

# 01.

## THE OPPORTUNITY

### **establish 'flagship' site | pioneer new ways of working for all Australian markets**

Puzzle Partners (Puzzle) was engaged to provide change management support to a Federal Government department, while they relocated 160 employees to a 'six star' green building complex, at one of the most exciting urban renewal projects in the world today.

A cornerstone of the program was the opportunity to pioneer new workplace principles and ways of working, which will be implemented nationally. The move was a catalyst for cultural transformation and an opportunity to consider unique business and operational requirements, including:

- An increasing focus on involving clients, partners and colleagues in the co-design and delivery of solutions, activity which isn't currently supported in the current environment

- A need for greater flexibility, to support growth and new agile, collaborative ways of working
- A space with the accessibility, functionality and presentation, critical for its engagement with clients, partners and international visitors
- Proximity to clients, partners and innovation precincts
- Reducing the size of its footprint
- A space which supports the departments' strong emphasis on attracting high-quality, talented people, and the location and amenities which reflect their global brand

## 02.

### OUR APPROACH

#### **build evidence baseline | facilitate workplace principles | engaging & innovative change program**

Puzzle worked in close partnership with the project and communication teams to deliver the following:

- Developed evidence baseline | workplace survey, leader interviews, observation study and storage audit
- Co-design sessions | with senior leaders to understand workstyles and spaces & settings required to support work tasks
- Provided 'critical friend review' | to ensure designs aligned with evidence baseline
- Facilitated the development of a new set of workplace principles | which will be pioneered in Sydney and implemented across all Australian markets
- Developed the program narrative | which tangibly demonstrated how the new workplace responded to employee insights and needs
- Developed and delivered a design pop-up | showcasing new furniture selections and technology, allowing people to experiment with the new settings pre-move
- Designed and delivered leader and team workshops | to support people's transition to new ways of working
- Facilitated employee co-design of behavioural etiquette | for sharing spaces and reinforcing new ways of working
- Provided day one support | including managing the transition operations centre
- Facilitated employee feedback | following the move, to understand employee sentiment and identify 'quick wins' for improvement
- Developed a creative and fun 'nudge campaign' | to remind people of the new ways of working

## 03.

### THE RESULTS

#### **a 44 point jump in understanding and 30 point shift in positive sentiment**

- Staff were positive and felt prepared for the transition to new ways of working
- Polls pre and post leader and team workshops revealed that understanding of 'New Ways of Working' was 94% strongly agree and agree, up from 50%
- Similarly, there was a positive shift in employee sentiment, with almost 71% saying they feel positive about 'New Ways of Working', up from 42%. 28% of participants identified as neutral, down from 57%

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“ I am really grateful for your experience, patience and advice in the lead up to and throughout the project.

**Thank you for your calming approach and warm sense of humour throughout the workshops and particularly on Day 1 which was intense and I'm so glad to have had you with us.**

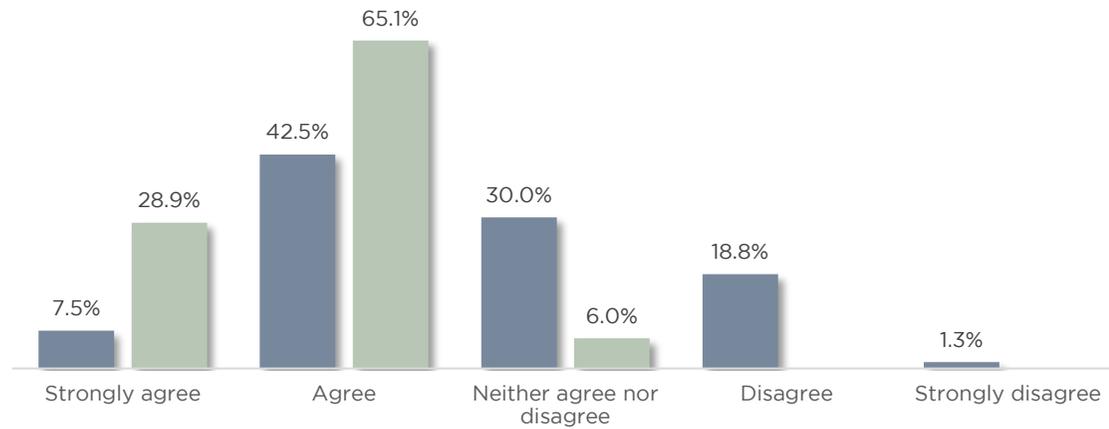
**Thank you for being accessible and working with me to get those workplace principles developed, you made it seem so easy.**

