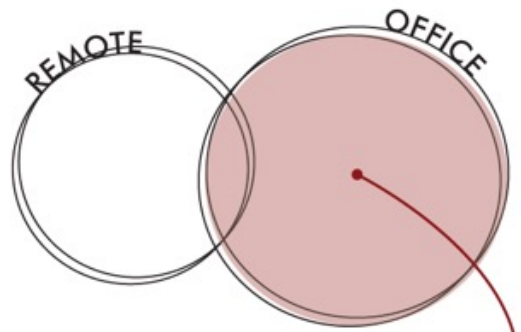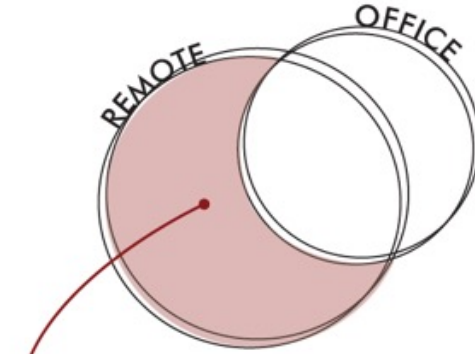# Implications of the Hybrid Workplace
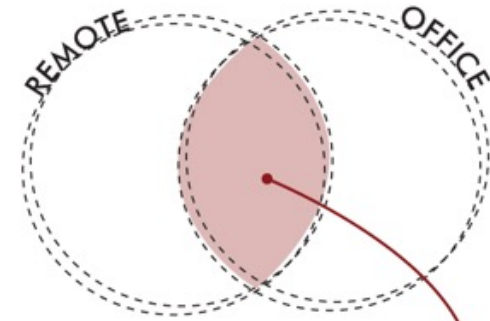
October 2022

