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RBS
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For more information about WorkSpace and
how it can benefit you visit our website at:
http://www.manufacturing.rbsgrp.net/PP/projects/workspace

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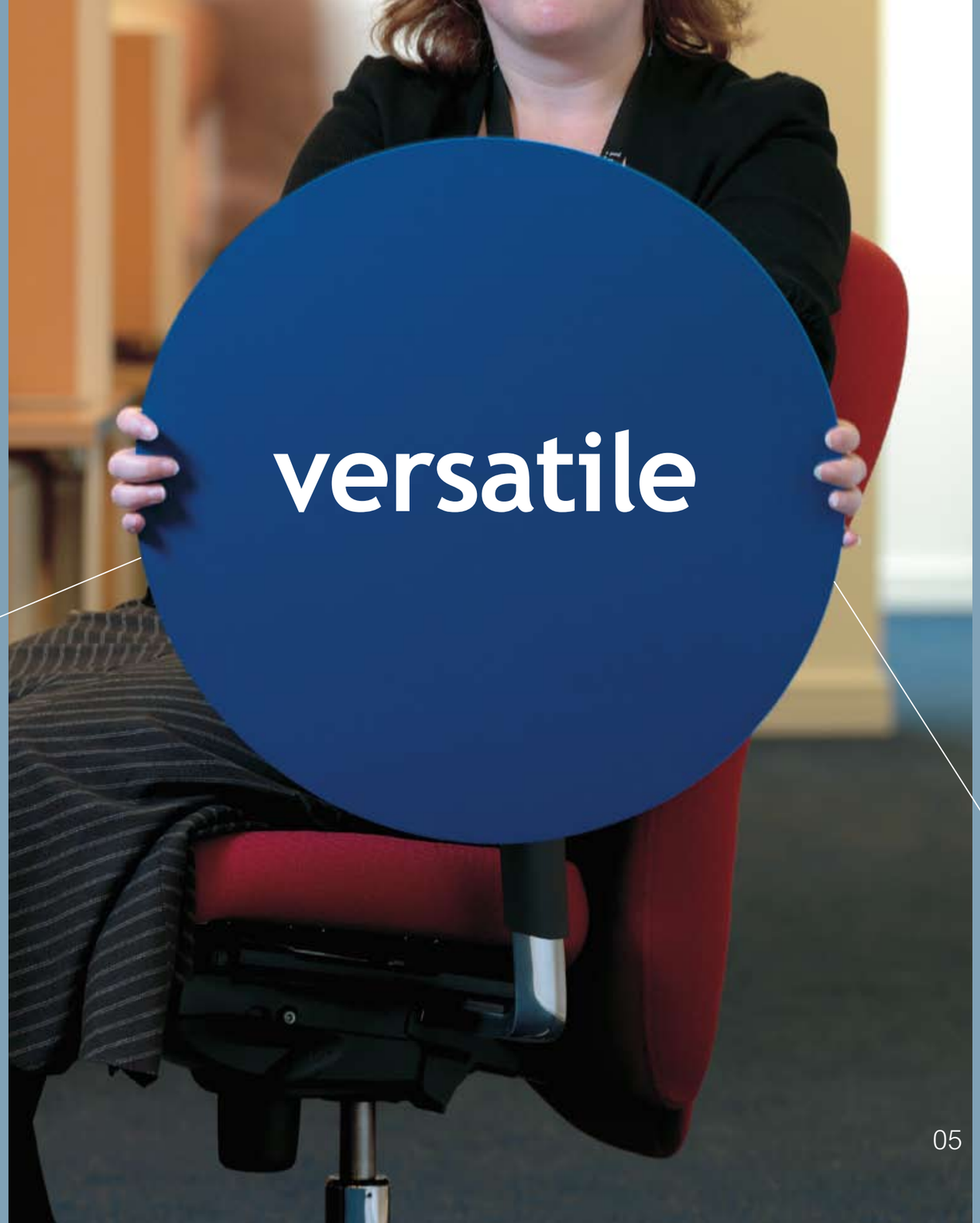
WorkSpace Vision

Imagine a different way of working. A way that will enable everyone to work more flexibly and more effectively. WorkSpace represents a radical new approach to the RBS group working practices. It challenges established conventions and delivers a versatile concept that enables people to embrace a more adaptable and responsive system of working. As a result, individuals can work where, when, how and with whom they choose, fully equipped for the tasks ahead.

