

Workplace Transformation Program

IN-PERSON TOUR SPEAKING POINTS

VERSION 1

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In-Person Tour Speaking Points template – Workplace Transformation Program

**Objective:** This template serves to provide speaking points for anyone who will be conducting in-person tours of the new workplace. It is to be used in conjunction with the [Virtual Tour Presentation template](https://wiki.gccollab.ca/images/9/95/WTP_-_Tours_of_the_new_workspace_EN.pptx). You may want to use some of the content in this document to fill in the areas labelled ‘PLACEHOLDER FOR ADDITIONAL INFORMATION’ in the Virtual Tour Presentation template.

**Target audience for this document:** Employees impacted by the change. If you wish to do in-person tours for other audiences such as Senior Leaders or specific groups such as Union representatives, you will need to adapt the content accordingly.

**When to use**: Use this document in preparation for in-person tours that should take place just before the opening week.

**Expected outcome**: Employees will become familiar with their new workplace and learn how to use it.

The **French version** of this document is available here : [FR version](https://wiki.gccollab.ca/images/7/7b/WTP_-_In-Person_Tour_Speaking_Points_template_FR.docx)

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# Instructions

Each section of this document aligns with a slide of the same name in the Virtual Tour Presentation template. The order in which the tour stops are presented should be customized to suit your space. Use the Building Plan and Floor Plan slides in the Virtual Tour Presentation template to help you determine the path of your tour, which will determine the order your place the sections in this document.

Depending on your project, decide where your tours will take place: If you have multiple floors, we suggest selecting a floor that best represents all the floors. This is the easiest method as you only have to create one set of speaking points for your tour guides. If there are significant differences between the floors (i.e. one floor Interactive Zone, one floor Quiet Zone, etc.) carefully consider how you will transition tours from one floor to another, such as the time required for everyone to take the elevator or the stairs. If each Branch is assigned a specific floor, your may want to use one floor as an example for a guided portion of the tour and then bring employees to their Branch’s floors for some free exploration time. End your tour with a short Q&A period; this will ensure employees don’t leave with any unanswered questions. It can also spark conversations between employees, where those who are already onboard can help bring those who aren’t to accept the change

If you hesitate in facilitating a question period at the end of your tours because you want to avoid facing resistant employees or fear not having the answers to all the questions, know that the benefits greatly outweigh those concerns. Being open and transparent with employees and willing to hear about their excitement or concerns shows openness and continues to create a relation of trust. Comments or questions from one employee can sometimes be reassuring for other employees who realize that they are not alone with these questions. The synergies that emerge via those discussions can often help mitigate resistance. If you don’t have the answer to all their questions, simply write them down and commit to finding the answer; you can later follow up directly with the individual or update the Q&A on the intranet. If you face a particularly resistant employee, answer their questions calmly. You can also solicit other participants to provide their input, which can lead to interesting conversations between colleagues.

In the Annex, there is general information and idea starters you can use to add to the speaking points of your tour and for the Virtual Tour Presentation template.

# Employee Entrance

Concepts to cover: **GCworkplace, Zoning, Project information, Signage and Wayfinding**

**SPEAKING POINTS:**

* + *The project was completed on […]*
  + *The branch occupying this floor will be […] and can accommodate a maximum of […] FTEs*
  + *For this tour we will only be visiting floor […] because […]*
  + *Your new workplace adopts GCworkplace, a modern, efficient, and inclusive workplace that responds to our needs and supports a flexible way of working. The workplace design is welcoming, supportive, and aesthetically pleasing, which has been shown to have a positive impact on engagement, job satisfaction, creativity and quality of work. A focus on employee wellness and the integration of biophilic design creates a healthier and greener work environment for employees.*
  + *GCworkplace is based on seven dimensions to create a flexible, healthy, efficient, inclusive, collaborative, green and technologically advanced space. Your new workplace leverages these seven dimensions in its design.*
  + *In a GCworkplace environment, workpoints**refer to any area where work can be done—this can range from a lounge chair or a desk, to a meeting room or collaborative hub. Employees have access to all workpoints in all zones - both open and enclosed work areas. This enables employees to choose from a multitude of settings to perform their work.*
  + *There is signage and wayfinding to help you easily find common amenities such as kitchenettes, equipment rooms and locker areas, as well as locating workpoints by their number.* *Signage includes both English and French and [may include accessible features of Braille and/or QR codes]. Some signage indicates various features of collaborative workpoints, including booking requirements, technology and capacities.*
  + *Your new workplace is functionally zoned to support a variety of work activities: a Quiet Zone, Interactive Zone and Transitional Zone. We will walk through each zone during the tour and I will share more about each at that time.*
  + *Wi-Fi is available everywhere on the floor, allowing to move seamlessly from workpoint to workpoint.*

