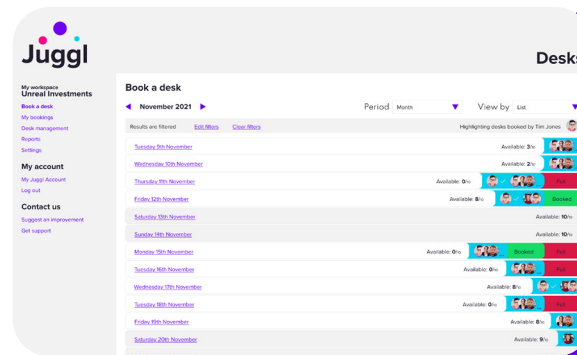


# Is your workplace ready for a hybrid workforce?

JUGGL.CO.UK



**Add desk(s)**

Desk name/prefix for multiple

**Facilities**

<input type="checkbox"/> Telephone	<input type="checkbox"/> Keyboard
<input checked="" type="checkbox"/> Power	<input type="checkbox"/> Mouse
<input type="checkbox"/> Network (Wired)	<input type="checkbox"/> Monitor
<input checked="" type="checkbox"/> Network (WiFi)	<input type="checkbox"/> Disabled access
<input type="checkbox"/> Sit/stand	

Additional information

Cancel Add multiple... Add

Desk 8 has been booked for you on  
Tuesday 7th December 2021

[Add to calendar](#) Cancel Close





## Introducing Juggl Desks, helping you transition to hybrid working.

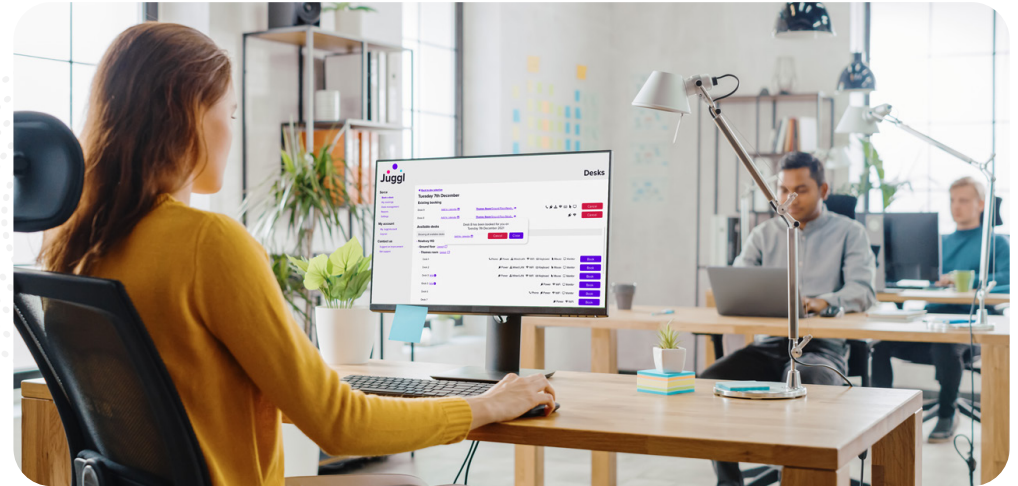
2022 is going to see hybrid working becoming the norm for many more organisations; and with reduced office capacity and ongoing safety measures, desk booking software is becoming an essential office tool.

As Managing Director of Sorce, it's always been my vision to create software that fundamentally helps businesses connect, engage and collaborate. Over the last 20 years, this has seen our intranet software evolve and become a key part of today's digital workplace for hundreds of organisations across the globe. Our Juggl Desk booking software is a natural extension of this ethos, using the digital to help connect the physical workplace.

I really hope you take the chance to give [Juggl Desks](#) a try and see how it can help your business get on with what it's good at.

**John Nicklin**  
Managing Director

[juggl.co.uk](https://juggl.co.uk)



The office isn't dead. However, it's forever changed. The pandemic has transformed how we work and it's no longer about battling into the office 5 days a week but is about flexible and autonomous working spread between the office and the home.

More organisations are accepting that the hybrid workforce is the future and are looking at how they can adapt their workplaces. So what should you bear in mind when managing a hybrid workforce and what are the key workplace considerations?

Let's take a closer look.



# The evolution of the hybrid workforce

Remote working is nothing new, but it has generally taken place on a small scale with its widespread adoption often hampered by trust issues and leaders' concerns about productivity.



