

COMPUGÉN

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The Modern Workspace: Empowering a Destination of Thought + Creativity

As business leaders we have the unique opportunity to directly impact a great number of peoples' lives. Not only those we serve through our work, but our employees' lives as well, in ways that are meaningful both daily and over the long-term. And if it wasn't crystal-clear before the pandemic, it should be now: the people who come together to work for us every day are the ones who make our businesses successful. When we create an environment that empowers them and makes them feel supported, they can then produce at the highest limits of their potential. Which helps the business both deliver on its purpose and grow to the heights of its potential.

We have the data to back this up too: according to [Gallup's State of the American Workforce](#), companies with engaged employees report 21% more profitability. And those with highly engaged employees have been found to outperform competitors by 147%.

So the question for us to grapple with now is what does the new, evolved, and thoroughly modern workspace look like? It's clear that work has been forever changed by these pandemic years as have we, as humans, been forever changed. Importantly, we are live and work in a remarkable place in time where we have developed technology that can really support us in these changes. The result is freeing: at its best, modern technology can empower us to work and live better.

Now our work is no longer a place alone, defined by a specific place of real estate. Instead it is, as we at CSI like to define it, a destination of thought and creativity.

How do we get there, to this destination? How do we adapt from modern workplace to workspace? We believe it's by listening thoughtfully and putting humanness at the center of everything. This is a coming together of physical location, employee choice, and corporate culture. It's a compelling moment organizations have to rethink productivity, what balance looks like for staff, how to define new team norms, and the opportunity to redefine their diversity of talent through a global mindset. Most importantly, our modern workspace has to be one that gives us purpose each day that we wake up.



Most of us are aware of this: one Harvard Business Review paper reported that 78 percent of senior executives believe in the importance of a Modern Workspace strategy. Ironically, only 31 percent thought their company was poised to implement it.

Why not? It comes down to people, neurology, and physics: it's not easy to shift organization-wide thinking and deep-set practices. Still, implementing Modern Workspace technology is critical to remaining relevant amidst a continuously changing business environment.

The good news is, with the right mindset, tools and partnerships, you can reach this destination. In this guide, we'll walk you through how your organization can put a human-first lens on the triple tools of leadership, HR, and technology to make your employees feel valued, unified, and empowered—ensuring you can lead them through this transformation to great success.

Leadership Listens to Empower

When it comes to leadership, it's critical for executives and managers to know when to lead—and when leading looks like listening to your people and following their lead.

When you check in with your teams and ask the question, “Where do you do your best work?” what do they say? In [PwC's US Remote Work Survey](#) (January 2021), the range of answers showed that the “right” balance of remote work vs in-person work looks different for just about everyone. Out of 113 executives and 1200 employees surveyed, more than half of employees (55%) would prefer to be remote at least three days a week. But respondents early in their careers, with 0-5 years work experience, would prefer—and feel that they need—more in-office time.

The same survey also revealed that 83% of companies felt that remote work was a success for them. And 79% of employees highlighted the importance of flexibility to manage family matters alongside work, which is made easier by remote and flexible work. But this doesn't mean a traditional place of work is seen as obsolete either: 87% of employees said the office is important for collaborating with team members and building relationships—their top-rated needs for the office.

These needs can feel confusing for us as leaders, but they needn't be viewed as conflicting. What they reflect is the diversity in people, working needs, and preferences. Supporting this diversity means considering all of the different ways we as leaders and employees feel most empowered to do our best work, and it calls us to greater flexibility in our thinking.

For starters, this new hybrid, work-from-anywhere philosophy changes how we define real estate: is it a physical office? A home? A unique space at home that's been designed to better blend work and home life? A coffee shop? Organizations need to redefine what "real estate" means for their business and see it as an aggregate of all of the places creativity, collaboration, and work can take place.

As noted by employees' needs for an in-person office, people and corporate culture also benefit from physical micro-collisions. Leaders can ask themselves, does this need to be with team members in the same company? Or could it be just a location that helps inspire thoughts, opens the mind for creativity and provides interactive collaboration formats? And when your company team members do physically come together, is there a meaningful purpose and an experience that fosters connection—or are they simply sitting heads down at a physical cubicle?

