



IFMA's **World Workplace**®

Your Facility Conference & Expo

Oct. 18-20, 2017 | Houston, Texas, USA

George R. Brown Convention Center

We Are FM:
*A Universe
of Possibilities*

The 'New Think' About Working From Home

How To Optimize People Productivity & Effectiveness





CEUs & CFM® Maintenance Points

You are eligible to receive Continuing Education Units and Certified Facility Manager® maintenance points for attending sessions at IFMA's World Workplace.

To receive CEU points, you must add the US\$15 processing fee to your registration. (Full Event PLUS! registration includes the CEU processing fee.)

To Receive 20 CFM Maintenance Points

- Record your attendance for the three-day conference on your CFM Recertification Form in CAMP.
- At re-certification time, submit your completed CFM Recertification Form.

Managing CEUs:

- Log into the **Attendee Service Center**. <http://www.ifma.org/wwsd2017>
Your log-in information was sent to you when you registered for the conference.
- Click "Start CEU Process" on the left-hand side.
- Click "Start" next to the session you attended.
- Complete the session evaluation.
- Click "Start Test" next to the session.
After passing the test, your certificate will be available for download.

**If you wish to receive CEUs or LUs from other organizations, you must contact those organizations for instructions on reporting credit hours.



Introduction - Meet Our Presenters:



Pat Turnbull, IFMA Fellow, MA, LEED AP
President and COO, Kayhan International



Dr. Alex Redlein
Institute for Real Estate & Facility Management
Vienna University of Technology





Review Session Learning Objectives

Learning Objective 1: Alternative Workplace 'buzz-words' & definitions

Learning Objective 2: Pros & Cons of WFH programs

Learning Objective 3: Business trade-offs talent optimization

Learning Objective 4: How to increase WFH Success Rate





Your Feedback is Valued!

Please take the time to **Evaluate Sessions**

Log into the Attendee Service Center

<http://www.ifma.org/wwsd2017>



THE 'NEW THINK' ABOUT WORKING FROM HOME

How To Optimize People Productivity & Effectiveness

Pat Turnbull, President - Kayhan International
Dr. Alex Redlein, Professor - Technical University of Vienna

ALTERNATIVE WORK PROGRAMS

Flexible Work vs Remote Worker vs Agile Working



Flexible work is an umbrella term encompassing any working schedule that is outside of a normal working pattern of 9-5 in an office

A **remote** worker is someone who does not regularly commute to a traditional office (at least 3 days a week)

Agile working is the creation of flexible and productive work environments. By creating different work areas employees can work where and when they want.

**Does your company offer
flexible work arrangements?**



- Yes
- No
- No, but plans to
in the future

Are YOU a remote worker?



- Yes
- No
- No, but I have been in the past or plan to be in the future



Global Survey Findings of 23,000 Employees Across 12 Countries

Stats

- Nearly **3 out of 4** employees say their company **offers flexible working**
- **25%** of the workforce now **works remotely** (*Gallup*)

Technology & Tools

- **89%** of global employees say they **use collaboration technology**
- **90%** of workers said that these tools are **improving productivity** between teams in different locations

Stigma

- **62%** of remote workers **fear** that other employees don't think they are working as hard as they are
- **44%** **worry** about the ability to build close co-worker relationships

Upside

- **65%** report higher **productivity** when working remotely
- **70%** of employees surveyed who work remotely reportedly benefit from **control of their work life balance**



Cons

Remote Work in the Spotlight

- Long time remote work advocates have called workers back to the office (reversing WFH policies), citing:
 1. Increased productivity at expense of innovation
 2. Negative impact on culture
 3. Lower collaborative experiences
- Is this move necessary to foster agile working?
- **Does Innovation Trump Productivity?**



Pros

Remote Work in the Spotlight

Relevant Digital Transformation Trends



Jobs and skills evolution



Changing workforce



Culture and purpose are the new currency



'Everywhere office' sentiment



Jobs and skills

Demand Exceeds Supply Search for Skilled Talent

Demand:

Continued high demand and expected shortages of STEM skills and diverse talent

Supply:

Skills shortage at highest level since the Great Recession.

