

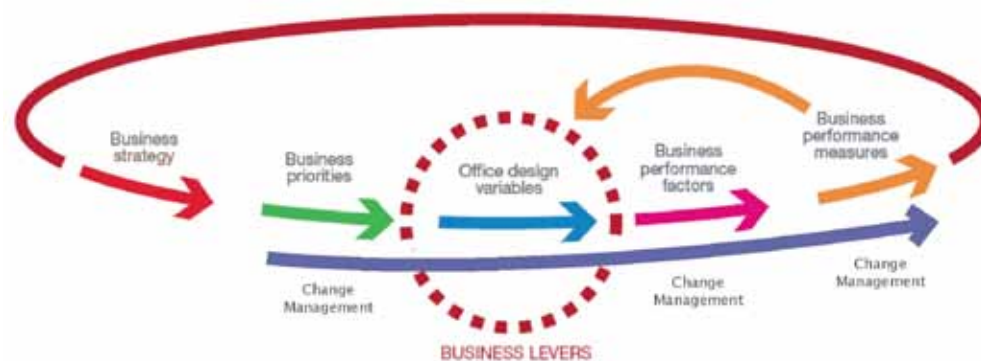
1. USE CHANGE FRAMEWORK AND ACCELERATORS TO CREATE “PRIDE OF PLACE”



BEFORE



AFTER



“A BUILDING THAT IS
TRANSPARENT AND LIGHT,
ENCOURAGING MOVEMENT
AND INCREASED
COMMUNICATION FOR
STAFF.”

ELIZABETH GLEEB. CHANGE
MANAGER BBC PROJECT

2. LINK ORGANISATION VALUES WITH THE BENEFITS



"I LIKE BEING CLOSE TO DIFFERENT BUSINESS UNITS WHICH MAKES PROBLEM SOLVING EASIER" REWORK SURVEY 2010

3. CREATE UNDERSTANDING OF THE NEW WAYS OF COLLABORATING AND CIRCULATING

- The continuous walkway, from the central stairwell, around the perimeter of the floor and through the lily pads, provides a circulation route on every floor.

Interact with colleagues on the lily pads, or in team spaces, at breakout spaces and in tea stations. Or meet formally in booked meeting rooms.

The main work areas are for quiet concentration. If you need to really focus, head to the staff quiet spaces, training rooms and closed meeting rooms.



“A LOT OF OUR WORK INVOLVES AD HOC CONVERSATIONS” REWORK SURVEY

4. PROVIDE OPPORTUNITIES FOR FORMAL AND INFORMAL WAYS TO MEET



“PART OF THE PROBLEM WITH OUR TEAMS WORKING IN SILO’S IS A LACK OF OPPORTUNITY TO GET TO KNOW PEOPLE AT COFFEE BREAKS”

5. SURVEY RESULTS THAT SUPPORT BEST PRACTICES INCREASED PRODUCTIVITY AND ENGAGEMENT.

RE:WORK WORKPLACE EVALUATION SURVEY 2007 AND 2009,
APPENDIX A1

SURVEY RESPONSES EXTRACTS FROM SECTIONS:

