

# Creating a workplace that works for you: why you need a better experience

"A great place to work" is being redefined by employees and technology

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Have you ever walked into an office and thought “I would love to work here every day”? When that happens, you’re experiencing an office that is designed to be modern, comfortable, easy to navigate, and hassle free. Simply put, it’s a great workplace experience. And that experience can mean the difference between happy, productive employees, and a company facing high turnover. Of course, it’s important to treat employees like the valuable assets they are. But it can also mean real revenue to a company.

Did you know: companies that rank high in employee engagement are 21% more productive and have 37% less absenteeism. They also have up to 59% less turnover than their less-engaged counterparts. Although the ultimate cost of employee turnover may be hard to measure, [organizations can spend up to 2x the base salary](#) to hire a new person. So every productive, engaged employee you keep is a win for the bottom line. That’s why today, we’ll focus on the workplace experience: what you need and how to achieve it.

## Who are you going to hire?

It's a fact that there's a looming labor shortage. According to Gartner's latest [Emerging Risks Survey](#), "staff shortages" is the top concern organizations face globally. Unemployment rates are also at an [all-time low](#). The fight for top talent will get only get fiercer, and organizations – public and private alike – need to find new ways to attract and retain their employees.

Another interesting phenomenon is that as digital natives join the workforce, they're redefining what it means to be "a great place to work." Yet it's not just Millennials who have higher expectations these days. Many employees now want the same type of frictionless technology experience they have in their homes. And if you organization can't compete on salaries, like the government and public-sector, or you're searching for specialized or hard-to-find employees, then creating a space that addresses the physical *and* emotional well-being of its occupants matters even more.

## Getting started: how to create that new experience

So how do you get started? If you're ready to upgrade your workplace experience, you first have to understand the three components of which it's comprised: space management, workplace services and user interactions.

Real Estate is typically the second highest expense for most organizations. That's why optimizing and right-sizing your space is so critical. Too much space and you're wasting money. Not enough space and workers may be too crowded to be productive. That's why you need to have an enterprise-wide, easy-to-access view of all your spaces. And it's not just the cubicles. You need insights into every space you manage, from data centers to cafeterias and everything in between.



*Having the right mix of space can keep employees more engaged and productive.*

You also need to understand the needs of each business unit within your organization. Collaboration is key to knowing how you can optimize your space while helping others meet their objectives, too. For example, does everyone in each unit need to come into the office every day, or do you have flexible options? What about the kind of space you have? Do you need a mix of both dedicated and collaborative areas or more private options? Does that model stay reasonably static, or do you need to be able to constantly adjust for your workforce? Ultimately, you need data that's both trusted and easy to access to understand how, where and when to best optimize your space.

## **Delivering the right workplace services**

If you're old enough to remember when there were more offices than cubicles, then you know how much the modern workplace has changed. Now, the services and amenities you offer an employee can be just as important as the actual space someone occupies. Let's start with meetings. Booking that meeting shouldn't be the hardest part of someone's day. Yet, 70% of employees said "[finding a place to meet is one of the biggest time wasters for workers](#)", and report 15 minutes lost per day. Run the numbers on your employees, and you can see how much more productive and profitable it is to make these common tasks easier. You need to provide frictionless technology so that employees can easily do things like schedule catering and meeting rooms, report and request maintenance, and control comfort settings.

## **What's the user experience**

Last but certainly not least, a better workplace experience means a better user experience. That means identifying the things that matter most to your employees. Amenities that address physical and emotional health – like relaxed seating options, beverages and snacks, a game area or yoga classes – help build community and boost creativity. And you'll need to offer technology options that simplify tasks. So consider offering customizable apps, responsive design and better calendar integration.

## **The bottom line: improving your bottom line**

The bottom line: creating a workplace environment that appeals to all your workers is no longer a "nice to have" – it's a corporate requirement. It's also why savvy companies are breaking down the traditional silos and creating a broader set of stakeholders. The ideal group includes real estate, facility management, HR, CIO and business area. Fortunately, you'll all be working toward the same goal: developing a new, engaging workplace experience for a modern workforce.

If you would like to learn more about creating a more engaging workplace experience, [attend our webinar](#) dedicated exclusively to the topic.

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