Advanced Working

In the past, the requirement to increase a building's capacity or to make regular organisational changes was met to a large extent by the regular – and disruptive – reorganisation of available space and resources. We are now changing this approach to meet the needs of an increasingly agile workforce, providing staff with personally tailored working environments and enabling a more efficient use of our fixed assets.



Working Together

The concept of shared space underpins WorkSpace. It considers an important extra dimension when planning the most effective use of available resource: Time. The working environment will no longer be split into predefined areas designed to permanently accommodate individual employees. Instead it will provide a versatile, adaptable environment that will facilitate a greater degree of mobility from which we can all work in more creative and productive ways.

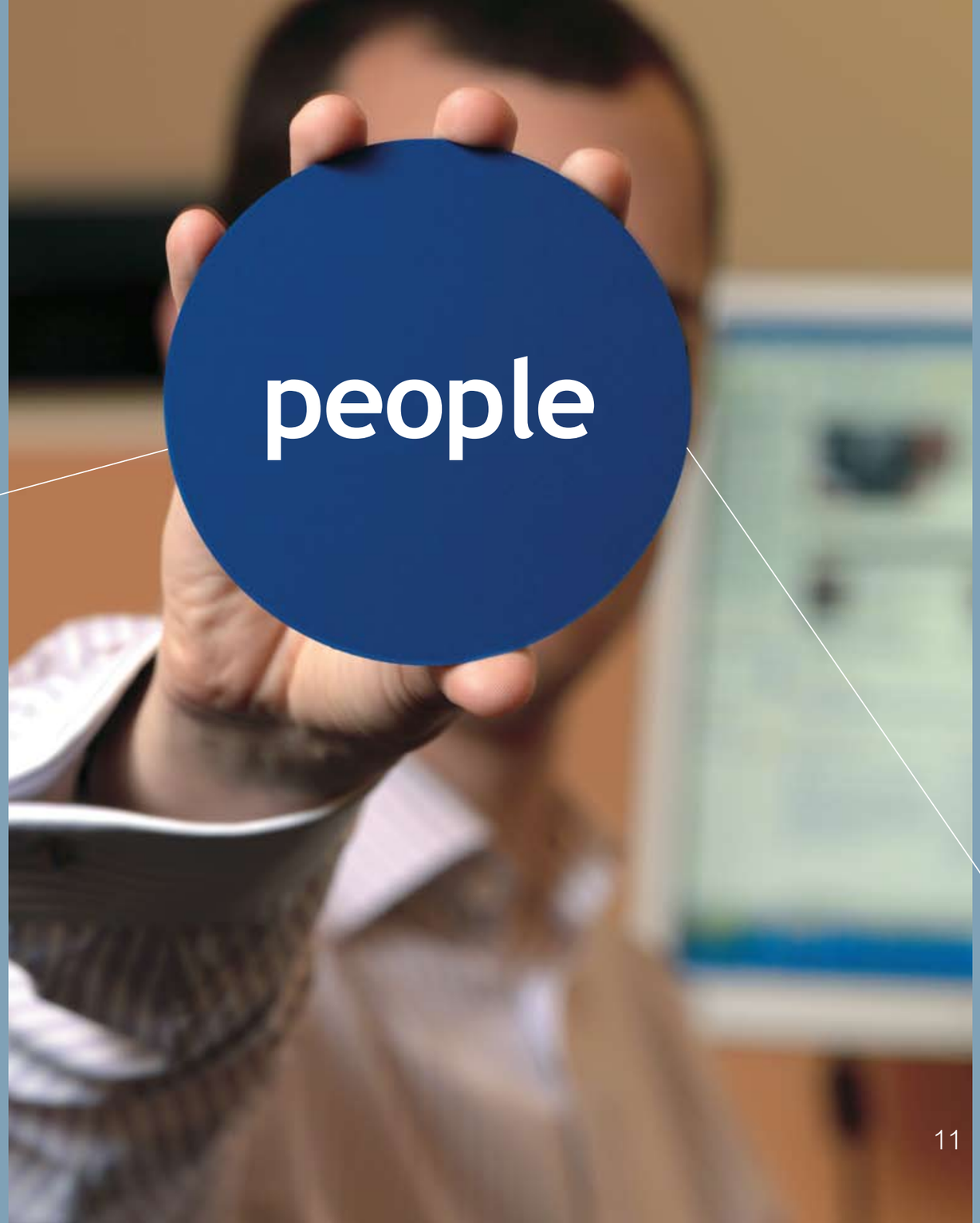
It's a question of using the resources we have more effectively. We don't really need more space; we simply need to make better use of it. We have to approach these issues in a new way and WorkSpace lets us do just that.