Source: Price Waterhouse Coopers US Data
Institute for Corporate Productivity, Global data

Bottom Line: There will continue to be a shortage of qualified talent/technical expertise



Worldwide War for Talent



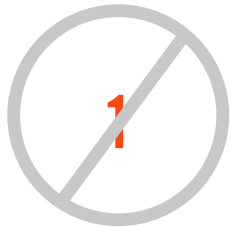
Source: Price Waterhouse Coopers US Data
Institute for Corporate Productivity, Global data

Talent is distributed worldwide



Changing workforce

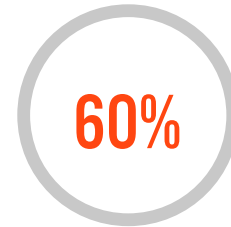
The Changing Workforce



A one-size-fits-all approach to performance and benefits simply **does not work** anymore



Workforce is now Millennials



Workforce to be Millennials and Gen Z by 2020

5 Generations in the Workplace

Traditionalists (pre 1946)
Baby Boomers (1946 - 1964)
Gen X (1965 - 1976)
Millennials / Gen Y (1977 - 1997)
Gen Z (after 1997)

Source: Willyard, Karie 'The 2020 Workplace' Success Factors, US Data

Digital Immigrants to Digital Natives: Technology is Enabling New ways of Working



Changing workforce

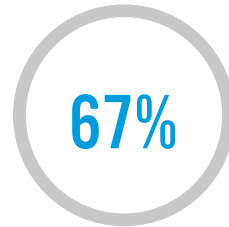
What Are Millennials Looking For In Workplace and Culture?



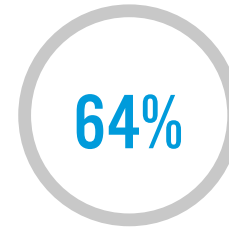
Flexible time
choosing when to
start/finish work



Flexible role
choosing what they do as part
of their job
(within parameters)



Flexible recruitment
different types of contracts,
crowd-sourcing talent, etc.



