



Facilities Management Association of New Zealand
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BUILDING THE BRIDGE BETWEEN FACILITIES MANAGEMENT AND BUSINESS PERFORMANCE



DISCUSSION POINTS AND TOOLS
with Stella Green & Tim Hooson

THEMES

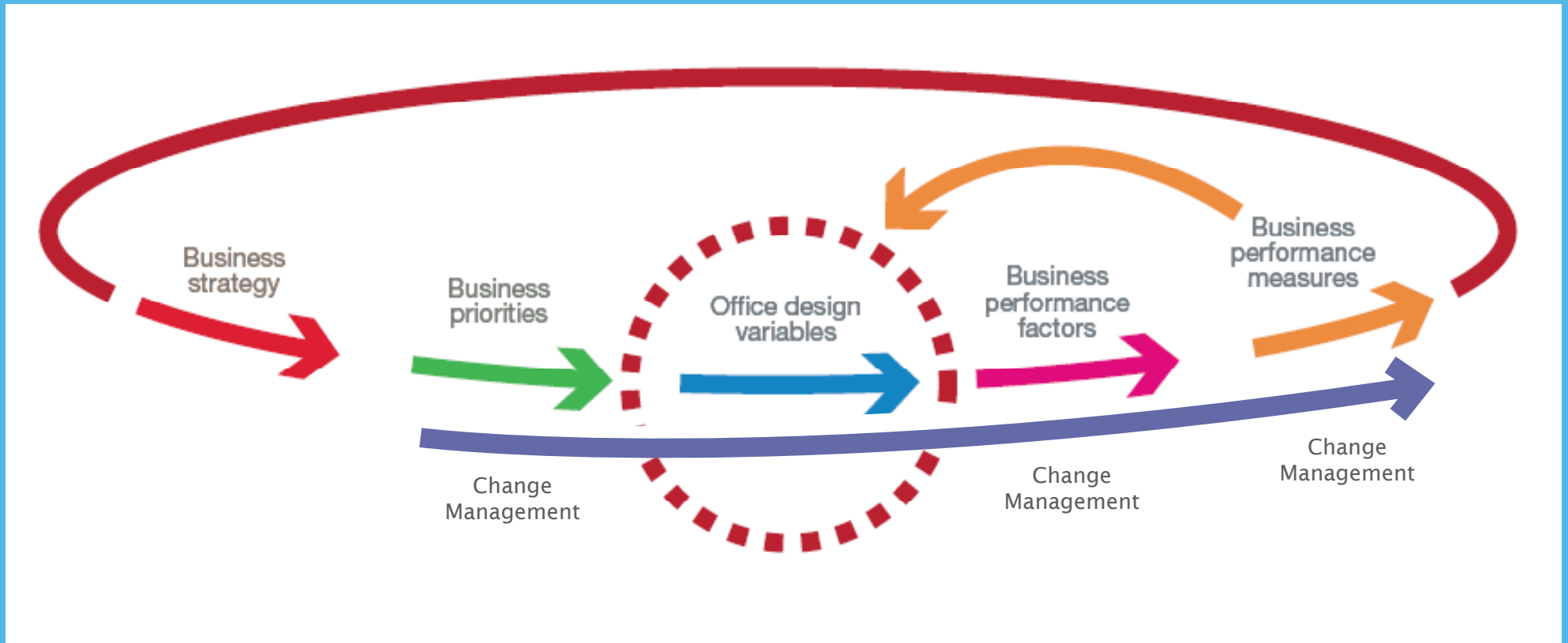
1 FACILITIES MANAGEMENT/PROPERTY BRIEF
Large floorplates - flexible workspaces