By using our space, time and resources more effectively we can:

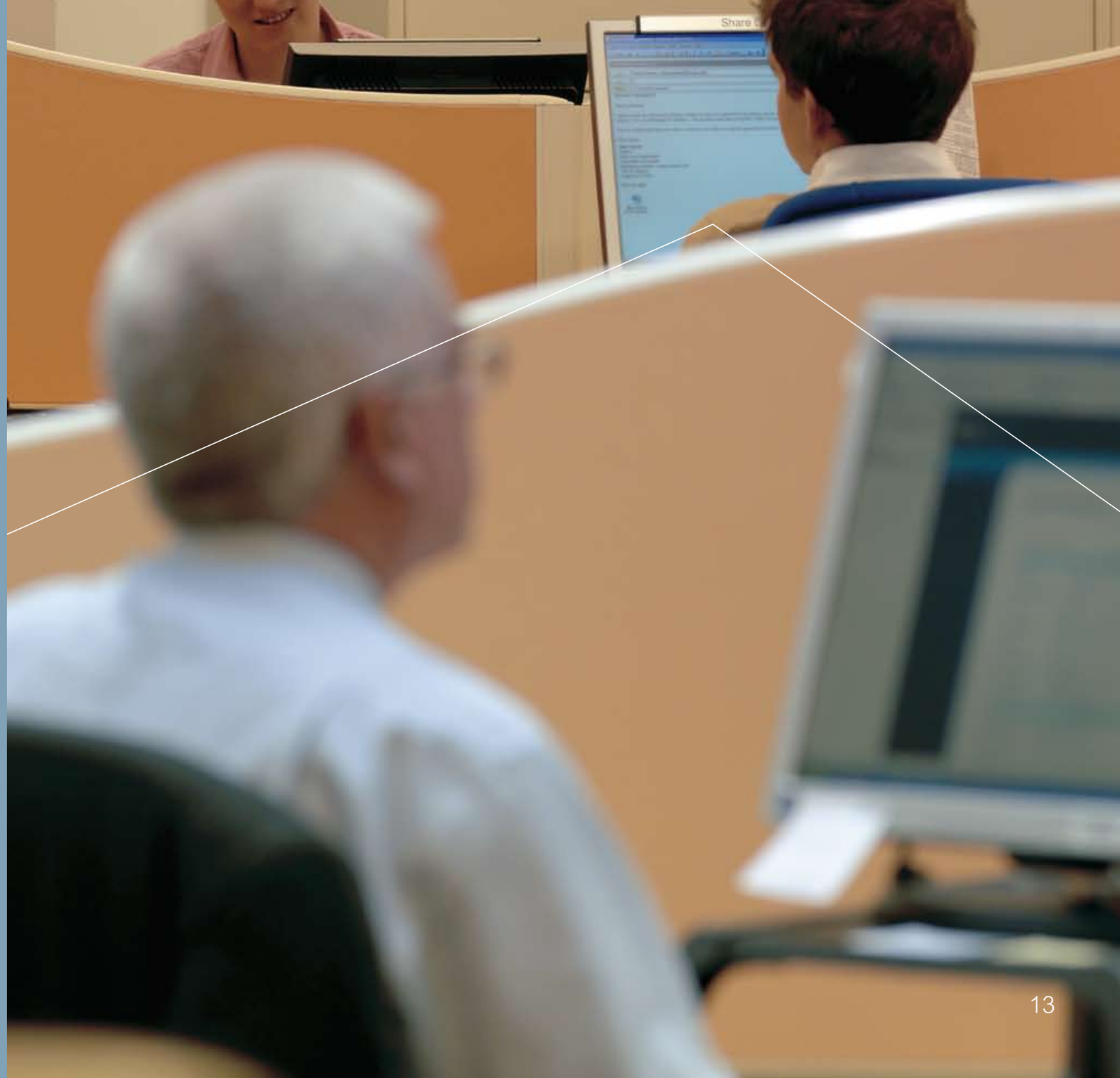
- Improve opportunities for cross-team collaboration
- Organise and re-organise teams across departments with minimal disruption
- Enable people to work more productively
- Reduce daily distractions
- Aid recruitment and retention
- Facilitate optimal use of the RBS group assets