# Transitional Zone

Concepts to cover: **Zoning, Workpoints, Etiquette**

*[When showing the variety of workpoints in a specific zone, it is a good idea to talk about the actual workpoint or example when employees can touch it, try it, etc.]*

**SPEAKING POINTS:**

* *The Transitional Zone includes a variety of open individual and group workpoints, semi-enclosed collaboration, and support spaces such as lockers or shared equipment areas. It acts as an acoustical buffer between the Quiet and Interactive Zones. Noise levels can be a little higher than the tranquility expected in the Quiet Zone.*
* *Some of the workpoints that can be found in this zone include:*
* *Touchdowns: non-bookable workpoint, used for focusing and routine tasking between collaborative functions.*
* *Phonebooths: non-bookable enclosed workpoint intended for calling, communicating and brief virtual meetings with colleagues.*
* *Focus Rooms: bookable enclosed workpoint that should be used for undisrupted focusing and working on confidential materials. They are bookable and equipped with a height-adjustable desk, an ergonomic chair, 1 or 2 monitors attached to adjustable arms and a port replicator (docking station).*
* *Acoustical felt panels can be found throughout the space to help with sound masking.*
* ***ETIQUETTE REMINDERS****:*
* *Be aware of your noise: Use headphones to listen to music or participate in virtual meetings*
* *Modulate your voice: Be considerate of your colleagues when speaking on the phone or collaborating with a co-worker*
* *Take it elsewhere: Use collaborative spaces or appropriate enclosed spaces when discussions get lengthy*
* *Switch it up: Explore the various workpoints available*

# Locker Area

Concepts to cover: **Use of and programming of a locker, how to request an assigned locker**

**SPEAKING POINTS:**

* + *Lockers are available to employees for day-use. There is a total of [number of lockers] lockers available in [areas/floors]. All lockers are fitted with a digital lock that can be programmed for each use. [Additional lockers are available in the building’s shower facility] You can request a permanent assigned locker […]*
  + *Coat closets and coat hooks are available throughout the floor. Scent-free coat closets are identified with a smoke-free icon.*
  + *Programming a locker for day use [adapt based on the model of your lockers]:*
* *Step 1: Start by selecting a locker that is not currently locked.*
* *Step 2: To set a temporary pin, ensure the door is closed. Enter a four-digit code followed by the green arrow on the bottom right-hand side of the keypad. This should set your temporary pin and lock the door. Don't forget to take note of the locker number you are using for the day.*
* *Step 3: To open the locker follow the same process. Enter your four-digit code followed by the green arrow on the bottom right-hand side of the keypad.*
* *Step 4: At the end of day, remove all personal items and leave the door unlocked for the next user.*

