

CM Program in-a-box

**Pre-written articles – communications toolkit**

Workplace Change Management National Centre of Expertise

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Table of Contents

[About this document 1](#_Toc204344344)

[Neighbourhoods 2](#_Toc204344345)

[Quiet zone 3](#_Toc204344346)

[Unassigned workpoints 4](#_Toc204344347)

[Personal storage 5](#_Toc204344348)

[Ergonomy 6](#_Toc204344349)

# About this document

The pre-written articles are built around a *“write once, publish everywhere”* approach and are intended for use across multiple internal platforms, such as your intranet page, newsletter, and collaboration tools like MS Teams. Each article covers a key theme or message related to the unassigned workplace model and can be adapted to reflect your organization’s specific context.

Don’t hesitate to customize the articles as needed and schedule them to align with project milestones. Republish strategically to reinforce key messages over time.

*The* [*French version*](https://wiki.gccollab.ca/images/9/90/CM_Program_in_a_box_-_Gathering_Feedback_Guide_FR.docx) *of this guide is available.*

# Neighbourhoods

**Living better together in our assigned neighborhoods**

**What you need to know**

* Each neighbourhood is assigned to **one or more [branch, sectors, team] within our organization.**
* **of our organization**.
* These are environments designed to promote **collaboration, well-being, and productivity**.
* A good neighborhood atmosphere requires **simple gestures** and **everyday courtesy.**

**Spaces designed for us**

Neighbourhoods are more than just work areas; they are our **professional living spaces**. Shared among colleagues from the same sector or partner sectors, they are designed to meet our needs: focus, collaboration, informal meetings, and more. For everyone to feel at home, **respect and cooperation are essential**.

**Best practices to adopt**

* **Keep the space tidy**: After a meeting or break, think of others.
* **Maintain a respectful attitude**: Voice volume, use of space, cleanliness... it all counts.
* **Share space with kindness**: Neighbourhoods are collective, even if they are assigned. Our colleagues from other sectors are welcome.

**Why is this important?**

* **Better collaboration**: Working in a positive atmosphere facilitates communication.
* **A pleasant environment**: Well-maintained and well-used spaces benefit everyone.
* **Mutual respect**: Everyone can thrive in a harmonious setting.

**Let's make our neighbourhoods lively and welcoming spaces**

A good neighbourhood is a good place to work. By showing respect, flexibility, and communication, everyone contributes to a healthier environment that benefits our sectors... **and all of us!**

# Quiet zone

**Maximize productivity with the quiet zone**

**What you need to know**

* **It is a space with few distractions** for optimal concentration.
* **It promotes better productivity** thanks to a calming environment.
* **Its etiquette rules are simple** to ensure respect for tranquility.
* **It’s an ideal place** for tasks requiring attention and reflection.
* **It is an initiative that promotes well-being** and quality of work.

**A space designed for in-depth work**

In an open-plan office, noise can quickly become an irritant. The **quiet zone** is there to provide an environment where tranquility is the norm and focus is the priority. This space allows everyone to work efficiently, without unnecessary interruptions. This zone is ideal if you need peace and quiet to perform demanding tasks, such as writing documents, analyzing data or strategic thinking.

**Best practices to adopt**

* **Avoid discussions**: Use messaging tools to communicate with your colleagues, or move out of the quiet zone.
* **Move to take a phone call:** Calls should be taken outside this zone.
* **Use headphones**: All audio content should be listened to at a moderate volume with headphones.
* **Be respectful:** You can politely ask a colleague to leave the area if the indicated etiquette is not respected.

**Why it’s important?**

* **Fewer distractions**: A setting designed to minimize interruptions and maximize productivity.
* **A conducive environment**: A calm atmosphere, sometimes with subdued lighting for greater comfort and well-being.
* **Respect**: A place where everyone is committed to preserving the peace and quiet of others and maintaining a serene environment.
* **A tool for better time management**: By reducing interruptions, you can get more done in less time.

**An asset for your efficiency and well-being**

Whether you are writing, analyzing or thinking, this space helps you to work without being interrupted. A quiet environment not only promotes concentration, but also helps to reduce stress and improve well-being at work. By respecting these principles, together we can create an optimal workspace where everyone can give their best.

# Unassigned workpoints

**Working differently with unassigned workpoints**

**What you need to know**

* **Everyone chooses their own workpoint** according to their needs.
* **Unused workpoints are reduced**, optimizing space.
* Interaction between colleagues **increases**.
* It creates a **more dynamic and pleasant** environment.

**An environment tailored to you**

Unassigned workpoints allow you to choose the space that suits your tasks each day: a quiet place to focus, an open space for collaboration, or a meeting room. This flexibility allows you to better manage your day according to your priorities and work in an environment that suits you.