Made to Measure

Any far-reaching organisational change must have the interests of its workforce at its heart. At the RBS group we want to continue to offer staff the best working environment possible, at the same time promoting the most efficient long-term use of our buildings. WorkSpace is a flexible operational solution, adaptable enough to suit widely varying business unit requirements, team practices and individual working patterns.



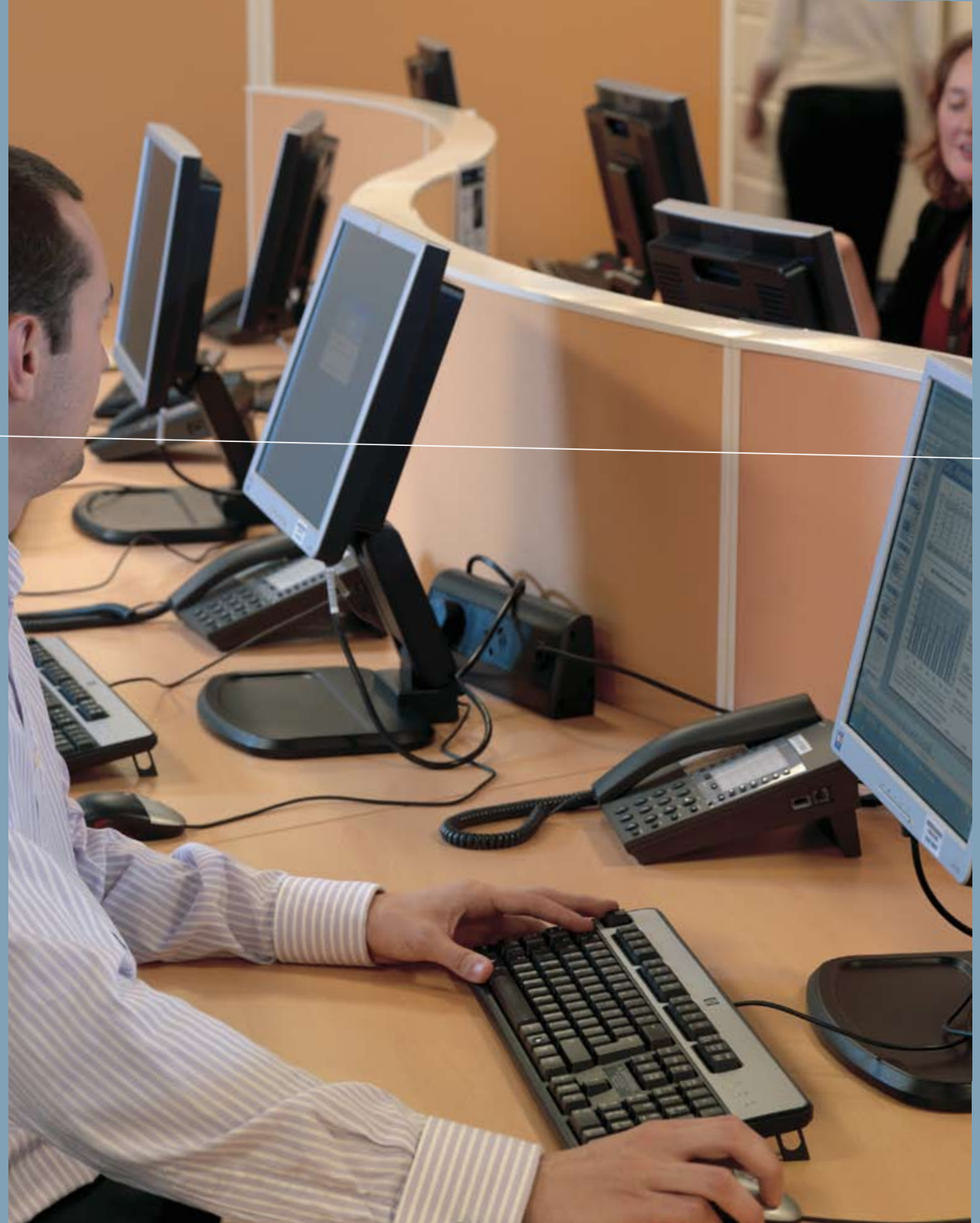
Using the WorkSpace concept, everyone will be allocated a designated ‘team zone’ within their building - the ideal location for individual working or ad-hoc interaction. All individual files, applications and saved data can be accessed from these stations. Additionally, there will be access to a range of shared support spaces adjacent to this zone, fully equipped for use at any time. The space is designed to be occupied as and when needed by each team member, becoming available for use by others when not.