Flexible location
choosing where to work from



Independent workers

Source: 2017 Deloitte Millennium Survey

**Millennials Seek Stability and Opportunities In An Uncertain World...
But On Their Own Terms**



Rise of Culture and Purpose

Globally, Culture is a Top Issue for Executives

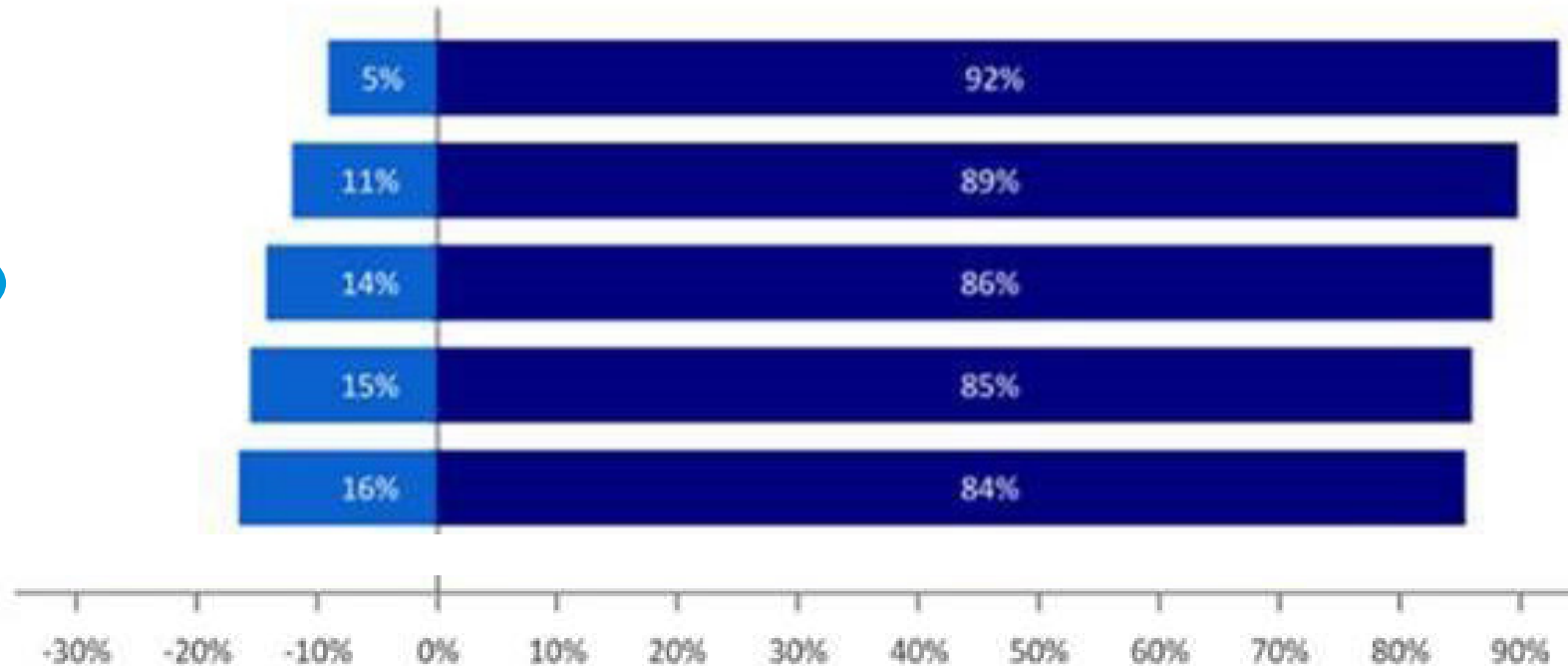
Organizational design

Leadership

Culture

Engagement

Learning





Rise of Culture and Purpose

Culture and Purpose Matter

Empowered millennials are more optimistic and loyal

88%

business leaders rate culture as one of the more urgent talent issues ¹

9/10

CEOs rate employee engagement as important or very important ²

Source: ¹Korn Ferry: The Trillion Dollar Difference

²Bersin by Deloitte, Global Human Capital Trends, 2016



Rise of Culture and Purpose

Elements of Culture That Help Engage Millennials



Collaborative

- Thrive on teams
- Collaborate across organizational levels, fewer hierarchical boundaries
- Seek connections and focus on building networks



Technology Driven

- Prefer shorter messages and smaller doses of information
- Expect knowledge on demand
- Shift easily between tasks and conversations



Progress Driven

- Want defined performance expectations, explicit deadlines, frequent feedback
- Expect to jump in and immediately make impact
- Want to be promoted for contributions rather than tenure
- Opportunities to learn and advance careers



Flexible

- Want to choose when and where and how they get work done
- Traditional work time and space have less meaning
- Want to choose the best way to accomplish tasks



Digital Transformation Powers the 'Everywhere Office'



Any Device.
Any Location.
Any Time.

- Office365
- Skype
- Sharepoint
- OneDrive
- OneNote
- Power BI / data visualization
- Bluescape
- VPN
- Auto phone transfer

(Alternative Work Programs)

**It's Not If....
It's How/When/What**

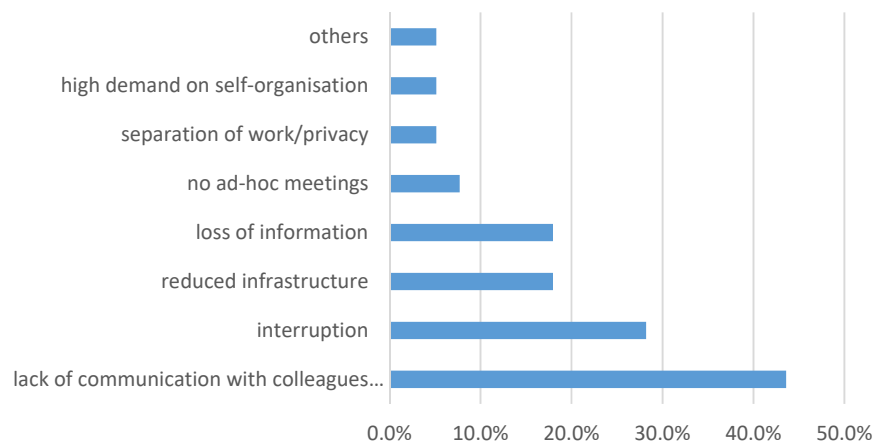


Work From Home

Personnel Advantages and Disadvantages

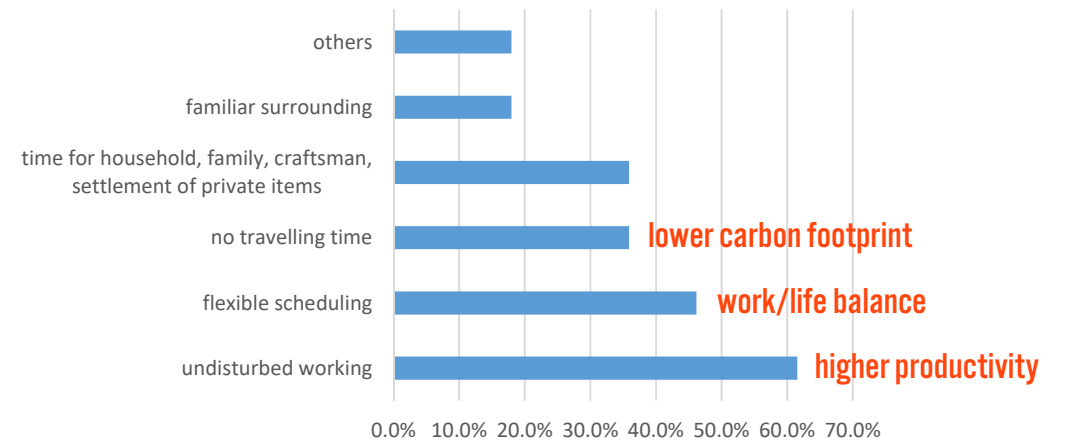
Sampling from German Speaking Countries (40 people)

