



ViDESIGN

OFFICE CASE STUDY

DISCOVERY

We were asked to consider the real estate footprint of a utilities company and help them work toward a contracted workspace distribution ratio per a work-from-anywhere hybrid strategy. The goal was to contract the allocations from 0.8 to 0.6 (6 desks for every 10 employees).

DESIGN

1. **ViVA health at work** developed the iterative and ongoing discovery questions used for procurement, change management strategy, employee experience, and health and well-being teams in their preparation for a change in workforce design strategy.
2. We held site visit meetings and consulted with the staff, as subject matter experts, on several occasions. We consulted also with the health and wellbeing teams, facilities management, procurement, change management, and employee experience coordinators.
3. We reviewed past wellness and engagement surveys, and developed our own for their administration, identifying the gaps and opportunities for work improvement.
4. We learned about the interests among staff to become involved in the procurement specifications and set-up of office workstations at remote, central, and home offices.
5. We customised some of the existing "flipped classroom" training material for delivery, per the Realisation phase of the project.
6. We enhanced the technological performance and some copy of an existing interactive, animated office workstation case study for their use.

REALISATION

1. **ViVA health at work** synthesised survey findings and provided the core copy of the content for C-Suite briefing material for the adoption of new statements of intention about their commitment to human-centred design.
2. We provided the glossary of terms for their teams to develop tacit (shared) knowledge about distributed workforce management, such as "open plan", "hot desking", "agile", "activity-based", "flexible", "free-addressing", and "authenticity-centred", which aided their planning meetings and design strategy.
3. We trained 17 staff with flipped classroom modules (online and face-to-face combined) as in-house ViOffice Workstation Practitioners (Foundation Level 1). This helped them become better informed to convey their needs to the procurement teams about their workstation requirements and help address new-hire workstation set-up in different locations. Also, they could better address the early discomfort reporting of their team members internally.
4. An in-perpetuity license agreement was developed for the organisation to use an interactive, animated workstation case study within their learning management system as a high-fidelity learning tool.
5. We provided advice about scheduling systems for desk allocation.
6. We provided a series of webinar education topics about health to help the organisation demonstrate their commitment to employee well-being, topics like: positive thinking, managing sleep & fatigue, office workstation ergonomics, keeping fit to sit and staying active to reduce sedentary ill-health behaviours, neuro-diversity in the workplace, and similar.