

The Everywhere Workplace

WFD Consulting is the thought leader and architect of the workforce of the future.

Since 1983, WFD Consulting has been at the forefront of diagnosing and addressing key workforce trends. Our groundbreaking research, training, and consulting expertise have significantly increased employee performance and commitment for over 100 clients in over 25 countries worldwide. To date, we have worked with nine of *Fortune's* Top Ten and over 40 of the companies honored on *Working Mother's* "Best Companies to Work For" list. WFD Consulting values the role of technology and systems in today's workplace but believes that it is the investment in people that makes the difference.

- Human resources and workforce strategy
- Workforce measurement
- "Everywhere Workplace" consulting
- Employee commitment audits
- Women's advancement consulting
- Workplace flexibility and work redesign
- Global dependent care consulting
- Community investment strategy and implementation

enhancing performance

everywhere work is done



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Workforce performance depends on employees' ability to work and manage effectively over distance.

The Changing Nature of the "Office"

The American workplace has changed dramatically. It is no longer one centralized workspace but can be many places. A nationally representative study (see inset) has shown that over 80% of employees work regularly from home, car, or customer site – or with people at workplaces different from their own.

The Challenges of the Everywhere Workplace

Research shows:

- The most common barrier to an effective "everywhere workplace" is an "out of sight, out of mind" culture and not technology, as many believe.
- Off-site work can inhibit interaction and communication. Off-site employees often feel less connected to their company than their on-site peers.
- While one out of two managers supervises off-site workers, only one in eight has received training on managing employees over distance. Trained managers report an improvement in effectiveness, attitude, and willingness to manage dispersed employees.
- Only one out of three companies provides the policies, tools, and organizational support needed for effective off-site work.

The Benefits of Working Over a Distance

Companies that effectively manage their dispersed workforces experience many benefits. A national study of off-site work reports that off-site workers are rated the same or higher than their on-site colleagues in:

- Productivity
- Job Satisfaction
- Company Commitment
- Work/Life Balance

When the Workplace is Many Places

Sponsored by the American Business Collaboration (ABC), a consortium of leading U.S. companies, WFD Consulting created a landmark study of the prevalence and nature of off-site work. This study was based on a nationally representative sample of workers in companies with 500 or more employees. Conducted by Harris Interactive,[®] creators of The Harris Poll,[®] this research offers a unique look into the challenges and opportunities of an "everywhere workplace."

- First study to look at dispersed work from a 360-degree perspective. Interviewed on-site and off-site employees, managers, family members and co-workers.
- First study to determine the incidence of off-site work.
- First study to segment corporate employees into six groups with unique characteristics. The study identified key similarities and differences between the six groups:
 - On-site workers
 - Remote workers
 - Regular tele-workers
 - Ad hoc tele-workers
 - Mobile workers
 - Customer site workers

"The ABC commissioned this groundbreaking research study of how and where people work to address one of the most critical issues in today's workforce. Its focus on the opportunities and barriers for enhanced workforce performance provides guidance for all companies that are concerned with employee satisfaction and business results."

- American Business Collaboration Champion Companies
- | | |
|-------------------------|------------------------|
| Abbott Laboratories | IBM |
| Allstate Insurance | Johnson & Johnson |
| Deloitte & Touche | PricewaterhouseCoopers |
| Exxon Mobil Corporation | Texas Instruments |
| GE | |

*WFD Consulting equips your managers and employees with the strategies and skills to stay **connected, committed, and effective** no matter where they work.*

Solutions for an Everywhere Workplace

WFD Consulting creates sustainable change in organizations by focusing on four key action areas: Organizational Strategy, Capabilities Development, Measurement, and Work Practice Design. Within these four areas, we customize our products to client needs to produce measurable increases in performance.

1. Organizational Strategy

- Partner with leadership to establish accountability for key change areas
- Create and communicate dispersed workforce action plans
- Establish policies that support the "everywhere workplace"
- Remove barriers to a results-oriented culture

2. Capabilities Development

Manager Training

- Receive and apply 360-degree feedback
- Focus on skills needed to manage the six types of corporate employees
- Learn best practices in "everywhere workplace" management
- Apply "everywhere workplace" policies
- Access a comprehensive database of tools and resources

Employee Training

- Learn methods for effectively managing dispersed work relationships
- Identify barriers to successful dispersed work
- Develop performance and career management strategies
- Access a comprehensive database of tools and resources

3. Measurement

- Survey the current state and readiness for change in your "everywhere workplace"
- Analyze survey data to determine critical action steps
- Benchmark results against a proprietary, national database of similar companies
- Measure changes resulting from the implementation of a dispersed workforce strategy

4. Work Practice Design

- Analyze workflow, interdependencies, and communication patterns
- Partner with workgroups to identify practices that inhibit dispersed work
- Identify root causes of ineffective practices and develop action plans to address them
- Improve "connectedness" among dispersed employees

"Since 1993, WFD Consulting has been an integral partner in addressing key workforce effectiveness issues, with a focus on all types of workplace flexibility. We value their broad expertise, customer focus, and comprehensive approach."

—Betty Purkey
Manager, Work/Life Strategies
Texas Instruments

To learn more about WFD Consulting's Solutions for an "Everywhere Workplace," or to order a free copy of the executive summary of "When the Workplace Is Many Places: The Extent and Nature of Off-Site Work Today:" Call us at 800-447-0543 • Visit us at www.wfd.com • E-mail us at info@wfd.com