And what is the experience talent needs at a work location? From collaboration technologies that bring hybrid work groups together across different real estate assets to a fluid indoor/outdoor feeling of calm, mindfulness and relaxation, we have many design and technology tools available to us to foster an environment that supports our best work.



Fostering a Culture of Trust

Finally, a high-trust model between company and staff member must be established. Thinking about metrics on work styles, shifting to measurements of business outcomes and corporate KPIs partnered with OKRs are at the center of future employee high performance. What new team agreements and forms of talent management does your organization need to embrace to foster this high trust culture? Is there a learning about "always on, always busy" productivity goals that can be addressed through smart planning, a culture of expectation setting, and an accountability-driven focus on "one thing" that provides both personal accomplishment and moves the yardsticks for the organization?

As leaders, we must always keep in mind how essential our communications role is in guiding the company through transformations big and small. It's critical to help our teams keep our purpose front-of-mind: doing so forms the foundation of trust. We spend a significant amount of our lives working. If you want to make an impact on the world, the right organization can amplify that potential by a million times. Which means employees want to be confident that they are lined up behind a message, mission, brand value they really believe in. They need to hear it and feel it in myriad ways, at all times. And, when it comes to change and transformation, we must also acknowledge it isn't easy. This means adopting a new mindset, where tools are not seen as the objective, but a tool to empower people and organization.

As the IT partner, what we see without this new mindset is a lack of adoption: if you spend a million dollars on making people more productive with new tech, on average, you are getting \$200,000 return on investments.

That's a people change problem, not a tools problems.

Not only do most people naturally resist change—yes, even positive change that will make their jobs easier and lives better—but we've also already been through tremendous change during the pandemic. There may be some exhaustion. Different employees may feel differently about their current state of hybrid work. Yet at the same time, you may have also noticed the incredible resilience of your team these past few years.

By making it clear to your employees that you're listening to them and they are part of these changes, communicating where you're going, that they have a role in that transformation, that their contributions are valuable—and most importantly, **why** your organization is making these changes—you can make sure your teams feel supported and stay inspired to drive together towards your common goal.

In this way, you can help your people see that any new technology adopted is not the goal itself: it's going to be a tool your business uses to empower them and your work together.

HR Policies to Protect + Empower Employees + Culture

Similarly, the policies your organization establishes through HR work in the same way, to support your people and help these organizational values cement themselves in your culture. If leadership is asking these reflective questions and defining the goals, culture, and environment that will best serve everyone, then HR delivers the how: translating purpose, values, needs, and ideals into practical policies that empower employees and protect the Modern Workspace. These policies keeps people motivated, engaged, behind a cause, and resilient. Our ability to be resilient stems from who your organization is and how you treat your people.

For example, the mashing of work and life into a 7x24 online economy is going to pressure how leaders need to think about the new modern workspace. In a world of choice and flexibility, how much of the pressure of long hours are managed through company policy? And how much is it about highly caring team members learning to set boundaries for an honest day of effort? Should companies create coaching programs that help staff learn to disconnect? How can the individual employee (or executive) create space and priority in their daily rituals for their personal interests, hobbies, and family/friends?

While leaders must model and embody these boundaries and philosophies, HR policies can help codify them. Again, the data reveals that in today's modern working environment, flexible work is the new desired standard. FlexJobs' 2021 Annual Survey revealed that [97% of respondents prefer either full-time or hybrid remote work](#). And studies show that the ability to change your schedule (in other words, flexible working hours) [reduces stress at work and improves productivity](#), making this a key tool to empower employees to be and feel their best.

