

WELCOME TO

RiskNZ Lunchtime Seminar: 11 October 2022



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F24

Strategic Risk Management for Hybrid Workplaces



Nina Fountain

Founder of The Workspace Connection

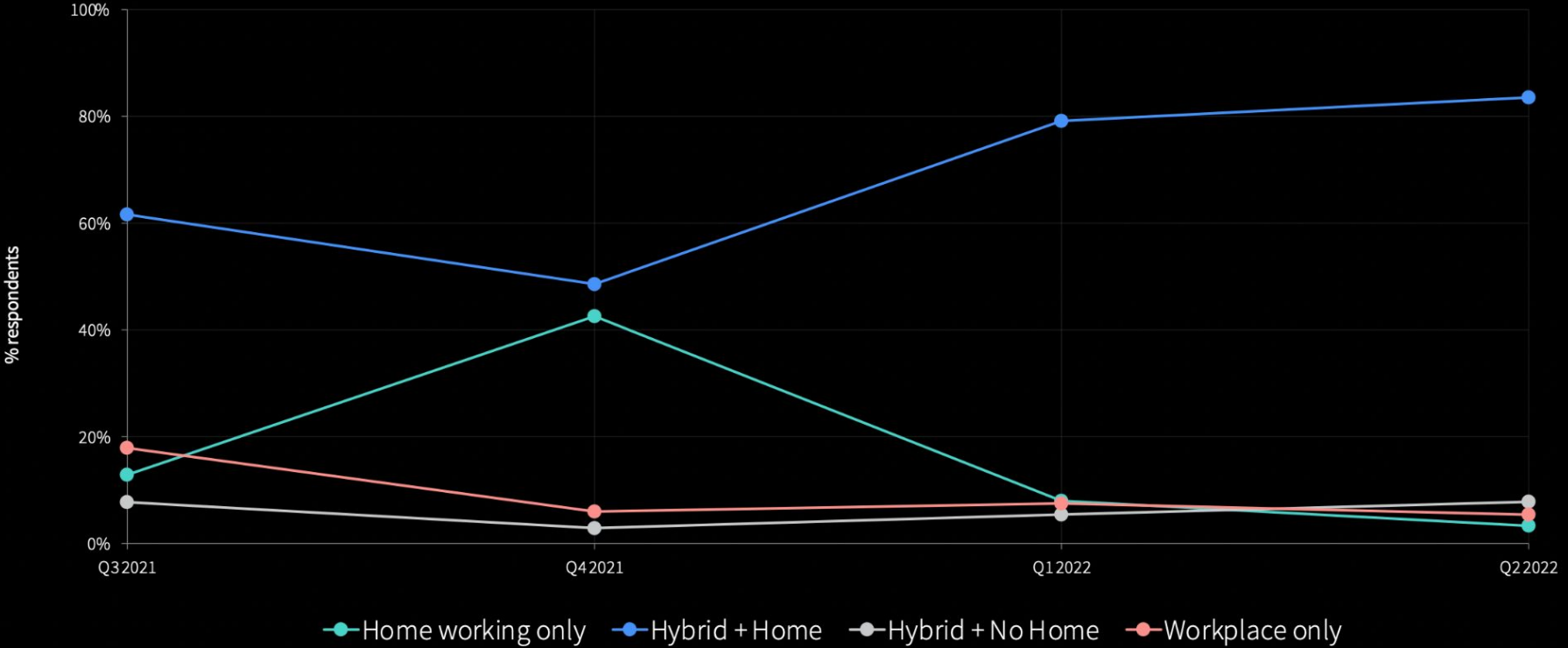


Hybrid Workplace Strategy & Change

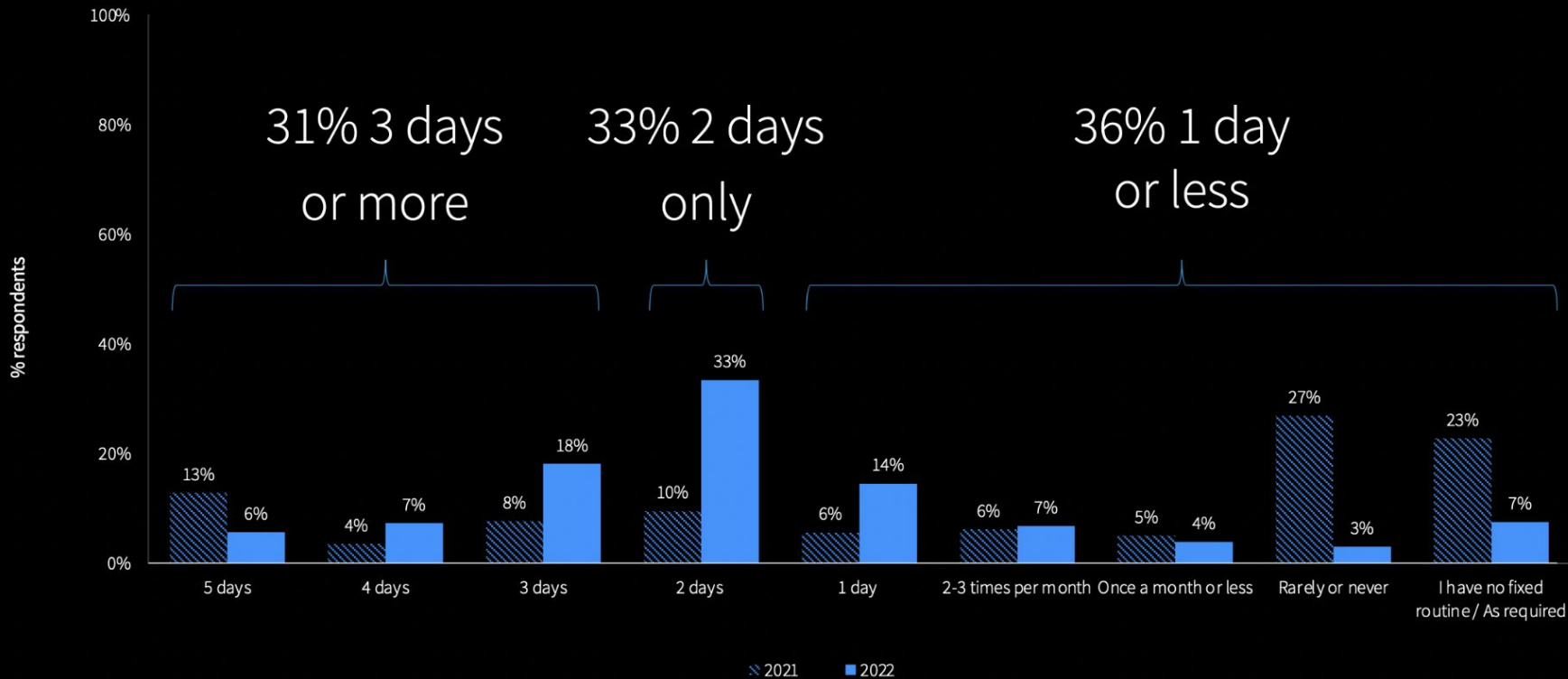


PESTLE

Respondent working approaches from Q3 2021 to Q2 2022



How often are you likely to work in your organisation's workplace?