# Interactive Zone

Concepts to cover: **Zoning, Workpoints, Etiquette, Technology instructions**

**SPEAKING POINTS:**

* + *In an* ***interactive zone****, socialization and group collaboration is promoted and strongly encouraged. It provides a variety of group workpoints and locates these activities away from the Quiet Zone.*
  + *Some of the workpoints that can be found in this zone include:*
  + *Teaming Areas: non-bookable open spaces, used for standup meetings and ideation.*
  + *Huddles: non-bookable open spaces, great for informal collaboration between a few team members.*
  + *Chat Points: non-bookable open spaces, used for peer or group tasking and information sharing.*
  + *Some of these workpoints have displays you can use to collaborate. There are various ways to connect to a screen: with the HDMI cable provided, via USB-C from a port replicator (docking station), with ClickShare or wirelessly.*
  + *Connecting wirelessly*
* *Step 1 – Use the remote to turn on the screen*
* *Step 2 – Ensure your laptop/tablet is connected to GCwi-fi*
* *Step 3 – Use the Windows key + K to open the Cast menu and select the appropriate screen*
* *Depending on your settings, you may see a code on the screen that you must enter on your laptop/tablet to pair. After pairing is complete, you will be able to connect wirelessly.*
* *Step 4 – Disconnect from the screen once you are done by clicking Disconnect on the panel at the top of the screen*
  + *Connecting with ClickShare*
* *Step 1 – Connect the ClickShare button to a USB port on your laptop/tablet (if the light on the ClickShare button goes solid white, skip to Step 5)*
* *Step 2 – Open the File explorer on your laptop/tablet*
* *Step 3 – Find the ClickShare drive on the left bar, it shows up like a USB flash drive, and select it*
* *Step 4 – Find and open the file ClickShare for Windows: a loading popup should appear, once the load bar completes, the ClickShare button should light up solid white*
* *Step 5 – Click the button to display your content on the screen*
* ***ETIQUETTE REMINDERS:***
* *Be respectful: Avoid inserting yourself into discussions in open areas near you, unless you are invited to do so*
* *Don’t expect silence: Others around you will be collaborating. If you need to focus, move to a quiet/focus area*
* *Be aware of your noise: Use headphones to listen to music or participate in virtual meetings*
* *Return to order: Clean white boards and return furniture to original layout*

# Meeting Rooms

Concepts to cover: **Quantity and size of rooms, Booking instructions, Technology instructions, Etiquette**

*[If possible, ask the IT representative to demonstrate the technology and answer questions, or ensure that those conducting the tours are comfortable with the technology before demonstrating how they work. ]*

**SPEAKING POINTS:**

* + *This floor has many Meeting Rooms that offer different room configurations/layouts, capacities and seated postures. Meeting rooms are optimally used when the number of participants matches as closely the capacity of the room. It’s important to use the appropriate room to accommodate your meeting size to ensure rooms are available to all when needed. Less formal meetings can be held in open collaborative spaces rather than unnecessarily occupying enclosed meeting rooms. All Meeting Rooms, Workrooms, and Project Rooms are bookable through Outlook and equipped with audio-visual and/or videoconferencing technology to support virtual collaboration. Since they are shared resources, it is important to cancel reservations in Outlook that are no longer required in a timely manner to optimize use of the space.*
  + *You can join a Microsoft Teams meeting from a Cisco, Tandberg, Polycom or other videoconferencing endpoint using the information found in the Join with a videoconferencing device section of a Teams meeting invitation.*
* *Step 1 – From the Home screen on your videoconferencing device, select Call or Dial if you see only numbers, switch to keyboard mode (depending on the device)*
* *Step 2 – Enter the address for joining the Teams meetings [include the email address used in your organization]*
* *Step 3 – Press Dial, Call or Connect, depending on your model*
* *Step 4 – When prompted for the video conference ID, enter the 10-digit number from the meeting invitation, followed by the pound sign (#)*
* *Step 5 – Wait in the meeting lobby to be admitted*
* *Step 6 – Once admitted, you will be connected to the Teams meeting via video*
* *To adjust the lighting and/or ventilation [demonstrate how to use the switches in the rooms]*
* ***ETIQUETTE REMINDERS****:*
* *Spontaneous use is ok: Check the booking system first*
* *Don’t overstay: Respect scheduled meeting times – wrap it up 5 minutes before the end of your booking*
* *Leave the room ready for others: Clean white boards and return furniture/equipment to original layout*

# Kitchenettes and Lounges

Concepts to cover: **Available appliances, Etiquette, Accessibility and inclusivity features**

**SPEAKING POINTS:**

* *Kitchenettes are equipped with microwaves, refrigerators and centralized waste receptacles for garbage, recycling and organic waste. You are encouraged to eat your meals and take breaks in the Lounges; this prevents strong odors from entering our workspace.*
* *The following amenities and appliances are available: [include quantities and how-to use instructions, as applicable]*
* *Lounges are not only for enjoying meals, but they are also a great place for informal social interactions, catching up with colleagues, non-confidential one-on-ones and idea generation. Lounges can also be used for larger team socials, celebrations and townhalls.*
* ***ETIQUETTE REMINDERS****:*
* *Utensils an dishes: Don’t leave dirty utensils and dishes in the sink. Clean and dry what you use and put them back in their place*
* *Shared use of refrigerator: Be mindful of expiry dates of any food you store in the refrigerator*

# Quiet Zone

Concepts to cover: **Zoning, Workpoints, Etiquette, How-to use furniture, Where to find furniture instructions, Wi-Fi, Equipment to bring vs. what is provided**

