



# How to Prepare for the Hybrid Workplace

# Our Speakers



**Edward Wagoner**

Digital CIO  
JLL Technologies



**Dr. Marie Puybaraud**

Global Head of Research  
JLL



**Dr. Susan Lund**

Partner  
McKinsey Global Institute



**John Means**

Partner  
McKinsey

**How do you define the hybrid workplace? Is it a place or an operating model?**

# Activities with the highest potential for remote work include evaluating information and interacting with computers

Potential share of time spent working remotely for select activity categories in the United States, %

Example activity type	Potential share of time spent working remotely for select activity categories in the US, %, 2018 workforce	Effective potential (no productivity loss) Theoretical maximum		Example tasks that can be done remotely	Example tasks that cannot be done remotely
Updating knowledge and learning	<div><div>82</div><div>91</div></div>			Attend online seminar	Attend surgical skills course
Interacting with computers	<div><div>70</div><div>75</div></div>			Create electronic data backup	Set up computer hardware
Thinking creatively	<div><div>43</div><div>68</div></div>			Design layouts for print publications	Create physical prototypes
Processing, analyzing and interpreting information	<div><div>54</div><div>61</div></div>			Analyze industry trends	Analyze crime scene evidence
Communicating and establishing interpersonal relationships	<div><div>29</div><div>57</div></div>			Answer telephones to direct calls or provide information	Represent the interests of clients in legal proceedings
Training, teaching, coaching, and developing others	<div><div>6</div><div>47</div></div>			Instruct college students in humanities disciplines	Train food preparation or food service personnel
Monitoring processes, surroundings, or use of resources	<div><div>34</div><div>46</div></div>			Monitor market conditions or trends	Patrol properties to maintain safety
Selling or influencing others	<div><div>24</div><div>41</div></div>			Market products, services, or events	Distribute samples to customers
Inspecting and operating equipment, materials, and machinery	<div><div>2</div><div>2</div></div>			Test software performance	Inspect cargo to identify potential hazards
Controlling and repairing machines and mechanical equipment	<div><div>0</div><div>0</div></div>			n/a	Operate heavy-duty construction equipment

Note: The theoretical maximum includes all activities not requiring physical presence on-site; the effective potential includes only those activities that can be done remotely without losing effectiveness. Model based on more than 2,000 activities across more than 800 occupations.

