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Future-proofing the working environment in the era of agile working

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Thursday 9th March 2017

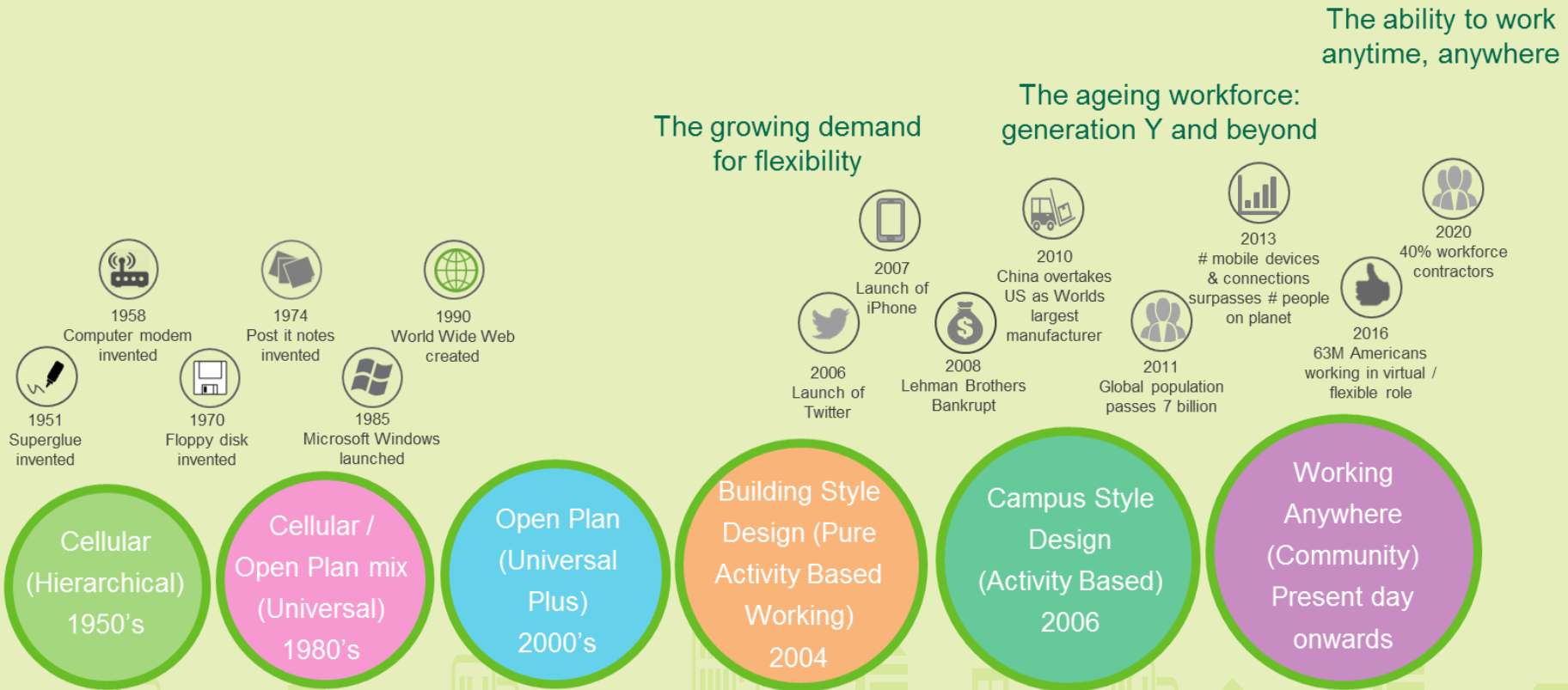


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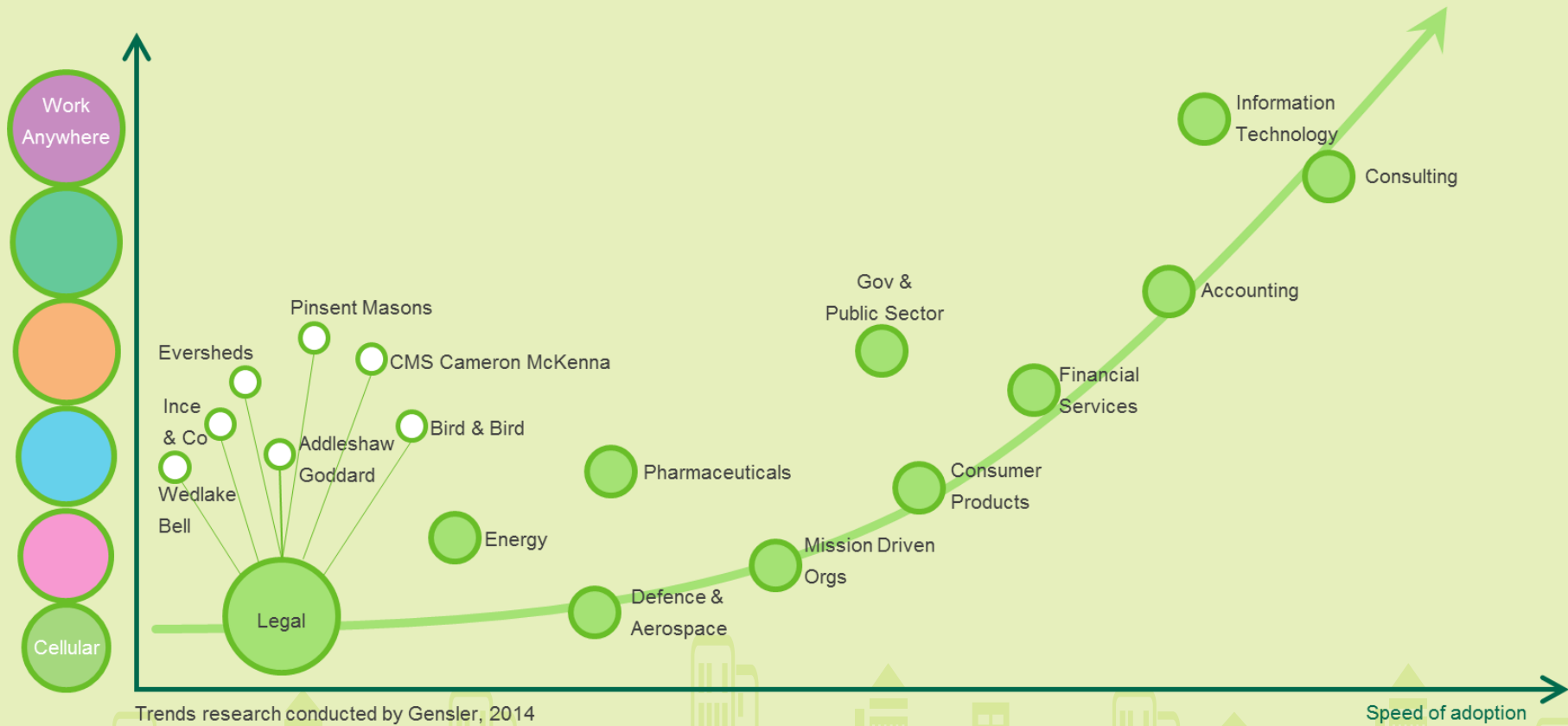
TRENDS SHAPING THE WORKPLACE OF TOMORROW