**SPEAKING POINTS:**

* *A quiet zone**includes open, semi-enclosed, and enclosed individual workpoints. In this zone, the intent is to encourage individual focus work and to support the need for quiet or private spaces.*
* *Noise levels here are expected to be lower than anywhere else on the floor.*
* *Employees can choose their preferred workpoint, based on their personal preferences (natural light, privacy).*
* *Workstations: bookable open workpoint, used for individual focus work or routine tasks.*
* *Focus Pods: non-bookable open workpoint, used when intense concentration is required. They also provide a variety of soft seating options.*
* *Study Rooms: bookable room that hosts a variety of workpoints and allows teams to focus together.*
* *The floor has several enclosed focus rooms and phonebooths which can be used for calls or virtual meetings, or conduct individual focused work.*
* *Leaving the workplace in as good or better condition than when you arrived can help ensure a positive workplace experience for everyone. This includes:*
* *Unplugging your devices and ensuring you take all your cables with you.*
* *Cleaning the workstation and chair, and shutting off the room light or desk light.*
* *Taking any waste you may have to the nearest waste disposal area. Returning any paper files to the proper file cabinet or file room.*
* *Gathering all your belongings, including anything you may have left in the refrigerator.*
* *Taking all your things from your locker and leaving it open for the next person to use it.*
* ***ETIQUETTE REMINDERS****:*
* *Help promote focus: Send a chat message to talk to a colleague working in the quiet zone*
* *Mute your devices: Turn off device volume or use vibrate mode*
* *Take it elsewhere: Use appropriate enclosed spaces for discussions, phone calls or virtual meetings*
* *Ask others to tone it down: It is acceptable to politely remind others that this is a quiet zone*

# Wellness Room

Concepts to cover: **Etiquette, Design features, Use of the space**

**SPEAKING POINTS:**

* *Wellness Rooms are designed to meet mental health needs, physical needs, spiritual needs or maternal necessities. The rooms can be used for quiet contemplation, stretching, meditating, to perform relaxation exercises, listen to music, breastfeeding, as a refuge or a private sensory relief space.*
* *The room provides a comfortable environment that is meant to help those that use it feel as secluded as possible from the sometimes-overstimulating office environment. It is meant to be used for short periods of time to ensure all employees can benefit from it.*

# Equipment Room

Concepts to cover: **FollowMe printing, OHS, First aiders, Equipment, Office Supplies, Filing**

**SPEAKING POINTS:**

* *All Equipment Rooms have printing, scanning and photocopying capacities through new FollowMe Print devices. This is also where Health and Safety notice boards and emergency towers are located*
* *Before printing, ask yourself if you really need to print; the new paperless habits we have recently developed should not change.*
* *Health and Safety notice boards and emergency towers are located in the equipment rooms. Please review any posted information on these boards on a weekly basis and ensure you remain up to date on all emergency procedures and contacts.*
* *Each emergency tower is equipped with safety helmets, safety/high visibility jackets, flashlights, portable radios, and details on the building emergency and evacuation plan.*
* *First-aid and Fire Warden information and contacts are posted on the Emergency Towers.*
* *ETIQUETTE REMINDERS:*
* *Think before you print: Try viewing on screen first, print only if necessary*
* *Safety first: Keep area clear of clutter*
* *Pick up your documents: Collect documents in a timely fashion*
* *Think of others: Refill paper trays when empty*

# Workplace Coordinator (optional tour stop)

Concepts to cover: Role of the Workplace Coordinator, Contact information, Location

[Introduce]

**SPEAKING POINTS:**

* *Your Workplace Coordinator can be a great resource to get to know your new workplace! Their role is key to creating a positive experience for employees using the workplace.*

*The Workplace Coordinator supports employees by:*

* *Providing basic IT technical support*
* *Assisting in the use of the booking system*
* *Providing on-site communications*
* *Supporting Occupational Health and Safety to meet safety requirements*
* *Acting as liaison with accommodations experts for any issues with furniture or equipment*
* *Ensuring your employee experience is positive*

*You can find Workplace Coordinators at workstation […] or reach them at [insert contact info]*

*If you forget your mouse or a charging cable, you can borrow one for the day with your Workplace Coordinator.*

# Annex

Consider adding the following information in both your Virtual Tour Guide and your in-person tour guide notes.

