OFFICE

re-set

RESILIENCE IN THE WORKPLACE

Workplace survey results, May 2020.

Ankrom Moisan

RESILIENCE IN THE WORKPLACE

We surveyed over 300 people - employees, clients, landlords, and industry partners - to learn their thoughts and concerns about returning to the workplace.

Their message is clear: a holistic approach that centers on the employees is vital to any re-entry strategy.

We believe resilience in the workplace can be accomplished by focusing on three key areas:

INVEST IN WELLBEING

REDEFINE CONNECTION

FORTIFY A CULTURE OF TRUST

The following pages will walk you through our survey findings as well as our thoughts on how planning and design can support the future of workplace.
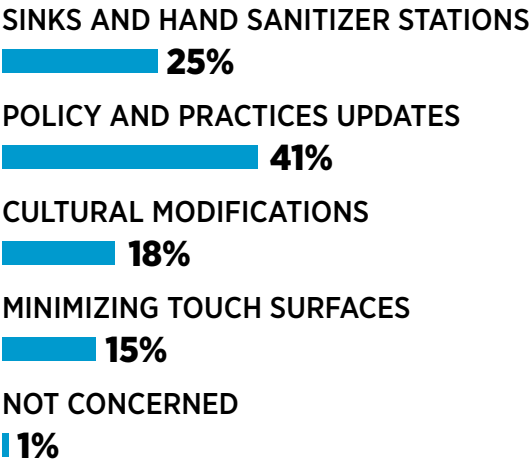
INVEST IN WELLBEING

76%

Number of survey responses who have behavioral changes front of mind; it is not only about creating more physical barriers in the office.

Infection prevention measures were top of mind for survey respondents in their return to the workplace:

SINKS AND HAND SANITIZER STATIONS
25%

POLICY AND PRACTICES UPDATES
41%

CULTURAL MODIFICATIONS
18%

MINIMIZING TOUCH SURFACES
15%

NOT CONCERNED
1%

"All of the sanitizer stations and medical grade materials won't do any good if mindsets don't change. I'm referring not only to cleaning up after one's self but also staying home when sick."
-
Survey Respondent

"I think a gradual and thoughtful reentry into the workplace is necessary. I think each individual has a different circumstance to consider."
-
Survey Respondent

Respondents overwhelmingly recognized our interconnectedness as human beings and the need for empathy.

CREATE COMFORT

Offer employees choice, flexibility and control over their surroundings- this creates comfort and promotes re-engagement in the physical workplace.

EMBRACE WHOLE HEALTH

Workers are prepared to take care of each other by making behavioral shifts such as wearing masks, keeping 6ft of distance, and staying home if sick. Support and encourage this collective care-taking by revisiting PTO and work from home policies.

FIND RESULTS IN HAPPINESS

When employees feel more comfortable managing their health within the workplace - productivity, engagement and satisfaction will increase.

REDEFINE CONNECTION

16%

Social spaces are still desired.

Only 16% of respondents were concerned with using social spaces post-pandemic.

CULTIVATE FLEX CULTURE

Nurture the new norms of remote collaboration, flexible schedules, virtual coffee breaks and healthy workplaces. Explore new engagement platforms to help maintain connection to the company's mission, vision and culture.

INVEST IN FLEX TECH

Equip workforce with the tools and technology to talk face-to-face and side-by-side wherever they choose to be. Flexible digital tools will re-inforce social, collaborative and agile work environments.

CREATE NEIGHBORHOOD CONNECTIONS

Forming smaller group (neighborhood) connections will build trust, provide a support system and help ease people back into the in-person collaboration process.

After returning to the office, the following tools were preferred for collaborations and meetings:

IN-PERSON WITH SOCIAL DISTANCING
28%

DIGITAL COLLABORATION BOARDS / TOOLS
24%

VIDEO CONFERENCING
40%

AS DONE PRIOR TO COVID-19
6%

OTHER
2%

"There will be a time and a place for in-person meetings, (but) there needs to be a respectful way to let people opt to join digitally."
-
Survey Respondent

Connecting with others will draw people back to the office. However, 64% still desire to collaborate digitally. We must find new and flexible ways to work together to build community and connection.

"I am a true proponent for in-person interaction so I am interested to see how we can retain our human connection while feeling comfortable and safe."
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Survey Respondent

FORTIFY A CULTURE OF TRUST

89%

Number of survey responses who want to return to the office
at least one day a week once safety policies are established.

Public and vertical circulation (elevators, stairs) are areas of concern. Over 1/2 of the write-in responses brought up these types of spaces. Other spaces of concern are:

KITCHEN / BREAK AREAS
27%

CONFERENCE ROOMS
25%

RESTROOMS
20%

OPEN OFFICE AREAS
10%

OTHER
18%
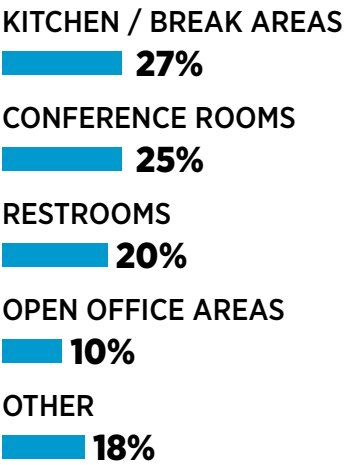
Autonomy at Work:
We heard this loud and clear. Employees want to feel valued and trusted in the workplace. 85% want flexibility and choice on when and where they work.

Transparency in Leadership:
A clear and thoughtful re-entry plan is a top factor for employees returning to work. 40% of the workforce is ready to return when leadership has a clear health and safety plan in place.

"I'm worried that once we go back to "normal" that concerns for mental health and work / life balance will be forgotten."
-
Survey Respondent

CREATE A PLAN

Create a clear re-entry plan rooted in evidence-based guidelines. Take into account high-risk populations, those who have access to remote technology and those who do not. Ensure that your strategy plan supports inclusion, equity and diversity.

GIVE CLEAR DIRECTION

Establish a clear and open path of communication to keep employees abreast of news and information. Being upfront about any uncertainties helps to build trust.

LISTEN, RESPOND, ADJUST

Encourage regular conversations and ensure that everyone has a voice. Provide a variety of platforms so that people feel comfortable when sharing.

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