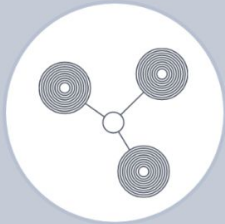
Productivity

'Increased by 47%' - employee surveillance technology

85% of leaders not confident in productivity

Anecdotaly increased, for some

Five hybrid workplace personas



Connector



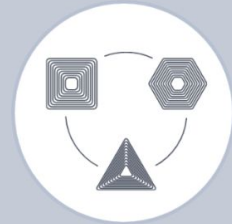
Nester



Stoic



Nomad



Adapter

Burnout

52% burned out

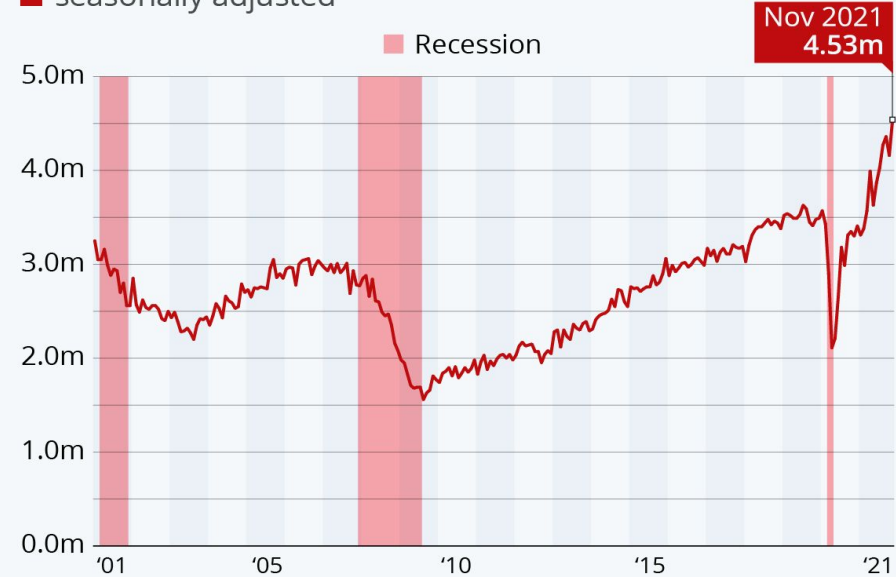
Worsened during the COVID-19 pandemic

Anxiety and depression increased by 25% in 2020

Global and local
trends towards higher
staff turnover

The Great Resignation

Number of people quitting their jobs in the United States, seasonally adjusted



Source: U.S. Bureau of Labor Statistics



statista

Less time spent in the office

- Accelerating innovation
- Upskilling the workforce
- Advancing digital and technological transformations
- Stimulating collaboration
- Creating an optimal hybrid model
- Diversifying talent
- Getting closer to customers

McKinsey



Benefits

Improved individual productivity

Attraction and retention (if done well)

Potential to reduce office space

Challenges

Reduced engagement

Increased staff turnover

Loss of knowledge and skills, cultural capital

**How can we strengthen and
enable future growth in today's
hybrid workplace?**



Large, NZ-wide Govt organisation with remote staff

- Difficult working relationships
- Risks to attraction, retention, engagement and productivity
- Two pilots of supported, team-centred flexible work
- Overall engagement rose from 72% to 85%

