Who and what is the Leesman Index?
Tim Oldman – Founder & Managing Director
Koen Rolvink – Sales Director (based in NL)
Olivier van Gool - Solved (NL strategic partner)

Agenda

• Who are Leesman
• What is the Leesman Index
• What makes the Index different
• Who is using the Index
• Q+A the strengths and weaknesses
The Leesman Index as a CRE tool

- cost of occupancy c. €10,000 pa
The Leesman Index as a CRE tool

- cost of occupancy c. €10,000 pa
- cost of staff c. €45,000 pa
Who are Leesman?

• Europe’s leading workplace effectiveness measurement provider
• founded Jan 2010
• team of six (5 in UK, 1 in NL)
• backgrounds in architecture, workplace, digital media and research
What is the Leesman Index?

- our effectiveness benchmark (Lmi score)
- based around our 11 minute anonymous staff e-questionnaire (customer)
- around 80 questions sent to all staff
- respondents only report on what is relevant to their role
What makes the Leesman Index different?

We only measure workplace effectiveness.

“How well a workplace supports important activities”

- No consulting
- No diagnostic
- No advisory or strategy
- No design or architecture
- No financial analysis

Just measure and benchmark effectiveness, so no vested interest in the outcomes.

- Can be used by all (clients and consultants)
- Highly independent

... like the radiographer in medicine.
An x-ray of your CRE

- Non-intrusive (11mins)
- Results easily read
- Highlights problems
- Highlights quick wins
- Allows targeted investment
- Does not measure area
- Does not measure density
- Does not measure cost

Measures the “fitness” of space
Measure what people are doing.... and the things they need to do it.
Measure what people are doing…. and the things they need to do it.
Measure what people are doing…. and the things they need to do it.
From the list below, please tick the activities which you feel are important in your work. When the rating scale appears, please tell us how well your workspace supports these important activities:

-Individual focused work, desk based
-Individual focused work away from your desk
-Individual routine tasks
-Reading
-Collaborating on focused work
-Collaborating on creative work
-Informal, un-planned meetings
-Planned meetings
-Informal social interaction
-Confidential discussions
-Telephone conversations
-Thinking / creative thinking
-Learning from others
Important workplace activities - ranked by importance

- Individual focused work desk based
- Telephone conversations
- Planned meetings
- Informal un-planned meetings
- Confidential discussions
- Collaborating on focused work
- Reading
- Individual routine tasks
- Relaxing / taking a break
- Thinking / creative thinking
- Spreading out paper or materials
- Hosting visitors clients or customers
- Informal social interaction
- Audio-conferences
- Learning from others
- Larger group meetings or audiences
- Individual focused work away from your desk
- Collaborating on creative work
- Using technical / specialist equipment or materials
- Video conferences

20 fixed lines of questioning

Lmi effectiveness benchmark
Important workplace activities - ranked by importance

- Individual focused work desk based
- Telephone conversations
- Planned meetings
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Lmi effectiveness benchmark
Important workplace activities - ranked by satisfaction

- Individual routine tasks
- Individual focused work desk based
- Learning from others
- Informal social interaction
- Planned meetings
- Telephone conversations
- Collaborating on focused work
- Collaborating on creative work
- Reading
- Using technical / specialist equipment or materials
- Individual focused work away from your desk
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Lmi effectiveness benchmark
solved.

Leesman™
The Leesman Lmi benchmark

- each anonymous response assigned Lmi
The Leesman Lmi as a CRE tool
• with Lmi per person
The Leesman Lmi as a CRE tool

- with Lmi per person you can compare data by;
  - age
The Leesman Lmi as a CRE tool

- with Lmi per person you can compare data by:
  - age
  - gender
The Leesman Lmi as a CRE tool

- with Lmi per person you can compare data by:
  - age
  - gender
  - length of service
The Leesman Lmi as a CRE tool

• with Lmi per person you can compare data by:
  • age
  • gender
  • length of service
  • by floor
The Leesman Lmi as a CRE tool

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  - age
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  - length of service
  - by floor
  - by department
The Leesman Lmi as a CRE tool

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  - by floor
  - by department
  - by building
The Leesman Lmi as a CRE tool