Niraj Dangoria

March 17, 2020 changed everything

YESTERDAY
WE LARGELY WORKED IN THE OFFICE, SOME REMOTE, AND LIMITED OVERLAP

TODAY
UNPRECEDENTED SHIFT TO REMOTE WORKING

TOMORROW
INTEGRATION OF REMOTE WORKING, FOCUS ON PERSON TO PERSON CONNECTION, AND ENHANCING CULTURE

Staff Survey Results

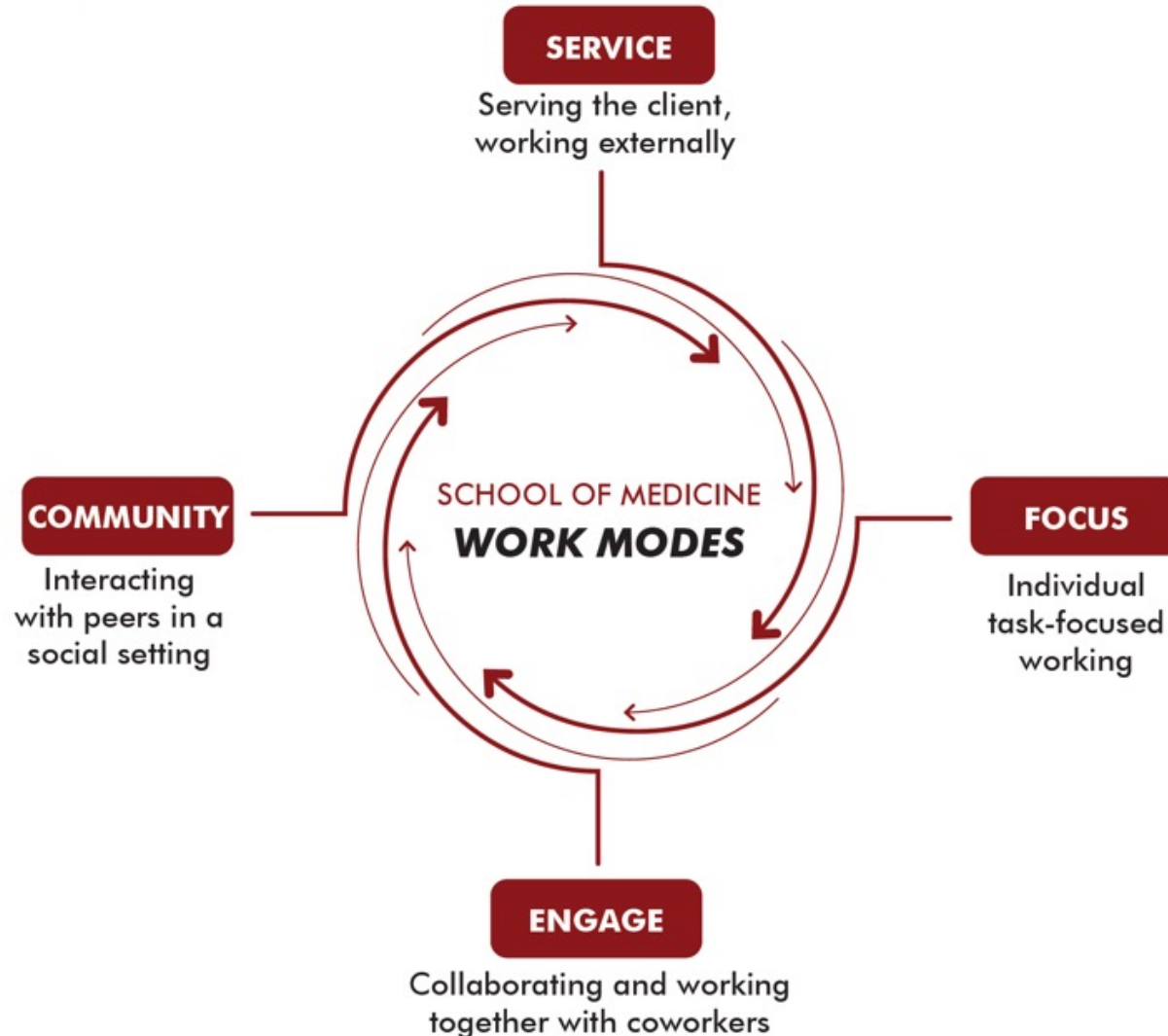|	JUN '20	SEPT '20	FEB '21	JUL '21	NOV '21	FEB '22
Feel Satisfied with their current work environment	79%	80%	82%	88%	88%	92%
Are satisfied with team engagement and collaboration in their current environment	89%	87%	83%	86%	87%	90%
Able to balance work and personal life priorities	58%	58%	65%	72%	74%	78%
Prefer 3+ days a week work from home in the future compared to working in office	73%	78%	83%	81%	84%	86%
Have already moved or considering moving out of the Bay Area if they could do all their work remotely	20%	22%	27%	28%	34%	35%

What have we observed

Flexible work

Meet the needs of a changed workforce and world by offering increased flexible work options

WHY should we consider flexible work?

- Address sustainability
- Address affordability
- Increase employee engagement
- Address space constraints
- Be an employer that's creative, contemporary
- Access to talent
- Foster employee well-being
- Address commute challenges
- Enhance inclusivity and diversity
- Retain employees

Fundamental Observation 1 – Work Typologies

SERVICE
Serving the client, working externally

COMMUNITY
Interacting with peers in a social setting

SCHOOL OF MEDICINE
WORK MODES

FOCUS
Individual task-focused working

ENGAGE
Collaborating and working together with coworkers

Every Job has 4 'buckets'

Focus – Production

Engagement – Meeting

Service – Customers

Community - Culture

Fundamental Observation 2 – Space Typologies

Data Analyst

- Focus
- Service
- Engagement
- Community

Volleyball Coach

- Focus
- Service
- Engagement
- Community

Is there a new value proposition for space?

- Will we come back to the same workspace as before?

- How will the use of space change?