Then along came the pandemic which forced the biggest homeworking experiment in history. Many organisations had to manage a distributed workforce overnight, with employees scattered all over the globe. The concerns previously mooted over why mass remote working wasn't feasible started to be reconsidered and we've seen organisational structures, roles and work being addressed in entirely new ways. Businesses recognise that there's been a shift, with more workers now expecting greater flexibility with where and when they work.



Research highlights the growing move towards more homeworking, with a [report](#) from The Office for National Statistics revealing that the proportion of adults who worked from home at some point in 2020 increased to 37% on average. This is up from 27% in 2019. Those aged 30 to 49 years are most likely to work from home, with almost half (45%) of this age group doing so.



# 57%

say they want to be able to continue working from home.



Similarly, a [YouGov survey](#) found that just one in three worked from home before the pandemic (split between those who did most of the time and those who did some of the time). However post-pandemic, most workers (57%) say they want to be able to continue working from home. This includes 18% who want to be able to work from home the whole time, and 39% who want to be able to work from home some of the time.

It's also [predicted](#) that by 2030, the demand for remote work will increase by 30% due to Generation Z fully entering the workforce.

Therefore, the future for many of us will be a combination of home and office working – a hybrid workplace.



# Pros and cons of a hybrid workforce

The hybrid working model, which is now being demanded by a new generation of workers, enables people to work where they want. However, many companies will struggle to adjust to this new way of working, having to overcome a number of challenges along the way.

Here are the pros and cons.

## Pros

### Increased productivity

Although much of the research around the impact of hybrid working on productivity is anecdotal, a [pre-COVID study](#) on homeworking shows that working from home one day a week increases output by 13 per-cent. Around 4 per-cent of this comes from workers being able to fit in more tasks per minute due to fewer distractions, with the remaining 9 per-cent attributed to workers working more minutes per shift due to commutes being eliminated, shorter lunch breaks and fewer workers calling in sick. Ultimately, hybrid working allows the workforce to be productive in a way that suits them rather than forcing presenteeism, which isn't always conducive to productivity.

### Flexibility and autonomy

Hybrid work tends to include more freedom around when to work as well as where, and generally grants more autonomy to employees, allowing them to fit work around the rest of their lives. This makes it perfect for working parents, for example. By delivering structure and sociability on the one hand, and independence and flexibility on the other, and with employees deciding when their physical presence may be required, hybrid working is often seen as providing the best of both worlds.



