**Key highlights – Ad hoc discussion on booking systems strategies**

**Workplace Change Management Community of Practice**

The main topic that was discussed was how to get employees to adopt the new behaviours, whether it’s using a booking system, booking a workpoint in their respective neighbourhoods, not booking the same workpoint every time, etc. Some of the best practices and lessons learned were:

* There is an adaptation period that is to be expected in the beginning, where employees will try and revert to the old ways of working (like always booking the same workpoint). This is to be expected. With experience, employees will understand what type of workpoint they need when and for how long. They will also understand when they need to book and when not to. The concept of general admission presented by the Strategic Workplace Advisory Group **(**SWAG) could be helpful since you are not booking a specific workpoint but rather your presence on a floor.
* Reinforcement of the wanted behaviours is essentials to continue pushing for the change. Use various methods and channels (newsletters, intranet, MS Teams channel) to repeat the important concepts: leadership must demonstrate the behaviours, managers can address these with their employees during weekly meetings, put in place a workplace etiquette or community norms. You can also provide visual cues such as signage and wayfinding to indicate which rooms are bookable or non-bookable, or even include a QR code.

During the session, SWAG shared their presentation on booking system strategies. You can consult it here : [SWAG presentation](https://wiki.gccollab.ca/images/2/29/Workplace_Utilization_%26_Booking_Considerations_Feb_2023.pdf).

We also heard from Martine Renaud, Manager, Change Management and Communications, Workplace Evolution (WE) from PSPC on her experience with the pilot project for Archibus. She has shared some lessons on the implementation:

* Use a phased approach to deploy to the 11,000 employees in the NCR, providing username and password to all for initial access
* Overcome the barriers: Lots of communications to manage some irritants :
	+ Employees have said it was too difficult to use
		- Provided training to overcome this issue (8-9 sessions; 8 000 out of 11 000 employees who participated)
	+ Employees are booking but are not showing up
		- Focus on the message to cancel if you are not using
		- Use a bold red button for cancellation on the platform to make it obvious
		- Tip sent to employees who forget their booking : enter it in your Outlook calendar
* Recommendation for those looking to implement a booking system: Implement the ‘check-in’ function and behaviour right at the start to help alleviate employees not showing up