Shaping the
Office of the Future

Activity Based Working in the hybrid working environment

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The origin

The range of tasks varies

10 – 20
different tasks per day

A few years ago, we noticed that professionals were no longer tied to their desks. The why? Employees were gradually taking on more responsibilities. And their jobs themselves became more complex and included more and more different activities (we estimate that knowledge workers complete 10 - 20 different tasks per day). As a result, workdays rarely looked the same. In order to perform all these different tasks optimally, a different environment was needed. One that supported specific tasks with the right technology: the Activity Based Workplace.

Scientific research as the foundation

Leesman Index

Scientific research (Leesman Index) brought the idea of the Activity Based Workplace to life. What is Leesman Index? It is a research method that measures the effectiveness of a work environment. At its core is a digital survey consisting of a set of 90 questions sent to employees in an office. The questions focus on 4 areas:

- The nature of the tasks a person performs at work (from concentration work to telephoning and collaboration).
- The physical facilities in the work environment (from desks and lighting to art on the wall).
- The facility services offered (from coffee and cleaning to IT facilities).
- The mobility of employees within and outside the office building (do they perform all activities at one workplace or do they alternate?).

The outcome of this survey is a figure between 0 and 100: Leesman Index. Leesman Index has allowed us to discover the need for different zones that focus on a specific activity.

Different zones in the Activity Based Workplace

The modern workplace is therefore divided into different zones: neighbourhoods (also called team zones) on the one hand and shared zones (such as meeting rooms) on the other hand. Each zone has specific tools that provide maximum support for certain activities. In this way, employees choose the environment and thus also the tools and technologies they need to complete a task. In the focus zone, for example, you can work on a complex project with utmost concentration.

The Activity Based Workplace is evolving into a hybrid working environment

It's clear: our work is becoming increasingly mobile. And we don't mean just travelling around the office. The fact is that we work wherever we want: some office days, for example, are alternated with some days in our home office. Or we work on the go. The Activity Based Workplace is therefore evolving into a hybrid working environment. And this hybrid working environment must be able to support Activity Based Working.

The Future

Activity Based Working 2.0

Activity Based Working 2.0 goes a step further. In the future, employees will not only choose the right workplace to complete their tasks. They will also, for example, coordinate their tasks with their (weekly) work schedule. Because in the hybrid working environment, employees choose where they work. A concrete example where Activity Based Working 2.0 is applied:

- On Mondays and Wednesdays, employees work from home. These days, employees will schedule focus tasks, for example. Because these focus tasks can, of course, be carried out in the fully equipped home office.
- Tuesdays and Thursdays can be office days where the emphasis is on cooperation. Because the office plays the new role of meeting place for a reason. The ideal place for consultation, coaching, brainstorming...
- On Fridays, work is done on the go. Employees are then on the road all day and need a mobile ecosystem to efficiently carry out a few tasks, even between two customer meetings.

Structure creates clarity

With Activity Based Working 2.0, don't you risk that colleagues will feel less connected to each other? Because they will meet physically less often, for example. In order to fully enjoy the benefits of Activity Based Working 2.0, we recommend organizations to provide a clear structure. For example, this might include times when everyone is in the office for consultation or just to meet each other. In addition to these fixed office moments, employees can make their own choices and decide for themselves what works best for them. In this way, the employees' sense of responsibility increases, they stay connected with each other and work and private life flow together seamlessly.

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