

01.

THE OPPORTUNITY

the transformation of 6,195 square metres of council offices into an innovative, collaborative, flexible workplace

Puzzle Partners (Puzzle) has partnered with this local council for the past three years and provided workplace strategy, change and communication support to help them to:

- Make better use of the space to support the council's growth forecast
- To transform the culture to be more innovative, more collaborative and more connected
- To deliver a better employee experience and an enhanced service to the community

The foundation of the program was the intersection of Place, People, Technology and Process

- Using the power of place to be more collaborative, innovative and connected
- Ensuring that people had the capability and confidence to work differently in the new spaces
- Implementing technology solutions to enable people to be more flexible, collaborative, mobile and paper-lite
- Improving processes to be more efficient

02.

OUR APPROACH

work in partnership and build capability

Puzzle's approach is to work in partnership with its clients, to build internal capability and deliver lasting benefits to the organisation. In this instance:

- Developing rich insights through surveys, interviews, observations, focus groups and auditing. This provided an intelligence baseline and the ability to deliver bespoke solutions for the organisation
- Co-design, engagement, innovative communication – and an underlying principle of not doing the change “to” people, rather building it with people
- Authentic experimentation – prototyping, piloting, learning what worked and what didn't
- Ongoing evaluation – testing, retesting, refining

02.

OUR APPROACH

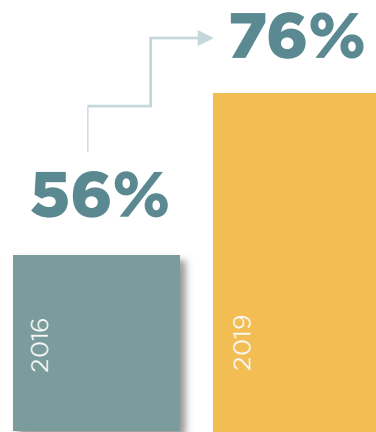
Key focus areas included:

- Developed evidence baseline and aspirational brief
- Facilitated staff co-design sessions to 'imagine the possibilities' for the future workplace, enhancing insights and engaging people in the design process
- Prototyping sessions, to understand people's preferred work settings
- Helped design, set up and induct people into the pilot space. Six groups of 20 people worked in the pilot space for six-week periods. Focus groups, surveys and observations of the pilot space and participants were fed into the design process
- Design expos and staff drop-in sessions to explore final designs
- Team and leader workshops to induct people into the new space and help people transition to a flexible environment
- Facilitated the development of behavioural principles for sharing the new space
- Developed communication materials to help people move during the decant/recant process, whilst the building was transformed
- Post move pulse surveys and focus groups examining workplace satisfaction and opportunities for continuous improvement

03. THE RESULTS


a 20 point increase in workplace satisfaction after just six weeks

- A six-week pulse check revealed a 20 point increase in workplace satisfaction, and almost 70% of employees already embracing flexible work practices
- Organisational readiness for all non-essential personal to seamlessly transition to remote working arrangements in response to COVID-19 restrictions



Workplace satisfaction

“ The CEO has asked non-essential staff to work from home... we are so much more well equipped to deal with this event (Coronavirus) than other organisations because of the cultural piece that sits behind the flexible pieces of furniture. It is because of all the hard work that we have collectively done that sees our organisation placed so well.



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

contact us

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