YOUR RETURN TO WORK PLANNING GUIDE

What to incorporate and why it matters for the *new workplace
the future of work experience is connected

In a recovering business world - the best approach to ease uncertainties and assure employees of their wellness and importance to the company is to create a connected environment where interactions are smart, and contactless and information is accessible.

This guide examines the shift in workplace experience and outlines important steps for planning a a ‘return to work’ strategy that puts focuses making employees more comfortable and confident when they come back to the office.
let’s start here – ask yourself: how do you feel about going back to work?

excited  
good  
indifferent  
cautious  
worried  
scared
workers expect a negative effect on their workplace 1
a look at what makes up the new workplace

The standards you put in place now will shape your near-term and short-term success in a ‘return to work’ landscape

**people**
Employees are the heart of any organization. The workplace culture, access to tools, internal and external motivation and other factors will influence overall productivity.

**technology**
Technology is the engine that drives a company’s business forward. The types of technologies you have incorporated help business evolve, scale, and adapt to changing needs.

**environment**
Your work environment and processes stitch everything together and govern your resource’s (human capital and physical attributes) ability to thrive and grow.
return to work strategy
CREATE A TASK FORCE

There will naturally be genuine debate on difficult and impactful decisions over time. Workplace solutions are going to require imagination and dedication from cross-functional teams that have never co-existed before over one topic.

Think real estate, IT, security, human resources, communications, legal, etc.

WHO SHOULD JOIN

Think of departments such as: real estate, security, human resources, communications, legal, workplace.

*And any employee that feels strongly about the issue
RE-ENVISION WORK DESIGN

Social distancing and 6 feet of separation will continue for many months if not years. This may entail re-designing your workplace flow, desks, or even bringing in other hardscaping components like lights, sounds, foliage etc. to help with employee emotions, productivity, and overall comfort.

This type of approach to the design and layout of your workplace should facilitate wellness.

ADDITIONAL SUGGESTIONS

One-way aisles or corridors
Semi-permanent partitions
Filtered air systems
Sanitation stations
Setting up a work neighborhoods
INCREASE COMMUNICATION AND TRANSPARENCY

The more you share from an organizational standpoint, the more informed employees feel. The more information there is, the better equipped employees will be to make decisions about their day to day work lives.

IDEAS FOR INCREASED COMMUNICATION

Create a dedicated channel for health or social impact topics
Leverage real-time alert systems
Share data and insights pulled from new tools (i.e. peak hours at the gym are xyz)
GENERATE RELEVANT AND MEANINGFUL CONTENT

Do not create content for content sake but do create new forms of content that will inspire, motivate, and educate your teams. Having a larger understanding of your company’s overall objectives, struggles, wins, and opportunities helps employees feel more invested.

TYPES OF CONTENT COULD BE
Weekly round-up of top news items
A note from the CEO
Video diaries from employees
Surveys and polls to gauge sentiment
INCORPORATE SPATIAL VISUALIZATION

The capacity, distribution and flow of your workplace may require consideration. Tools that help you understand where people are, hot spots of congestion, ingress and egress flows can help you re-distribute people across your campus.

IDEAS FOR LEVERAGING THIS DATA

Employees plan the time of day they want to come in
Defining entrance only and exit only doors
Re-arrange large communal spaces
Configure desks more appropriately
Shut down and open - up areas based on capacity
EMBRACE DISTRIBUTED WORK

Employees may still feel more comfortable working from home. Some strategies may be to encourage partial work-from-home models to section off large flows of traffic to the workplace.

Siloed workflows and tools increase disruption in the work environment. Productivity improves when tools are easily accessible for anytime, anywhere work models.

TIPS FOR DAILY BUSINESS
Make tools more accessible
Provide anytime, anywhere connectivity
Maintain virtual meeting and collaboration strategies
One of the most trending things companies are looking towards are remote access technology and digital badges to decrease the number of things employees touch. These types of systems enable contactless entry or access across your venue.

Things you won’t need to touch:
- Doors, knobs, hallways
- Light switches and controls
- Kiosks or digital screens
- Thermostat
- Desk height
- Hands (virtually share contact info!)
BUILD IN ‘NO TOUCH’ INTERACTIONS

Putting a focus back on smart, connected spaces that leverage IoT devices, beacons, and sensors create low-touch interactions within your work environment. People communicate with machines and machines communicate with each other, reducing redundancy of ‘touchpoints’.

EXAMPLES TO CONSIDER
- Reserve a room via an app
- Reserve a desk via NFC tech
- Access conference room controls via sensors
- Engage with kiosk via a personal device/controller
- Order food through an app
LOOK TO PLATFORM SOLUTIONS

Look for workplace systems or property and facilities technology that provide a way for 3rd parties to plug-in and work together in one ecosystem. There will be a convergence of workplace software in the coming years, so it is better to start that transition now.

PLATFORM BENEFITS

Low cost, licensed software
No maintenance, no hosting
Scalability for multiple locations
Faster time-to-deploy
Access to a network of software APIs
US workers want to work from home

43% less often when they return to work

31% the same

21% more often

4% unsure
the new workplace

summary

There will be a reliance on technology to streamline processes and workflows by bridging the gap between physical interactions and digital touchpoints to make spaces more accessible and people better informed.

1. Global, local, and personalized communications will be imperative for employee sentiment.
2. Software and mobile technologies will allow employees to interact with office space but not have to touch things.
3. Connected interactions should be designed from a human perspective while bringing in technology to as an enabler.
4. What makes up a “healthy” work environment can be pulled from different sources.
The CXApp is a mobile solution for digital customer experience programs across meetings, events, communities and campuses. Serving as a comprehensive workplace experience solution, our SaaS platform drives engagement with a mobile-first mindset across workplace operations through personalized and contextual on-site journeys. We are the leading mobile app platform you can customize and deploy across all locations, all buildings, all programs year after year.