## Cost savings

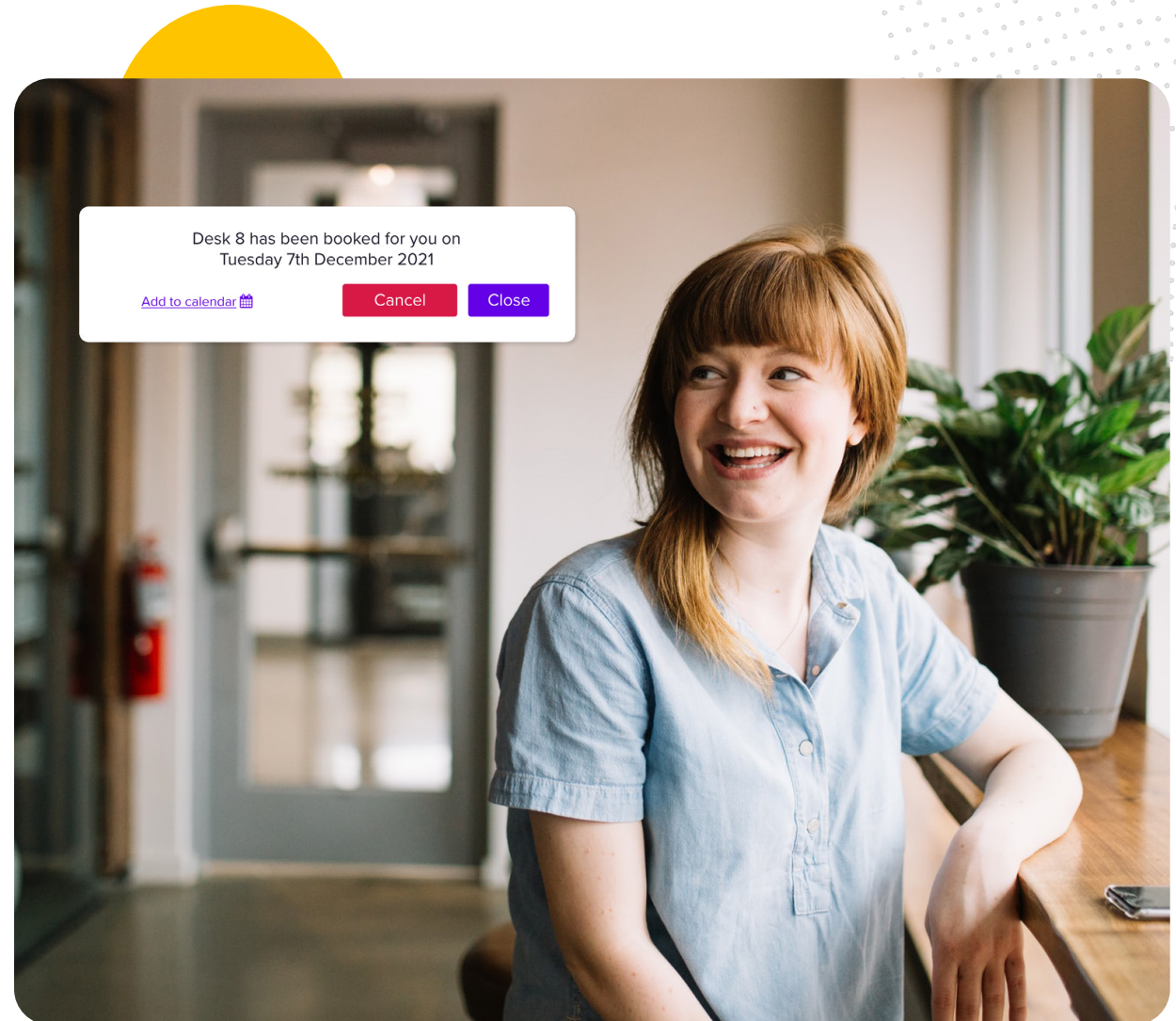
Less commuting can save employees a considerable amount each year. And from the perspective of the employer, once a company knows how many employees will be in the office at any given time, it can plan around new occupancy levels to cut down on the cost of rent, office supplies and other business expenses.

## Greater employee happiness

This can result from a number of different things. For instance, a hybrid working model strengthens trust between employees and their managers. It also better supports work life balance, inclusivity and diversity. After all, those who can't always make it into the office, perhaps due to disability, being a working parent or mental health reasons, won't feel excluded by their absence.

## Opens up a bigger talent pool

Without the constraints of needing to be in a physical office five days' a week, this provides organisations with a much greater talent pool rather than being reliant on hires from the local area.





# Cons



## Management issues

As working is no longer about being in the office, organisations need to rethink management in a hybrid world. Being a leader can no longer be about managing attendance, exerting control and gatekeeping, it must adapt. However, this is easier said than done with a [Gartner poll](#) revealing that, during the outbreak, many managers were concerned about the productivity and engagement of their remote teams (reported as the biggest issue by 76 per cent of HR leaders). So, employers must consider how a hybrid workforce can be most effectively managed, which type of leaders get the best out of a hybrid workforce and how these leaders can be nurtured and developed.

## Isolation and loneliness

Those employees who spend a lot of time homeworking, especially if they live alone, will be more susceptible to feelings of loneliness. In fact a [2019 study](#) found that not enough human interaction at work can make us more disconnected, resulting in higher levels of loneliness and isolation, and contributing to alarming levels of depression, stress, and negativity.

## Risk of greater burnout

With working hours not as visible and a blur between home and working life, there's the risk of people working far more hours than if they'd been in the office the entire time.



# 54%

of HR leaders identify poor technology and infrastructure as the biggest barrier to effective remote working.