REFLECT OUR LEADERSHIP
WORKPLACE SUPPORTS CREATIVITY AND INNOVATION
AN INCREASE OF 23%

CAPTURING OUR SPIRIT
DESIGN OF THE WORKPLACE ALIGNS
WITH OUR BRAND AND CULTURE
AN INCREASE OF 61%

ENCOURAGE SOCIAL INTERACTIONS
PROVISION OF SOCIAL WORKSPACES
AN INCREASE OF 44%

DIVERSE MEETING SPACES
COLLABORATIVE WORKSPACES IN THE BUILDING
AN INCREASE OF 43%

OVERALL ENVIRONMENTAL COMFORT
AN INCREASE OF 29%

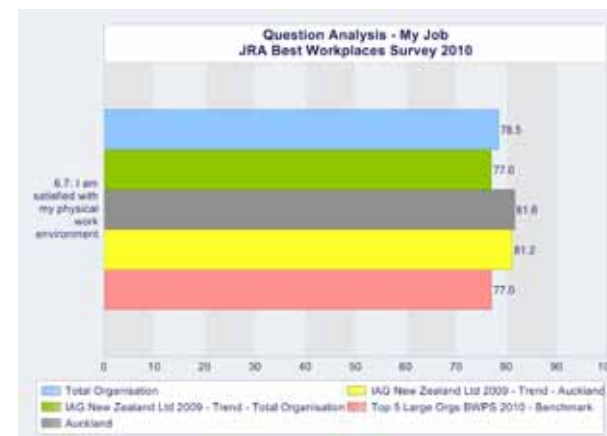
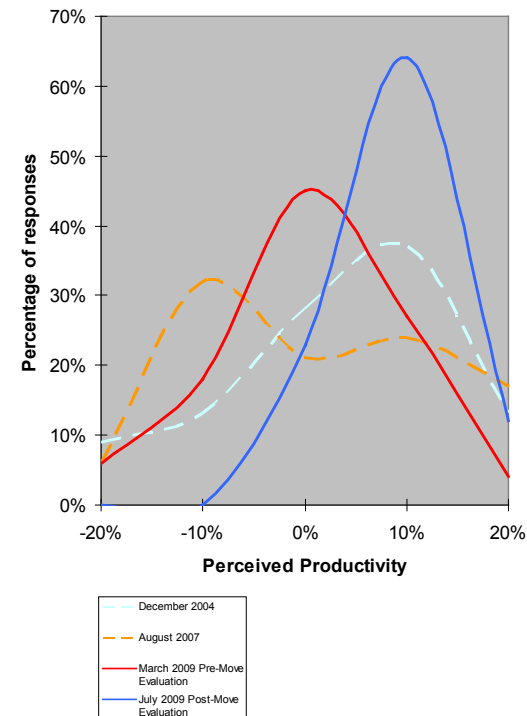
ACCESSIBILITY
EASE OF INTERACTION/COMMUNICATION WITH OTHER STAFF
AN INCREASE OF 16%

ABILITY TO LOCATE & ACCESS INFORMATION,
PEOPLE AND FACILITIES
AN INCREASE OF 30%

MOVE
WELL INFORMED ABOUT THE PROCESS FOR MOVING
94% AGREE OR STRONGLY AGREE

MOVE COMMUNICATION
WELL INFORMED ABOUT THE BUILDING AND ITS FACILITIES
93% AGREE OR STRONGLY AGREE
WELL INFORMED ABOUT THE NEW WORKING BEHAVIOURS
84% AGREE OR STRONGLY AGREE

REWORK SURVEY RESULTS
GRAPHS SHOW 5.6% INCREASE IN PRODUCTIVITY



6. SURVEY RESULTS THAT SUPPORT BEST PRACTICES INCREASED PRODUCTIVITY AND ENGAGEMENT.



JRA BEST WORKPLACES – [WWW.JRA.CO.NZ/BESTWORKPLACES/](http://www.jra.co.nz/bestworkplaces/)

FINDINGS- THE JRA BEST WORKPLACES SURVEY 2009 AND 2010 SHOWED THAT STAFF SATISFACTION WITH THEIR PHYSICAL WORKPLACE INCREASED ABOVE THE BENCHMARK FOR THE TOP 5 LARGE ORGANISATIONS. (SEE RESULTS TABLE ABOVE)

WHAT IS THE JRA BEST WORKPLACES SURVEY ALL ABOUT?

- PARTICIPATING ORGANISATIONS ASK THEIR EMPLOYEES TO COMPLETE A CONFIDENTIAL SURVEY ABOUT THEIR WORKPLACE, AND IN RETURN RECEIVE VALUABLE FEEDBACK THROUGH ONLINE REPORTS TO IDENTIFY BOTH THE POSITIVE ASPECTS OF YOUR WORKPLACE, AND THOSE THAT NEED WORK
- THE ORGANISATIONS THAT ACHIEVE THE BEST SURVEY RESULTS ARE CELEBRATED AS THE “BEST WORKPLACES” IN NEW ZEALAND - AS JUDGED BY THEIR OWN EMPLOYEES.
- YOUR SURVEY RESULTS WILL BE COMPLETELY CONFIDENTIAL AND SECURE
- NEW ZEALAND’S MOST DEFINITIVE MEASURE OF ‘EMPLOYER OF CHOICE’ AND ‘BEST EMPLOYER’ CLAIMS

TOWERS WATSON 

TOWERS WATSON - [WWW.TOWERSWATSON.COM/SERVICES/EMPLOYEE-SURVEYS](http://www.towerswatson.com/services/employee-surveys)

FINDINGS- THE APRIL 2010 ENGAGEMENT SURVEY BY TOWERS WATSON SHOWED THAT STAFF ENGAGEMENT HAD IMPROVED FROM LAST YEAR. THE RESULTS WERE SIGNIFICANTLY AHEAD OF GLOBAL NORMS. THE BUILDING HAS PROMOTED EASY DEVELOPMENT OF RELATIONSHIPS WITH STAFFS UNDERSTANDING OF NEW WAYS OF MEETING AND CIRCULATING.