2 EXECUTIVE BRIEF
'One team' - break down silos

3 HR BRIEF
No surprises - a communication program
is not change management

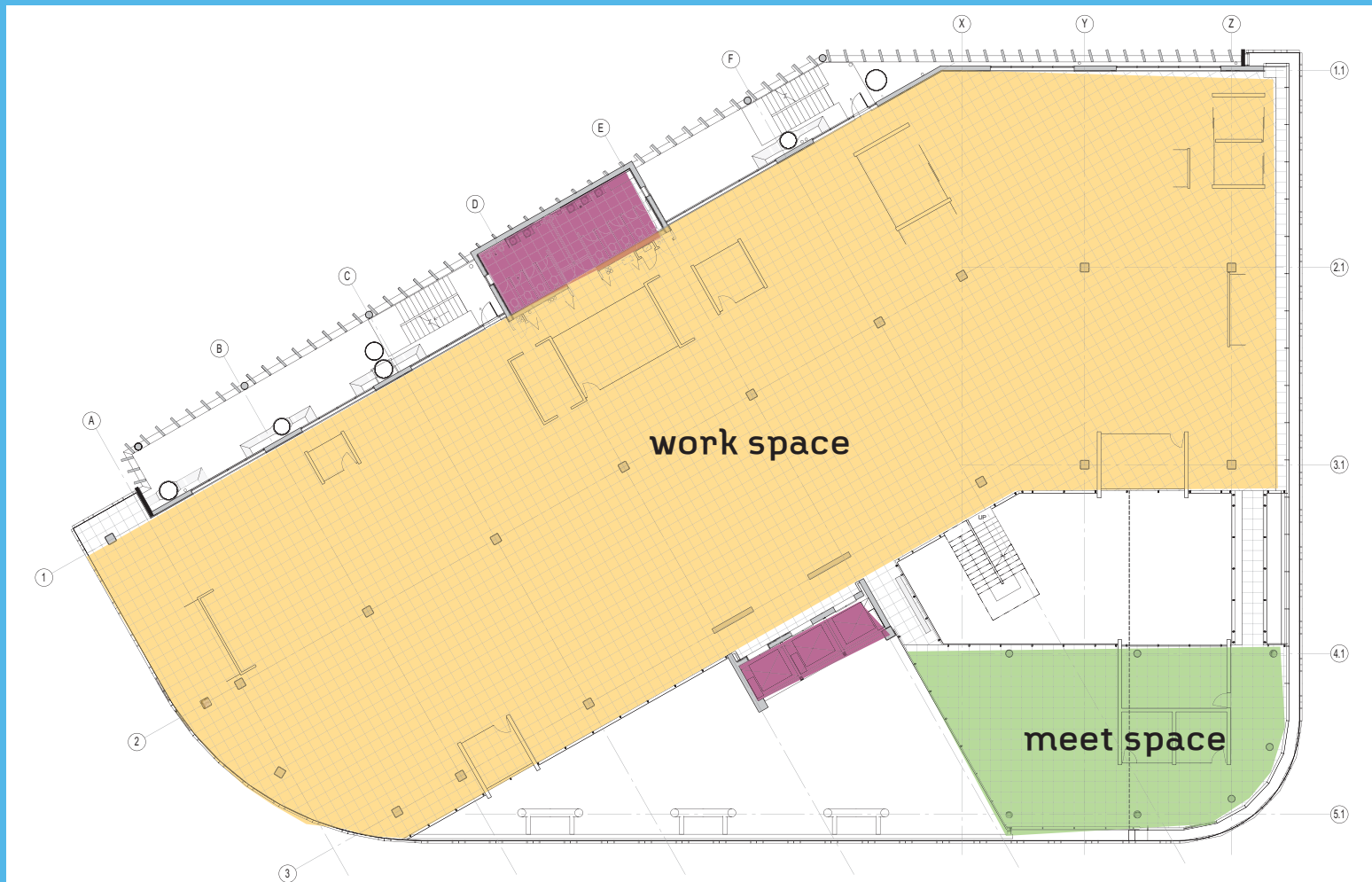


THE FRAMEWORK WE APPLY



1

CHALLENGING THE STATUS QUO



What does larger floor plates mean to organisational responsiveness?

ITS NOT ABOUT THE GIMMICKS...