THE WORLD OF WORK IS CHANGING

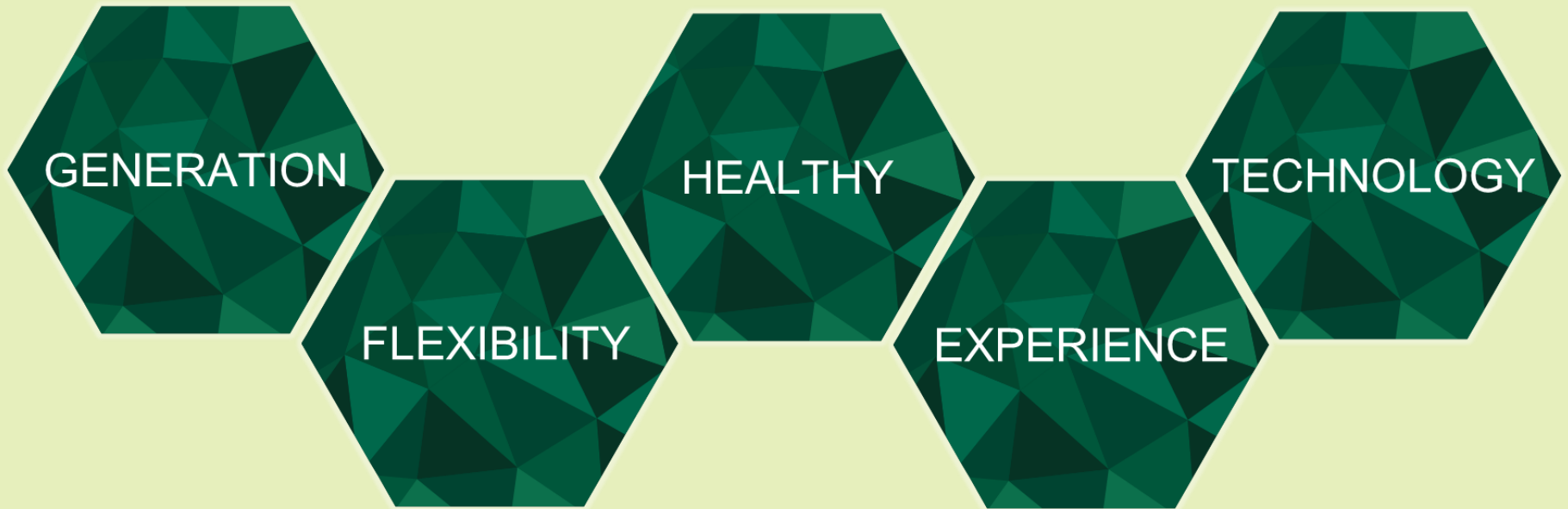
The evolving workplace



WHERE ARE OTHERS ON THE JOURNEY?

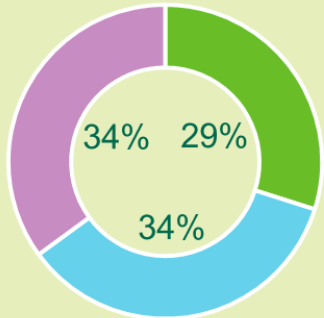


KEY WORKPLACE TRENDS

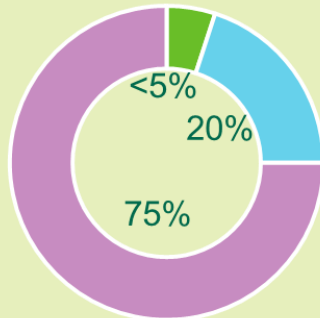


TRENDS: GENERATION

Generational splits



Workforce today



Workforce 2025



Average years with the same employer

- Baby boomers (1943-1964)
- Generation X (1965-1981)
- Millennials (1982-2005)

What millennials want



78%

See workplace quality as important when choosing an employer



69%

Will trade other benefits for a better workspace



23%

Move to a smaller, less well-know company for a better working environment



21%

Travel further to work for a better office environment



20%

Move to a less attractive location for a higher quality workplace

TRENDS: FLEXIBILITY

Flexibility is key

Flexibility is key

Work hours /scheduling



In office
Mon – Fri
9am – 5pm

Ad-Hoc /
circumstantial
working from
home

Remote work &
flex schedule
for some roles /
functions

Remote work & flex
schedule is BAU with
performance and
outcome based mgmt

Current State



Flexibility vs. Salary

Seating
environment



Assigned
workstation for
every employee
1 to 1 ratio

Desk sharing
for frequent
traveler roles

Hoteling and
neighborhood
environments for
some groups

Completely
Unassigned
Environments

Current State

Provide mobility options



TRENDS: HEALTHY

Wellness is coming of age



Employees are living longer



But they're less healthy



Key skills are hard to find



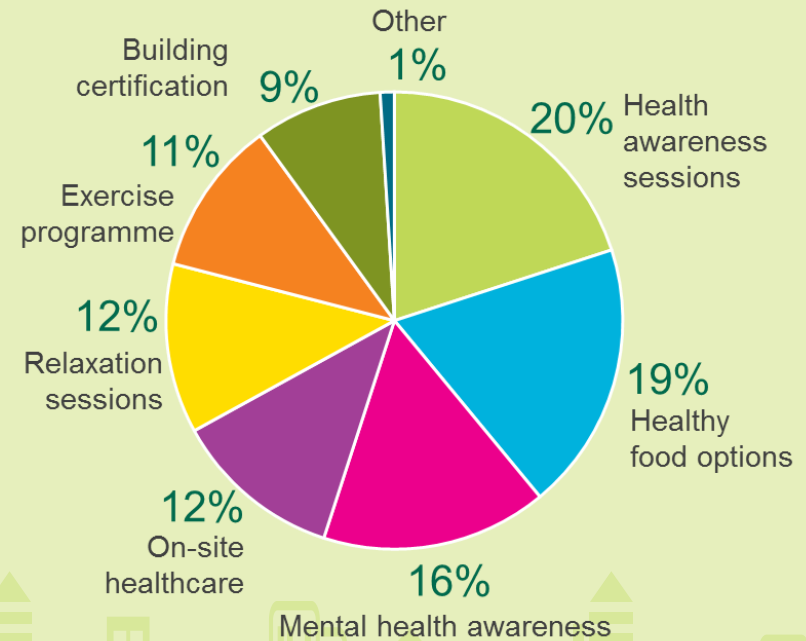
Awareness of stress and mindfulness is growing