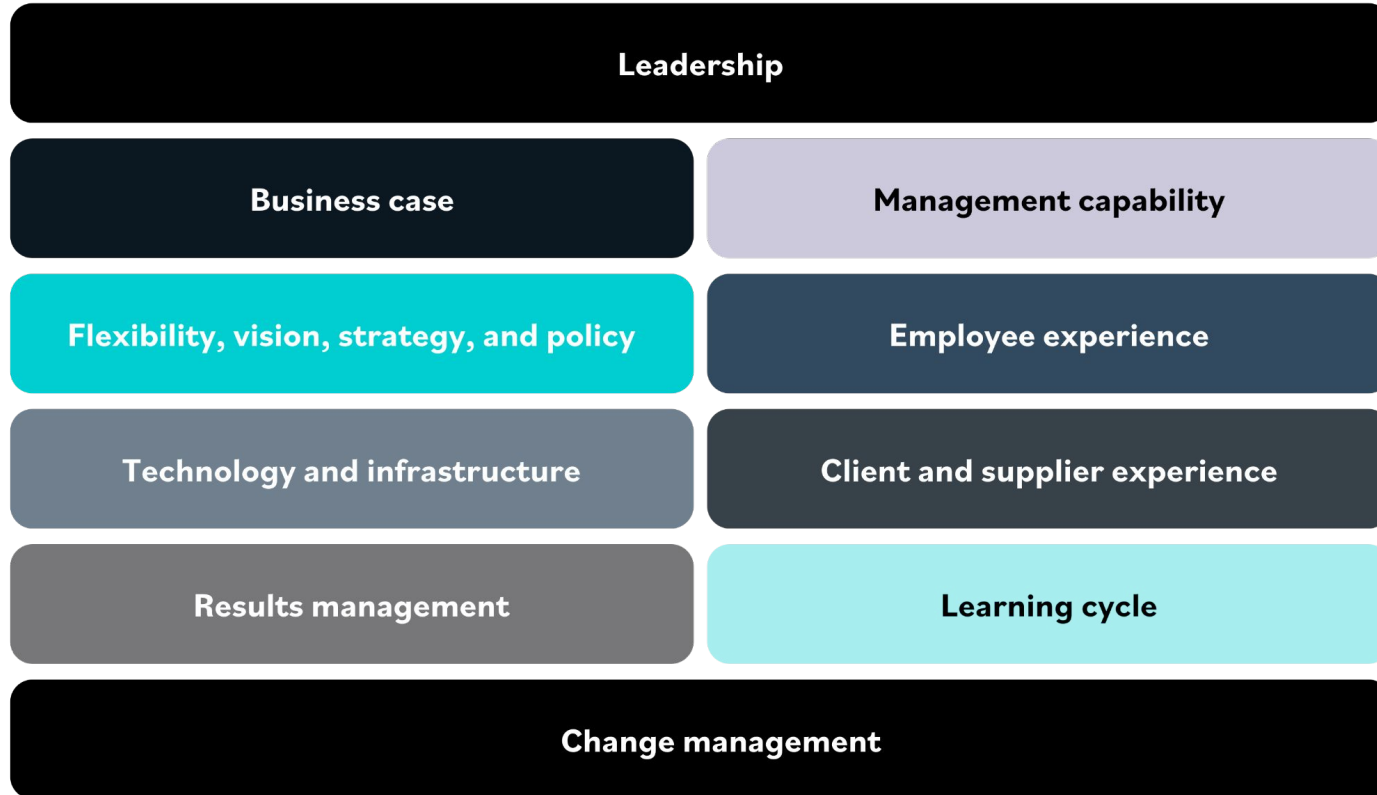
Small Govt client, one central office

- Inflexible work practices
- Risk of disengagement and unfairness
- Manager training and SLT decision-making process
- SLT confident in their decisions

