Hybrid Workplace

SHHQ Operations
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Introduction / Background

Hybrid working has become increasingly popular in response to the COVID-19 pandemic, which accelerated the adoption of remote work. There is a pressing need to improve the traditional office layout to suit new hybrid working model.

Methodology

The team adopted a structured QI methodology and brainstormed all possible issues faced when implementing hybrid working in a conventional office setup. After identifying the symptoms and root causes, the team categorised them using fish bone cause and effect diagram. From here, primary driver diagram was used to analyse, group the root causes and identify areas of improvement and develop the hybrid workplace design guideline.

SHHQ Facilities Development office renovation was completed based on hybrid working model. Learning points from the completed office were used to further refine the design guidelines.

Objectives

Good design for hybrid workplace could enhance collaboration, improve productivity and allow flexibility in work practices while prioritizing employee well-being. Our goal is to develop a hybrid workplace design guide for:

- Flexible workspace
- Wellness and comfort
- Sustainability
- Technology integration
- Supporting Mechanical & Electrical services.

Root Cause Analysis

The fish bone diagram was used to illustrate and identify the common problems observed when adopting hybrid working in a conventional office set up.
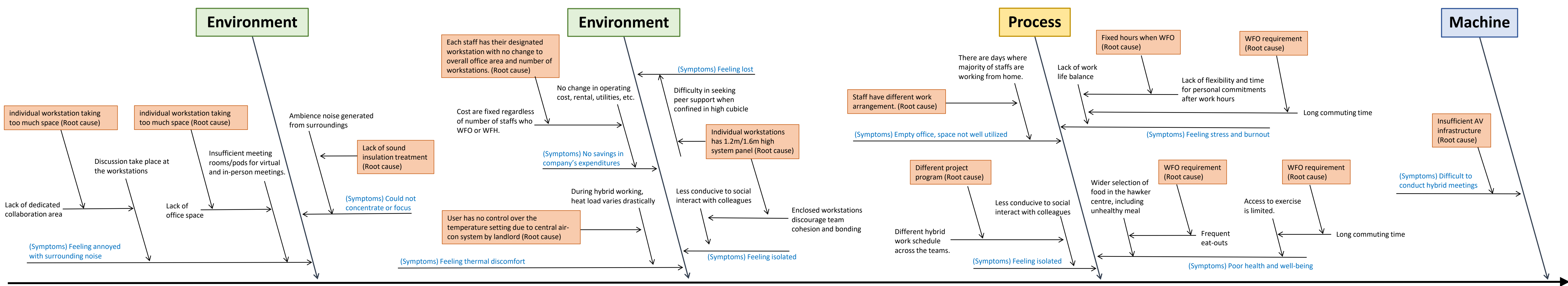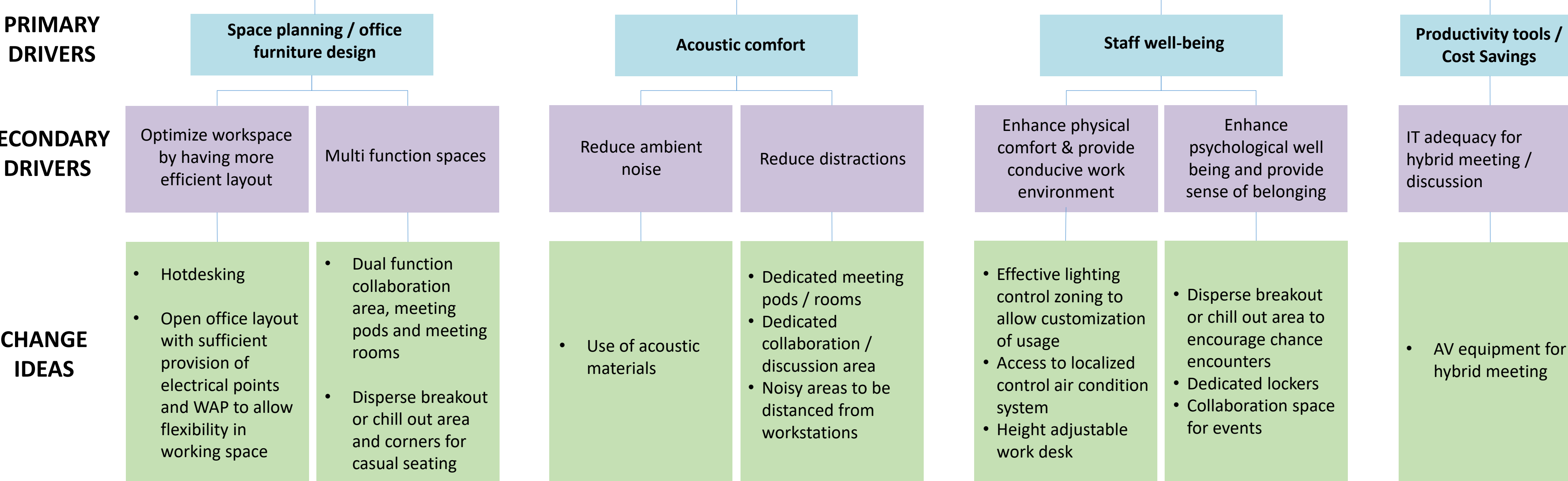