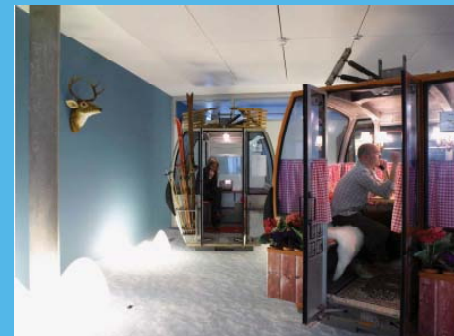
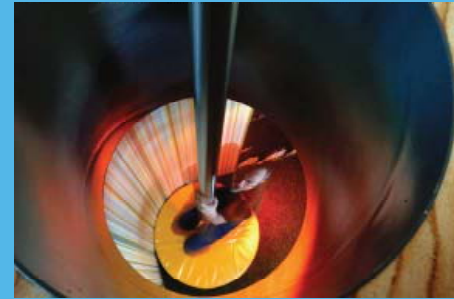
PERCEPTION VS. REALITY

comfort [41%]

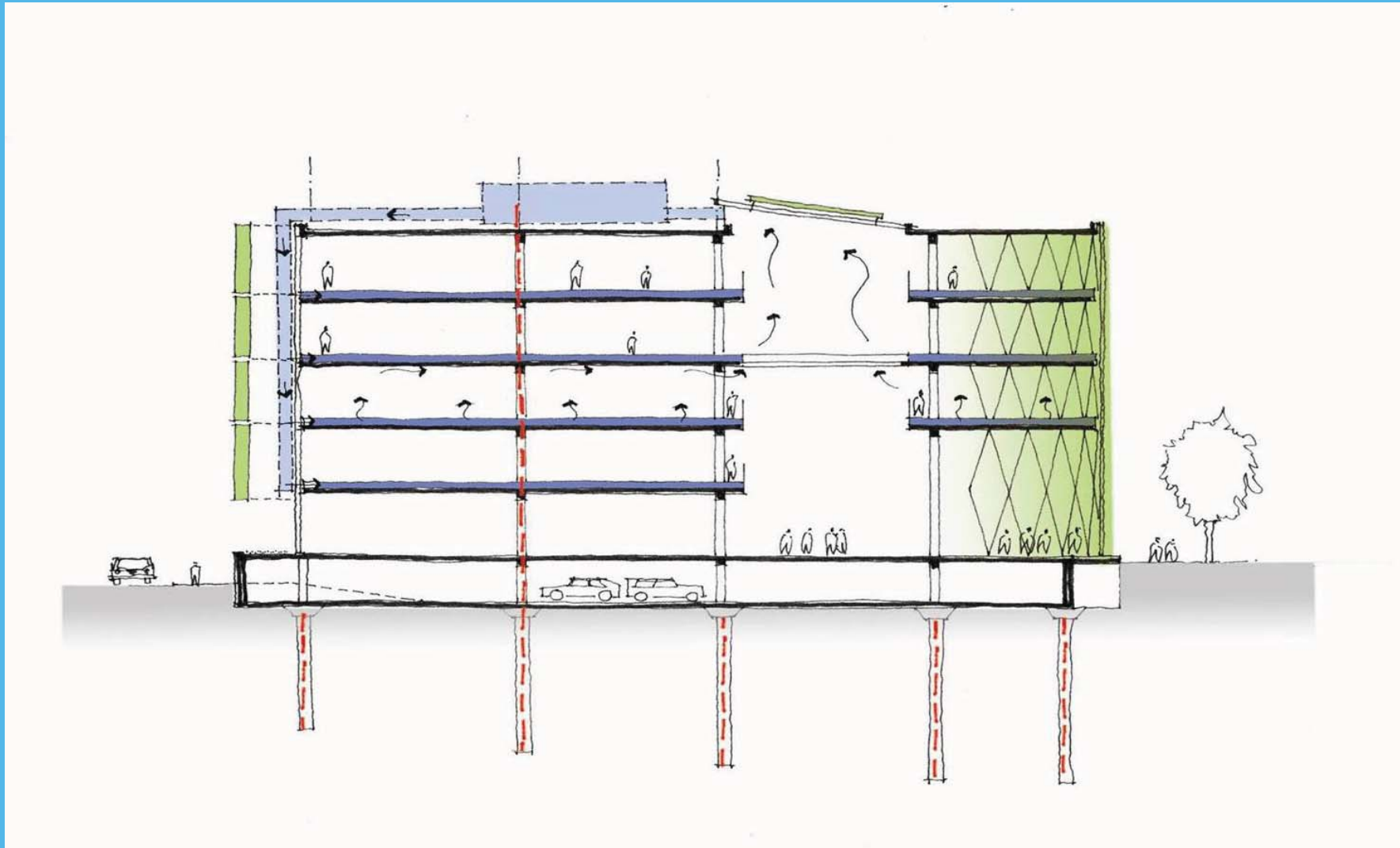
communication [32%]

access [30%]

efficiency [27%]