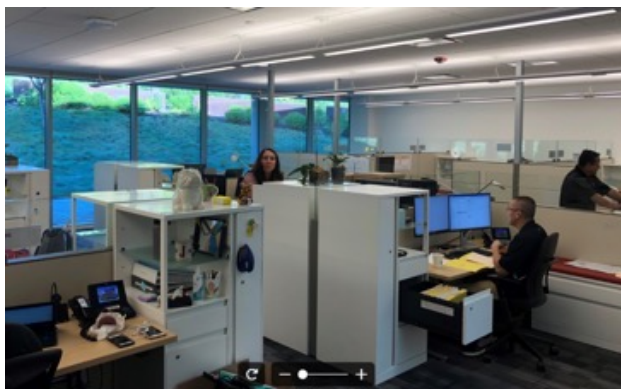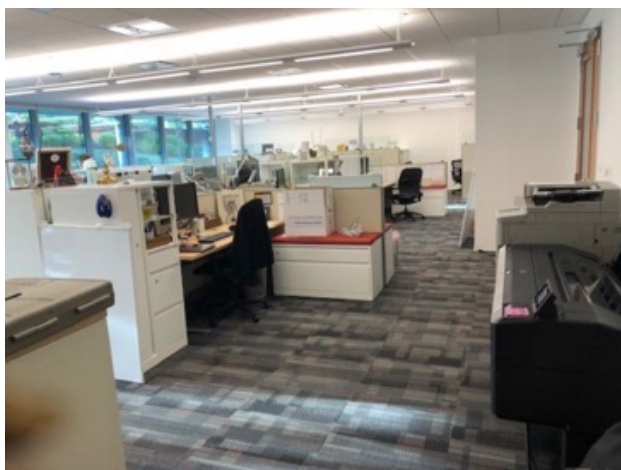- What are the drivers that will influence the future use of space?
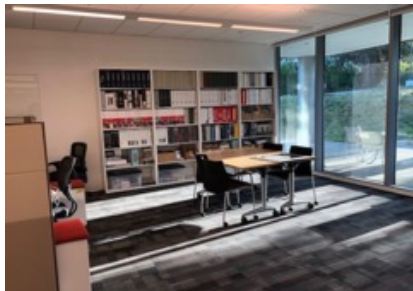
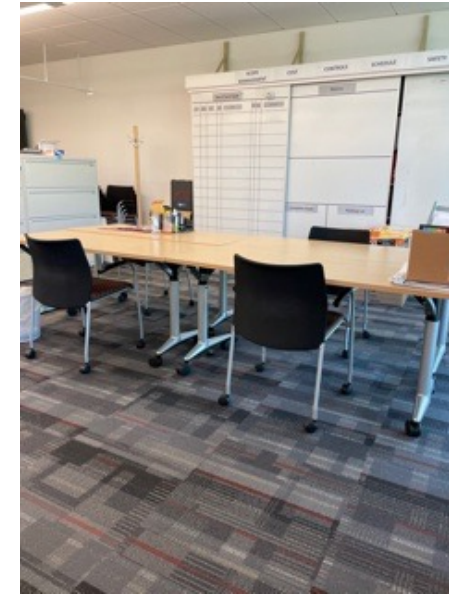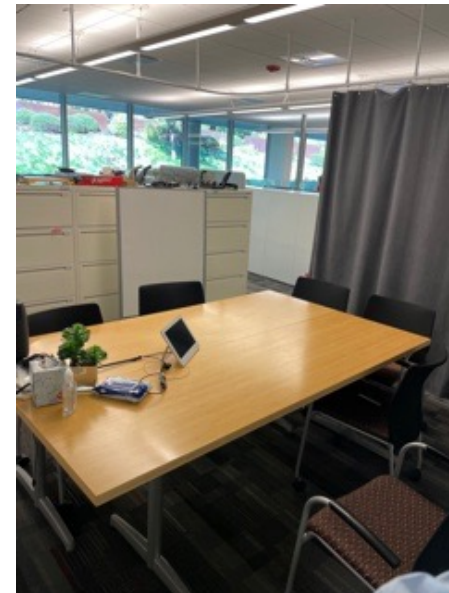# How do we prepare for the return to the workplace?

Fundamental Observations

- Programming

- Design

- Culture

- Technology and Operational Impacts

- Financial impacts

Flexibility

Before

After

Stanford MEDICINE | Office of Facilities Planning and Management

Is there another dimension to work?

Focus / Engagement / Service / Community

Are there more work typologies. List others you can think of

Think about your organization?

Think about your job. Assign your job into the 4 buckets.

How do your staff positions fit into the 4 buckets?

Think about how you work. Your leadership style

Review your schedule for the last two weeks
Assign activities and times in the 4 buckets
Get granular, create sub-categories

How should your leadership evolve?
Where should you be spending your time?

Culture - What is it?

Visible   **Vs.**   **Invisible**

Old   **Vs.**   **New**

H A B E 's
(habits, attitudes, behaviors, expectations)

Can you define your culture?

Define your Culture

What is your culture?
How has it changed?
What are the attributes of your culture?

Hybrid work and Zoom (or a similar platform) is here to stay

What is the impact of furniture options?

What are we doing to manage auditory impacts?

Is one day 'all in the office' a sustainable solution?

Is one size fits all a good model?

Are we taking the cost and technology impacts into account?

Is 'ownership versus membership' a sustainable model?

Moving from Ownership to Membership

- Programming

- Design

- Cost

- Technology

- Logistics

- Culture