



THE
WORKSPACE
CONSULTANTS



workplace strategy & change

We understand that the workplace plays a pivotal role in driving **business performance, employee engagement, productivity and well-being**. Our team of workspace consultants specialise in developing tailored workplace strategies that align your unique business objectives, culture and employee needs. Our goal is to create dynamic and functional workspaces that inspire collaboration, foster innovation and enhance overall business performance.

Using our inclusive research based approach with evidence-based practice, we harness the expertise of our consultants across strategy, culture, technology, change, space planning and design, to meet the challenges and priorities of your business.

Our goal is to set you up for **long term success**. Our capability in change management means we make sure your team adopts new spaces smoothly, that we boost employee engagement and performance, and also embed ways of working across your teams. We help you set clear measures of success and support you to achieve these, making sure you realise the business performance benefits from your workplace.



veolia
london





“ We contacted Workspace to see what solutions might be possible. They approached the task with imagination, professionalism and a can-do attitude while producing results which are self-evident and which, despite initial nervousness from some, has brought about a much refreshed working atmosphere and very positive comments indeed from all of our staff. What a result! ”

Robert Hunt - Chief Corporate Officer and External Affairs Director





benefits of workplace strategy & change

Implementing a well-designed workplace strategy can drive **significant benefits** for organisations and employees alike, such as **improved productivity, enhanced engagement, increased collaboration and innovation, attraction of top talent, and a positive impact on employee well-being.**

A well-designed workplace strategy directly impacts employee productivity. Companies that prioritise workplace design and strategy experience a **20% increase in employee productivity** [1].

A strategic workplace design supports employee engagement, leading to higher levels of job satisfaction and commitment. Engaged employees show **21% higher profitability** and are **17% more productive** than their disengaged counterparts [2].

A thoughtfully designed workplace encourages collaboration and innovation among employees. Individuals who have control over their work environment are **88% more engaged** and **83% more likely to innovate** [3].

A well-designed workplace serves as a powerful tool for attracting and retaining top talent. **80% of employees consider the quality of workplace design an important factor** when deciding to join a company [4].

Prioritising employee well-being in the workplace brings numerous benefits, including reduced stress levels, improved health, and increased job satisfaction. Employees in workspaces that incorporate well-being principles experience an **18% higher level of perceived productivity** and are **39% more likely to engage in healthier behaviours** [5]

[1] Gensler - The Experience Index: Workplace Performance

[2] Gallup - State of the Global Workplace Report

[3] Steelcase - 360° Workplace: Summary of Findings

[4] Harvard Business Review - The Impact of Office Design on Business Performance

[5] World Green Building Council - Health, Wellbeing and Productivity in Offices: The Next Chapter for Green Building



NG Bailey london





“ The Workspace Consultants were able to easily identify what we needed in terms of workspace, work style and staff and ensured we met the brief for all departments as well as our external client requirements. What seemed a daunting project to begin with was made extremely simple and the look and feel of our new office has been met with nothing but praise both internally and externally. Crucially, the project was also delivered on time and on budget ”

Jonathan Stockton - Group Director of Strategy and Performance





our approach to workplace strategy & change

Our team of **experienced workplace consultants** utilises a diverse set of tailored tools and techniques to actively involve leaders, managers, teams, and individuals from across your organisation in the co-creation of your workplace strategy and design. Our objective is to **drive a positive impact on business performance, employee engagement, productivity, and well-being.**



Initiation & Discovery

We start by understanding your business ambition and engaging with leaders. A thorough analysis of your organisation's goals, culture, challenges, and desired outcomes helps us understand how you work.



Workplace Study

We delve deep into how your workspace is utilised, engaging leaders, managers and employees. We observe how space influences behaviour and identify ways to enhance team and individual performance, productivity, and well-being



Strategy & Feasibility

We provide clear, tailored recommendations, initiatives, and changes based on data and evidence that will shape your future workspace. Our aim is to provide you with a clear vision for your workspace, and reflected in a comprehensive design brief, space plan and feasibility study.



Implementation & Change

We employ change management techniques to effectively communicate workplace changes, engage employees, and address resistance



costello cambridge





“

The Workspace Consultants have helped us to create a company HQ that we are all truly proud of. The office reflects the practical needs of our hardworking employees whilst also encompassing design flair, particularly the breakout/ touchdown space, which continues to be enjoyed by everyone who uses it.

