Meet Our Presenter(s):

Meredith Thatcher is a dynamic workplace and change management strategist and mentor. She is the leader of a small and mighty workplace strategy consulting firm, Thatcher Workplace Consulting, based in Ottawa, Canada. Meredith is a LEED® Accredited Professional, Certified Facility Manager (CFM), and in 2005 she was named a Fellow of the International Facility Management Association (IFMA) for outstanding contribution and service to the Association. In 2013 she earned her Prosci Change Management credential.

During her career as a strategic thinker and change agent she has helped organizations implement their strategic objectives, and has seen the results of those that embrace or ignore the future. Her inquisitive nature leads her to make connections between seemingly disparate events, trends, and ideas and understand the emerging patterns.

Review Session Learning Objectives

1. Understand how organizations are moving from 'efficient' work environments to ones that engage their workforce and are effective in meeting strategic objectives
2. Brainstorm and identify the specific workplace elements that drive up employee engagement
3. Take home specific tools and metrics to help create your own business case to modernize your workplace

Your Feedback is Valued!

Please take the time to Evaluate Sessions

Log into the Attendee Service Center http://tinyurl.com/FFCA16

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The Shift from Efficiency to Engagement and Effectiveness

Meredith Thatcher, IFMA Fellow, CFM, LEED® AP, Prosci
President, Thatcher Workplace Consulting

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Presented: Facility Fusion Montreal
5 May 2016

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Agenda

✓ Why
✓ Visioning
✓ Metrics
✓ Engagement
✓ Paper and pen required
✓ Change Management
✓ Spectrum
✓ So What

According to Gallup poll only 16% of employees in Canada are engaged

80% of employees are engaged at a typical best employer

Engaged Employees are...

43% more productive

Engaged Employees are...

23% more revenue

Engaged Employees are...

87% less likely to leave

I ♥ My Job!
Efficient to Effective

Then and Now

Why Workplace Transformation?

• **It’s everywhere** executives look
• The competition has **set the bar higher**
• They hear they can **save money**
What are they seeing/hearing?

The Good
✓ Massive cost savings can be had
✓ Employee engagement scores can increase
✓ Revenues can increase
✓ Uptake on recruitment
✓ Speed to market increases
✓ Better faster innovation is possible
✓ Be a disruptor

The Bad
✗ It’s very expensive
✗ Everyone will hate it
✗ It’s too noisy
✗ People will quit
✗ It’s just a trend
✗ Technology costs will skyrocket
✗ Go slowly
✗ ROI is too long
✗ More mistakes are made
✗ Old employees won’t cope

The first question Execs ask....
If we transform our work environment how much money can we save?

Our work begins!
• We have to understand the organization .........deeply!
  – Strategic objectives?
  – Other changes looming?
  – What makes us successful?
  – What do our people mean to us?
  – What is our culture – now and going forward?
  – Growth patterns?
Build a Shared Vision

Good for Leaders

Good for Employees

Work
• What makes you successful and better than your competitors?

Worker
• What is the collective culture like?

Workplace
• Does it touch the heart of the core purpose, values, and vision?

Most Common Questions
• How to determine our fixed/flex ratio?
• How many and what variety of collaboration spaces should we have?
• What is our utilization rate?

What if ….? 

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People to Workstations

Collaboration Analysis

Collaboration Spaces

Summary
5 Practical Principles

1. Start at the Top
2. Articulate Clearly
3. No Rules
4. Variety Wins
5. Cascading Conversations

4 Basic Human Needs for Engagement

- The Need for Trust
  - The need to have Hope
  - Leaders are Dealers of Hope
  - Foster Hope
- The Need to Feel a Sense of Worth
  - People derive tremendous sense of worth from work, rewards, recognition
- The Need to Feel Competent
  - Challenging work that helps people grow

What Makes an Employee Highly Engaged?

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Total:
Department silos ➔ Integrated teams

Management directed ➔ Self-directed

Observable and measureable ➔ Serendipitous and abstract

Brawn ➔ Brains

Independent ➔ Team work
Facility Fusion Montreal
5 May 2016

Presented by:
Meredith Thatcher, IFMA Fellow, CFM, Prosci
www.spaceneedsanalysis.com

So What?
✓ Do what’s right for YOUR organization.
✓ Empower your Employees.
✓ Get past the Money Discussion.
✓ Think Big Picture.
✓ Just try it.
Proof!

- **Employee engagement** in the top decile
- Sharp rise in satisfaction with **professional development** – a key driver of engagement
- Sharp **decline in turnover** in critical roles
- **Client survey** – Best results ever
- **Steady increase in revenue** every year

THANK YOU!

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

http://tinyurl.com/FFCA16

Thank You

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Check out Thatcher Workplace Consulting on Facebook.