Issues faced when adopting hybrid working in a conventional office set up

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Driver Diagram

Through the driver diagram, the team was able to group the issues and identify the challenges that can be improved.

GOAL — To enhance collaboration, improve productivity and allow flexibility for hybrid workplace while prioritizing employee well-being.

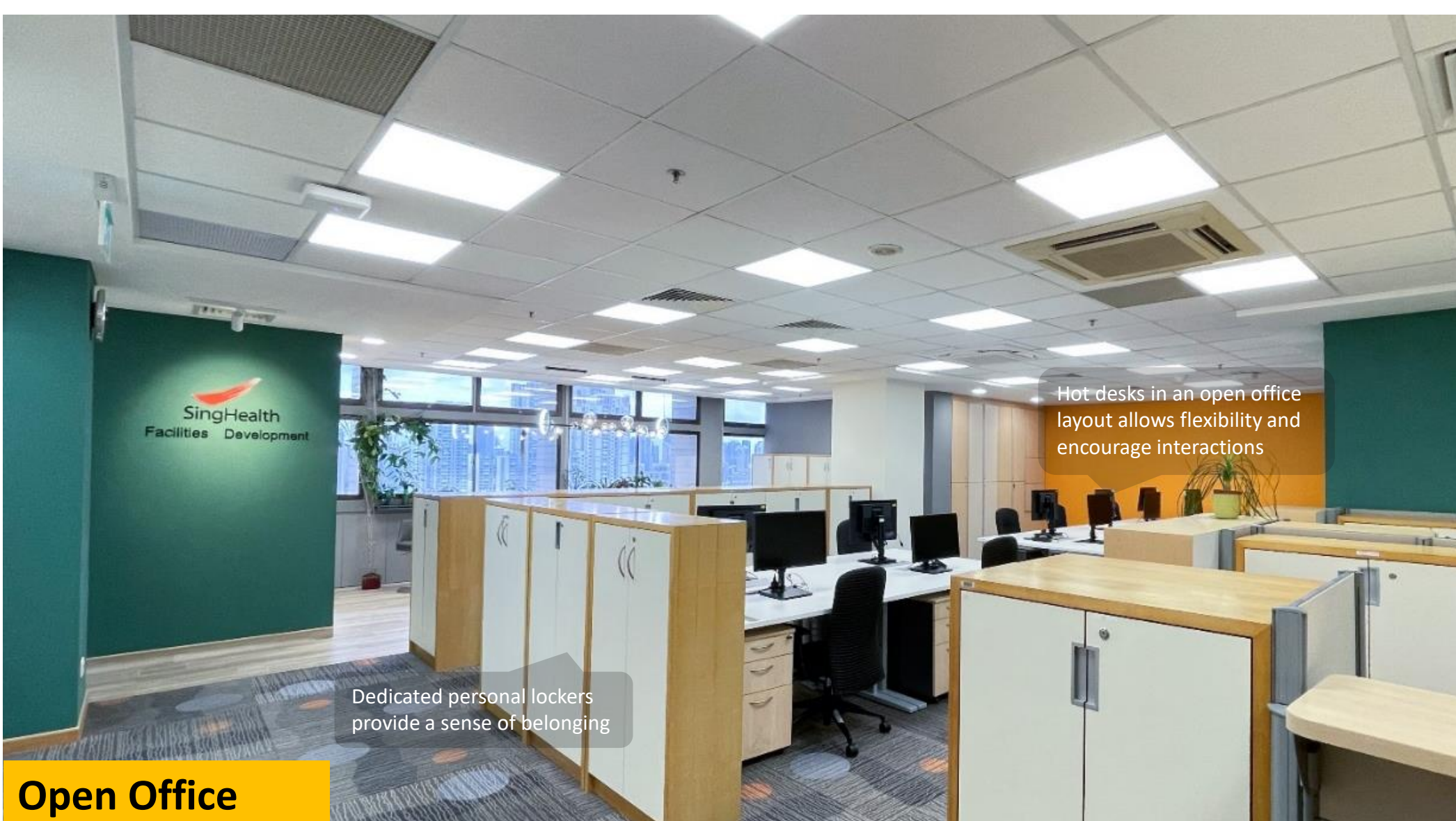| PRIMARY DRIVERS	Space planning / office furniture design		Acoustic comfort		Staff well-being		Productivity tools / Cost Savings
SECONDARY DRIVERS	Optimize workspace by having more efficient layout	Multi function spaces	Reduce ambient noise	Reduce distractions	Enhance physical comfort & provide conducive work environment	Enhance psychological well being and provide sense of belonging	IT adequacy for hybrid meeting / discussion
CHANGE IDEAS	• Hotdesking • Open office layout with sufficient provision of electrical points and WAP to allow flexibility in working space	• Dual function collaboration area, meeting pods and meeting rooms • Disperse breakout or chill out area and corners for casual seating	• Use of acoustic materials	• Dedicated meeting pods / rooms • Dedicated collaboration / discussion area • Noisy areas to be distanced from workstations	• Effective lighting control zoning to allow customization of usage • Access to localized control air condition system • Height adjustable work desk	• Disperse breakout or chill out area to encourage chance encounters • Dedicated lockers • Collaboration space for events	• AV equipment for hybrid meeting