”

Sophie Costello - Director & CEO





initiation & discovery

We conduct a thorough analysis of your organisation's goals, challenges, and desired outcomes. By analysing information and data related to your ambition, people, culture, processes, and technology. We **establish insights to validate and shape your future workplace experience.**

- by understanding your organisation, establishing project success criteria and aligning leadership, we **define your organisations ambition and priorities** whilst preparing the leadership team for change.
 - experience days on-site enable us to **observe individual and team behaviours**, helping us understand their impact on business performance.
- we **review current workplace policies, data and practices**, including your digital infrastructure, to determine how they contribute to ways of working.
- our **bespoke workplace surveys** provide a snapshot and a deep understanding of your employees' needs (functional and emotional).
- we take into consideration your **brand guidelines**, including colour, typography, values, **mission and customer promise.**



anglia ruskin london





Anglia Ruskin University (London) employed us to project manage the move to their new space near London Docklands. The space consisted of 32,000 sq ft on one floor with a range of spaces for different functions. We worked closely with them to manage the tender process, cost negotiation, contract administration, cost consultancy, furniture selection & tender and project management services.





workplace study

We delve deep into how your workspace is utilised and identify where work is taking place. We validate our discovery findings through experiential workshops, focus groups, and observation days with leaders, managers, and teams, and define how space influences behaviours and how your future workplace can support performance, productivity, culture and well-being.

- **manager conversations** provide an in-depth understanding of desired behaviours, unique team requirements, skills and working practices across each departments or geographical sites.
- **employee workshops** engage individuals from different teams, offering opportunities to identify ways to enhance the employee experience and embed behaviours.
- **time utilisation studies** provide a comprehensive understanding of how your current workspace is used, and if it's not being utilised, we will help identify where the work is taking place.
- **furniture surveys** assess the type, condition, and functionality of furniture, as well as evaluate its alignment with the organisation's and employee working practices.
- **customer conversations** offer a unique external perspective and provide insights into how current working practices and behaviours are reflected in the customer experience.



geant
cambridge





An upcoming lease break at City House in Cambridge provided Geant with the impetus to either relocate or to refurbish to support both business consolidation and growth. Agile working had been successfully implemented in the central Amsterdam office so it was therefore decided to refurbish City House to a comparable standard with the Amsterdam office and implement flexible working where possible. We were employed to provide a budgeted feasibility study with a Space Utilisation Survey and to then develop the brief to provide a carefully constructed design and detailed budget. This design was then tendered and project managed through to completion.





strategy & feasibility

We provide **clear, tailored recommendations, initiatives, and changes** that shape your future workspace.

These recommendations address your unique business needs, focusing on employee well-being, collaboration, productivity, and efficiency. Our aim is to provide you with a **clear vision** for your workspace, as reflected in a comprehensive design brief and feasibility space plan.

- a clear set of **tailored workplace recommendations, initiatives, and changes**, supported by data and evidence.
 - **actionable recommendations** that address your unique workplace and employee needs, and which will be factored into future workplace designs, space plans, and furniture recommendations.
 - **recommendations provided on suitable furniture** that best supports desired ways of working and the positive impact of different spaces. Gaps and inefficiencies in the furniture inventory are also identified.
 - **feasibility space plans** illustrate the size and layout requirements for a new workplace.
 - benchmarking to **compare your organisation's workspace practices, policies, and performance** against industry best practices and competitors.
 - **feasibility space plans illustrate the size and layout requirements for a new workplace** that supports desired behaviours, ambition for the organisation, productivity and well being.



GRP london





Following an extensive search through a tendering process, TWC was awarded the contract to assist Global Risk Partners through each stage of the project from inception to sign off. The project was completed in April 2021 and the ethics and workstreams by Workspace kept all parties focused on the need to complete the project on time and in readiness for staff returning to work. The project has been a complete success with staff wellbeing placed at the very top of the priority list and with acknowledgements from staff, directors, stakeholders, and shareholders alike. The project would not have been successful without the support, guidance and disciplined ethics of TWC.

David Collis - GRP Group Property and Facilities Manager





implementation & change

We employ change management techniques to **effectively communicate workplace changes**, engage employees, and address resistance. We **monitor progress and evaluate results**, making necessary adjustments to ensure the successful adoption of your new workspace and working practices.

- **change roadmaps** provide a bespoke workplace transformation plan that encompasses internal communications, employee experience, technology, and identifies key moments that drive awareness, understanding, and advocacy across teams.
- **change readiness assessments** identify potential risks associated with launching and embedding the new workspace.
 - creative communication methods, such as **videos, blogs, playbooks, and teasers** are used to bring the new workplace to life, generating excitement and helping individuals understand the benefits of the new workspace.
- **town halls and workspace clinics** align individuals with the organisation's ambition and values, providing an opportunity to share the workplace research reflected in the final workspaces and work practices.
- establishing **internal change champions** and providing coaching and tools to managers enables effective communication and prompt issue resolution.



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