**Large Govt client,
mainly
Wellington-based**

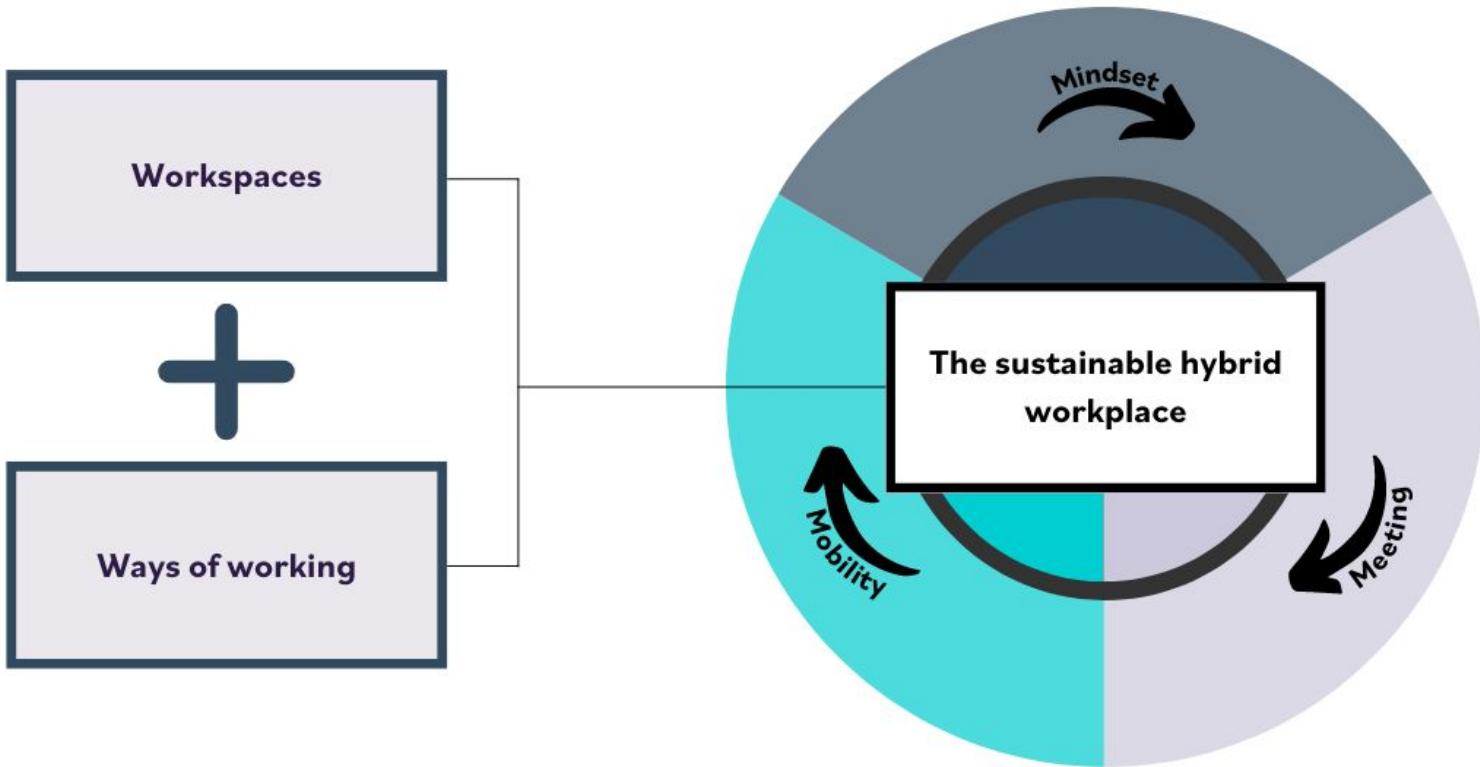
- Siloed staff, high property costs
- High risk of disengagement
- Workplace Experience focus
- 35% workstations reduction, reduced office footprint