Hybrid Workplace Design Guideline

The design guideline provides the infrastructure aspect of the general guide for the architectural and mechanical & electrical (M&E) provision, technology integration as well as sustainability considerations for a hybrid workplace.
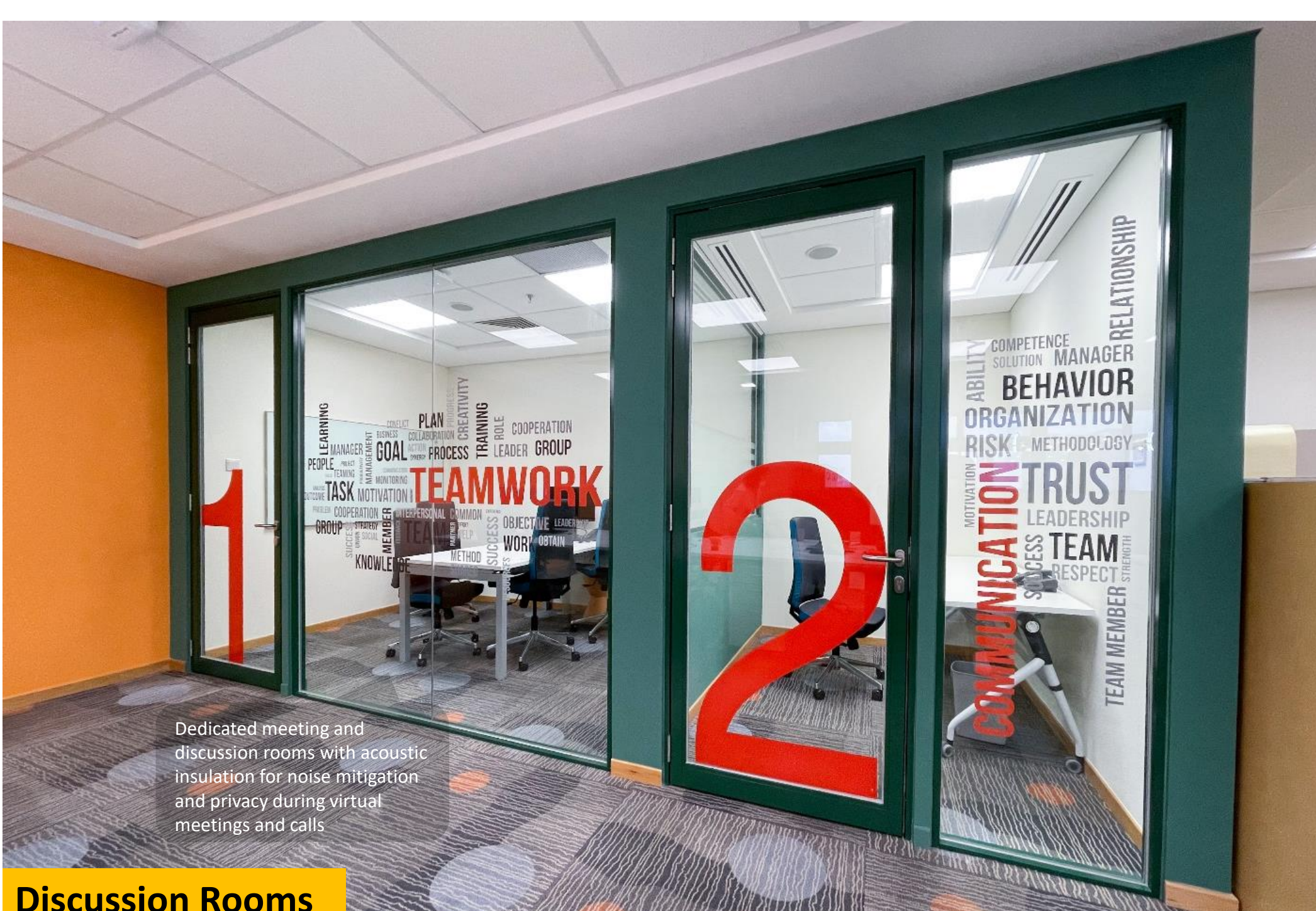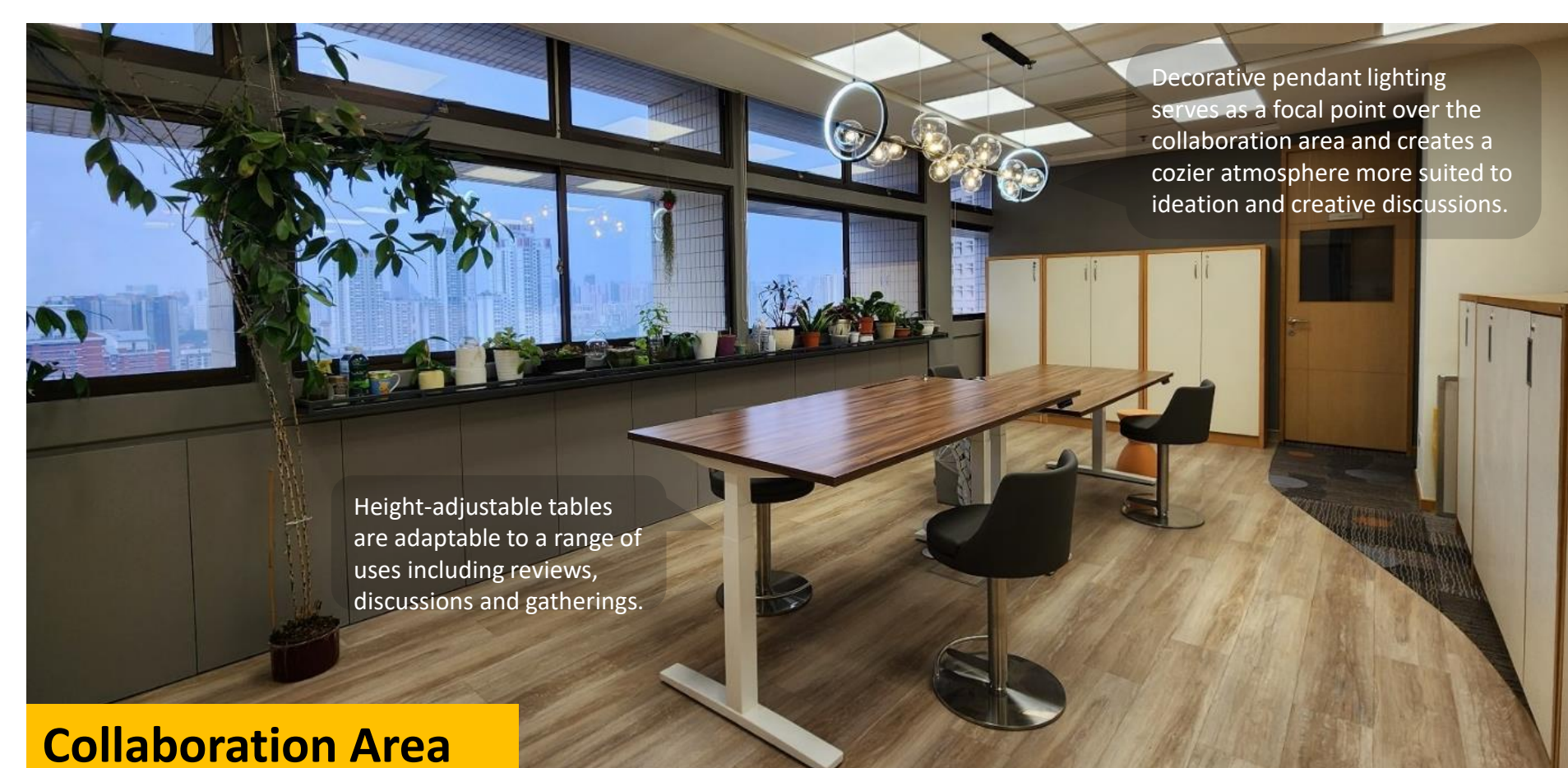
5 key design principles are:

