

Rethinking the Workplace

Planning and Implementation of a New Approach to the Workplace

Organizations have learned much about themselves, their workforce and their business during the COVID-19 Pandemic. For many, there was a forced shift to working from home. While those employees who cared for children or other relatives struggled to some extent, most employees shifted to working from home seamlessly. Nevertheless, there are organizational stressors and concerns for a more long-term absence from the office.

Previously seen as an “employee benefit” to work from home periodically, recent experience shows there can be benefits to the employer as well. As employees have proven they can be just as productive remotely as in the office, there is a significant move to shift to a more flexible long-term strategy for the workplace. Organizations that fail to make this shift risk getting left behind.

Key Considerations as You Rethink the Workplace

Organizations across industries see an opportunity to rethink how they work rather than just get back to the way it was. There are some challenges and opportunities to address as you develop your future workplace strategy.

- Normal work rhythms have been disrupted and a new normal will form. *Is it better for your organization to shape it deliberately to ensure its healthy and productive?*
- Working remote has impacted work/life balance, as well collaboration and connectedness. *Are you focused sufficiently on managing culture and engagement?*
- The success of remote working has caused leaders to reassess the value of the office. *Do you know the “why” of your office and implications for your future office needs?*
- Employees feel they and their companies have benefitted from remote work. *If you don't continue it in some form, what additional turnover might you experience?*
- Adoption of collaboration technologies has been robust, but still underutilized with untapped potential. *How much more productivity could you drive by expanding adoption?*
- The Pandemic forced organizations to transform the way they work overnight. *How can rethinking the workplace contribute to achieving greater organizational agility?*

82% of managers expect to offer more flexible work from home policies post-pandemic, according to a recent survey commissioned by Microsoft

Establishing more than just a policy change or new workspace within any function, **organizations need a strategic solution** to address all of the challenges across functions to transform the workplace for the future



How We Help

Design and Implementation of Hybrid/Remote Work Models

- Work model implementation playbook and prioritization matrix for eligibility
- Policy development
- High performing teams model to maximize performance regardless of work location
- Design thinking sessions to develop a workplace model for the future
- Culture assessment and new approaches to employee engagement

Rethink the Office and Technology

- Workplace of the future development and design
- Evaluate approaches for reducing office spend and/or monetizing unused space
- Office redesign and remodeling
- Review data protection with remote work
- Improve adoption of remote collaboration tools
- Remote work technology optimization
- Enhanced digital innovation and collaboration tools

Create Greater Organizational Agility

- Redesign of labor model, onboarding and training
- Introduction of flexible labor models to increase flexibility and agility
- Financial analysis of operational transformation

Creating the new normal for how work gets done is a complex challenge. Protiviti brings a highly integrated, cross-functional team with expertise in business transformation, change management, human capital management, data privacy and security, and facilities management. This diverse group enables us to develop a 360-degree solution that helps clients adapt and succeed in this changing environment.

Our High Performing Teams Methodology is anchored in change management principles which ensures alignment of the future state vision with the organization's mission, vision and values. Further, it covers communications, collaboration, innovation and performance management.

How We Create Value for Our Clients

Banking Services Provider

Return to Office Strategy

Our client needed a playbook including new policies/procedures to ensure a successful return. They also wanted to rethink the future workforce model to understand long-term potential benefits and challenges.

Value Delivered

- Design thinking sessions enabled management to see that the real issue related to WFH was longer-term culture, engagement, innovation and collaboration.
- Return to office playbook provided policies, checklists and a detailed project plan.
- Financial analysis and implications of various return to office scenarios.

Provider of Insurance Services

Return to Office Strategy

Our client was transitioning to a hybrid virtual workforce. This involved a long-term transformation to a desired future state solution centered around automation, digital self-servicing, and straight through processing.

- Provided a "Transformational Approach" to implement the hybrid WFH model.
- Led the client through strategic Design Thinking Sessions to align key stakeholders within the business.
- Identified Digital Solutions for the future state that balanced Customer Experience, Operational Resiliency and Cost Optimization.

Office Leasing and Management

Office Space Utilization Optimization

Our client wanted to be confident that their portfolio of office space was being managed effectively and efficiently. They wanted to understand opportunities for cost reduction while maintaining a high level of service for their employees.

- Provided streamlined model to manage facilities across property portfolio and improve contract management practices.
- Delivered benchmarks against which the client could compare its services in terms of both cost and quality.
- Identified opportunities to reduce vendor cost without diminishing service quality.

Contact us to learn more about how we can help.

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