



Workspace Insights

What are your goals for the organisation? Better collaboration and innovation? Higher productivity? Empowered staff health and wellbeing? Higher staff retention? Or is it just to maximise ROI on lease costs?

The phrase 'culture eats strategy for breakfast' might be phrase you've heard – a misaligned culture will always beat the best laid out strategy.

But why should it matter?

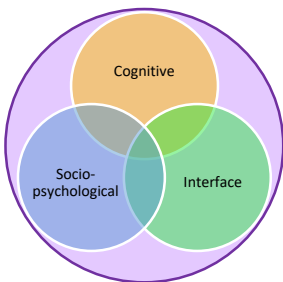
The WHY

If the workforce culture is aligned with repeatable behaviours that nudge them towards the organisation's strategy, then success and celebration can be shared on all levels with higher engagement. But do you just implement engagement plans that you've read in an article? Do you hire a consultant to deliver their bog

standard, one-size-fits-all solution?

No – you need to discover the 'what', 'how' and 'why' your staff behave as they do so that you can plan and action how to nudge them to meet the strategic goals.

You need research and creative solutions.



Workplace Culture & Behaviour =
Cognitive + Socio-psychological + Physical



Speaking at the Employee Experience Summit 2019 (VIC)

The WHAT

Look around you – what is influencing your behaviour right now? Is it what or where you're sitting? Are you reading this on a screen or a hard copy print? Is the text too long or too small? Is the concept of workspace affecting behaviour an easy concept?

All this factors – the cognitive (how information is disseminated), socio-psychological (how you feel within, expectation to behave), interface (your tangible environment including IT) – influence and nudge your behaviour, and when it is repeated by a number of people, cultural expectations and rhythms arise. And there's a way to positively influence it:

RESEARCH + ANALYSE + PLAN + ACT

The HOW

We kick-off with releasing a workspace survey (and other studies if required) to gain a preliminary snapshot of what general areas need improving across the organisation. For any initiative to be successful, ownership and action must start from the top – this is where a workshop with the C-Suite or the Decision Makers shows the organisation's preferred direction and allows potential contentious ideas to be tested. Interviews with managers follow which provide deeper behavioural insights of the staff. In our final qualitative research component, staff workshops are held using a mixture of design thinking, story-telling, and written content.

Influences to the Workspace



Analysis of Domains and Subdomains
Influencing the Workspace

The data is then analysed to determine the influences across the 3 domains and respective subdomains – a quantified cause and effect.

A report is finally authored with research insights, action plan and design concepts to assist with the meeting the strategic goals.

The SERVICES

Although Workspace Insights is helping you influencing your work culture to strengthen strategy delivery by understanding the 'what', 'how' and 'why' in your current and future environment, there has to be a definitive process to act on that findings and recommendation. This is where complementary services help with capitalising on the engagement which the 'fact finding' would have ignited – but what are they?



Research and Data Analysis



Conceptual Space Planning



Staff Workshops

- **Workspace Strategy:** over a 2 – 3 week turnaround, includes research (surveys, interviews, workshops), analysis and report with recommendations with conceptual examples for the physical space.
- **Tender Analysis:** authoring, release and collection of tenders for project, review and recommendation
- **Project Budget Estimate:** provision of the budget estimate for the project to be used for business cases and capital depreciation.
- **Project Delivery (Coaching or Management):** project management delivery of building works, or coaching your staff with tools to run it themselves.
- **Change Management Coaching :** coaching of staff or team to manage change to maximise engagement and minimise disruption.



Project Delivery

"To win in the marketplace you must first win in the workplace."
Doug Conant - CEO of Campbell's Soup

The DIFFERENCE

Although workspace/workplace strategy might be a new concept to some, there are a number of consultants that do a similar thing – but there is a difference.

Unlike the competitors, we are:

- NOT tied to a certain workspace model (e.g. ABW); the research dictates what you need
- NOT part of a larger organisation railroading you into biased recommendations
- NOT going to devalue my knowledge and expertise to upsell to you an interiors fit-out contract
- NOT going to use dressy language to try to impress you

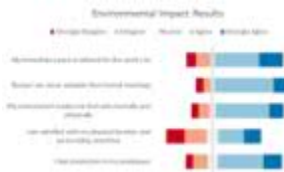
The PROMISE

To minimise misunderstandings as much as possible, here is what to expect from me:

- We will use research and data from your organisation to dictate the facts, but will use industry knowledge and peer-reviewed research to provide recommendations.
- We will be frank with you and not ‘sugar-coat’ just to win anyone over, but will apply empathy when dealing with sensitive issues.
- We will aim to deliver my best work, and we expect the same from clients.
- We will not pretend to know something we don’t, but will find the answers before giving



Continuous improvement in the Workspace



One example of workspace strategy research data



Gantt Chart for Project Delivery

What we DO

- We let the research data show the hidden 'truths'.
- We undertake research with minimal disturbance to your organisation and staff.
- We ask provocative questions to test hypotheses.
- We will use everyday, conversational language so everyone understands.
- We will tell it to you straight and not 'beat around the bush'.
- We use a mixture of qualitative and quantitative research methodologies.
- We base and reference principles against published research.
- We can take the strategy to implementation and delivery with the same single. contact to prevent losing sight of the intent.
- We are independent - even though we have contacts in the industry, you make the choice on who to use for additional work based on our review report of them.
- We provide recommended options for strategic implementation and project delivery methods - we don't up-sell other services.

What we DON'T do

- We don't presume your strategies and workforce culture as every organisation is different.
- We don't steer you towards a single method of delivery of the research and the actual project (if there is one).
- We don't try to force or influence you to sign for other services such as construction, design, etc.
- We don't use flowery or techno-babble to fuel our importance and esteem.
- We don't 'pass the buck' or walk away after the strategy piece and leave you or your team to fend for themselves.
- We don't claim that we're experts without experience to back it up.
- We don't agree to do something if we know that we can't give you our best.
- We don't inflate our profile to market ourselves.
- We don't lie to you to get a sale - if we can't do something we will tell you.
- We don't overload ourselves to the detriment of our delivery to you.

What They SAY

"Ivan ensured the project ran on time and on budget. Without him the project would have been impossible to manage." - **Rhonda Soulakellis, CFO at Audi Australia**

"He brought a depth of knowledge about cultural differences; a willingness to embed himself in the business; and an energy and enthusiasm for his work." - **Leila Wearing, General Manager at Learning Ventures**

"Ivan was very personable and treated each staff member with respect and as an individual, he took the time to get to know people and always showed appreciation for their strengths." – **Kirsty Woodhouse, Administrator at DTZ Australia**

"Extremely efficient, thorough and competent whilst catering precisely to client's needs. Loves to listen, makes him an invaluable professional with a personal difference." – **Vladimir Jankovic, Project Manager at TSA Management**

QUALIFICATIONS Obtained

2016 - 2020 **Graduate Diploma in Psychology** - University of New England (NSW - Australia)

2012 – 2012 **Certificate IV (Training and Assessment)** - HBA Learning Centres (NSW - Australia)

2009 – 2012 **Postgraduate Certificate in Energy Studies** (focus on Innovation) - Murdoch University (WA - Australia)

2003 – 2004 **Masters in Project Management** University of Sydney (NSW - Australia)

1996 – 2001 **Bachelor of Building (Construction Economics)** - University of Technology, Sydney (NSW - Australia)

'Research + Analyse + Plan + Act'

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