Work Styles

Each staff member will have the opportunity to work as flexibly as their role allows; each will have a different pattern of activity based on their own mobility, collaboration and privacy requirements. WorkSpace will take full account of these differing needs to provide an optimal working environment for everyone. So those who have a largely office-based static routine may need more day-to-day provision than those who spend much of their time away from their team base.

We all work in different ways. A few of us need a fixed point where we can be easily contacted or consulted; many others are able to work more flexibly, with increased mobility.



Stage 1 – Engagement

The initial stages of the programme aim to demonstrate to team leaders how effective the WorkSpace proposition is. It's essential that business leaders fully understand and support the WorkSpace concept at this early point if we are to fundamentally transform the way we use our work place. Leaders should know from the start that WorkSpace changes are closely aligned to their team's broader business objectives.

Engagement

Exploration

Proposition development

Change support programme

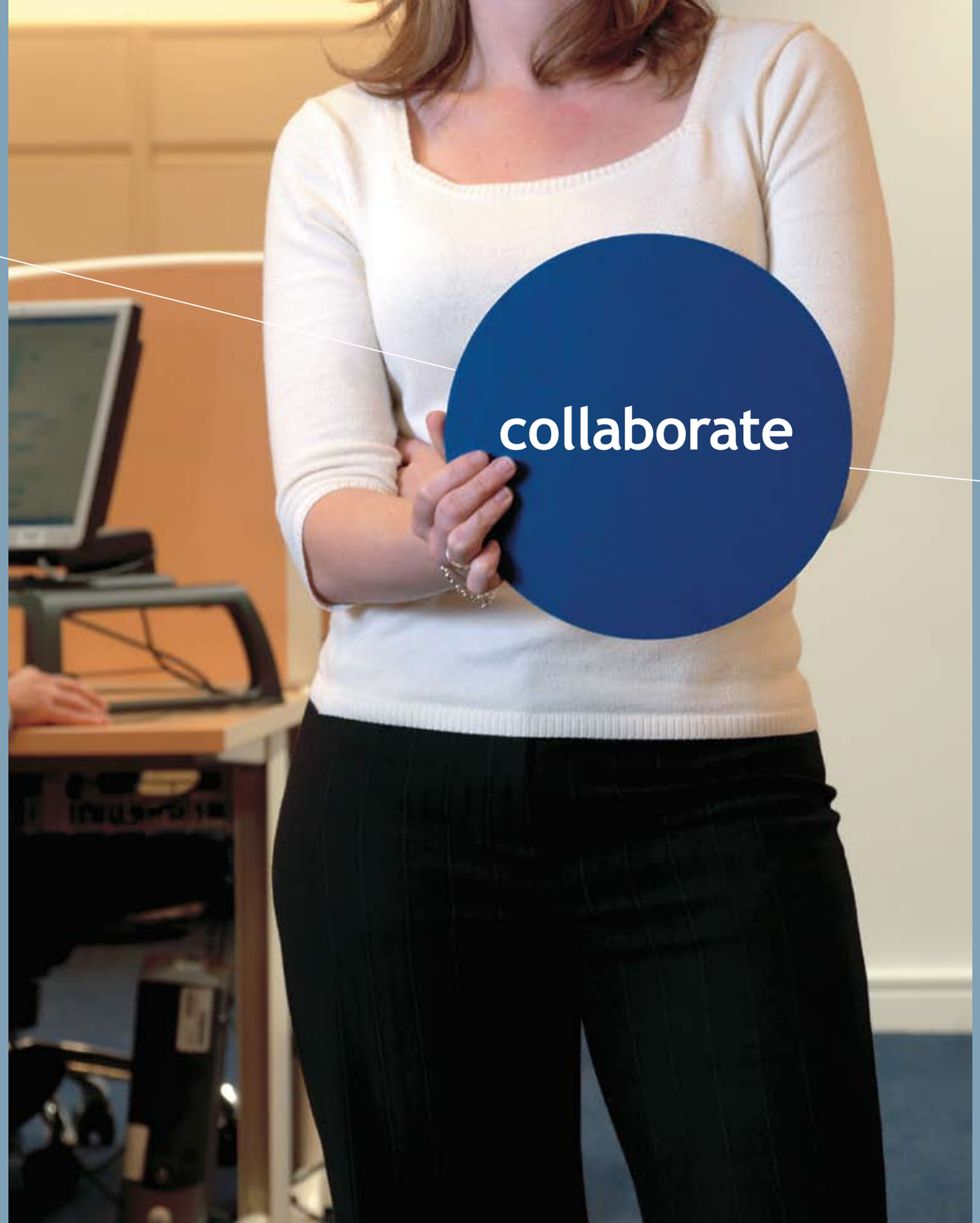
Post occupancy review

Stage 2 – Exploration

Throughout this important stage, a series of consultation processes help to establish the WorkSpace requirements of each team. Activities include:

- Business Needs Interviews: Understanding future requirements and business drivers
- WorkSpace Analysis: Intranet-based staff survey
- WorkSpace Traffic Analysis: Observational survey of how space is used
- A comprehensive IT infrastructure and policy review

Following the consultation period, the project team formulates a proposition which outlines the leadership vision, business drivers and requirements, along with any additional findings, staff comments and potential IT constraints. Taking individual work styles into account, each proposition summarises opportunities and lists challenges to the implementation of the WorkSpace programme.