- with Lmi per person you can compare data by:
  - age
  - gender
  - length of service
  - by floor
  - by department
  - by building
  - by city
The Leesman Lmi as a CRE tool

- with Lmi per person you can compare data by;
  - age
  - gender
  - length of service
  - by floor
  - by department
  - by building
  - by city
  - by territory
## The Leesman Lmi as a CRE tool

- easy comparison capability

<table>
<thead>
<tr>
<th>Activity</th>
<th>Client Y ranking</th>
<th>Client Y % satisfied</th>
<th>All projects ranking</th>
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<th>% variance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individual focused work, desk based</td>
<td>1</td>
<td>78.0</td>
<td>1</td>
<td>80.0</td>
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<tr>
<td>Telephone conversations</td>
<td>2</td>
<td>65.0</td>
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<tr>
<td>Planned meetings</td>
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<td>50.0</td>
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<td>-30.5</td>
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<tr>
<td>Informal, un-planned meetings</td>
<td>4</td>
<td>47.5</td>
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<td>Audio-conferences</td>
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<td>64.9</td>
<td>-19.2</td>
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<tr>
<td>Collaborating on focused work</td>
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<tr>
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<td>48.6</td>
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<tr>
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<td>15</td>
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<tr>
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<td>13</td>
<td>43.6</td>
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<tr>
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Important workplace features - ranked by importance
Important workplace facilities - ranked by importance
Why ?
How much do you agree or disagree with the following statements about the design of your organisation's office? All respondents Lmi 56.3.

- **The design of my workspace is important to me**: 90.54%
- **It contributes to a sense of community at work**: 58.96%
- **It creates an enjoyable environment to work in**: 53.88%
- **It enables me to work productively**: 52.37%
- **It's a place I'm proud to bring visitors to**: 41.69%
The design of my space enables me to work productively. All respondents Lmi 54.7.

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</tr>
<tr>
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<td>16%</td>
<td></td>
<td></td>
</tr>
<tr>
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The design of my space enables me to work productively. **High performing space Lmi 83.9**

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<td>-6</td>
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How much do you agree or disagree with the following statements about the design of your organisation's office? **It enables me to work productively.**

% agreement (agree slightly, agree, agree strongly) that the design of the workplace enables them to work productively.
Who is using the Leesman Index?
Who is using the Leesman Index?

- 6757 individual respondents
- 27 clients
- 31 surveys
- 58 buildings
- 10 countries
- average response rate of 64%
- survey available in 5 languages
Gestandaardiseerde meting van werkplekeffectiviteit

Leesman is toonaangevend in de meting van werkplekeffectiviteit. Onze onderzoekers en auditteams geven diepgrondig inzicht in hoe de werkplek het effectief werken van teams ondersteunt.

Onze databank zal uitgroeien tot de grootste Europese bron van consistentievolle gegevens op het gebied van werkplekeffectiviteit, zodat gebruikers van de werkpleken, managers en ontwerpers over de gehele wereld gebruik kunnen maken van een breed scala aan vergelijkingsmateriaal.

Door middel van ons unieke pakket eenvoudig en goedkoop in te zetten en efficiënte instrumenten, kunnen wij een breed scala aan kwalitatieve en kwantitatieve onderzoeksmateriaal bieden waarmee directies, projectmanagers, werkplekontwerpers, onderneming, medewerkers en verandermanagers heldere, tijdige en nauwkeurige gegevens kunnen krijgen over de prestaties.

De Leesman Index: de Leesman Index is ons gestroomlijnde benchmarkinginstrument voor echt onafhankelijke gegevens over werkplekeffectiviteit. Het e-onderzoek bij de Index verzamelt feedback van werknemers over hoe goed de omgeving en de werkplek hun ondersteunt bij hun belangrijke taken. Zo krijgen ondernemers cruciale inzichten in de prestaties van de personeel.

Mijn werkplek schept een prettige omgeving om in te werken

- Zeer eens (10.4%)
- Eens (23.7%)
- In lichte mate eens (21.7%)
- Neutraal (14.8%)
- In lichte mate oneens (14.7%)
- Oneens (6.9%)
- Sterk oneens (4.7%)

Leren van anderen

Toeraden 74.4%
Tim Oldman – Founder & Managing Director
Koen Rolvink – Sales Director

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