Technology is making it easier for people to manage their health

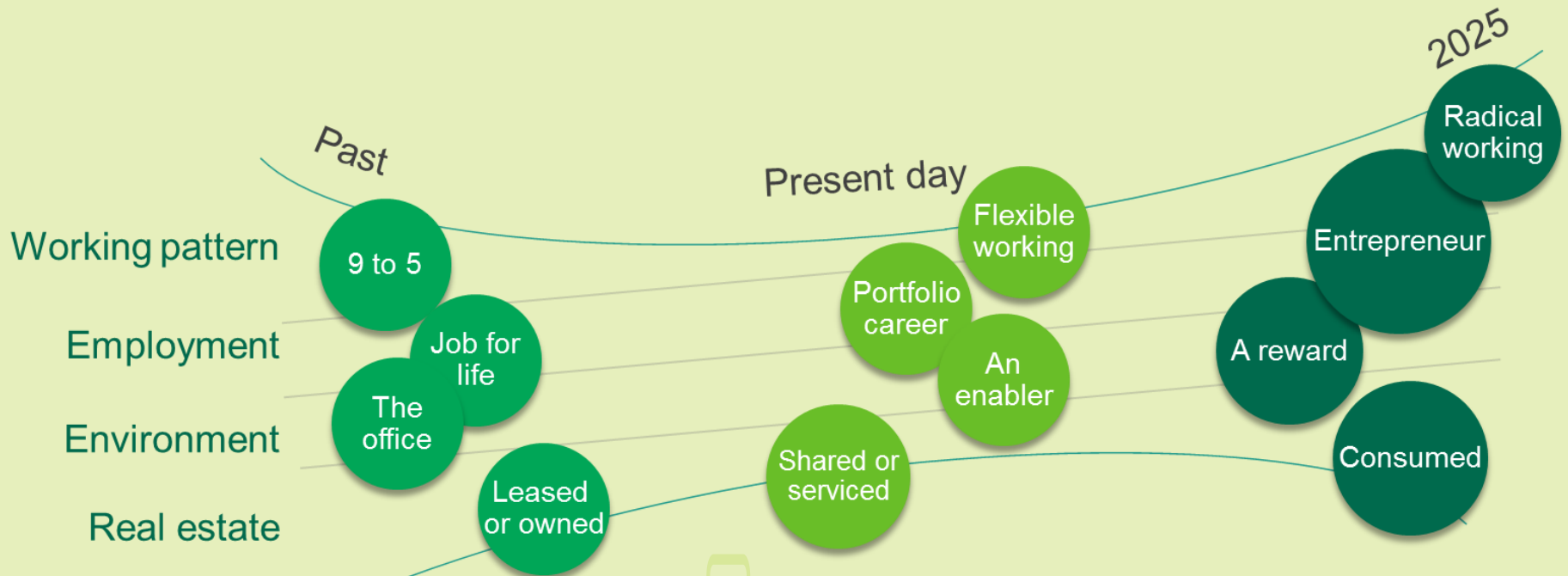
71% Organisations with a formal wellness program or who are planning to implement one

72% Organisations who prefer a Well-certified building



TRENDS: EXPERIENCE

The office is now about the experience



TRENDS: TECHNOLOGY

Technology unlocks opportunity

Productivity tools



Desktop PC and landline phone

Laptop / smart phone by special request

Laptop / smart phone by role functions

Bring your own device

Current State



CIO priorities

Workspace reservations



Assigned workstations / space through admin assistant

Hoteling workspaces & conference rooms on first come / first served basis

Outlook based reservation system

Web based reservation system with integrated mobile application

Current State

Bring it with you



Current State



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WORKPLACE TRENDS IN THE LEGAL SECTOR

KEY TRENDS

What is driving change?