Stage 4 – Change Support

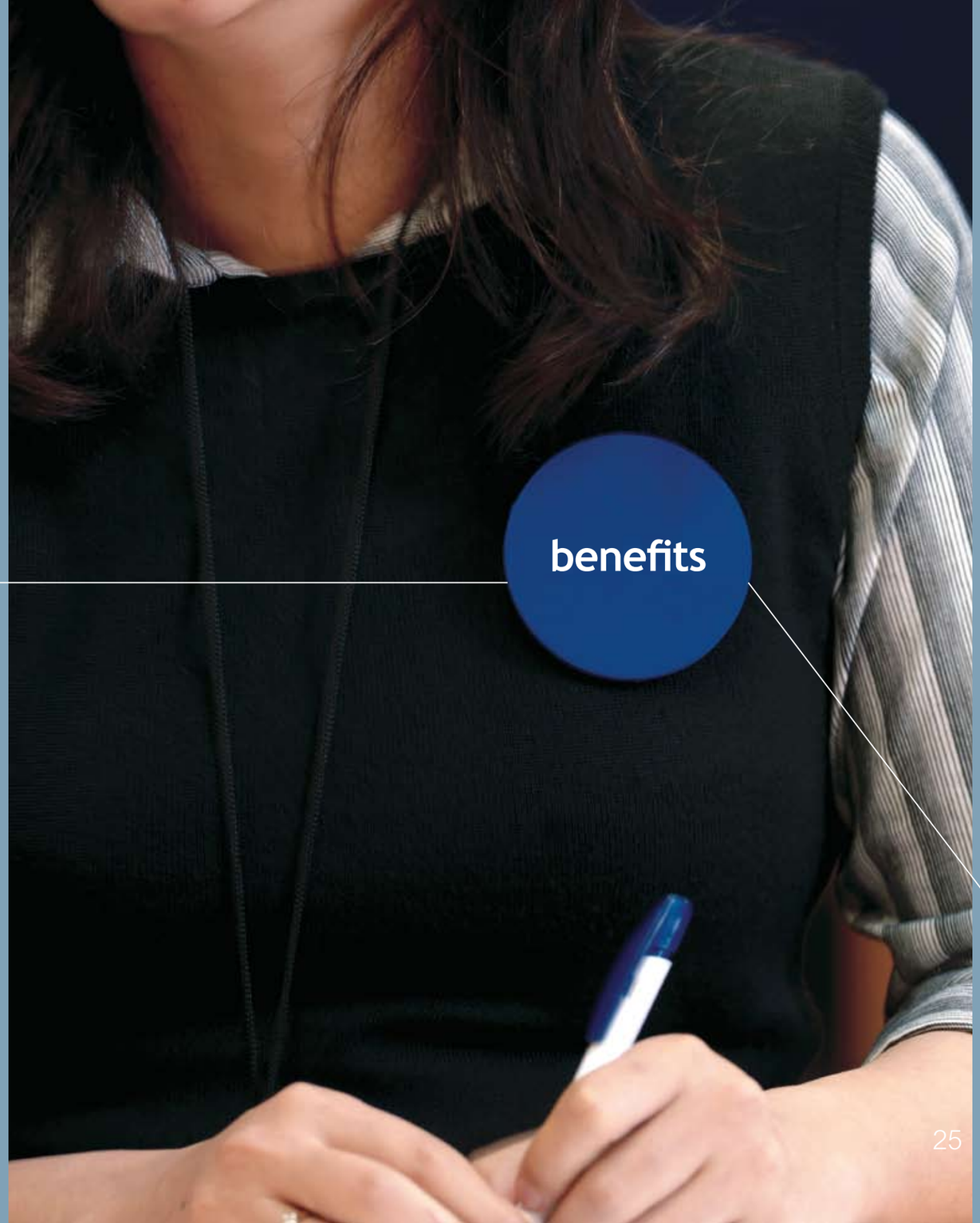
The essential change support programme enables WorkSpace to be implemented across the whole organisation. Team-nominated champions are encouraged to collaborate closely with WorkSpace and Project Teams so that new working practices can be adopted without too much disruption along the way. Champions are supported so they can engage with colleagues and prepare for the changes.

By working together to put WorkSpace theory into practice, we can ensure the best chance of success. There will be plenty of support along the way, with consultations at every stage of the change process.