## Challenges with workplace culture

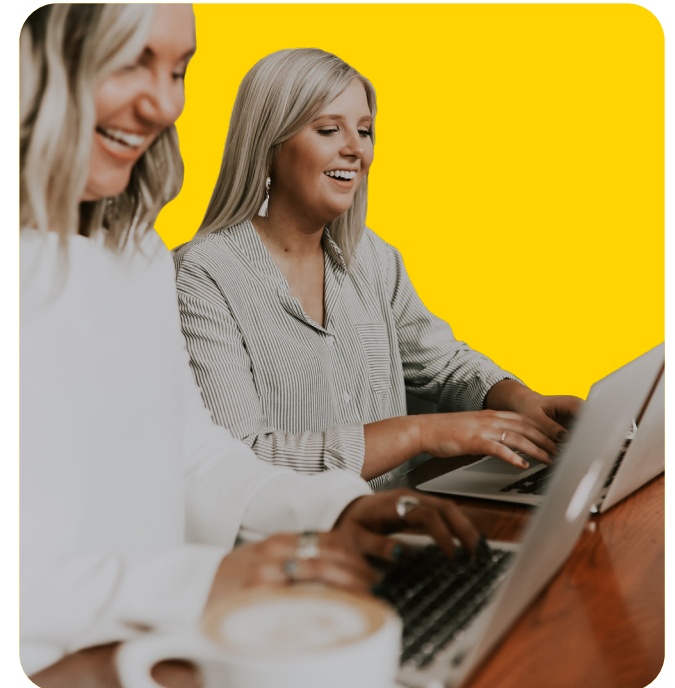
How do you ensure a strong culture when people aren't physically together? Employers must recognise that company culture is not about what happens within four walls, but is the very essence of a company, from its values through to how leaders behave, and how workers are appreciated. Employers must figure out how the workplace culture can transcend physical offices, focusing on effectively connecting people to the company's purpose, everyday accomplishments, and each other.

## Reconfiguring the office

Employers must invest in reshaping their existing office space to meet the needs of flexible workers. This means providing different areas for employees to do their best work, from pre-bookable desk spaces and shared areas for breakout sessions, through to quiet spaces for concentrating, and versatile meeting rooms where office-based and remote workers can come together.

## Investing in supporting technologies

According to [Gartner](#), 54% of HR leaders identify poor technology and infrastructure as the biggest barrier to effective remote working. In a hybrid world, employers simply cannot 'make do' with clunky legacy systems but must have access to the right solutions for collaboration, information sharing and delivering service excellence.



# Adapting the workplace for hybrid working



Offices have always been evolving and will continue to do so. Gone are the days of rigid social and physical structures, including ‘cubicle farms’, that many companies believed were essential to a productive work environment.



New technologies have led to a more digitalised workplace with videoconferencing making workers’ physical presence in the office less essential. Other technologies such as intranets have also facilitated hybrid working, with the pandemic increasing the uptake of desk booking software like never before.

On top of this, throughout the pandemic we’ve witnessed a leap in tech understanding with many people enhancing their software knowledge to enable video calls and collaboration through chat.

The pandemic has essentially poured fuel on the modern workplace, accelerating its transformation 5 to 10 years from where it might have been otherwise. However, many companies are still playing ‘catch-up’ with a need to develop their workplaces to meet the changing demands of a hybrid workforce.

# The post-pandemic hybrid workplace must consider:

## Performance and productivity

Workers must have the right tools in place so that they can perform their everyday work without restriction or compromise. Putting the right tools in people's hands wherever they happen to be, empowers them to do their job in a way that works.

## Collaboration

Which resources are necessary to aid collaboration in a post-pandemic world? Technologies are key, from intranets and video conferencing through to collaborative tools like Slack. Office layouts to aid collaborative working are also an important consideration and it may be the case that more shared spaces are required.

## Health and safety

Most organisations will look at making their workplaces COVID safe even though it's no-longer a legal requirement. There will be expectations around social distancing, hand sanitiser stations and masks when moving around the office, and as such, reconfiguring desks, collaborative spaces and meeting rooms to allow for social distancing will be necessary. Managing who is in the office and when will be a key consideration to avoid overcrowding and to ensure everyone has a desk/space to work from and suitable facilities to hand.





43%

of people admitted to making a mistake at work that had security repercussions



### Security

An ongoing challenge of remote and hybrid working is how to securely access information. How can you keep your data safe with people working all over the place? In a [survey](#) conducted by Tessian, two-fifths (43%) of people admitted to making a mistake at work that had security repercussions, and while many people tend to have their guard up in a physical office, it's easier to relax when working at home, making people more vulnerable to hackers.

Part of solving the problem of security comes down, in part, to training. The other part is having technology in place that is simple, intuitive and easy for anyone to use properly. Cloud-based solutions add an additional layer of security as many will have security features built in, and

cloud providers continue to make significant investments to ensure data protection.

### Solitude

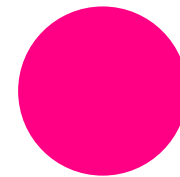
It's important to balance out the social spaces with areas where workers can go for quiet 'thinking' time. Not everyone will be attending the office for interaction, in fact some people may be escaping a hectic house for some peace and quiet.