Strong design for knowledge sharing and collaboration



Rise in digital processes incorporating Artificial Intelligence technology



Staff demanding greater mobility supported by technological advances



Competitiveness driving the need for containment



Desire for greater workplace flexibility in response to a changing and uncertain economic environment

What are law firms doing today?



Adoption of agile working practices and open plan office design



Release from cellular environments allowing firms to consider larger, more efficient floorplates



Embracing multi-function space for client events and internal collaboration



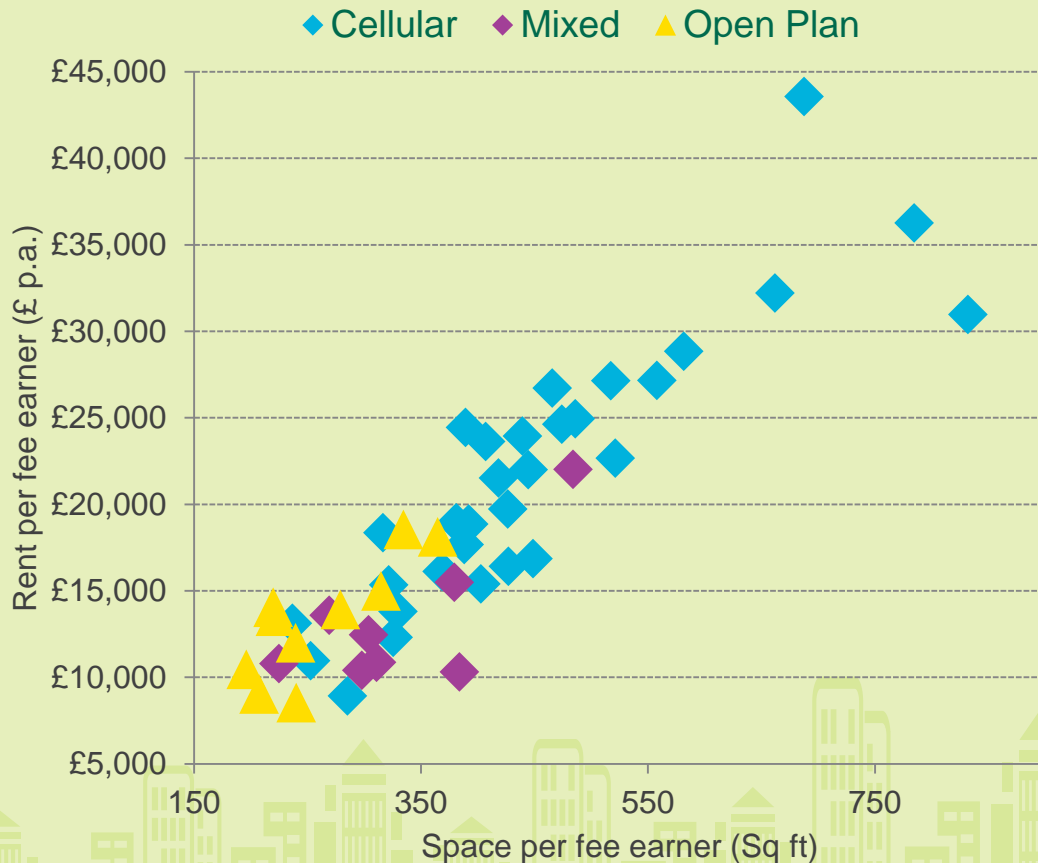
Digital work processes enabling reduction of storage and creation of the paper-light office



Focus on employee health and wellness whilst at work

WORKPLACE TRENDS – CELLULAR VS OPEN PLAN

Law in London 2017 – Preview Results



- 19%** CBRE Legal 100 firms working in fully open plan 2016 (10% in 2012)
- 40%** Less space per fee earner in open plan vs cellular
- 35%** Cheaper per fee earner in open plan vs cellular

2017 PREDICTIONS

1. Firms will continue to find ways to increase space efficiency - including nearshoring, agile working and intensification of space use.
2. Continued flight to quality as war on talent intensifies.
3. Law firms will start to introduce more modern activity based working environments
4. A greater percentage of budget assigned to technology infrastructure over fit-out costs.
5. Continued investment in AI / automation technology reducing operational / support headcount – impact in London may be contained.

