

client

Government Agency

location

Bristol, United Kingdom

further information

Ami Brabbins

ami.b@forwardthinkinginc.com

+44 (0) 208 939 2330

services provided

- Employee engagement and communication
- Strategic Design Brief for Workplace Refurbishment

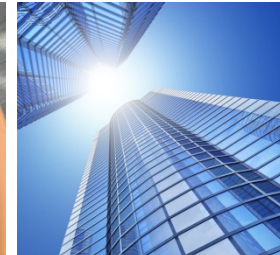
the challenge

A government agency was planning a large scale refurbishment of its Head Quarters building.

The move had to be carried out in 3 stages over 2 years, meaning that employees faced multiple moves throughout the programme.

The team wished to ensure that employee satisfaction was not damaged, and that the final design would deliver a productive and inspiring environment in which to work.

forward thinking inc were asked to design and deliver an engagement programme and develop a strategic design brief, collaborate with the appointed architects to ensure its recommendations were reflected in the design, and manage communication with employees throughout the process.



project scope

- Senior management interviews
- Employee workshops
- Employee survey (exploring the organisation's working model and workplace satisfaction)
- Marketing and HR interviews
- Development of a Strategic Design Brief
- Workshops with the architect's project team to communicate Brief and review designs
- Communication materials to keep employees informed throughout the programme

outcomes

- A refreshed and invigorated workplace
- Strong employee buy-in to changes in the working model and proposed design
- A powerful sense of employee ownership over the new working environment

client

Investment Bank

location

United Kingdom

further information

Chris Woolston

chris.w@forwardthinkinginc.com

+44 (0) 208 939 2330

services provided

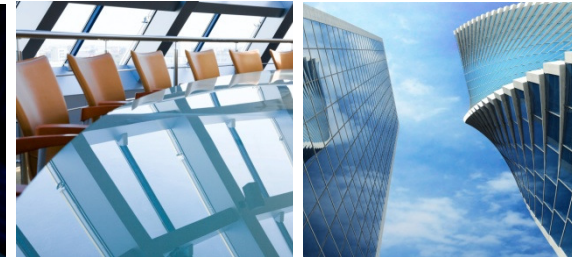
- Workplace design strategy
- Design brief
- Post move quantitative evaluation

the challenge

The client wished to develop a 'flexible box' model which would introduce flexible working practices for the bank as well as 'plug and play' flexibility in managing workplace churn

The model to be piloted by a division of the business moving to new offices

fti were asked to develop the principles of the new model, brief the architect / interior design teams and then review and analyse the pilot results



project scope

- A series of workshops with senior internal client teams and Sales, Real Estate / Workplace teams to identify key strategic priorities, issue and opportunity areas and principles of the new 'flexible' approach
- Development of detailed recommendations for the new model with practical, human and technical challenges thought through
- Production of briefing document for tendering design teams and management of briefing and review process for the client
- Quantified post move pilot survey and analysis to analyse learning

outcomes

- Design and execution of a successful pilot with learning used to inform the roll out across UK portfolio

client

Global Bank

location

Singapore

further information

Marian Conn

marian.c@forwardthinkinginc.com

+44 (0) 208 939 2330

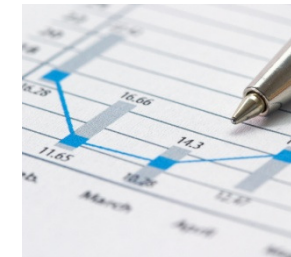
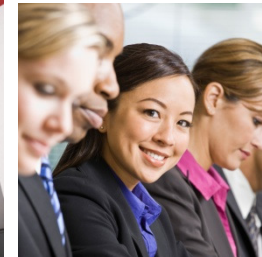
services provided

- Workplace change, post project assessment

the challenge

Building on a successful flexible working pilot developed and executed with fti's help in London, the client wished to review learning from a major move in Singapore, impacting circa 1,500 employees

Outputs to be used in fine tuning the working model and its potential, in Asian markets



project scope

- Pre and post move electronic survey of circa 1,500 employees in Singapore
- Analysis of data on workplace satisfaction and employee productivity
- Production of report and recommendations

outcomes

- Completion of successful learning exercise
- Buy-in from Asia Pacific team to new quantitative methodology
- Further benchmark data for use in global workplace strategy evolution

client

Global automotive lubricant brand

location

United Kingdom

further information

Ami Brabbins

ami.b@forwardthinkinginc.com

+44 (0) 208 939 2330



services provided

- Workplace Engagement & Communication Process

the challenge

The company were executing a redesign and refurbishment of their Global HQ , designed to address with three business objectives:

- To help create a competitive cost base for the company
- To support the needs of employees, providing a more productive and inspiring working environment
- To bring the company's brands alive in the workplace

forward thinking inc were engaged to run a comprehensive change management programme and advise on how best the workplace could communicate the company's brand and support it's distinctive culture

project scope

- Leadership interviews
- Appointment of user champions
- User group forums
- Employee surveys
- Space utilisation analysis
- Brand and HR interviews

outcomes

- A dynamic new workplace "owned" by the employees and supporting the company's unique working model delivering a sense of energy, dynamism and community
- Global HQ now, a living representation of the brand
- Significant long-term cost savings achieved
- Project delivered on budget and on time

client

Merchant Bank

location

United Kingdom

further information

Chris Woolston

chris.w@forwardthinkinginc.com

+44 (0) 208 939 2330

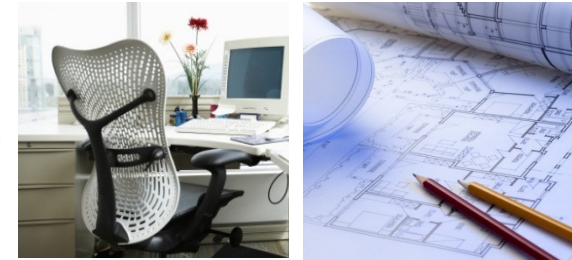
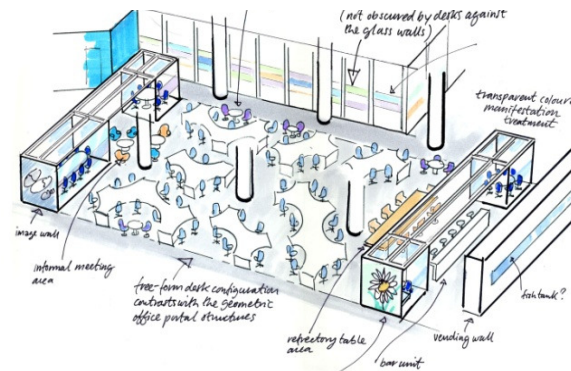
services provided

- Workplace strategy
- New working model concept
- Design brief

the challenge

The client wished to develop a new working model for the bank and establish a pilot workplace in the London HQ to demonstrate its value

The objective was to better reflect and reinforce the Bank's distinctive brand and culture, establish new space standards, support flexible working where appropriate and encourage the development of relationship capital



project scope

- Extensive internal interview programme with management across all business units and functions
- Development of business unit / function analysis detailing - profile, organisational characteristics, dynamics, interaction patterns, workstyle and support needs, issues and opportunities
- Workplace utilisation studies
- Workplace satisfaction survey
- Development of new working model recommendations and conceptual ideas
- Adjacency model
- Stacking diagrams
- Space analysis and new space standard recommendations
- Brief and briefing of interior design team for initial pilot fit-out

outcomes

- Fundamental client rethink of working model
- Agreed pilot workplace strategy and related design principles
- Detailed briefing pack for interior design team

"forward thinking inc worked closely with me on the development of a 'new working model' for the UK business, with the potential to transform the way we work and make a significant impact on the bottom line. I find them to be highly tenacious and professional in everything they do."

- Head of Workplace and Facilities Management

client

Global technology company

location

United Kingdom

further information

Ami Brabbins

ami.b@forwardthinkinginc.com

+44 (0) 208 939 2330



services provided

- Workplace strategy - business engagement, interior design briefing, change management and communications

the challenge

- To support the Real Estate & Facilities team with devising and rolling out a new space strategy, with a focus on optimising employees' flexible ways of working
- To deliver the team's specific aims to:
 - 'Future proof' the workplace design, supporting future business growth, flexibility and space efficiency
 - Create dynamic working environments that support teams' working models and productivity
 - Heighten brand communication in the workplace