IMPROVING ENGAGEMENT TO IMPROVE RESULTS

ORGANIZATIONS THAT FAIL TO ENGAGE THEIR PEOPLE FAIL TO ACHIEVE THEIR FULL PERFORMANCE POTENTIAL. TOWERS WATSON RESEARCH HAS SHOWN THAT ENGAGED EMPLOYEES REDUCE COSTS, WORK HARDER

(AND SMARTER) AND CREATE MORE SATISFIED CUSTOMERS. BUT UNLESS AN ORGANIZATION CAN DEFINE AND MEASURE “ENGAGEMENT”, IT CANNOT POSSIBLY IMPROVE IT — LET ALONE KNOW WHETHER EFFORTS TO IMPROVE IT ARE ACTUALLY WORKING. TOWERS WATSON WERE PIONEERS IN MEASURING AND IMPROVING EMPLOYEE ENGAGEMENT, HELPING ORGANIZATIONS MOVE BEYOND SIMPLY MEASURING EMPLOYEE OPINIONS AND SATISFACTION. TOWERS WATSONS MODEL — BASED ON YEARS OF EXPERIENCE WORKING WITH SOME OF THE WORLD’S LARGEST EMPLOYERS — CONFIRMS THE LINK BETWEEN ENGAGEMENT AND BUSINESS PERFORMANCE, TO GIVE A DETAILED VIEW OF WHAT INFLUENCES ENGAGEMENT ACROSS ALL OF YOUR WORKFORCE SEGMENTS.



ORGANISATIONAL CULTURE INVENTORY (OCI) CULTURE SURVEY — [WWW.HSNZ.CO.NZ/CONTENT/PRODUCTS/DIAGNOSTICS/OCI.ASP](http://www.hsnz.co.nz/content/products/diagnostics/oci.asp)

FINDINGS- THE HUMAN SYNERGISTICS SURVEY SHOWED AN INCREASE IN RATINGS FOR AFFILIATIVE, HUMANISTIC AND ENCOURAGING TRAITS. DEMONSTRATING THAT STAFF KNOW WHO PEOPLE ARE, WHAT THEY DO AND ARE ASSISTING OTHER STAFF ACHIEVE THEIR GOALS. IN ADDITION CONVENTIONAL BEHAVIOURS HAVE REDUCED SHOWING STAFF INCREASES IN EMPOWERED BEHAVIOURS. ORGANISATIONAL CULTURE INVENTORY® (OCI®)

THE ORGANISATIONAL CULTURE INVENTORY (OCI) IS THE MOST WIDELY USED AND THOROUGHLY RESEARCHED TOOL FOR MEASURING ORGANISATIONAL CULTURE IN THE WORLD. 20 YEARS OF RESEARCH INTO ORGANISATIONAL CULTURE, ITS CAUSES AND ITS OUTCOMES ALLOWS HUMAN SYNERGISTICS TO CLEARLY IDENTIFY CURRENT CULTURE, OUTCOMES AT THE INDIVIDUAL, GROUP AND ORGANISATIONAL LEVELS AND THE SPECIFIC LEVERS FOR CHANGE THAT MUST BE ADDRESSED TO CHANGE CULTURE. THE OCI IS RECOGNIZED AS ONE OF THE MOST WIDELY USED AND THOROUGHLY

RESEARCHED ORGANISATIONAL SURVEYS IN THE WORLD. THE OCI PROVIDES A PICTURE OF AN ORGANIZATION’S OPERATING CULTURE IN TERMS OF THE BEHAVIOURS THAT MEMBERS BELIEVE ARE EXPECTED OR IMPLICITLY REQUIRED. BY GUIDING THE WAY IN WHICH MEMBERS APPROACH THEIR WORK AND INTERACT WITH ONE ANOTHER, THESE “BEHAVIOURAL NORMS” DETERMINE THE ORGANIZATION’S CAPACITY TO SOLVE PROBLEMS, ADAPT TO CHANGE, AND PERFORM EFFECTIVELY.

[HTTP://WWW.HUMANSYNERGISTICS.COM/PRODUCTS/OCI.ASPX](http://www.humansynergistics.com/products/oci.aspx)