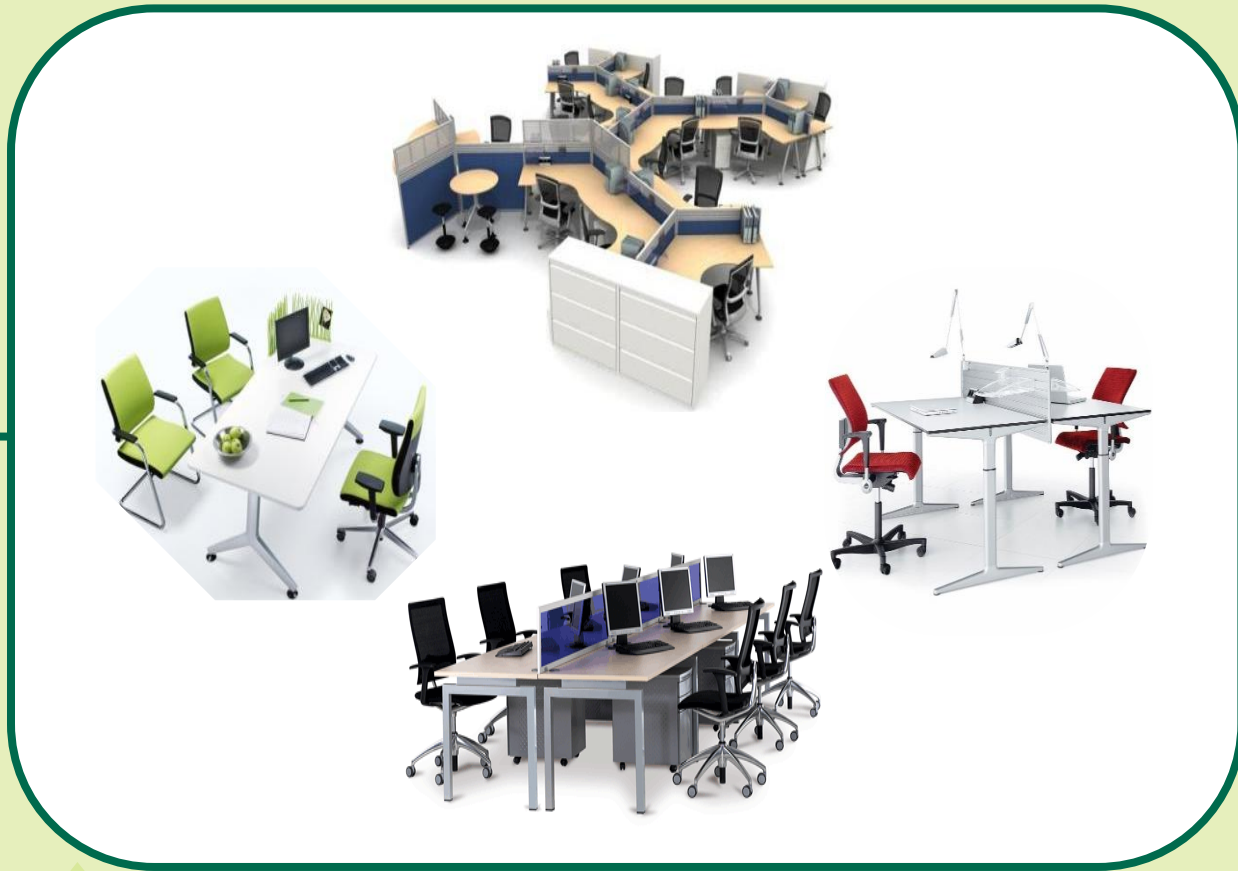




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WORKPLACE TYPOLOGIES

PRIMARY WORKSPACES



SECONDARY WORKSPACES

Quiet /
phone booth



Touchdown /
hot desk



Alternative settings to support short term desk based work or activities which require quiet space, or a space so as not to disturb others