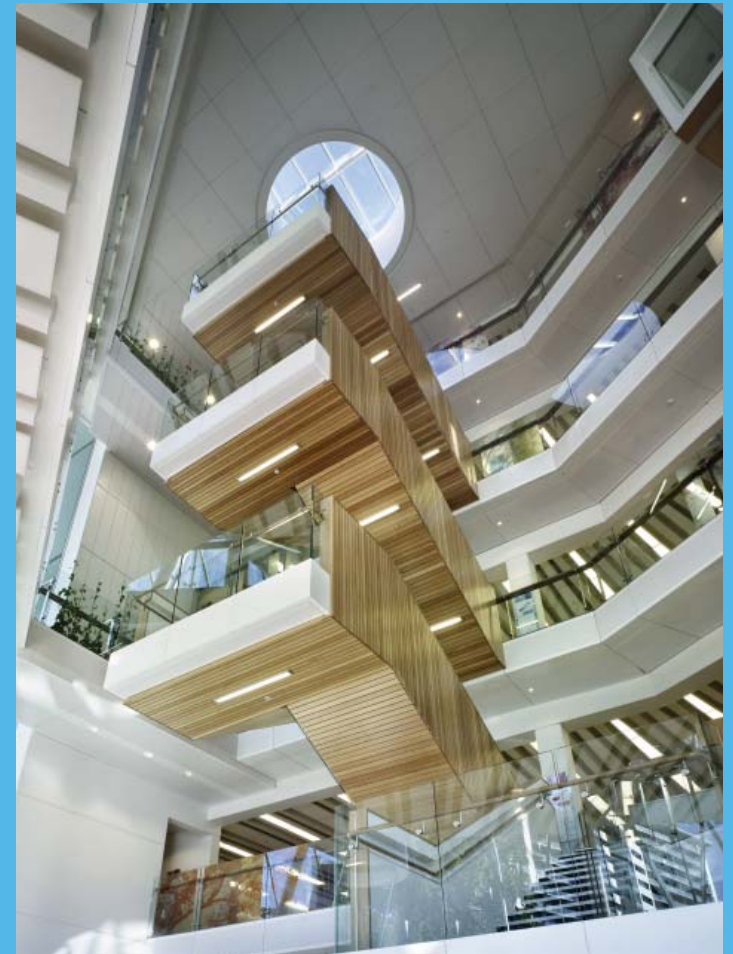


THE IMPORTANCE OF COMFORT



RESULTS

- + Overall environmental comfort of worksetting
...satisfaction increased 29%
- + Overall temperature in winter
...satisfaction increased 25%
- + Overall ventilation and air quality in winter
...satisfaction increased 26%

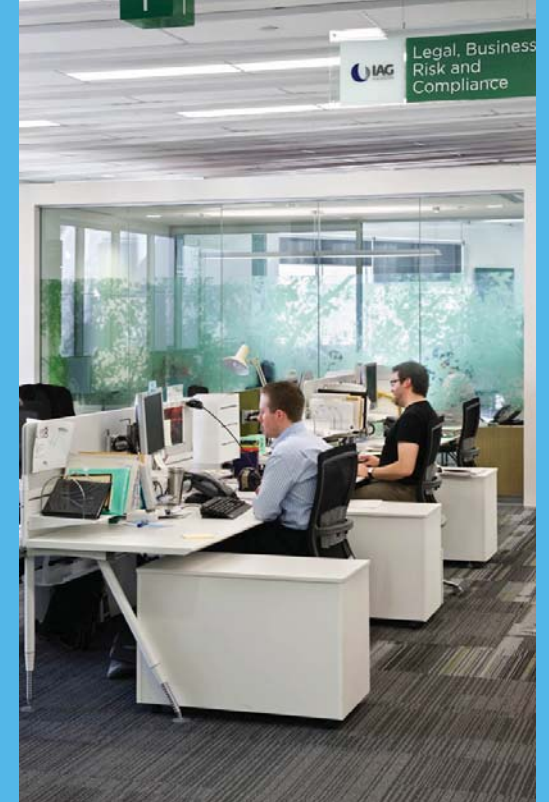


2

CHALLENGING THE STATUS QUO

'One team' suggests increased collaboration...

so **how much** collaboration do we need?



