

How to adapt for the hybrid workforce

Despite some headlines, most employees want to return to the office. They just don't want to go there five days a week anymore. Nearly three-quarters (74%) of those that have worked from home want to get back to the office at least 1-2 days per week.¹ Your current workplaces are probably designed for most people to be there every day. How suitable would it be if average occupancy drops to 60%, 40%, and some days could even be less than 20%?

You need a shared workplace that employees want to spend more time in, but is flexible for those that only want to visit occasionally. This includes making those that are rarely there in person feel like part of the team. In this how to guide, we'll look at how you can create a safe and welcoming environment that enables better collaboration, creativity and productivity.

Employees want flexibility, but how can you turn your real-estate into a space that works for everyone? The first thing you need to do is to identify your different employee types and consider their individual needs.

The workforce comprises a huge range of people, with a variety of skills, talents, and working patterns. By understanding how different types of employees work, you can implement solutions that help them work more productively, efficiently and safely.

Commuters

Employees that cannot, or choose not to, work from home. These will typically be office-bound but may work from more than one core location.

26%

of employees want to work in the office full-time.²

For these employees safety is paramount. You need to consider how to:

- **Make your workplaces safe**
Implement solutions like touch-less check-in and passage to reduce contact and track occupancy and congestion with smart video analytics.
- **Help employees stay productive**
Implement solutions that enable employees to pre-book workspaces and parking spaces in advance so they're ready to go when they arrive.
- **Make the most of your space**
Implement solutions that allow you to track and report usage to identify under-utilised resources and create opportunities for repurposing.

Tethered

Employees that cannot do their jobs from home and are required to be onsite. These employees aren't fixed to a desk – they're more likely to be floor workers, or roaming the corridors, in settings like retail and healthcare.

22%

of those currently working in-person only will still be required to do so after the pandemic.³

For these employees controlling the environment is important to keeping everyone onsite safe. You need to consider how to:

- **Manage the flow of traffic**
Implement solutions that track footfall, and monitor traffic flow, that can issue alerts if there's congestion and reroute employees and customers.
- **Improve the use of shared spaces**
Introduce easy-to-use navigation, touch-less passage and interactive tools, like POS machines, that can reduce contact.
- **Make better use of data**
Collect data and use it to make more informed decisions. It can help you reallocate resources which can help reduce waste and control costs.

Omniworkers

Employees that spend some of their time at home, and the rest from another location whether that be the office, the road or out in the field.

48%

of employees want to split their time between the office and home.⁴

For these employees both safety and collaboration are vital. You need to consider how to:

- **Merge the onsite and offsite experience**
Implement solutions that improve collaboration such as smart meeting rooms and create dedicated conferencing terminals.
- **Make onsite visits purposeful**
Implement solutions that help employees work when it suits them. Create dedicated conferencing terminals to easily collaborate with others wherever they are.
- **Reduce unnecessary downtime**
Implement a mobile-app navigation system that can flag available spaces and heavily-congested areas to help employees move around site with ease.

Remote workers

Employees that only work from home. Though they may need to come into the office very occasionally.

26%

of employees want to work from home full-time.⁵

For these employees collaboration is paramount. You may not see them onsite but they're still an integral part of the workforce, you need to consider how to:

- **Encourage collaboration**
Implement multiple communication methods, including dedicated conferencing applications and instant messaging.
- **Improve employee satisfaction**
Implement solutions that make those at home feel like part of the team with collaboration tools, smart meetings or even virtual reality.
- **Return to site with confidence**
Implement solutions that send employees alerts about upcoming availability and allow them to book a desk in advance.

Create purposeful workplaces

Employees won't be onsite all the time, but when they are they want their time to be well-spent. Luckily there are solutions out there to help. But it goes beyond just benefitting your employees. Technology can help you improve the management of your real-estate, helping you to improve sustainability, reduce waste and control costs.

Don't let your assets go to waste; with video analytics you can identify underused areas and repurpose them, with easy, granular management of heating, lighting and other utilities you can save money with ease; and by creating 3D digital twins you can test new use cases before making investments to evaluate alternatives and reduce risks.

It's time to make your workplaces work smarter. Read our full point of view paper to discover our simple SMART framework for creating effective hybrid work environments and even more examples of how technology can enable new ways of working.

1. Verizon and Morning Consult, [Look forward](#), March 2021.

2. Verizon and Morning Consult, [Look forward](#), March 2021. Base: All employed adults. Those with no opinion have been omitted.

3. Verizon and Morning Consult, [Look forward](#), March 2021. Base: All employed adults. Those with no opinion have been omitted.

4. Verizon and Morning Consult, [Look forward](#), March 2021. Base: All employed adults. Those with no opinion have been omitted.

5. Verizon and Morning Consult, [Look forward](#), March 2021. Base: All employed adults.