

PROJECT LOCATION : ATB Place, 9888 Jasper Avenue, Edmonton, Alberta
DEPARTMENT : Employment and Social Development Canada (ESDC)
CONTACT FOR THIS PROJECT : Jerome McEachern (jerome.mceachern@hrsdcc-gc.gc.ca) - Project Manager
FOR CHANGE MANAGEMENT INQUIRIES : CFOB National CM Team - Change Management: ESDC.NC.CFOB-DGFP-CM-GC.ESDC@hrsdcc-gc.gc.ca

PROJECT SCOPE

 **Number of employees impacted**
Up to 365 Edmonton-based employees

 **Cost of project**
\$ 1,980,871.00


Project start date
May 1st, 2020


In Service date
May 14th, 2021

3 MAJOR TURNING POINTS OF THE PROJECT

1

Readying the Space for Employees

The ESDC Workplace at ATB Place is the first dedicated general office space (GOS) in the region. It is open to all ESDC employees who live in the area to work from. In addition, ATB is equipped with GC Wi-Fi, which allows employees to connect automatically to a secure network without having to connect to a VPN.

2

Virtual Tour

In March 2022 (exact date: March 8, 2022), a virtual tour was given of the completed 6th floor of ATB Place. The tour, presented by the Project Team, was given to members of the Change Agent Network (CAN) who are representatives from the various ESDC business lines in the Edmonton area. The purpose of the CAN is to share information about ATB Place to their respective teams.

A UNIQUE ASPECT ABOUT THE PROJECT



Moss Wall

A moss wall (located on the 6th floor) and art are on display at ATB Place. The wall and the art were procured locally which supported local vendors, artists and business owners to make this space unique.

PEOPLE SIDE OF CHANGE

1 ATB Place is located centrally in downtown Edmonton and is close to public transit, making it easily assessable to Edmonton-based employees. It is a newly modernized ESDC Workplace with Wi-Fi and state of the art AV equipment including universal docking stations and flat screen lightweight monitors and video conferencing equipment.

2 Establishing a Change Agent Network (CAN): The CFOB National Change Management Team created and established a Change Agent Network (CAN) and lead change management for this project. A CAN refers to a group of individuals who were recruited and volunteered to be part of a team whose main function is to guide impacted individuals to change adoption. The Change Agent Network fosters engagement and communication by gaining feedback from the employees, reporting issues quickly and effectively, cascading information and supporting change management activities.

The National Change Management Team held regular CAN meetings and provided its members with information about the project and engagement activities to get people excited about the space. These meetings included presentations on activity-based working (ABW), information sessions, a virtual tour of the space, and various engagement activities which provided an opportunity for the CAN members to provide feedback and ask questions, which the CM National team would then seek and use to guide our future meetings.

3 Provide a balance of information sharing and engagement activities: CAN meetings were designed to balance information sharing and participant engagement. Having a balance between the two is important and ensured that change management is paced in parallel with the project's progress and readiness to welcome employees in the space.

4 Having a seat at the table: The CAN was designed to have representatives from each business line in the Edmonton area participate and provide input and feedback regardless of how often the employees may use the space. The information provided and activities done at each CAN meeting ensured that all participants could be well informed. It encouraged those that may not have thought it possible to use the space regularly, to consider how they use the space occasionally.

LESSONS LEARNED

LESSON 1

Communicate on an ongoing basis

Holding regular meetings with the CAN members to keep them informed and engaged was important. Each CAN meeting was planned based on the information shared, the activities, and engagement from the last meeting.

LESSON 2

Communicate and collaborate with key stakeholders

As a general office space, ATB Place has no dedicated teams assigned to work from this office. Having regular meetings with key stakeholders of this project was very important and played a crucial role in promoting the workplace to employees and encouraging employee engagement. The CFOB National Change Management Team worked collaboratively with the Co-Champions who are visible leaders who support the ESDC Workplace initiative and the Project Management team to provide information and continuous engagement to the CAN members.

LESSON 3

Engagement activities are essential

It is important to not only share information but to provide opportunities for people to input and feedback about what their teams and the employees are saying. Opportunities to provide feedback and ask questions should be provided at each meeting opportunity. Engagement activities should reinforce the information shared and aim to help identify gaps in knowledge.

PHOTOS OF THE ATB ESDC WORKPLACE