In our own organization at CSI, we look to some nontraditional HR offerings to ensure our employees know we have their needs in mind at the center of what we do. This supports the creation of some unique vehicles for staff to voice their thoughts and give more of themselves in the workplace. Many of the best differentiators of this kind are low- and even no-cost:

- Proactively and regularly solicit feedback from your employees, then analyze and act on this feedback
- Collaborate with your marketing and social media teams to generate ideas for how to engage your employees through social tools
- Reflect on how your organization can best support new hires through mentorship programs
- How could your organization encourage a culture of peer support and recognition?
- Involve your people in grassroots efforts to establish new programs dedicated to them and reflective of your organizations' shared values
- Explore all the different ways your organization might use new, modern technology to create more opportunities for people to talk, share, and listen to each other

Collaborative and creative workforces have proved to be very



successful and what better way to find out our team's hidden talents and skill sets than by providing teams with new and creative ways to evolve along with the business as part of their own individual journeys.

We all know there is no stopping engagement and passion. Business leaders and HR can work to continuously uncover new ways to discover and harness the energy of both: by giving the team the means to share more of themselves in unique ways other than what is expected through their traditional job duties, giving a reason for them to take pride and purpose in what they do, and most importantly, by giving them a real voice in the workplace.

Technology-Empowered People

This brings us to the important link of technology, which can be used to create everything from these innovative HR programs to frictionless physical and virtual workspaces. Now you've motivated and engaged your people, so how do you make sure that you are removing any barriers between the impact that could potentially make and the impacts that they end up having?

With people at the center of everything at your organization, facilities, buildings, and technology tools are the way of enabling people to lower the barriers to their great ideas and turn those into a reality. In physical workspaces that are really well-designed, for example, you see a seamless flow between different types of work that people need to do. These spaces also take into consideration people's diversity in learning and work needs.

Perhaps you have a better semantic learning with a pen and paper, while your peers may have better learning typing on a keyboard, or by talking out loud to Siri or Cortana. You likely also do different types of work throughout your day and your week, from quiet solo work to open collaborative work; from research to doing, whether that's whiteboarding an idea or executing code, design, or something written.

Your ability to move between these different preferences and different spaces to do those different types of work – that's really the essence of the modern workspace.

When it comes to designing your central physical space, that means giving thought to private spaces that then move out into in-person collapsed spaces, that then may move into more of a conversational hub that facilitates those micro-collisions. As you work, you can move from a private space to work on a document in whatever format that makes the most sense for you.

And, you can move from physical to virtual workspace just as seamlessly—ensuring hybrid and flexible work is not only possible, but truly helps your organization thrive.

This is where tech meets people. Welcome; Microsoft Modern Workspace. This modern infrastructure becomes the essential foundation that allows and empowers motility of thought from your people, impacting their productivity positively and with it, the success of the business.

Microsoft Modern Workspace

The Microsoft Modern Workspace creates a simple infrastructure around which businesses can build their productivity and security solutions. Simpler solutions are easier to manage and secure for IT teams, eliminating inefficiencies and vulnerabilities often exploited for unauthorized access. Barriers and friction are reduced to better support your employees hybrid work needs, desires, and work styles. What is the Microsoft Modern Workspace?

The Microsoft Modern Workspace is a suite of tools that can improve employee productivity. It's agile, flexible, scalable, and harnesses the power of the cloud.

- Microsoft Office 365 and Exchange powers email, calendars, and contacts
- Enterprise Mobility + Security handles your device management
- Microsoft Teams provides video conferencing and collaboration tools
- Other apps, including Power Automate and Power BI, connect apps and provide business intelligence
- SharePoint provides a cloud-repository for document management
- Azure is secure data storage.

Together, these functions create the backbone for a modern workspace and seamless communication.

- 1. Microsoft 365 (formerly Office 365):** The cloud version of Office includes Office, Word, Excel, PowerPoint, OneNote, and Access. It also includes Exchange Online for email, OneDrive, and SharePoint for cloud storage as well as Microsoft Teams for video and collaboration.
- 2. Windows 10 Enterprise:** Windows 10 is the operating system for computers and allows the use of Cortana, Microsoft's intelligent assistant, and robust security, including Windows Defender Advanced Threat Protection (ATP).
- 3. Enterprise Mobility + Security (EMS):** Enterprise Mobility + Security is the solution to managing remote employees, virtual identities, and devices. The rise in employees working from home or using multiple devices, including BYOD, has created a greater need for tools that can ensure security and maintenance. It allows for single signon (SSO) across multiple devices whether they are working in-house or remotely.
- 4. Business Process Automation:** Included in Microsoft 365 is a powerful tool that's underutilized. Power Automate, formerly known as Flow, allows organizations to deploy Business Process Automation (BPA). This includes automating tasks and reducing the dependence on manual and administrative tasks. The built-in AI functions can integrate with more than 100 applications including Microsoft, such as Microsoft Dynamics, and non-Microsoft products, such as MailChimp, Google Analytics, and Twitter.