Fostering a Sense of Belonging · Encouraging Interactions · Technology Integration · Flexible and Adaptable Spaces · Infrastructure Readiness

Image source from www.placemakingplus.com

FD Office Renovation

Open Office — Hot desks in an open office layout allows flexibility and encourage interactions. Dedicated personal lockers provide a sense of belonging

Discussion Rooms — Dedicated meeting and discussion rooms with acoustic insulation for noise mitigation and privacy during virtual meetings and calls

The FD office renovation comprised the following key features:
- Open office with linear and interactive hot desk configuration to promote flexibility and efficient use of space.
- Meeting room and pods were designed to accommodate both virtual and in-person meetings with movable furniture and flexible seating arrangements. The meeting room and pods provide private and quiet spaces for individuals or small group setting.
- Collaboration area was designed as a central space where employees can come together to brainstorm ideas, collaborate and engage in informal discussions.

Collaboration Area — Decorative pendant lighting serves as a focal point over the collaboration area and creates a cozier atmosphere more suited to ideation and creative discussions. Height-adjustable tables are adaptable to a range of uses including reviews, discussions and gatherings.

Meeting Room — Interactive video-conferencing system for hybrid meetings

The content page of the hybrid workplace design guideline is shown above.

Conclusion

Hybrid work model can positively impact employee well-being and work-life balance. Employees can then experience reduced commuting stress, managing personal obligations and better integration of work and personal life. An ideal hybrid work environment can increase job satisfaction of employees. It may enhance employee to portray their capabilities and attain full potential, so it is imperative that employee works in a good hybrid workplace.