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**Workplace Transformation Program**

**KEY MESSAGES for EMPLOYEES**

***to be used by managers***

**VERSION 1**

**Date:** SEPTEMBER 2022

Key messages for employees – Workplace Transformation program

**Object & Usage**

**Objective:** to provide easy to use, easy to recall, “talking points” in clear language for use in conversations with direct report employees, team members, about how the new WTP GCworkplace intends to meet their expectations.

**Who should use this:** These messages are drafted for the voice and from the point of view of Managers, Team Leaders in Departments (“client” organizations) questioned by their team members (direct reports) about the workspace their Workplace Transformation Program project will deliver.

**Goal:** General information to explain, reassure, establish that the new activity-based hybrid office environments will be according to their input.

**Audience:**  **Employees** that will occupy spaces delivered by a Workplace Transformation Program project. (This set of messages very much repeat – justifiably – messages prepared for all other audiences.)

**Why:** Because effective communications are achieved through repetition, uniformity and cohesion in messages regardless of messengers, and validating echoes from third-party voices.

The **French version** of this document is available here : FR version

### GCworkplace: The workplace for the times, the workplace we need

The pandemic has changed work practices, business processes, how we manage our teams and the way we interact with each other: that has, somehow, prepared us for a hybrid workplace.

* Two years of work from home has, somehow, brought increased relevance to GCworkplace, the official federal workplace design standard since 2019. Innovative and future-oriented because it is changing and greening the way we work, GCworkplace puts employee experiences and quality of service at the core.
* GCworkplace provides greater flexibility in where and how employees work so they can be as productive as possible in delivering programs and services to Canadians; thus, employees feel more empowered.
* Implementing GCworkplace design standards goes beyond space, towards an integrated delivery model that includes functional area experts in information technology (IT), information management (IM), human resources (HR), security and facilities.
* All at once, the GCworkplace design standards foster collaboration at all levels, uses technology in smarter ways and optimizes facilities efficiency and utilization rates.
* Conceived and developed with employees’ input, the GCworkplace design standards support employees’ health and well-being. They will help the Government of Canada attract and retain the best talents.
* The GCworkplace design standards rest on the concept of activity-based workplace (ABW) that recognizes that through the course of any day, employees engage in many different activities and that they need and can choose different types of work settings to accommodate these activities.

### Activity-Based Workplace (ABW): Efficient and more enjoyable

* The vision for our workplace is employee-centric, principle-based and anchored in public service values.
* To make work effective, efficient and more enjoyable for both the organization and the employee, ABW focuses on the employees and provides the freedom to decide for themselves: how to work, where to work, which tools to use and with whom to collaborate to get the work done.
* In ABW environments, individual employees are not assigned to a particular workstation. Spaces are designed – with a strong virtual environment -- in such a way that it allows employees to perform different activities over the course of the workday, such as learning, focusing, collaborating and socializing.
* ABW also encourages management and executives to manage based on output and not employee presence, which fosters a climate of trust between employers and employees.

### Design, environment & esthetics

* Canada’s Natural Landscapes inspired the design and color schemes for the units to be delivered by the *Workplace Transformation Program*.
* The natural world is full of colors that blend beautifully and create extraordinary displays: the *Program*’s workplaces will strive to highlight the beauty of our country and the inspiration provided by the colors found in nature.
* ABW spaces are designed based on an assessment of employees’ activities and the organization’s programs and culture. Each group’s requirements and work styles can vary, and the ABW concept is flexible enough to be adapted to the needs of each organization, and each individual
* Thanks to the pre-design consultations, each workspace is customized for its eventual group of users. Yet, following the *GCworkplace* tested design approach, the units are designed from a common kit-of-parts which ensures a common look and feel and a consistent user experience across the country.
* The designs apply Indigenous - First Nations, Inuit, and Métis -- design guiding principles such as maximizing access to daylight and connection to the outdoors, using natural textiles (preferably bio-based) and materials.
* Accessibility requirements and inclusive principles are integrated at the onset of the design phase to provide occupants with full control over work settings that best suits their needs. We all have different abilities, disabilities and personal preferences; GCworkplace standards acknowledge that and promote an inclusive, equitable and adaptive workplace.
* Over and above the individual workpoints, as per GCworkplace, typically, in each location, a Workplace Transformation Program project features:
  + - Wi-Fi environment;
    - Audio visual equipment adapted for each workpoint;
    - Refreshed kitchenettes and business centre; and
    - Easy-to-use booking system.

Zones

* The workplace welcomes you with a choice of three zones. The consultations, especially the employee survey, will decide the proportion for each of the three zones. Let us call them: Quiet zone, Transitional zone and Interactive zone. Zoning helps manage acoustics, supports concentration and collaboration and provides people choice and control over their work setting and their productivity.
  + - The **QUIET** zone: individual workpoints, both open and enclosed, low noise and privacy;
    - The **TRANSITIONAL** zone: the middle ground buffer; and
    - The **INTERACTIVE** zone: meeting space to socialize and talk, a mix of open or enclosed collaborative space or workpoints.

### Workpoints

* As per *GCworkplace*, typically, in each location, a *Workplace Transformation Program* project will deliver as many workpoints as there are employees. However, in the current – post-pandemic -- work culture, reliable studies show that simultaneous attendance of 100% of employees is exceptional.
* Workpoints are unassigned. Current ways of working and the mindset of modernisation within the Government of Canada call for a variety of work settings that encourage moving throughout the day and choose the space and workpoint that best suit the task at hand.
* Each workpoint has adapted IT equipment. The employee secures the use of a workpoint according to activities, needs and schedules through an easy-to-use booking system.

### GCworkplace : ”NOT OFFICE 2.0”

* Lessons were learned from previous workplace initiatives. Your new workplace is much more than office renovations: its an actual Government of Canada investment in you – after public engagement and a good look at workplace trends and innovations worldwide. This is not tinkering with ‘Office 2’. This is not ‘Office 3.0’. This is investment to support employees’ changing activities, needs (emotional, physical, social), and facilitate interaction and collaboration.
* Before the pandemic, the Government launched *GCworkplace* in 2017 and made it the official federal workplace design standard in 2019. The activity-based *hybrid office environments* will deliver the modern tools and the culture of trust to empower Government of Canada employees to decide where and how they are most productive.

### New ways of working

* Working in a modern way requires a new way of planning. Activity-based working starts with your activities, your deliverables and what your schedule looks like every day or every week.
* You are encouraged to choose the workpoint that best suits your needs. Since the beginning of the pandemic, your working days may consist of participating in several virtual meetings on MS Teams. Although it seems more logical to work at home during these days, it is still possible to carry out these activities in an office environment.
* It is usually required to book, via an easy-to-use booking system, a work point that is suitable for a type of activity, either an enclosed workpoint or a workpoint away from quiet work areas, etc.