

Behavioural Change at Work

"people are the heart of any workplace change"



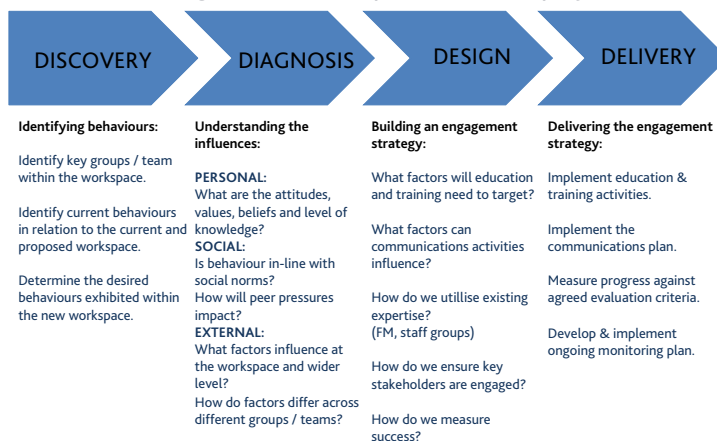
The Capita Symonds Consulting Team has been working for many years with public and private sector organisations implementing truly holistic workplace change.

A redesigned workplace is a constituent part of increasing the effectiveness of the occupants, but even greater benefit can be derived from implementing a focused engagement programme to change ineffective and inefficient habits and work processes. As part of workplace strategy or implementation, this engagement can be the catalyst for far wider, benefits driven, improvement within the organisation that transcends a pure property project.

Without exception, to be successful with any workplace change people need to be engaged with to feel part of the solution; not only in the workplace design process, but also throughout the implementation of the project. Well planned workplace designs alone may fail to achieve their outcomes of improved efficiency and effectiveness if the occupants just adhere to old workplace practices, behaviours and habits; 'We've invested in new office space, but our people still haven't changed!'

We support clients by influencing team and individual behaviour to create meaningful and lasting change – truly changing the way people work. In many cases your business case for the physical workplace will hinge on the benefits from the adoption of greater flexibility in the use of space in the office, by supporting the mobility of your workforce to perform wherever they are.

The diagram below gives an example of the considerations we take when planning and executing behavioural change within a workplace solutions project.



Creating a solid foundation for workplace change

Engagement with senior stakeholders to shape the vision and aligning the project starts the journey. We explore the deliverables and their implications for the proposed workplace and people change activities. The resultant agreed 'design principles' form an integral part of the behavioural change process and act as a guide as the project moves forward. Outcomes include: avoiding delays occurring from differing views or lack of clarity and buy-in, and identification of the interdependencies between the physical workplace and the behavioural changes needed to achieve the business case.

Building skills and knowledge for change

Our approach is built on knowledge transfer to build the skill-set within the client's organisation, equipping them to maintain the change immediately or with future projects. Outcomes include: improved capability and competence for in-house resources.

Awareness & Training Sessions

These sessions communicate why and how the organisation is changing and enable people at all levels to generate positive change for themselves – in their own teams and for the whole organisation. Outcomes include: sharing of ideas, raising of concerns, and identification of needs and potential solutions.

Communication & Engagement

Communication is the key to success; at all levels, two-way and in good time. We use existing corporate systems overlaid with our tried and tested techniques. Outcomes include: common understanding, preparation for change and opportunity for feedback.

Added benefit: our experience in delivering behavioural change as a part of Workplace Solutions often identifies hidden benefits from implementing workplace change and acts as the pivotal enabler to improve productivity and efficiency from the investment in the physical workplace. Our Clients have included:

> **Thales UK:** An innovative values and behaviours training, management training and support to operational teams in changing the way they worked in support of their Smart Working and asset rationalisation programme

> **Sheffield City Council:** We supported the delivery of the asset management plan, workplace design, engagement, education and training and benefits realisation for the programme

If you would like to discuss the positive impact that Behavioural Change at Work can have on your organisation, or as part of an existing or future workplace project, please feel free to make contact to arrange a no obligation discussion.

For enquiries, please contact:

Capita Symonds Ltd
No 1 Proctor Street
London WC1V 6DW

Tel: 020 7492 0200

www.capitasymonds.co.uk/consulting



Peter Jones
T: 07825 061 533
E: peter.h.jones@capita.co.uk