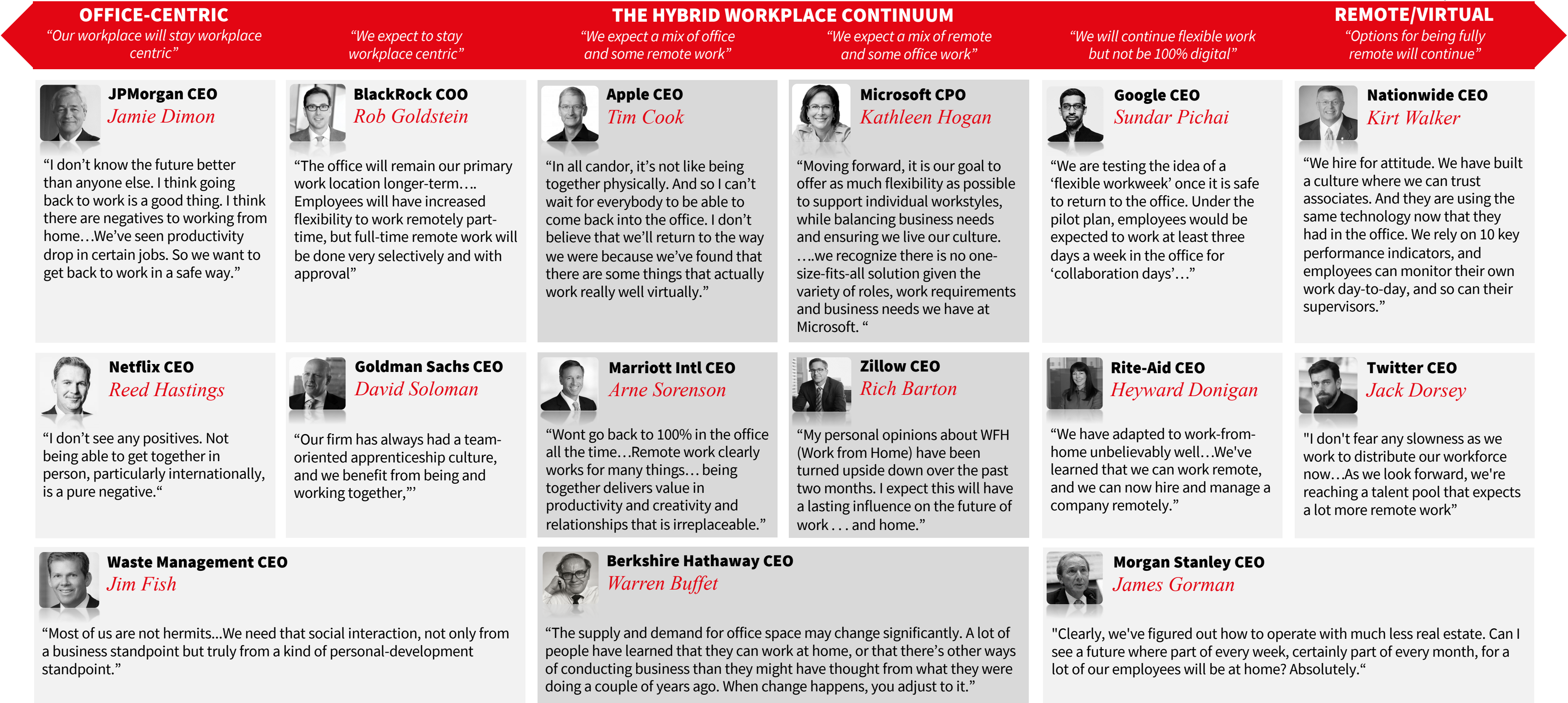
# The future of work is hybrid



**Does hybrid working look  
differently depending on the  
organization?**

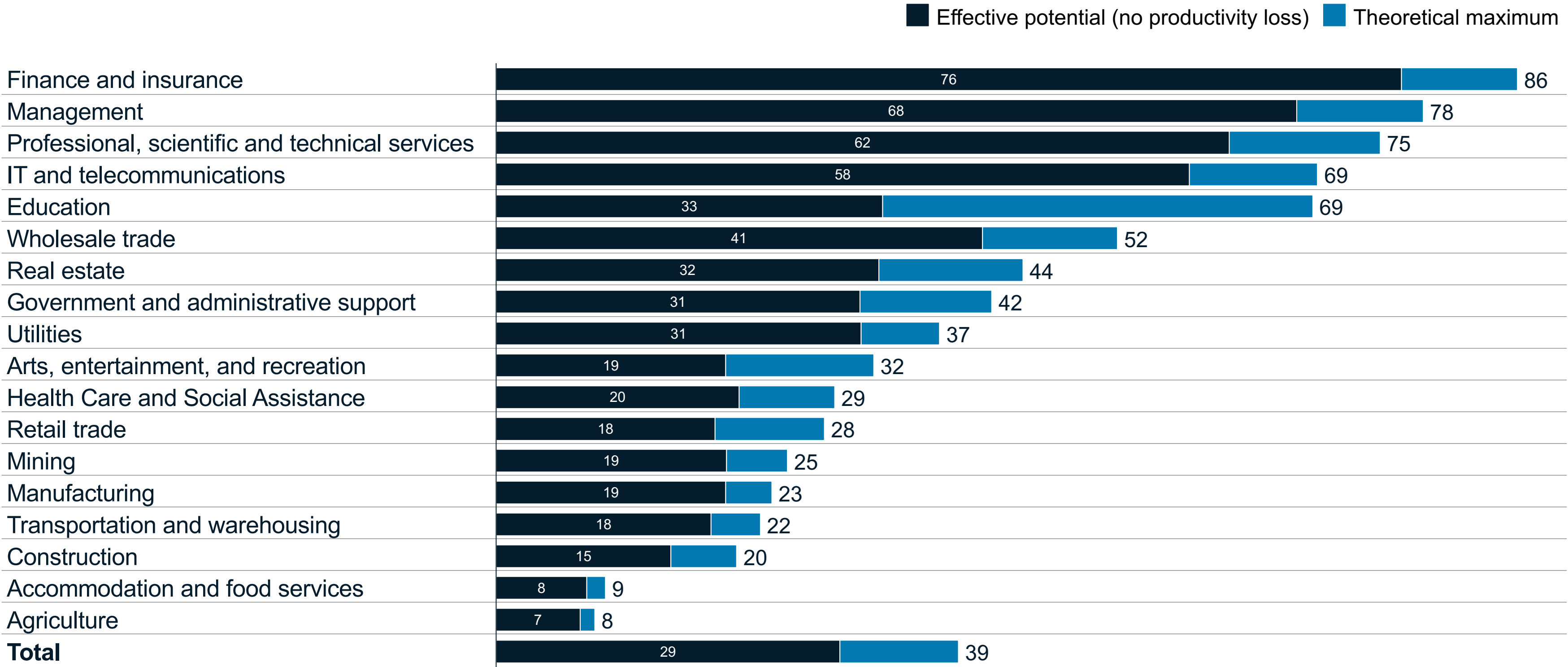
# The hybrid continuum

Sources: Public Domain as of January 15th, 2021



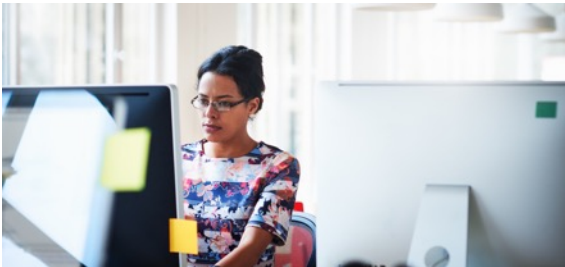
# The finance, management, professional services, and information sectors have the highest potential for remote work

Potential share of time spent working remotely by sector in the United States, %



Note: The theoretical maximum includes all activities not requiring physical presence on-site; the effective potential includes only those activities that can be done remotely without losing effectiveness. Model based on more than 2,000 activities across more than 800 occupations.

# In this new world of work, four profiles are emerging



### The Traditional Office Worker

Less than once a week from home

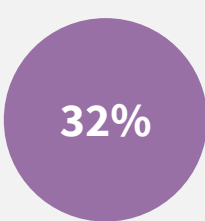


“Once the pandemic is over, everything can go back to normal.”



### The Experience Lover

1 to 2 days a week from home

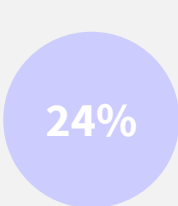


“I am looking for a vibrant working life.”



### The Wellness Addict

3 to 4 days a week from home

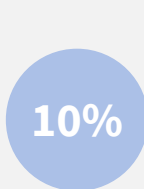


“My well-being and my work-life balance are my priorities.”



### The Free Spirit

Full-time from home



“I was already hyper flex in my workstyles - the crisis gives me the opportunity to go a step further.”