Personnel Disadvantages



Lack of communication - disadvantage

Personnel Advantages Due to Home Working

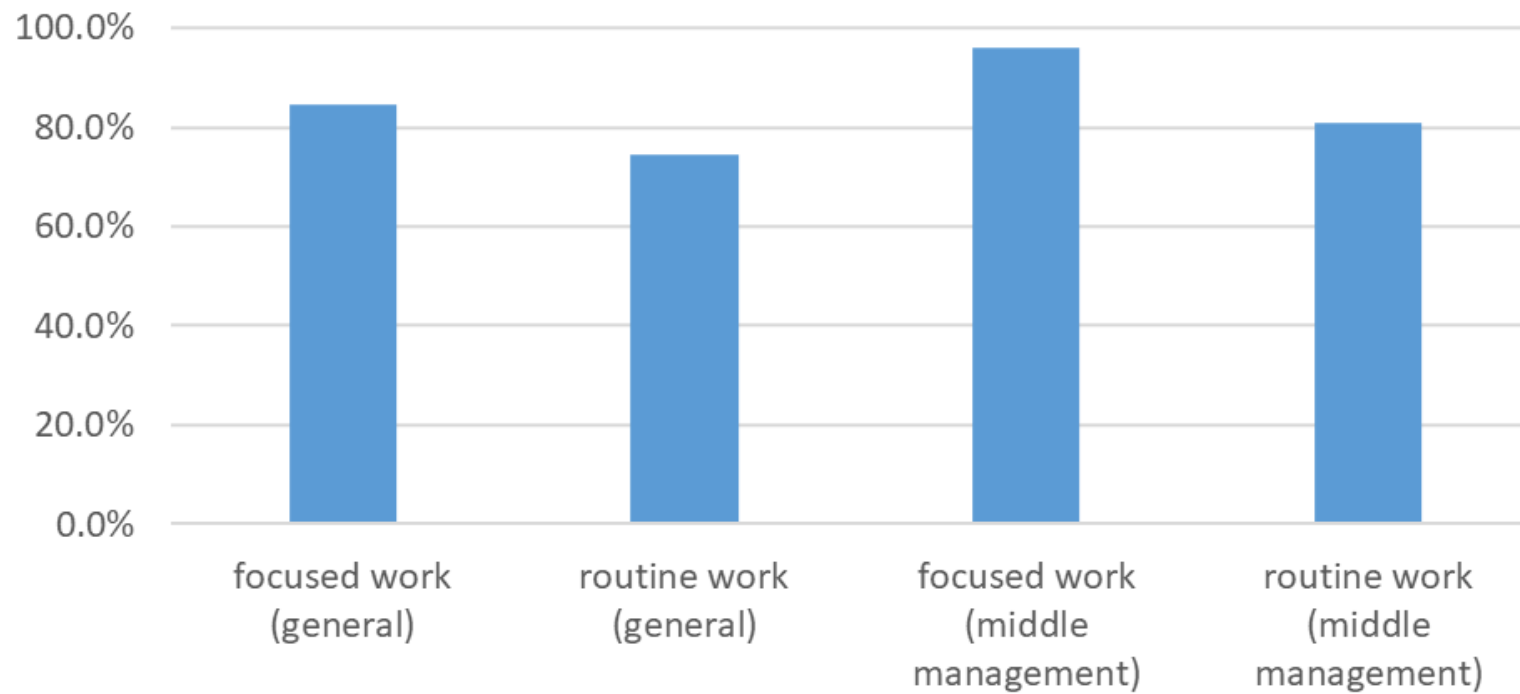


Increased productivity = advantage

Work From Home

Types of Work Conducted

Sampling from German Speaking Countries (40 people)





- Not being able to collaborate with co-workers regularly
- Stigma of not working as hard as workers in the office 9-5
- Having regular meetings with their manager
- Not being able to contribute their voice to the team/manager
- Other

What do you think are the biggest barriers for remote workers when they start working remote?





- Manager Training
- Employee Training
- Templates for managers and employees
- Investment in technology tools
- Funding
- Other

What makes remote working work?

Keys to Make Remote Work a Success



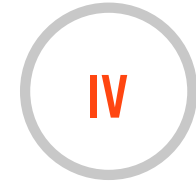
Understand need among current and prospective coworkers



Invest in collaboration technologies



Insist on getting personal



Frequent communications



Manager and employee training



Work-Life resources



Travel budget to allow for in-person meetings when needed



Crowdsource additions



Thank You!

For attending this
educational offering at
IFMA's World Workplace

**Be sure to evaluate the session online at the
Attendee Service Center**

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