# Five ways desk booking software can support your hybrid workplace

Now that hybrid working is the future, it's important to effectively manage the logistics of employees occasionally attending the office. Of course, every company will have their own hybrid working guidelines, with some leaving it entirely up to the employees as to where they choose to work and when. Other organisations may stipulate a minimum number of days in the office each week.

Whatever the rules and recommendations, all organisations now offering (or planning to offer) a mix of home and office working, are united in needing to navigate a hybrid workforce, and this means ensuring every employee has access to a desk when attending the office. After all, hybrid working will simply fail if there is a 'desk war' every time staff attend the office. This is where desk booking software comes into its own, and here are the top five reasons why it's key to supporting your hybrid workplace:

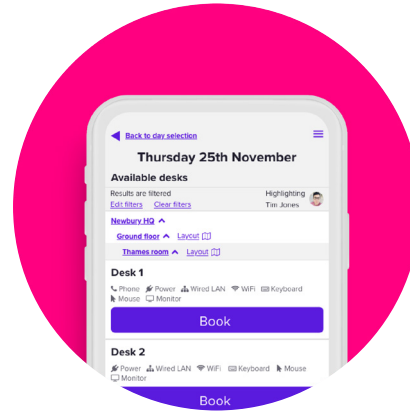




1

### Ensures everyone has somewhere to sit

It's simple but essential and every desk booking solution is created with this in mind. Not only this, when employees attend the office, they need to be able to reserve facilities and car parking spaces (if applicable). However, not all desk booking software is created equal and its ease-of-use and intuitiveness is absolutely key to organisation-wide take-up. After all, there's no point investing in a piece of software with all the 'bells and whistles' if it's too complex for users to understand and navigate.



2

### Provides accurate office occupancy levels

With health and safety front of mind, and with many businesses observing social distancing, organisations will want to keep a close eye on the number of employees attending the office at any one time to avoid overcrowding. A desk booking solution that provides accurate occupancy levels both in real-time and into the future, ensures that this can be quickly and easily monitored.



3

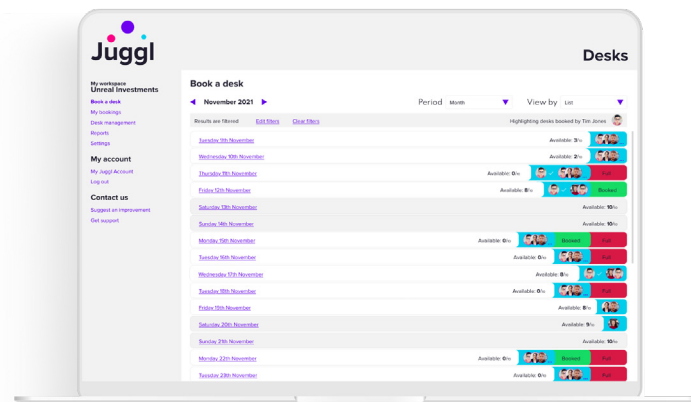
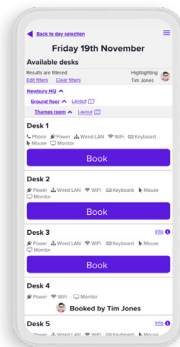
### Provides cost-cutting insights

Why heat and pay rent for a three-storey building if only half of the building is ever in use at any one time? The insights from the desk booking software can inform cost and efficiency savings.