* **Reiterate the vision for the project:** Point out specific design elements that support brining this vision to reality.
* **Reinforce behaviours:** Use the etiquette reminders included in the speaking points and add any additional etiquette specific to your organization like scent policy, how to request a duty to accommodate, etc.
* **Use technology and furniture:** Demonstrate how to use height adjustable desks, ergonomic chairs, screens, displays, videoconferencing units, point out locations of outlets that are built in furniture, etc.
* **Answer questions:** Think back to Employee town halls and previous Q&As and answer the most commonly asked questions in your speaking points
* Gauge employee satisfaction with the space.
* **Share interesting facts and stories**: Include interesting facts like construction anecdotes, historical facts, reactions from senior leaders upon visiting the space, etc.

**DESIGN ELEMENTS**

* **Canada’s landscapes:** The natural world is full of colors that attract attention, that blend beautifully with their background and create extraordinary displays. The design of your new workplace highlights the beauty of our country and the inspiration it provides by showcasing the stunning colors found in nature. It incorporates imagery of Canadian landscapes, natural colors and materials with a deliberate emphasis on consideration of Indigenous design elements.
* **Indigenous:** In support of GoC reconciliation commitments, it is important to honour First Nations, Inuit, and Métis communities of Canada by incorporating culturally appropriate design elements and promoting Indigenous economic opportunities. The design of our new workplace:
  + Reflects the cultures of the Indigenous People in GoC Workplaces.
  + Provides opportunities for learning as well as exposing others to Indigenous cultures.
  + Embraces a holistic, natural and sustainable design approach.
  + Showcases a strong connection to nature (land, water, etc).
  + Applies Indigenous Design guiding principles such as maximizing access to daylight, views and the connection to the outdoor environment.
  + Integrates local indigenous art.
  + Incorporates a permanent Indigenous Territorial Acknowledgement.
* **Accessibility and inclusivity:** Your workplace at [LOCATION] has been designed with accessibility and inclusivity in mind. By implementing universal design where possible, [ORGANIZATION] hopes that the space can be accessed, understood and used to its greatest extent by all employees. By adopting inclusivity best practices, we recognize that some workpoints may be perceived as not accessible for some employees; however, barrier-free options are available to all employees. Our Activity-based workspace has been designed to accommodate the majority of employees. Activity-based working helps achieve ergonomics through movement, rather than the perfect static position. Speak to your manager if you have temporary or permanent functional limitations or restrictions and you require workplace accommodations.
  + Being able to work from home to support **work-life balance**
  + Large enclosed workpoints that can accommodate **mobility devices** and support **cognitive impairments and sound sensitivities**
  + Semi-private workpoints with access to daylight and views to support **mental health**
  + Small enclosed workpoints (phonebooths) that can support the need for stimulus free space for various mental health reasons
  + Standing height workpoints for users with larger, **upright mobility devices** (scooters) or for **standing preference**
  + Generous circulation areas for various **mobility requirements**
* **Sustainability** During the design and construction phase of our new workplace, careful consideration was given with regards to sustainability. Below are a few of the initiatives that were undertaken:
  + Re-using and repurposing existing furniture
  + Re-purposing existing architectural elements
  + Minimizing new construction
  + Avoiding plastic and fake “natural appearing” materials
  + Inclusion of natural elements
  + Selecting new commercial furniture products that meet furniture sustainability certifications
  + Proper disposal and recycling of unusable materials and products

**GENERAL ETIQUETTE**

* Community norms:
  + Awareness: Be aware of others and yourself
  + Respect: Respect people and the environment
  + Courtesy: Be mindful and polite
  + Communication: Help create a workplace where there is healthy communication
* Report faulty equipment: If something is not working properly, please report it
* Help the planet: Turn off monitors and task lighting when you leave
* Tidy up after yourself: Dispose of garbage and clean surfaces with wipes provided

**BUILDING INFORMATION**

* Accessing the building, workplace hours, commissionaire/security desk hours, etc.
* Building amenities such bicycle storage, shower facilities, restaurants, shops and services available.
* Location of elevators, stairs, turnstiles, parking lot, including how to access them (need for a security card, etc.)
* Process/location for obtaining a temporary access card or signing in visitors
* Emergency procedure, evacuation, where to wait for assistance, etc.