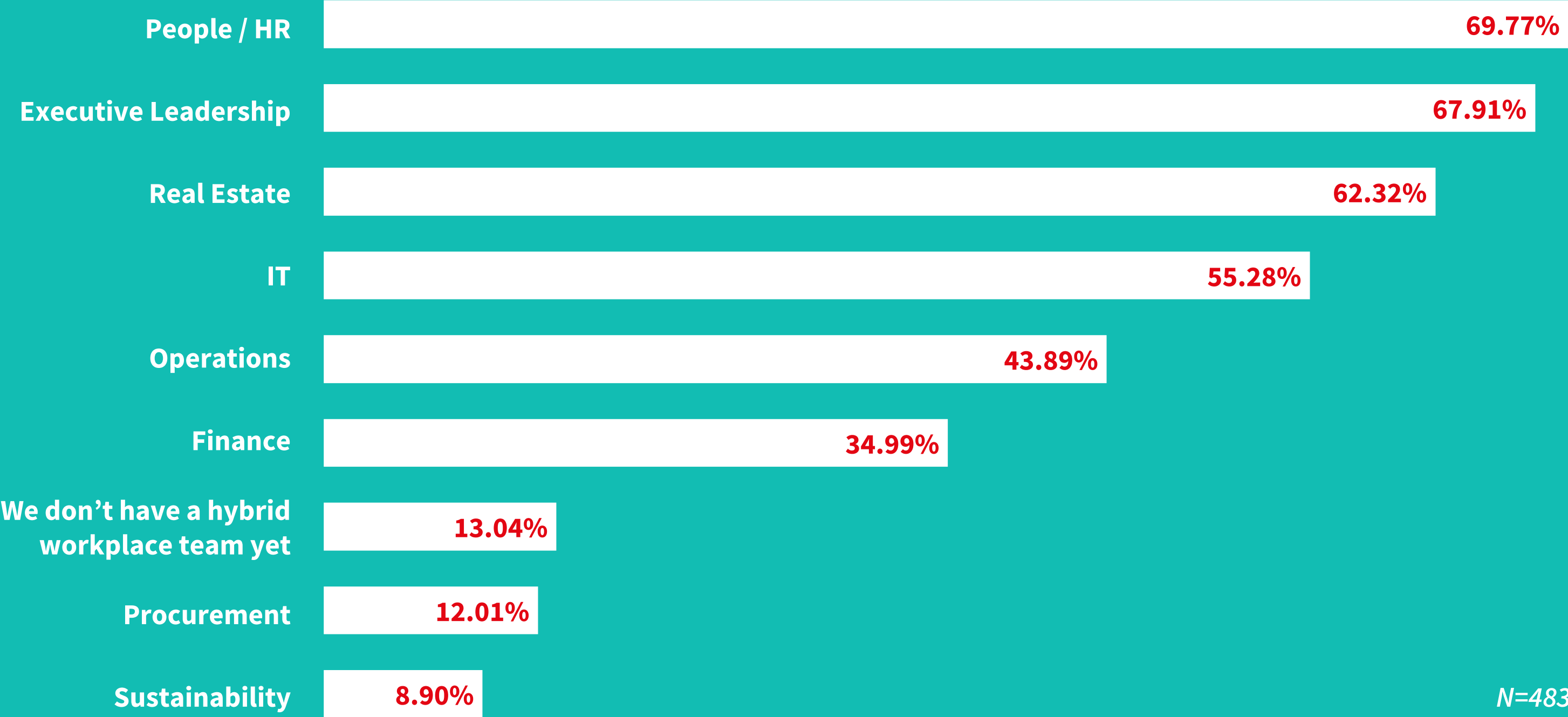
Q. What kind of spaces would significantly boost your experience in the office?  
Sample : All respondents n= 2000