BALANCING FOCUS VS. COLLABORATION

WE HEARD...

36% of respondents believe that focused activity is essential to their work performance

75% of respondents believe that personal interaction/communication is essential with other staff members

WE KNOW...

VS.



MULTI-FACETTED MEETING SPACES

How do you **locate** and **proportion** meeting space vs. individual space?

- + Front rooms
- + Lily pads
- + Multi-faceted meeting solution



RESULTS

- + Collaborative workspaces in the building
...satisfaction increased 43%
- + Provision of focus workspaces
...satisfaction increased 34%
- + Quality & quantity of non-bookable meeting spaces
...satisfaction increased 55%
- + Quality & quantity of bookable meeting spaces
...satisfaction increased 50%



3 CHALLENGING THE STATUS QUO

How useful to Facilities Management is the information that we gather now?



WHAT TO SAY AND WHEN

- + Working with the HR and Comms teams
- + Getting staff involved early
- + Allowing teams to anticipate
- + Prevent issues

Are you ready for a fantastic future? Booking meeting rooms

NZI Centre Count Down: 11 weeks to go **Issue 6 • 3/04/2009**

NO REALLY, CLEAN
Guess what? We can't wait for the four offices move to reduce the need for centralised storage spaces before the move.

HEART OF THE MATTER
The first space high open area general public welcome to the heritage building you will meeting spaces

CHANGE CHAMPION
Teams work different can all work and into team's productivity!

PLANTS GALORE
The atrium and three 4.5 metre through the building will be able to look here to see images

SPORTING FACILITIES
The Viaduct is a 65 cycle to the shower can store your exercise.

Relocation Dates
Your team have been assigned a relocation date – this will be one of five weekends. We will all be in the new building by 20 July. Check out when your team is moving [here](#).

Meeting rooms
Thank you to everyone who contributed ideas to the naming competition for the new NZI Centre's meeting rooms. The nominations had to be New Zealanders who are great examples of the five Attitudes we want to live in our company - Real, Together, Achieving, Inspiring and Give Back.

Current meeting room shut down
Meeting rooms in our current offices will become unavailable from the date that floor is completely cleared out. You need to check future meeting room bookings you have made. Cancel any room bookings after the unavailable date – click [here](#) for the current meeting room shut-down schedule.

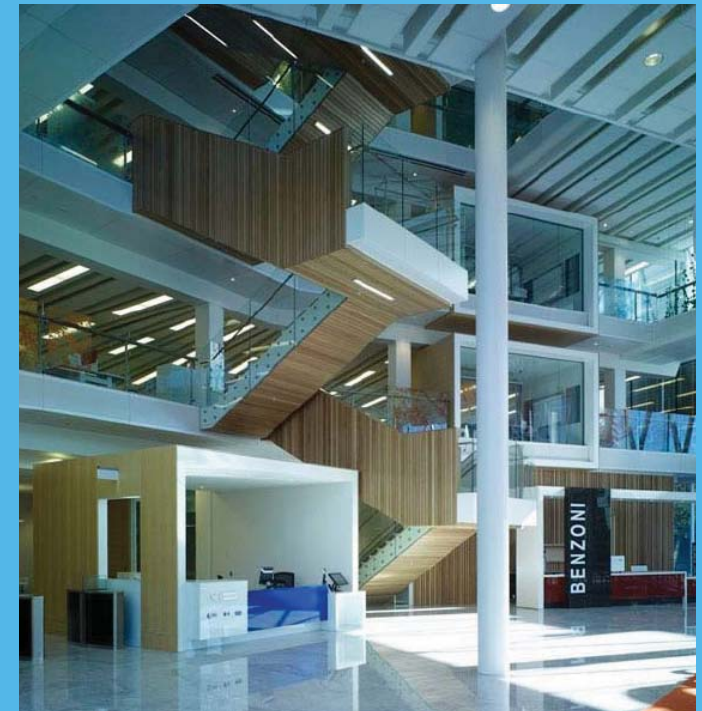
NZI Centre meeting room availability
You're now able to book meeting rooms in the NZI Centre through Outlook. Check out the floor plans [here](#) to see which meeting spaces work best for your meeting.