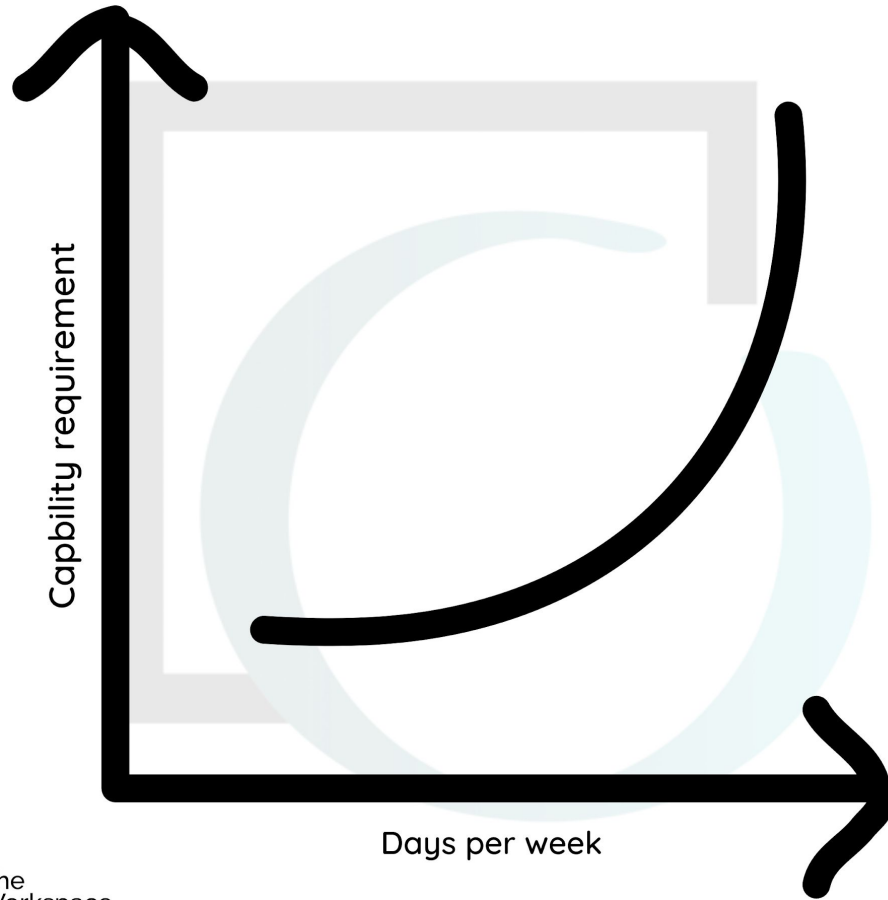
Flexible Workplace Model 2014



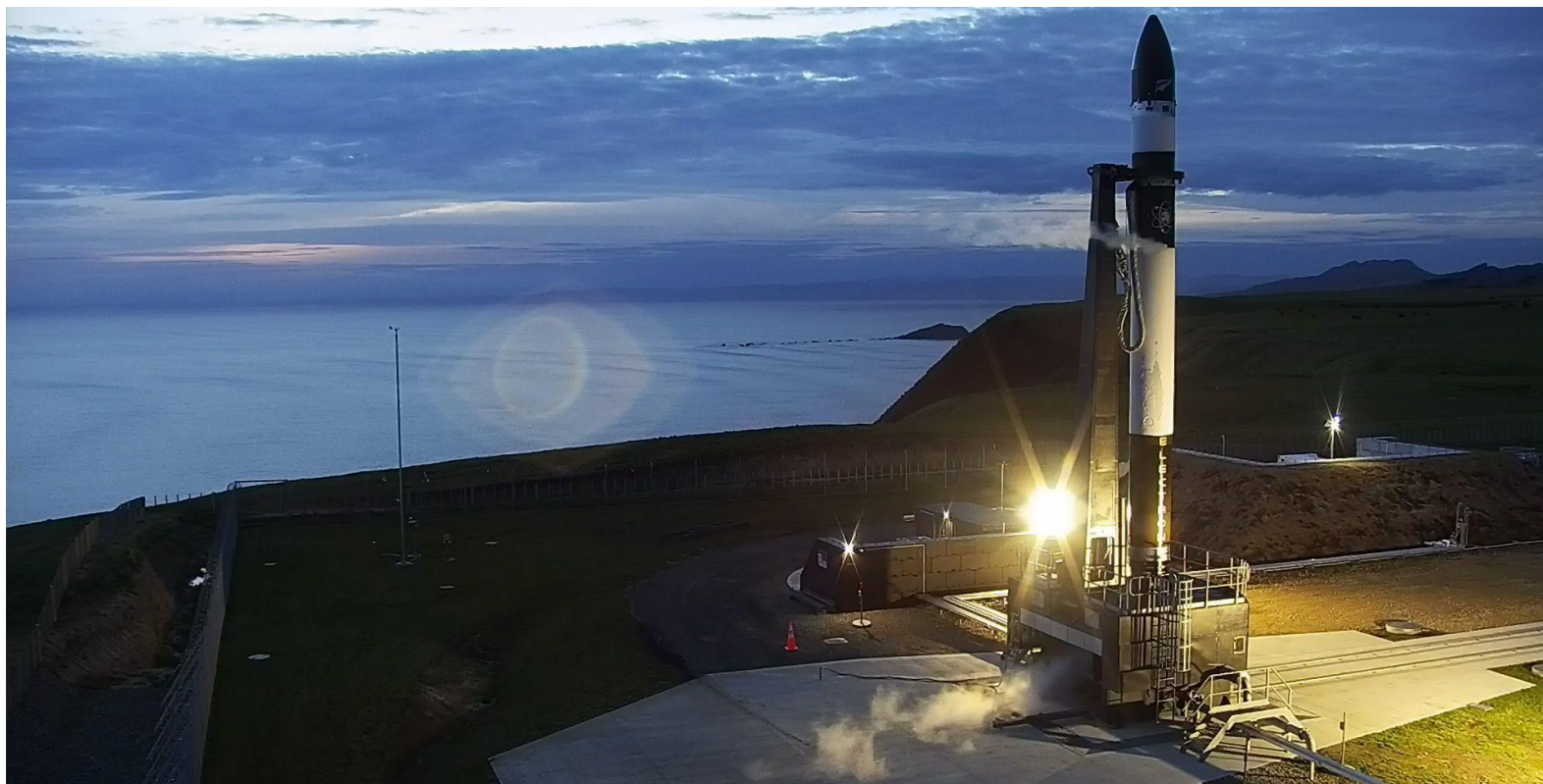
Hybrid Workplace Design













Risk types

1. Suitability
2. Uncertainty
3. Quality



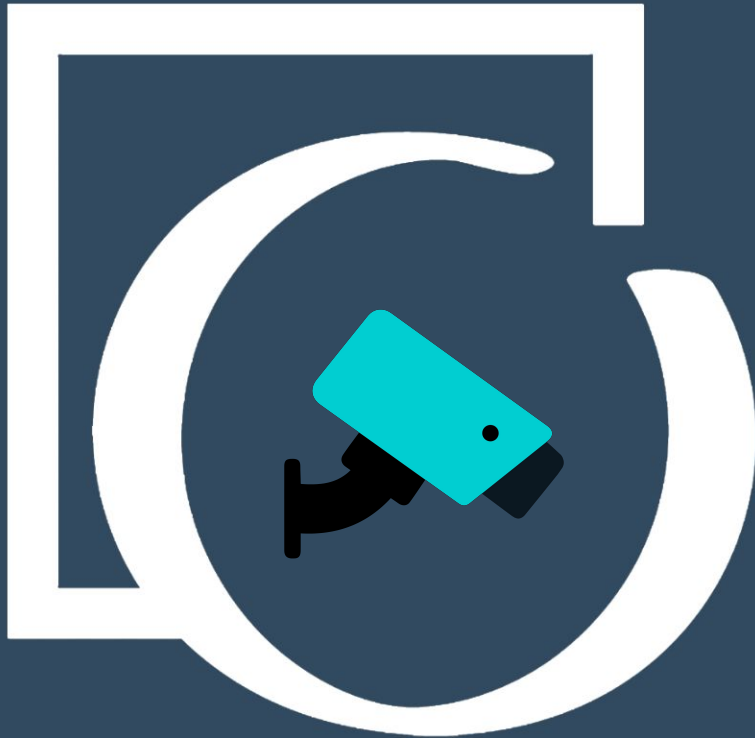
Analyse

- Measure
- Future context
- Prioritise
- Informed