COLLABORATION WORKSPACES

Enclosed meeting rooms



Open meeting rooms

A mix of settings to support formal and informal interaction



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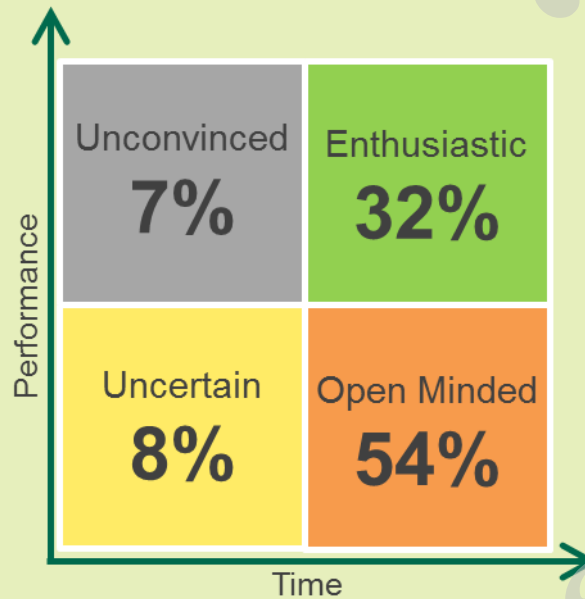
HOW TO MAKE SUCCESSFUL WORKPLACE CHANGE HAPPEN

SHOULDN'T CHANGE JUST HAPPEN?



NOT EVERYONE REACTS THE SAME WAY

You need to see hard evidence to be convinced of success. You're the person who will make sure the change is good and its outcomes beneficial.



You view working differently as positive. You can see the benefits it may bring and the impact this may have on your work / life balance.

If you were given the opportunity to work differently you would grab it.

You're comfortable with the way you currently work. It's likely you will require a lot more information before you are convinced that working differently will be beneficial.

You're hesitant towards the idea of working differently but this doesn't mean you don't support it; you just need the opportunity to personally experience it.

NOT EVERYONE REACTS THE SAME WAY

Communication doesn't equal engagement



How much do I know about the changes?

I am aware of the project and am excited about the change 30%

I have some understanding of the project and am curious and engaged 36%

I am aware of the project but I am indifferent about how it will affect me 7%

I am aware of the project and I am feeling apprehensive and have some resistance 13%

I do not know enough about the project to comment 15%

DO YOUR HOMEWORK

Get to know your organisation



And use networks wisely

DO YOUR HOMEWORK

Where do we work?



88% Primary workplace



4% Other building (in London)



2% Other building (outside London)

