

FUTURE OF THE WORKPLACE: *a modern and hybrid environment*

Return to the workplace: Employee Experience

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June 9, 2022



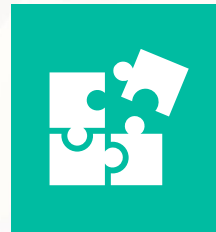


Context



New team in place

In May 2021, a new team was put in place to work on the Future of the workplace file—the HR Transformation team.



FoW vision, framework and plan

A new sustainable hybrid work model, reflecting a work environment that is founded in trust, empowerment and accountability and driven by operational requirements.



November reopening

Reopening the doors in November 2021 for employees wishing to work onsite. Launch of the Return to the office App and the Full-time employee list.



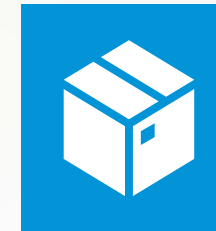
March reopening

After being shut down in December 2021, the doors re-opened in March 2022, following guidelines from TBS. There is an increase of employees onsite week over week.



Comms and Engagement

Various communication and engagement activities were shared and published for employees. Emails, Internal Communication Network, *@StatCan* article, surveys, sessions, etc.



Phase 2 Launch

The retrieval of personal and business assets started in May 2022 and will go until Fall 2022, in order to align with our modernization project with PSPC.





Return to the office overview

Return to the office data

151

Full-time employees onsite

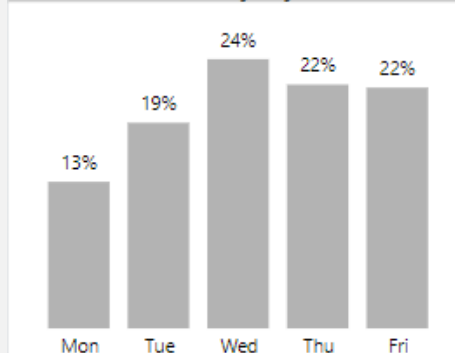
1 811

Total # of unique employees

15 177*

Total # of employees onsite

Reservations by Day of Week



*Data from November 29, 2021 to May 27, 2022

Feedback Friday surveys

Feedback Friday is a quick and easy survey that reaches employees using Power Automate cards in MS Teams.

- Disseminated weekly to employees who access Statistics Canada NCR office buildings in person.
- Consists of four questions and an open box for comments. It takes no more than one minute to complete.
- Employee responses are secure, anonymous, and only used for aggregate analysis.
- Participation is completely voluntary.



Total # of participants

947



Total # of unique participants

485



Average response rate

40%

November 2021 – May 2022

Feedback FRIDAYS



VENDREDI *rétroaction*

May 2022 – October 2022

Feedback ON PHASE 2



Rétroaction SUR LA PHASE 2



Statistics Canada

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Canada



Communication and engagement activities



All staff emails

June 6, 2021: Launch of the initiative
November 5, 2021: Re-opening #1
March 17, 2022: Re-opening #2
April 26, 2022: Vision and Phase 2



Internal Communication Network

ICN pages regroup all the information about the Return to work and the Future of work. FAQs, presentations, schedules, various details on the initiative.



Mailboxes

HR Transformation and Return to work mailboxes, answering any employee/manager questions in a 48-hour window.



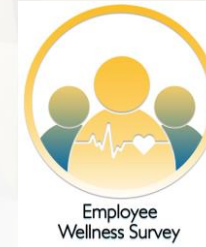
Committees and WG

Internal committees and working groups. Unions, and specialized WG also involve. External and international committees.



Pulse surveys

- COVID-19 and its impacts on employees (May 2020, 56%)
- Work and well-being (August 2020, 57%)
- Return to work intentions (April 2021, 85%)



Employee Wellness Survey

November to December 2021. 58% response rate.



Feedback Friday and Feedback on Phase 2

Using MS Teams adaptive cards via Power App.



Focus groups

July 2021 – 22 focus group sessions. Synchronous and asynchronous groups. 187 participants (employee, middle manager and executive sessions).



Drop-in sessions

Launch of onsite and virtual drop-in sessions in May 2022. May 31 – 125 participants.



Lessons learned

Communication, communication, communication

1

Employees want to have the choice, flexibility to work where they want, there is no one size fits all.

2

The project team in charge should definitively live it and embrace hybrid work, everyone can be a leader.

3

Leadership needs to be clear about their vision and direction.

4

Survey your employees to know how they feel, receive feedback, and adjust in real time.

5

The work onsite needs to be promoted and employees need to understand why they should come back (WIIFM). They are comfortable in their status quo.

6

Employees want to feel a sense of community and want to see other people in the office.



Questions, comments, suggestions?



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Appendix: MS Teams adaptive cards

Power Automate Chat Home Create Approvals Business process flows About

Feedback ON PHASE 2



Rétroaction SUR LA PHASE 2



Feedback on Phase 2

The Feedback on Phase 2 survey is a quick and easy way to provide your feedback and help improve the experience of employees going through the Phase 2: the retrieval of personal and business assets. The survey will be sent to employees who have recently visited the Statistics Canada office buildings during their scheduled Phase 2 allotted time. There is five questions taking no more than one minute to complete. Your feedback is key to the success of this crucial step toward the Future of the workplace: A modern and hybrid environment.

Rétroaction sur la Phase 2

Le sondage Rétroaction sur la phase 2 est un moyen facile et rapide de donner votre avis pour améliorer l'expérience des employés dans le cadre de la Phase 2: récupération des biens personnels et professionnels. Le sondage sera envoyé aux employés qui ont récemment visité les immeubles de bureaux de Statistique Canada pendant le temps qui leur est alloué pour la Phase 2. Il comporte cinq questions auxquelles il ne faudra pas plus d'une minute pour répondre. Vos commentaires sont essentiels pour le succès de cette étape critique vers l'Avenir du milieu de travail: un environnement moderne et hybride.

Your responses are secure, anonymous, and will only be used for aggregate analysis. Your participation is completely voluntary. For questions or concerns, please contact the HR Transformation team.

Vos réponses sont sécurisées, anonymes et ne seront utilisées que pour des analyses globales. Votre participation est complètement volontaire. Pour toute question ou commentaire, veuillez contacter l'équipe de la Transformation des RH.

Would you be willing to answer a few questions on this subject?


Accepteriez-vous de répondre à quelques questions à ce sujet?

Please select a response / Veuillez sélectionner une réponse *


- Yes, in English
- Oui, en français
- No / Non

[Submit / Soumettre](#)

Feedback ON PHASE 2



Rétroaction SUR LA PHASE 2



Feedback on Phase 2

Your responses are secure, will be kept anonymous, and will only be used for aggregate analysis.

How would you rate your onsite experience when visiting the offices for your retrieval of personal and business assets?

- Excellent
- Good
- Neither good nor bad
- Bad
- Very bad
- Does not apply

Please indicate the level to which you agree or disagree to the following sentence: The available documentation and assistance helped me to prepare adequately for the retrieval of personal and business assets from my office space.

- Strongly agree
- Agree
- Neither agree or disagree
- Disagree