DID YOU KNOW...
there are over 35 bookable meeting rooms in the new building, with lots of non-bookable options as well. This includes the roof garden that holds 150 people.

The [NZI Centre website](#) is your one-stop shop for all Greenhouse info including previous news and updates. [Contact us](#) if you have a question or comment

STAFF CONCERNS AROUND SECURITY

What do we know about people's behaviour around security and what do we need to find out?



RESULTS

- + Building safety and security
...94% respondents agree/strongly agree
- + Were you well informed about the process for moving into the NZI Centre?
...94% respondents agree/strongly agree
- + Well informed about the building of the NZI Centre and its facilities
...93% respondents agree/strongly agree
- + Well informed about the new working behaviours for the NZI Centre
...84% respondents agree/strongly agree

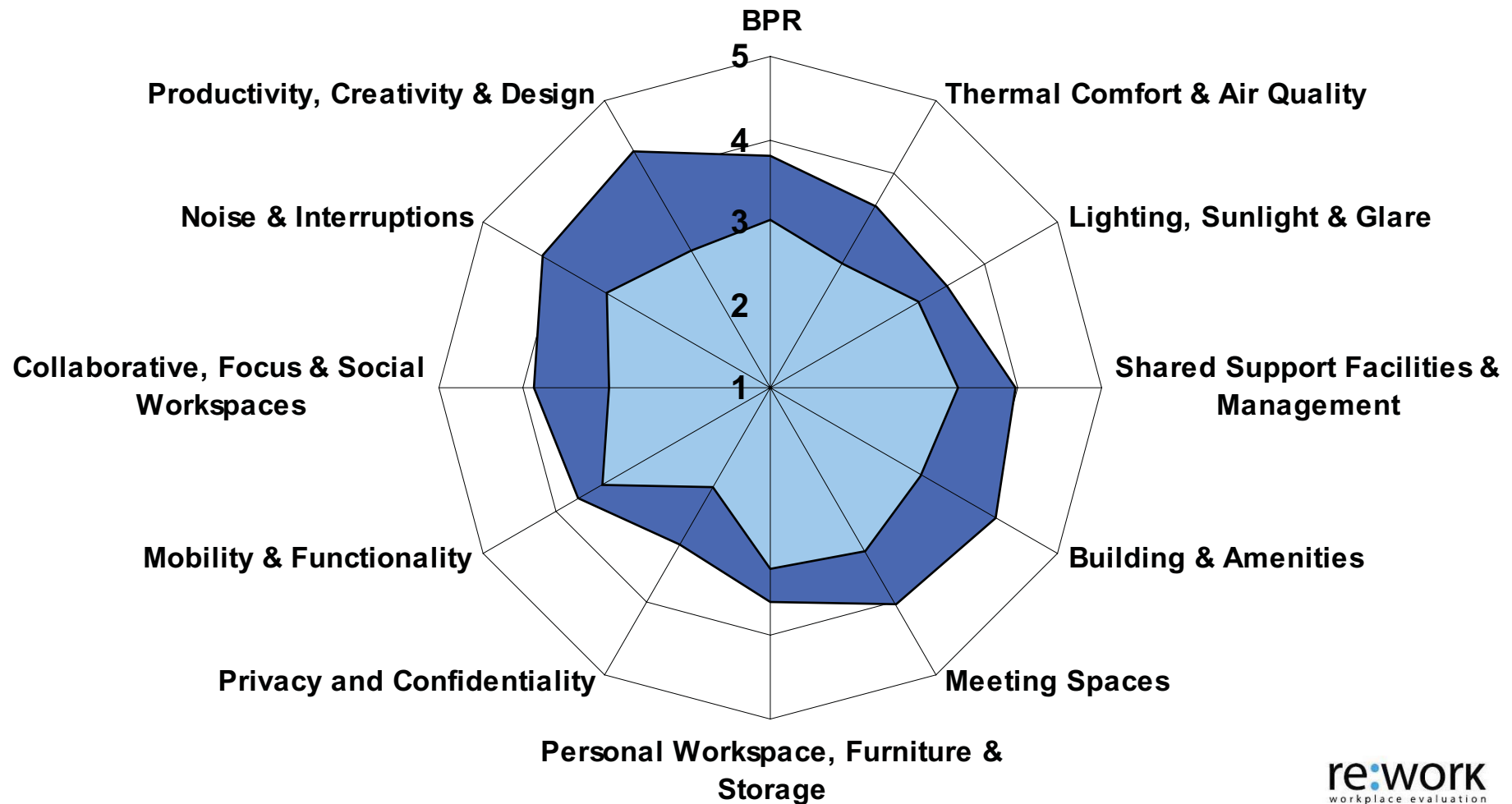


TOOLS

- + WORKPLACE SURVEY - RE:WORK
- + ROLES AND RULES
- + COMMUNITY MESSAGES



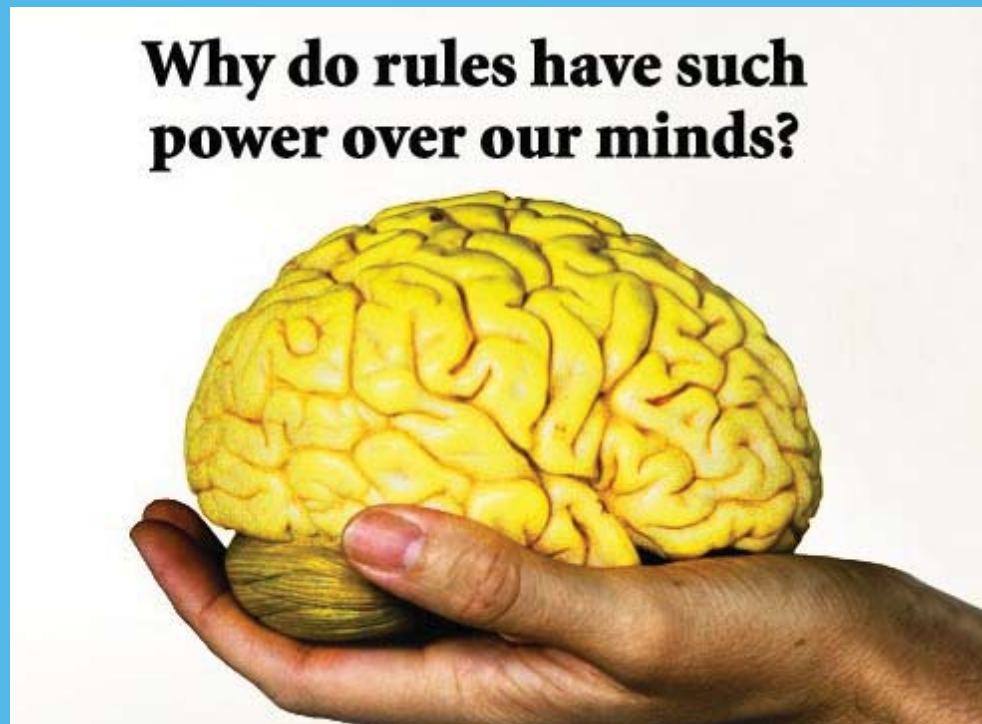
RE:WORK - OVERALL BUILDING PERFORMANCE



2 TOOL

ROLES AND RULES

+ Rules for gatherings



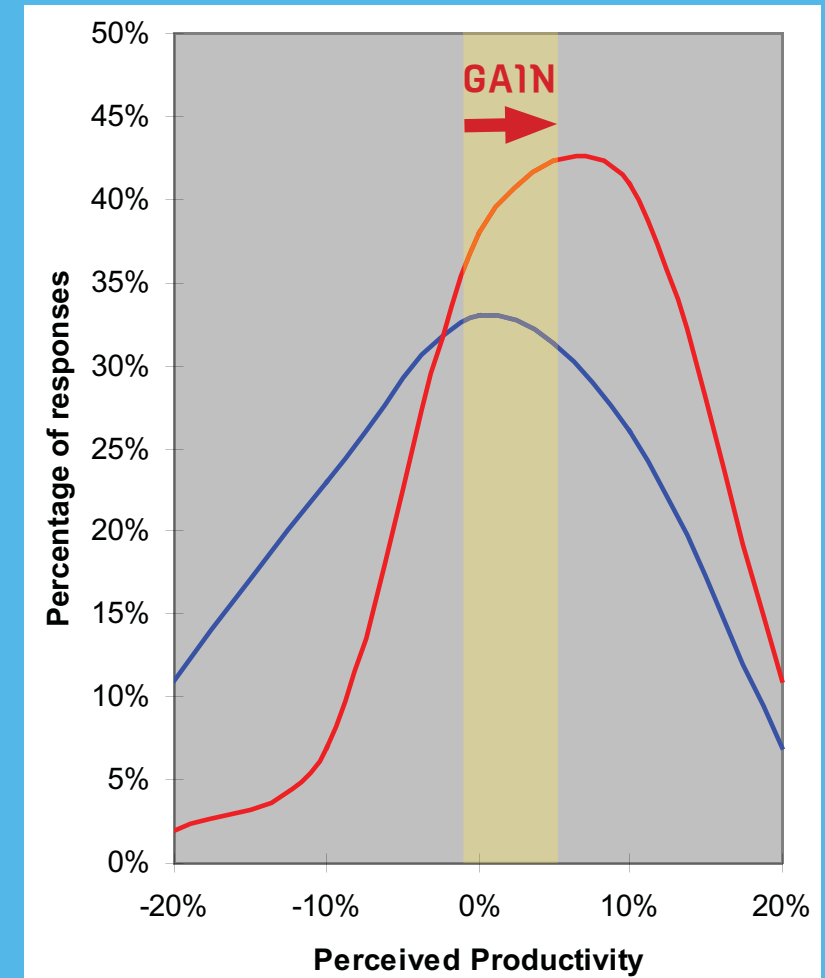