recommendations



Manage

- Accept
- Avoid
- Control
- Transfer



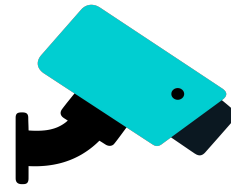
Monitor

- Information gathering
- Ongoing adjustment

Introduction to Hybrid Workplace Risks

1/2 day training

- Root causes
- Actionable insights
- Research-based discussion points
- Specific risk situations

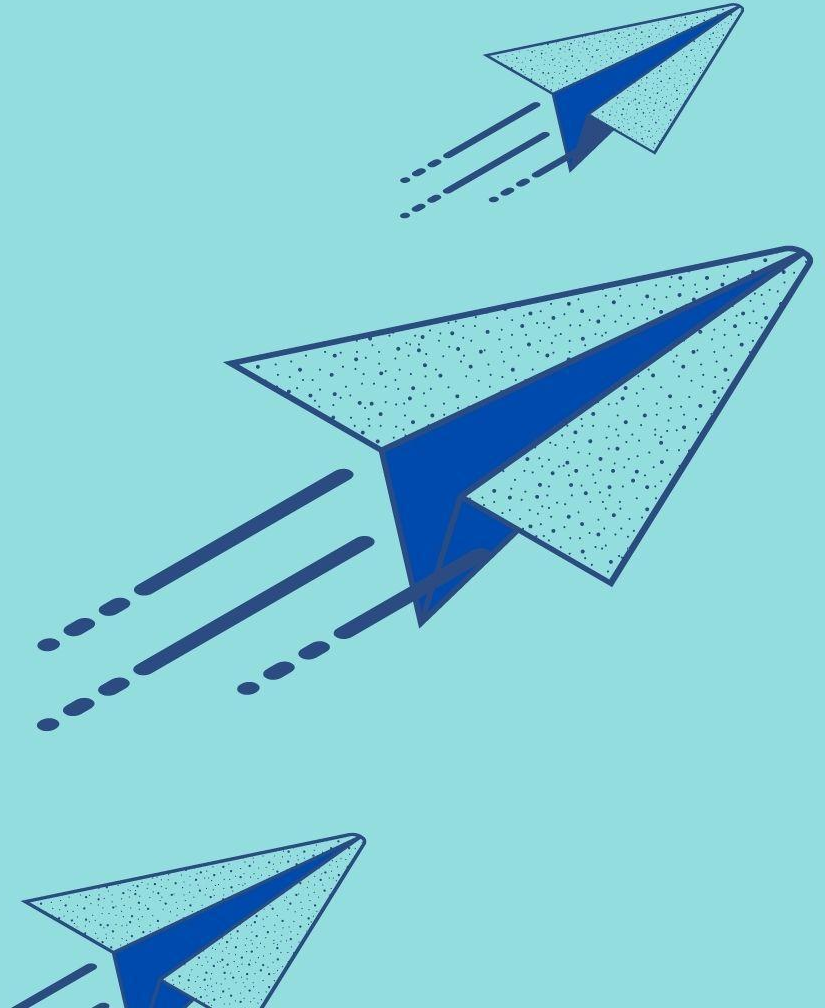


**Workplace
personas
research
participation
opportunity**



Do you have any questions?

Type them into the Q&A platform





RiskNZ

Thank you for joining us today





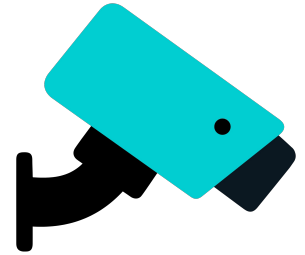
Identify



Analyse



Manage



Monitor