behaviours that make ABW work
- Understanding Change (exercise)
- What is different in terms of managing your staff in an ABW environment? What is the same? (group exercise)
- The concept of managing to 'outcomes' and building trust
- Identifying deliverables for your team (group exercise)
- ABW technology to enable flexible team management
- Flexible working

How will you know if the transition **has been successful?**



A greater sense of connection and collaboration



Enhanced workforce flexibility



A more optimised, cost effective work environment



A workplace that supports what staff do without dependence on where they do it



Adoption of new technologies



A move to output based management techniques



Increased accountability



Increased inter-team communication

Let us introduce ourselves...

Emma is a TCS Director and a Registered Psychologist who specialises in workplace behaviour, including change management, leadership and learning and development. Emma has worked in both Australia and the UK in the fields of human resources, learning and development and transformational change. She has also worked in the community and private sectors as a Psychologist and Program Manager.

Emma is a highly experienced change practitioner who has managed the people aspects of a number of high volume relocation and ABW transitions. She takes a creative, consultative approach to stakeholder engagement and especially enjoys achieving results through lifting line management capability in dealing with change.



Kathy is a senior leader with proven project management experience focusing on change management design and delivery, program management and business implementation. Her broad range of experience in Financial Services (20 years) means that she has an excellent understanding of business strategy development and project execution aligned to this.

Kathy has overseen a number of relocations and ABW transitions. Her experience as a Program Manager provides her with a depth of understanding in delivering both the physical environment as well as transitioning stakeholders.