Corenet Brisbane Chapter Forum Event

What makes a great workplace?

Wednesday, 21 March 2012

CORENET GLOBAL — Empowering Corporate Real Estate and Workplace Executives

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WELCOME

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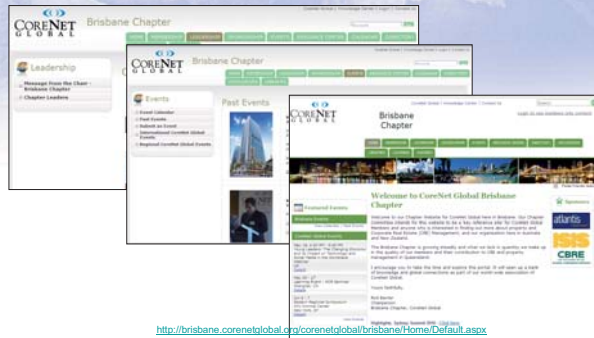

Who is CoreNet Global?

- The World's leading association for Corporate Real Estate, property and workplace related professionals.

- A global learning organisation

- A membership base of over 7,000 corporate real estate and workplace executives, service providers and economic developers.

- And what about the Brisbane Chapter . . .

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The Brisbane Chapter Website is at:
http://community.corenetglobal.org/CORENETGLOBAL/Brisbane/Home/Default.aspx

http://brisbane.corenetglobal.org/corenetglobal/brisbane/Home/Default.aspx

or **Google – CoreNet Global - Brisbane**

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Next Event - Thursday 26 April

'A Taste of Tech' Technology in the workplace

Telstra 275 George St
Level 4 Reception
5pm until 9pm

Today's Format

1. Presentation
2. Group tasks
3. Group feedback
4. Wrap up
5. Networking, Drinks and Nibbles!

Our Speaker

Keti Malkoski
Schiavello
Workplace Research Psychologist

Objectives

_To generate discussion and understanding on 'what makes a great place to work?'

_To explore models and 'influencing' dimensions on great places to work

_To discuss the potential role of CRE in great places to work

Where are the great workplaces?

BRW Best Places to Work 2011 - Australia

The survey examined 207 companies and responses from 55,400 employees

Rank	Company	Employees
1	Google	500
2	E-web Marketing	38
3	NetApp Australia	169
4	Juniper Networks	109
5	Atlassian	350
6	Davidson Recruitment	60
7	OBS	159
8	Ikon Communications	117
9	MRWED Group	35
10	Altis Consulting	70

What makes a great place to work?

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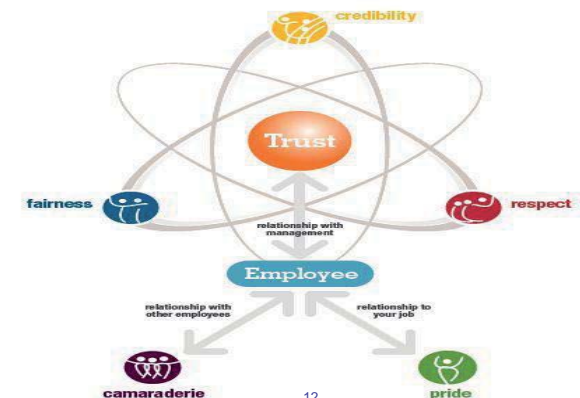
Great Places to Work framework, 2012

Trust – the employee and leader relationship

Credibility – *How leaders should treat employees?*
_Effective communication
_Competence
_Integrity with consistency

Respect – *How employees should be treated by leaders?*
_Support
_Collaboration
_Caring

Fairness – *How employees should be treated by leaders?*
_Equity
_Impartiality
_Justice

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Pride and Camaraderie – connecting with the job, organisation and team

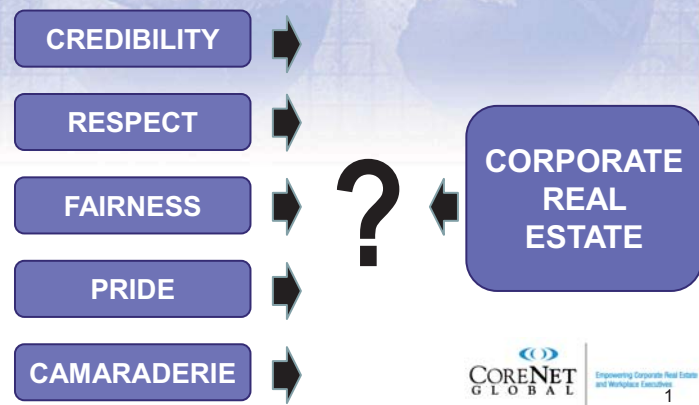**Pride** – *Relationship between employees and the job or organisation*

Pride in:
_Personal job
_Team
_Organisation

Camaraderie – *People connecting with people - relationships between employees*
_Intimacy
_Hospitability
_Community

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How does CRE contribute?