Benefits of the Microsoft Modern Workspace

The Microsoft Modern Workspace operates with MS 365 technologies and other productivity apps powered by the Cloud. The greatest benefit of the Modern Workspace is the increase in employee satisfaction and productivity. This is achieved by creating seamless, business-wide communications, promoting collaboration, and maintaining the system and data security and integrity. Here's how:

- 1. Integrated Administration:** Microsoft Modern Workspace creates a unified, intuitive, and integrated administration experience spanning apps, devices, services, and users. Through the MS 365 Admin Center, your IT team can manage the entire MS 365 implementation. This intuitive and integrated admin experience extends to Office 365 users – with similar capabilities as the former. This means you have a simpler admin experience extending to other MS-powered services without losing any control or functionality.
- 2. Promoting Collaboration:** It can be complex to facilitate collaboration where you have multi-site offices or remote and shift work cycles. However, you can leverage MS Teams, Office 365, SharePoint, and MS Teams for Education, where employees can work on documents together, regardless of time or location. The Windows 10 Virtual Desktop allows users to access their desktop on any device, increasing collaboration possibilities. MS Teams constantly evolves and increases accessibility and UX features to boost productivity, raise morale, and bring together various team members to accomplish given tasks. Employees are more likely to collaborate where the company makes collaboration easier.
- 3. Inbuilt Compliance Managing:** Compliance in large organizations is an overwhelming and complex process, but it doesn't need to be. MS 365 includes inbuilt and up-to-date capabilities to govern data discovery, classification, retention, archiving, and disposal. These features simplify the execution of compliance workflows. The MS 365 Security and Compliance Center is where compliance management takes place. It is integrated with MS Teams, MS Exchange, SharePoint, and Azure Active Directory to gather important data across cloud services and for local discovery or retention.

4. Security: Microsoft applications are highly secure. Within Microsoft 365, you will find insights into the security stack to provide proactive defense against emerging threats. The stack is continuously updated to handle the most advanced malware, phishing, and other zero-day attacks. It provides identity, device, app, and data protection for Microsoft Intune, Azure Active Directory, and Windows Information Protection.

5. Streamlined Device Management: Device management like Device-as-a-Service promises a considerable cost decrease and simplification of desktop management. This is powered by Windows AutoPilot, which offers flexible device management needed for the Modern Workspace. You can get a new device, power on, insert your credentials, and have everything from your old device configured from the Cloud – no IT or user input necessary. On the enrollment status page, you can ensure that apps, settings, and policies are provisioned on the device at the out-of-box point before the user interacts with the device. IT can ensure all devices comply with organizational and security policies before using it.

The New IT Partner: A Call to Compassion

At Compugen, we are humans helping humans understand how technology can enable business outcomes. People, after all, are the ones creating and using the technology.

When we partner with you, we apply our service-led culture to your IT projects and initiatives. We get to know how you are using your technology tools: we can show you where you have gaps and then talk through why you have the gap. Our curiosity becomes your clarity. We facilitate the critical conversations that aren't yet happening between your employees, managers, and executives, i.e., this is what I do, this is why it's important to the company, and this is the biggest problem I'm encountering on the job. These person-to-person conversations ignite compassion and understanding, and with it, the adoption and usage of the tools you're investing in.

When all those elements are then firing together, your employees and your business experience what the freedom of the modern workspace can deliver – *driving growth that's measured by impact.*



**Schedule a Modern Workspace Audit
with Compugen to bring the right level of
foresight + insight to your team.**

As your modern IT Partner, we help you implement innovative technology-based solutions, turning the unreachable into the achievable. Build the Modern Workspace environment your employees and colleagues are waiting for, we can help.

Book Audit