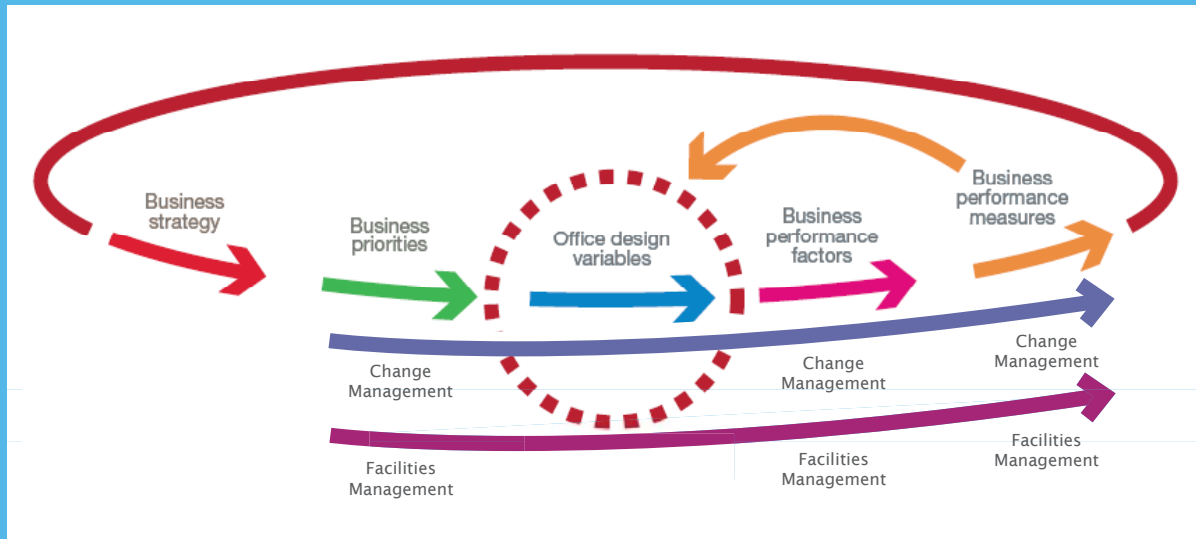


COMMUNITY MESSAGES

- + 70 site visits
- + The building was sold to the staff by the staff



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CHALLENGING THE STATUS QUO

DISCUSSION POINTS

1. What does larger floor plates mean to organisational responsiveness?
2. 'One team' suggests increased collaboration - how much do we need?
3. How useful to Facilities Management is the information that we gather now?

TOOLS

1. Workplace survey - re:work
2. Roles and Rules
3. Community messages



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