**Work as a team in an environment with unassigned workpoints**

* **Coordinate with your colleagues:** Take advantage of flexible spaces to get together according to the day's needs.
* **Choose your meeting spaces:** Book a meeting room for your team meetings or use the kitchen for spontaneous, informal discussions.
* **Enhance your professional interactions:** A change of environment encourages new connections and enriches collaboration.

**Best practices to adopt**

* **Respect the space**: Leave each workstation clean for others.
* **Be flexible**: Take advantage of the different environments available.
* **Communicate**: Keep your colleagues informed of your workpoint for the day to facilitate collaboration.
* **Use a name card:** Display your name, title, and team on a name card to make it easier for others to identify you and encourage interaction between users of the space.

**A more flexible work week**

Unassigned workpoints offer you a more fluid organization, tailored to your priorities. Choose the space that suits you best each day, depending on the tasks at hand, for a more balanced and dynamic workday.

# Personal storage

**Making good use of personal storage everyday**

**What you need to know**

* **Each floor** provides personal storage for safely storing your belongings during the day.
* Personal storage is intended for **daily use only.**
* Responsible use ensures **fair access** for everyone.

**Convenient storage for all**

Personal storage is an integral part of our workplace environment. Whether you need to store a bag, a coat, or other personal items, **they offer a secure, temporary space**. To keep this option available to all, respectful and short-term use is **key**.

**Best practices to adopt**

* **Use the personal storage for the day only**: They’re designed for **daily use**.
* **Leave it clean and empty**: **Be considerate** of the next person who will use it.
* **Keep your access secure**: Remember **your code or key**. If you forget, contact : CONTACT.

**Why is this important?**

* **Clutter-free workplaces**: Fewer items lying around means more welcoming spaces.
* **A fair system**: Emptying your personal storage space at the end of the day allows for equal access for all users.
* **Peace of mind**: Having your belongings safely stored helps you stay focused and at ease.

**Small actions, big impact**

Using personal storage responsibly shows respect and a spirit of sharing. With simple daily habits, we can all help make our workplace smoother, more pleasant, and more supportive, one space at a time.

# Ergonomy

**Adjusting your workstation ergonomically in a shared space**

**What you need to know**

* Ergonomics isn't just about chairs and screens, it's a comprehensive approach.
* A well-designed workpoint promotes **focus, efficiency, and good health**.
* A few simple steps can **improve your posture and well-being** every day.
* **Ergonomics is essential**, even in a shared work environment.
* **Accommodations are available** if you have special needs; talk to your manager.

**Simple adjustments for greater comfort**

In a unassigned work environment where you will be working at a different workpoint every day, taking a few minutes to adjust your workstation can really improve your day. **Ergonomics aims to adapt work to the person, not the other way around.** By taking your tasks and needs into account, you contribute to a healthier and more efficient work environment.

**Best practices to adopt**

[You can enhance this section with hyperlinks to your internal resources (intranet, ergonomics fact sheets, video clips, etc.). If you don't have any, here are some links to include or adapt as needed:

* Chair adjustments : [CCOHS: Office Ergonomics - How to Adjust Office Chairs](https://www.ccohs.ca/oshanswers/ergonomics/office/chair_adjusting.html)
* Monitor positionning: [CCOHS: Office Ergonomics - Positioning the Monitor](https://www.ccohs.ca/oshanswers/ergonomics/office/monitor_positioning.html)
* Posture : [CCOHS: Working in a Sitting Position - Good Body Position](https://www.ccohs.ca/oshanswers/ergonomics/sitting/sitting_position.html) [CCOHS: Working in a Standing Position - Working in Standing/Sitting Positions](https://www.ccohs.ca/oshanswers/ergonomics/standing/sit_stand.html)
* Stretches : [CCOHS: Office Ergonomics - Stretching - At the Workstation](https://www.ccohs.ca/oshanswers/ergonomics/office/stretching.html)]
* **Adjust your chair and screen:** Make sure your back is firmly against the chair and the screen is at eye level.
* **If you have two screens:**
	+ Place both screens as close together as possible in front of you. The inner edges should touch and be directly in front of you.
	+ Position the screens at an angle
* **If you have only one screen or use one screen more than the other:**
	+ Place the screen you use directly in front of you as if it were the only screen.
	+ Position the secondary screen to one side and at an angle (half a semicircle).
* **Maintain a neutral posture**: Forearms at 90 degrees, wrists straight, feet flat.
* **Change position regularly**: Stand up, stretch, **move**!
* **Use available resources**: [Links to your resources]

**Why is this important?**

* **Pain prevention**: Less tension in your back, shoulders, or wrists.
* **More energy**: Proper posture helps you stay focused longer.

**Need accommodations?**

The obligation to make accommodations is also a commitment to **fully** include diversity in the workplace. If you have functional limitations or restrictions (temporary or permanent), discuss them with your manager.

**Working comfortably means working efficiently**

**Ergonomics is for everyone**. By taking care of your posture, your tools, and your needs, you are investing in your health and in a more sustainable workplace.