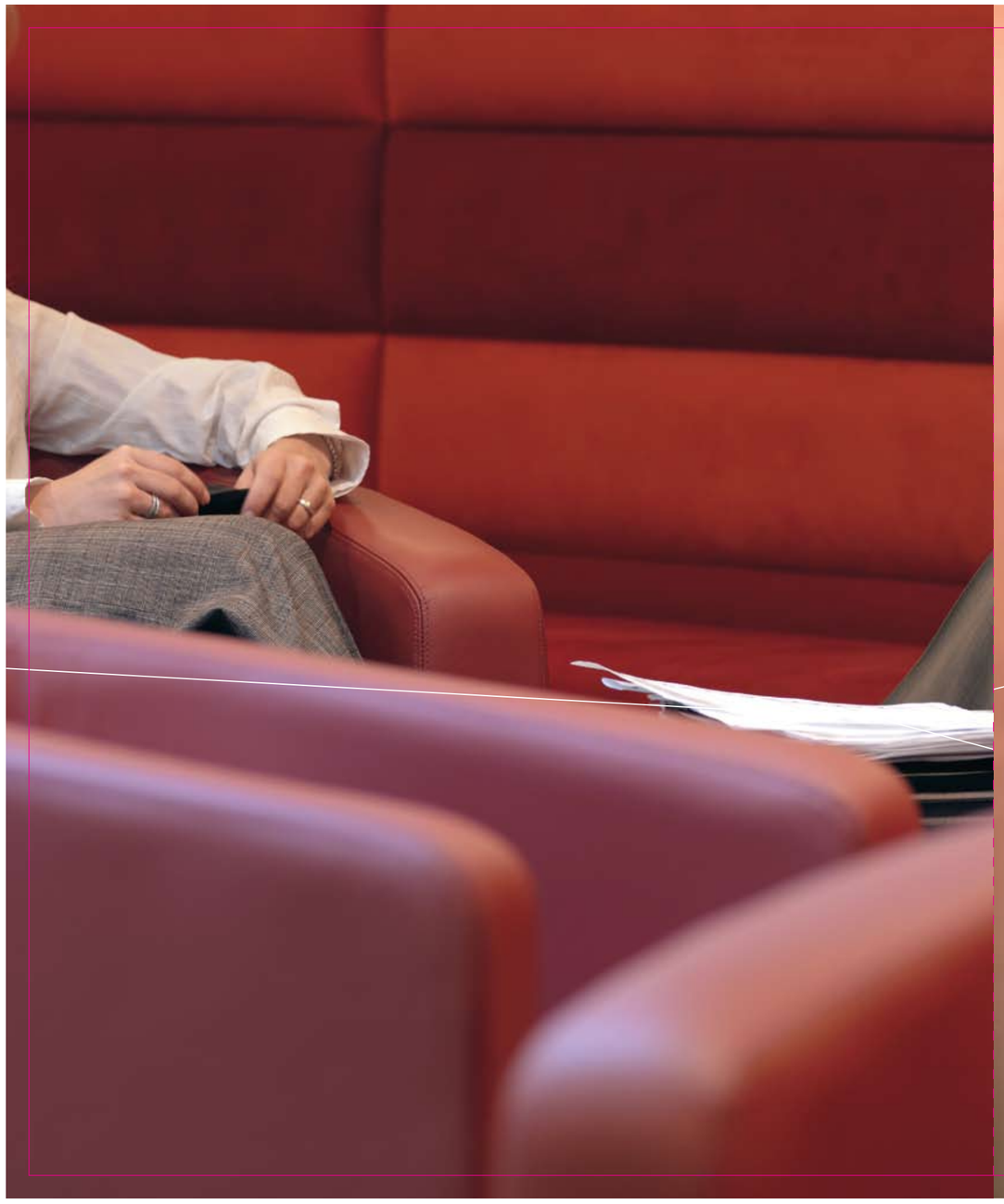
Stage 5 – Review

A Few months after the WorkSpace roll-out, a formal review repeats the key data collection activities from Stage 2. The review is designed to:

- Determine whether business objectives have been met
- Identify the business benefits of the new working environment
- Analyse staff perceptions
- Get feedback on the change management process
- Analyse how space is now used
- Set future actions and objectives



Change can definitely be for the better. A simple shift in working practices – as exemplified by WorkSpace – can result in immediate operational improvements with significant long-term rewards for the company forward-thinking enough to implement them.



WorkSpace