**How will relationships and interactions among leaders and teams change as hybrid models become the new norm?**

**Transitioning to a hybrid model  
is a **company-wide initiative**.**

**Who needs to **lead the team** and  
who needs to **be a part of it**?**

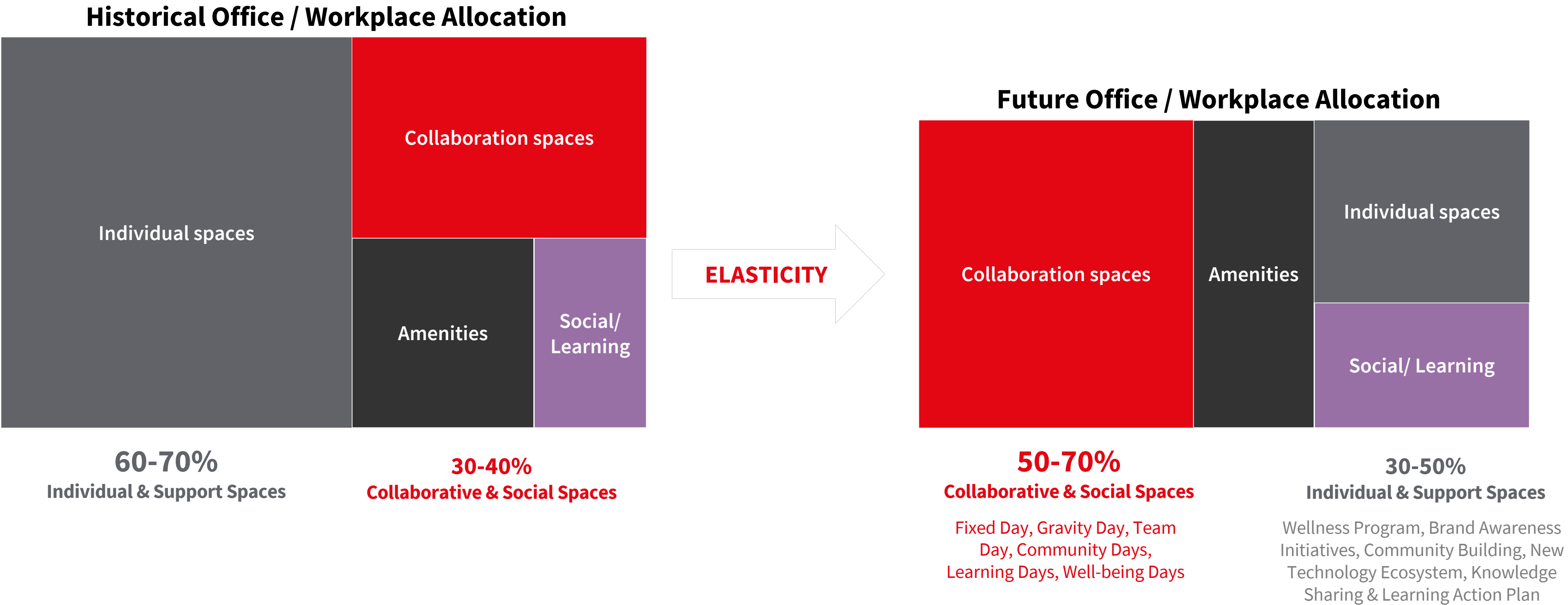
# Poll Question: What groups are represented on your hybrid workplace team?



N=483

**Where do you see the greatest  
near-term opportunity for CRE  
technology innovation as  
organizations transition to a  
hybrid model?**

# The Change Forecast for the Workplace of the Future is profound and transformational



# **Poll Question:** Prioritize the solutions & technologies you need to support re-entry and hybrid working.

**#1**

**Space  
Optimization**

*(Reclassification,  
Rostering)*

**#2**

**Hybrid  
Working  
Assessment**

*(Planning Workshop)*

**#3**

**Experience  
App**

*(Reservations, Re-Entry,  
Service Requests)*

**#4**

**Dynamic Space  
Planning & Design**

*(Cloud Configuration,  
Virtual Test Fits,  
Phone Booths)*

**#5**

**Procurement &  
Automated  
Replenishment**

*(PPE, Disinfectants)*

**#6**

**Contactless  
Office**

*(Access, Elevators,  
Shared Spaces)*

**#7**

**JIT Facilities  
Management**

*(Cleaning  
Automation)*

**#8**

**Predictive &  
Real-Time  
Utilization**

*(Sensors)*

**What criteria should companies  
use **to measure success**? How  
can technology and data assist?**

**Is hybrid working a short-term trend or will it be applicable for the next five+ years?**



**Thank  
You!**

HelloJLLT@jll.com