4

### Informs office layout

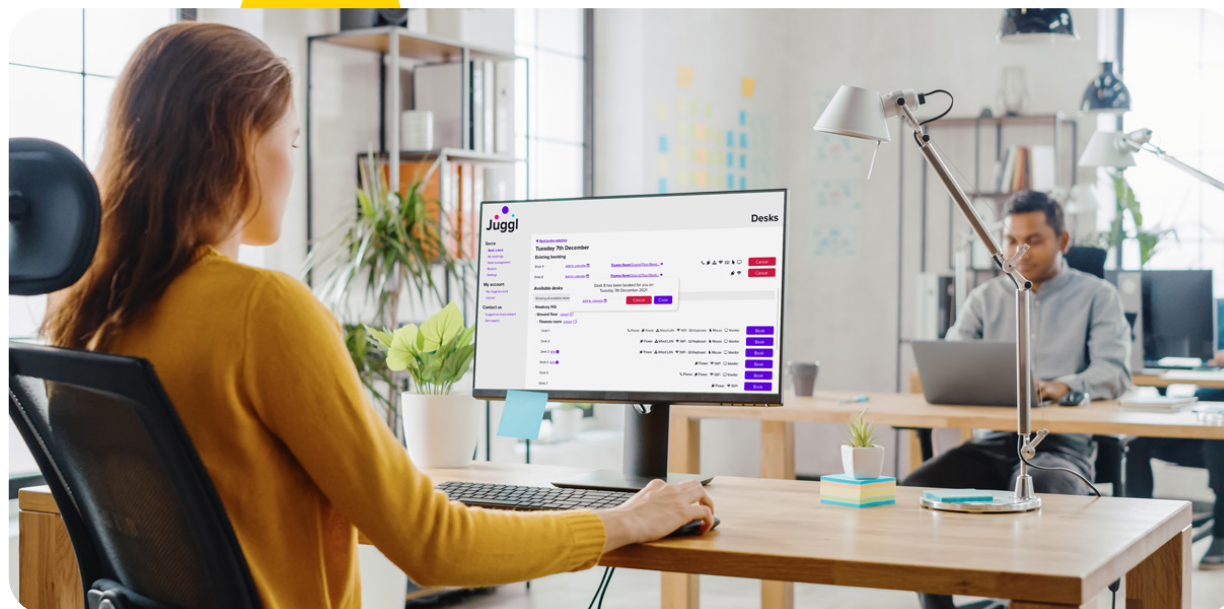
Having a clear understanding of how many employees are attending the office and when, can inform office configuration. The insights might reveal that the hot desk area is never fully occupied, and so the leaders may choose to remove some of the desks and create a new collaborative space. Conversely, if it shows that the hot desk area is regularly full then the leaders may look at ways to reconfigure the office in order to add more desks.



5

### Reduces employee anxiety

The emotional impact of lockdown together with people's fear of contracting COVID shouldn't be underestimated, and so giving employees the peace of mind that they will have a clean and safe space to work when attending the office is key. It's unlikely that people will keep returning to the office if they experience stress trying to find an available desk or car parking space, for example.



# Next steps to creating a hybrid workspace



1

## Do your research

Find out employees' needs and 'nice to have's' in a hybrid workplace. Questions to ask include: How many employees will be returning to the office and how often? What will be the motivating factors for people travelling to the office – collaboration, socialising or solitude? During the pandemic, did employees have everything they needed for effective home working? How can collaboration be supported in a hybrid world?

2

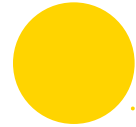
## Design a hybrid workplace layout

It's important to consider shared spaces, quiet zones, and desk layout. As well as ensuring the layout can adhere to social distancing, other considerations are power sockets by seats, car parking spaces, lockers/security, refreshment areas and disability access. It may be the case that more collaborative spaces will be required with fewer individual desks.

3

## Get tech ready

Do a technology audit to determine which solutions are needed and which may need updating or changing. Some organisations are still using complex legacy IT systems which aren't conducive to supporting an agile workforce. A hybrid office requires extended functionality, including a cloud-based intranet, conferencing screens to seamlessly link up with remote colleagues, a desk booking solution to manage office attendance and strong Wi-Fi.



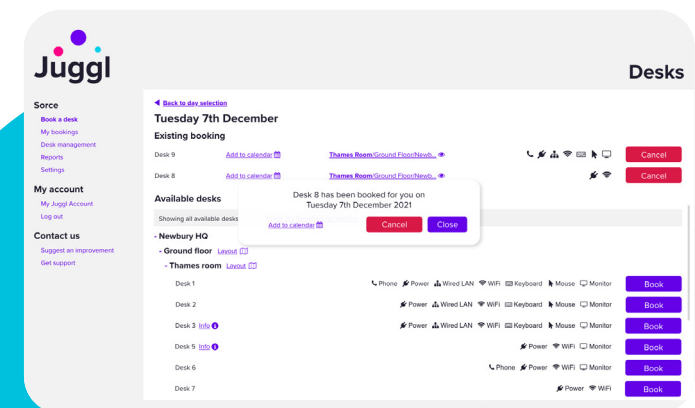




It's time to act!

Ignoring the needs of your evolving workforce will lead to frustrated and disengaged employees, and an organisation that's always a step behind its competition. Your workplace must be an adaptable space where the physical and digital are seamlessly integrated, allowing your workforce to thrive.

Are you ready for the new generation of hybrid workers?



## Research

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