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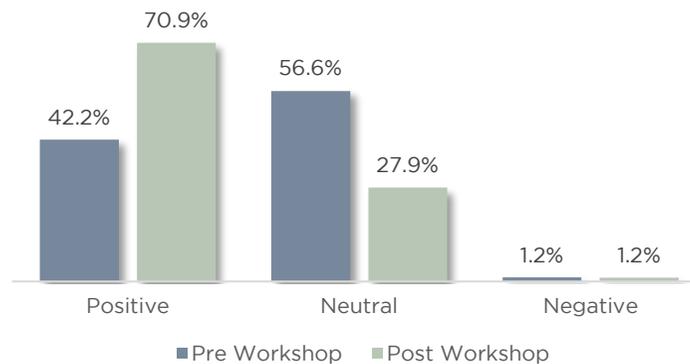
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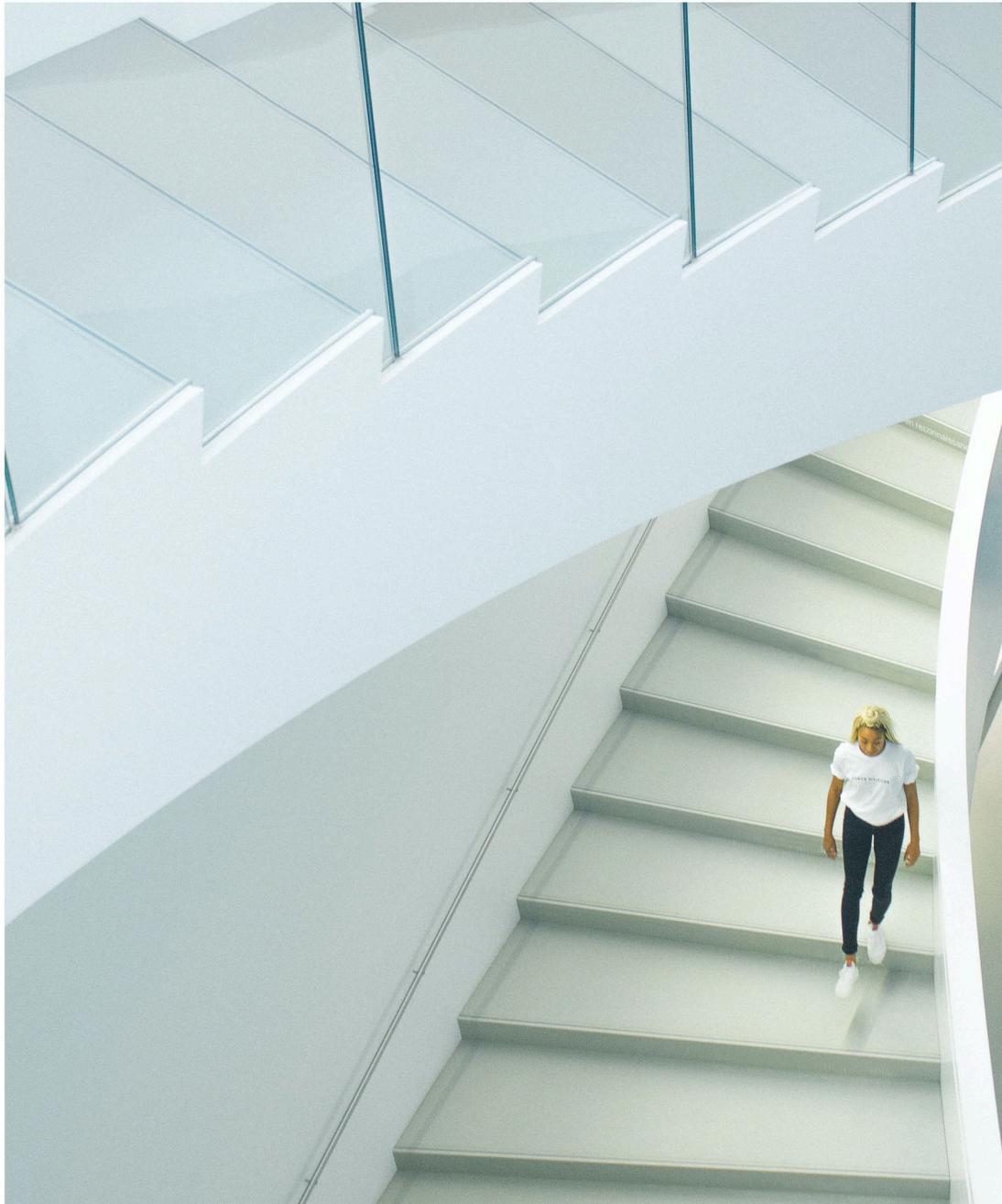
## THE RESULTS

### I understand the new ways of working



### About the new ways of working, I feel mostly...





This was just one of our 1000+ workplace adventures. We'd love to help you with your next adventure!

contact us

**PUZZLE**

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