project scope

- the workplan encompassed:
 - leadership interviews
 - employee workshops
 - leadership team presentations
 - team clinics
 - Open House Forums (with visual displays)
 - 'Move packs'
 - Branded project communications
- In the early stages of engagement, project-specific objectives were identified, including the need to strengthen community and improve communication between teams
- A key part of forward thinking inc's role was to create an 'optimal desking model', which required synthesis of qualitative insight with mobility survey and space utilisation data
- To support this model, which recommended that c.30% of employees undertake a flexible desking initiative, we designed and facilitated a tailored change management programme

outcomes

- Optimised used of space (from 40% utilisation to >55%)
- Ability to support forecast growth in headcount for the next 3 years without leasing additional space or constraining the way people work
- A more productive work environment, with greater mix of support space, including additional meeting rooms
- Stronger sense of community, with more effective 'social' spaces and more impactful communication between teams
- A more consistent sense of 'buzz' in the working environment, underpinning productivity and a greater sense of inclusion and energy
- Greater opportunities for product interaction and more effective communication of the brand

client

A major UK Primary Care Trust (NHS)

location

United Kingdom

further information

Chris Woolston

chris.w@forwardthinkinginc.com

+44 (0) 208 939 2330

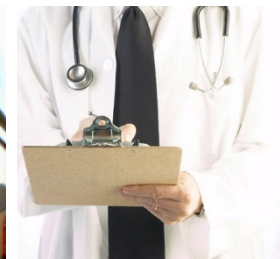
services provided

- Behavioural change
- Workplace strategy

the challenge

The new CEO of this PCT in a depressed area of the Midlands sought to transform the organisation into a modern business like and 'client' focussed operation

A workplace transformation project provided him an opportunity, soon after taking up the role, to 'dramatise' the new approach, at the same time as providing a more cost effective and productive workplace at the HQ



project scope

- an extensive interview programme with the Executive team and a representative number of employees from each department to understand organisational and service delivery aims, working culture and issue and opportunity areas
- Depth interviews with the property team to understand Real Estate and operational objectives
- Workplace utilisation analysis to understand how the existing workplace functioned
- A comprehensive situation assessment reviewed with the Executive committee and project steering group with clear recommendations for future direction. Specific recommendations on a new 'branded look' for the workplace, to demonstrate the new culture
- Development of detailed plans for a remodelling and refit of the HQ workplace
- An ongoing internal communications programme, through the change period

outcomes

- Delivery of a remodelled and refurbished workplace
- Introduction of flexible working practices resulting in significant space / operating cost savings for the PCT
- Effective workplace communication of the new PCT 'brand'
- A successful pilot with data collected which enabled the client to put together a business case study for rolling-out the workplace strategy across the portfolio and more broadly in the NHS

client

Major Dutch bank

location

London, United Kingdom

further information

Ami Brabbins

ami.b@forwardthinkinginc.com

+44 (0) 208 939 2330

services provided

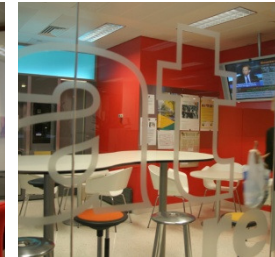
- Change management

the challenge

The workplace strategy team at this global banking group were seeking to optimise the working environment for employees and manage the firm's extensive property assets optimally.

forward thinking inc were commissioned to help design a new state-of-the-art workplace for the Global support services team of 250 people in London, and help all employees to adapt seamlessly to the new environment.

An additional project requirement was to measure the business value impact resulting from changes in employee productivity



project scope

- Interview programme with senior management team to understand team roles, strategic issues and opportunities for each business unit and functional group, together with their specific workplace support needs
- Strategic briefing for the design team setting out key objectives and executional guidelines
- Synthesis of the corporate brand and creative ideas for its application to the workplace
- Pre and post move productivity assessment using proprietary workplace productivity index methodology
- Interactive workshops with representative employee groups to gain buy-in, develop protocols for the new work environment, debate 'roadblocks' and agree how to overcome them
- Design and production of an employee move pack to communicate the new office environment, its benefits and how to get the best out of it
- Development of a detailed case study of the project for the client's internal and external use

outcomes

- A 15% increase in workplace satisfaction and 2% increase in employee productivity
- Strong and positive qualitative feedback from the Directors of all impacted work groups
- Roll out of the approach within the Bank to a major project in Singapore

"With forward thinking inc as part of your team you are guaranteed delivery of a well thought out and professional project, which will not only push the accepted thinking of the workplace to another level; but also provide a direction for the future."

– Global Director, Workplace Strategy