

Workplace Wellbeing Redefined

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Recently, on behalf of ideaship Inc., I participated in an international Hackathon, initiated by CoreNet Global group, alongside 1,000+ industry's leading experts from 35+ countries consisting of 122 teams to collaborate on six topics unique to the Corporate Real Estate (CRE) industry. After weeks of working together, our Team 14 redefined Workplace Wellbeing, as we know, and put it back at the forefront of the post-crisis recovery by ensuring resistance, readiness, and resilience. We are proud to say that these ideas were acknowledged, honoured, and featured in the conclusive report, drawing attention on how to (re)set for and adjust to new normal. In this fast-paced association, our team, in its various capacity, discussed and brainstormed ideas around not only 'why' and 'what' of the problem but also 'how' of it.

Workplace Wellbeing
Team Number 14

CORENET GLOBAL HACKATHON

Team Members

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The purpose of this article is to let readers know how a team of diverse individuals, both professionally and geographically, teamed up and championed workplace wellbeing in time of COVID-19 which herald a new era of collaboration. To illustrate it better, the article uses team development theory starting from team formation to performance.

First, forming took place on a very first day to decide the team's leadership having set common goal of redefining workplace wellbeing. Further, a platform has been chosen as a mode of communication and to brainstorm and collate ideas individually where idea creation sparked in form of discussion pointers, which later translated into a specific category. For example, what can be done has been categorised in: 1) technology, 2) physical change, 3) materials, 4) sustainability, 5) new trends and way of working, 6) facility management, 7) virus resilient workplace, and 8) infection prevention and control. Although these classifications are very broad in nature, each required careful study. Meaning, the task was equally divided between team members based on their interest and expertise to narrow down the subject matter in relation to workplace wellbeing. As

a result, the team was able to pinned down key areas which relate particularly to wellbeing at work. Here, it should be noted that by this time pseudo team has been formed in storming stage.

Going forward, the team has done concept mapping in response to COVID-19's possible route of transmission which led to three main themes: 1) good hygiene, 2) physical distancing, and 3) air quality. Arguably, these areas are responsible for the contagion and the spread of the infection. For instance, being in close contact easily contradicts physical distancing and hence, increase the chance of contracting the virus and its further spread. The concept mapping has laid the foundation on which one could think through both individually and collectively. Starting with the ignition of norming stage, the team has drilled down subjects by focusing on the depth over breadth and came up with four key areas, namely 1) air quality, 2) de-densification, 3) common area solutions, and 4) behavioural change. Each discipline has been worked upon further to deep dive and 2-3 people contributed to make it rich, based on their experience and knowledge. It is worth noting that by the end of this phase, the team succeed to concentrate on 'how' of the problem and made it the core of the study.

Moving to performing stage, since the inception of Hackathon, the crux of the problem, 'why' was evident i.e., COVID-19 and other highly infectious diseases, whereas 'what' correlates to measures to be taken. Use of face mask, for example, could reduce the spread and also improve hygiene practice. However, a common framework to achieve the resilience was missing. In other words, 'how' was a focal point that needs to be worked out. Therefore as mentioned earlier, Team 14 made a consensus on how to resolve it to build resilient workplace. Having this in mind, we proposed 3Rs-framework: 1) resistance, 2) readiness, and 3) resilience. Each R when combined appropriately, leads to faster organisational recovery. Taking this into consideration, it would be fair to say that how resistance can be achieved by careful planning, which later helps build a strong readiness by introducing new policies, which, in turn, boost resilience by product implementation; subsequently, ensure employees' wellbeing.

Recovery = Resistance + Readiness + Resilience

These ideation was a successful one and resulted into victorious performance, there are many question that remain unanswered. One such question and an important one is: Based on the findings of Hackathon, what is CoreNet Global's intention to influence public policy now? Specifically (but not exclusively): (a) is there an advocacy strategy to reach Federal and State politicians? (b) to articulate and quantify to governments the public health impact that can be unlocked through the built environment? It is very important to make changes to public policies and to promote such concerted efforts.

In addition to this, the idea was supplemented by how to (re)set for new normal trends, showing how enterprises can guide their employees to maintain wellbeing.

(Re)set for new!



Commute to work

Avoid taking public transport if you are feeling sick or wear a mask, keep an arm's distance, and avoid unnecessary touch.



Getting to workspace

Use your mobile phone to call the lift and do not talk while in the lift. Alternatively, use tissue to press the button and dispose it immediately after the use.



Wear a smile

Since it important to avoid hugs and hand shakes for the time being, greet everyone wearing a big smile.



Say bye to biometric

It is necessary to reduce the number of touch points. Hence, Face ID will become a new norm.



When at workstation

To be safe, make it a practice to clean your desk, keyboards, mouse, phones, and chair-arms before and after the use, following disinfection of your hands.



Take healthy breaks

Eat healthy during breaks to boost your immune system. Also take a walk outside office environment during micro-breaks.



Practice good hygiene

Follow new hygiene practices. Wash your hands frequently or disinfect them. Also maintain physical distance.



Go digital

Let technology handle your meetings. Avoid collaborating closely with team members and work virtually.



Breathe quality air

Indoor air quality can either make you sick or better. Monitor the quality on your screens and report it if it is substandard.