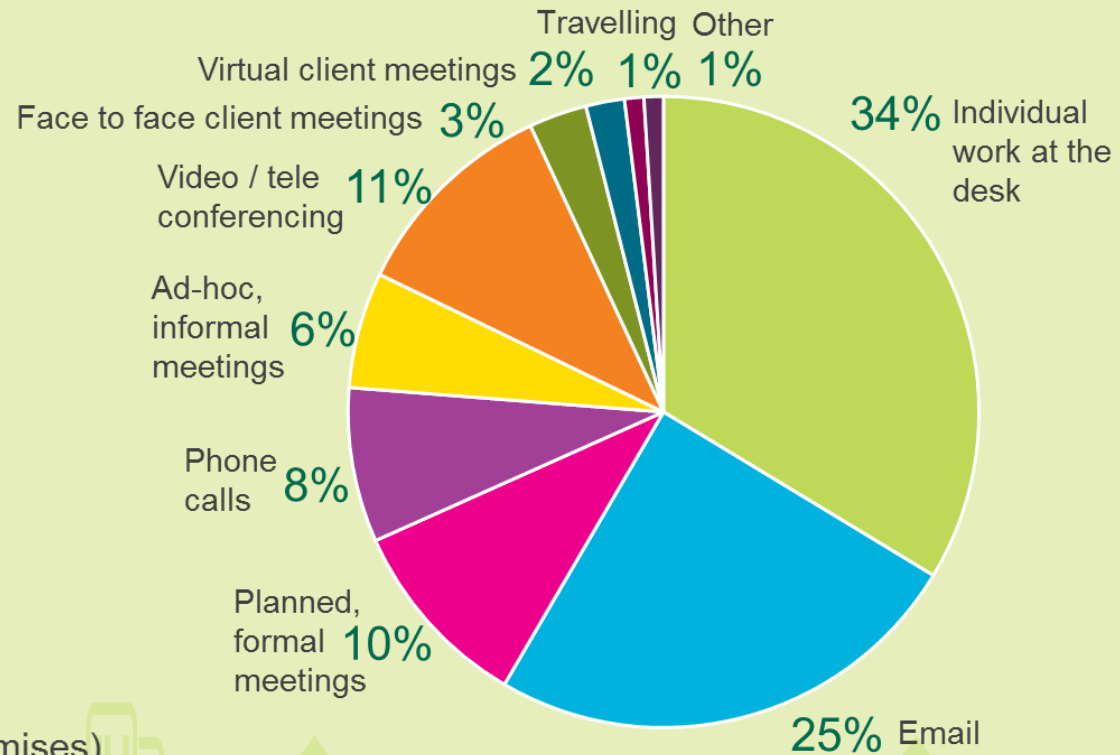


5% Home



1% Other locations (including client premises)

What work do we do?



DO YOUR HOMEWORK

Do we focus or collaborate?

How much of our work is confidential?



59%

Focus



39%

Collaborate



2%

Travel / Other

Information on the computer screen

38%

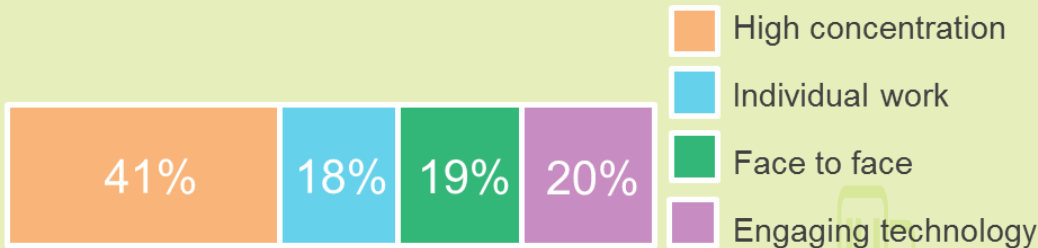


Phone calls

12%



How much do we concentrate?



13%

Face to face conversations

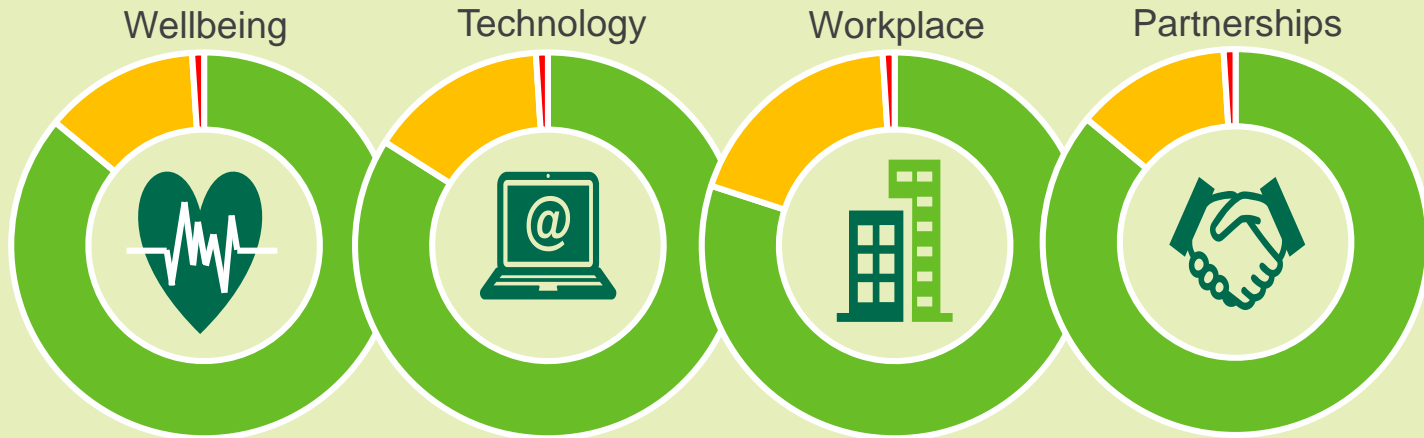


3%

Meetings with clients

TELL A STORY

Prior to engagement	86%	10%	3%
	Excited	Unsure	Resistant
After engagement	0%	+3%	-3%



Excited

86%

84%

80%

86%

Unsure

13%

15%

19%

13%

Resistant

1%

1%

1%

1%

TELL A STORY

Take people on a journey...



...and don't forget the aftercare



Thank you

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