CREDIBILITY →

RESPECT →

FAIRNESS → ? ← **CORPORATE REAL ESTATE**

PRIDE →

CAMARADERIE →

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Group Task
Organisational Effectiveness Dimensions

How can these contribute to a 'great place to work'?
What role can CRE play in enhancing these?

1. **Positive leadership**
2. **Strategic individual roles and organisational structures**
3. **Talented people**
4. **Effective change management**
5. **United and engaged culture**

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Organisational Effectiveness Dimensions

1_Postive Leadership

_Strategic leaders that support their employees
_Leaders that translate the business strategy into a vision and goals
_Trusting leaders that delegate control and empower their employees
_Collaborative leaders who are credible and inspiring
_Leaders that demonstrate fairness and respect

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Organisational Effectiveness Dimensions

2_Strategic individual roles and organisational structures

_Employee capabilities matched to clear roles
_Non-hierarchical or rigid = equality
_Cross-functional collaboration and knowledge sharing
_Appropriate tools and resources
_Developing processes and procedures
_Appropriate accountability and decision authority

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Organisational Effectiveness Dimensions

3_Talented people

_Effective attraction and retention of talent
_Strategic talent management
_Motivated and engaged employees
_Employees with aligned values to each other and the organisation
_Empowered employees who are able to be innovative and creative

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Organisational Effectiveness Dimensions

4_Effective change management

_An adaptive and flexible organisation to internal and external drivers
_A growing organisation with developing employees
_Reduced ambiguity and uncertainty
_Transparency
_Shapes behaviours appropriately

Organisational Effectiveness Dimensions

5_ United and engaged culture

_Recognises the human side of work
_Social connectedness
_A collaborative and united culture working towards the same vision
_An open and communicative environment
_A caring community with social and environmental responsibility

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Group Task instructions

Break into five groups – check your name tag

Task 1
Introduce yourself, and complete the sentence

I've worked in a company that was (OR was not) a GPTW because...

Group Task instructions

Task 2
•Discuss one of the 5 topics e.g.

What is it about ...effective change management...that would make a company a GPTW
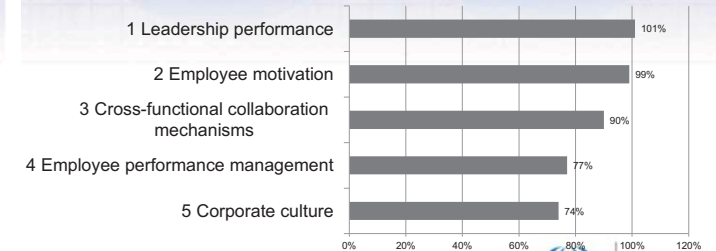
•Record the feedback

Task 3
• Discuss and record how CRE could contribute to this area

Becoming a great place to work

Leadership, collaboration and engagement are key drivers of success

Organisational capabilities increasing the odds of becoming a high performing workplace

Capability	Value
1 Leadership performance	101%
2 Employee motivation	99%
3 Cross-functional collaboration mechanisms	90%
4 Employee performance management	77%
5 Corporate culture	74%

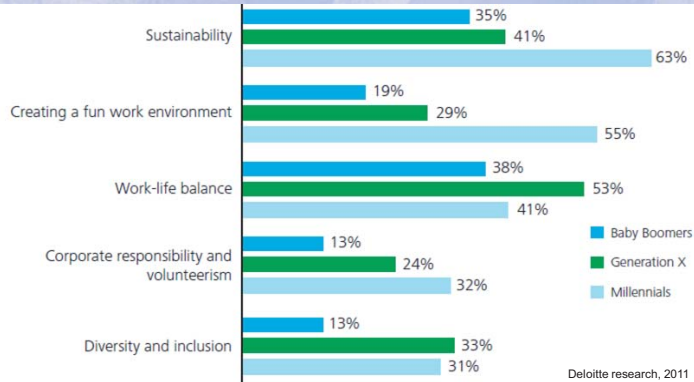Boston Consulting Group research, 2012

Retention by generation

Generational differences – When considering an employer, how important is the organisation's commitment to the following?

Sustainability: 35%, 41%, 63%
Creating a fun work environment: 19%, 29%, 55%
Work-life balance: 38%, 53%, 41%
Corporate responsibility and volunteerism: 13%, 24%, 32%
Diversity and inclusion: 13%, 33%, 31%

Legend: Baby Boomers, Generation X, Millennials

Deloitte research, 2011

Conclusion

_There are many dimensions to 'great places to work'

_Importantly, people and culture are drivers of success

_CRE must develop strategic partnerships with HR and Business Leaders to better understand how to add value to people and business outcomes

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