

Driving Employee

ENGAGEMENT & PRODUCTIVITY

Through Better **Facilities Services**

In 2016, Gallup showed us that 42% of the workforce was actively seeking a new job, an indicator of disengagement. With Gallup estimating that each disengaged employee costs his or her company \$2,246 per year, benefits of a fully engaged workforce are clear.

This issue of *Innovation & Insights* looks at how the workplace can drive employee engagement and productivity, specifically through service delivery that is influenced by facilities teams. The facilities team is the face of the employee experience, playing a critical role in top and bottom line improvement.



Six Super Challenges from RICS & IFMA's *Raising the Bar* Research Report

1

Budgeting and Cost:
Doing More with Less

2

Organizational
Factors

3

HR & Talent
Management

4

Workplace and
Space Management

5

Asset Management/
Aging Assets

6

Technology

C&W Services' sister company, Cushman & Wakefield, has a proprietary new approach to workplace improvement, the Experience per SF™ model. **Experience per SF™ considers facilities service delivery alongside the more typically analyzed factors** of design, technology, and amenities. The process seeks to find the right balance of workplace factors to drive optimal engagement, thus making the employees the most productive.

As you explore ways your facilities team can help drive better employee engagement, and measure its tangible effects on productivity, **consider asking questions that help pinpoint how your facility team's service behaviors might be improved.**

1 Are required services easy to request?

2 Are requests acknowledged?

3 Are response time expectations set, and met?

4 Is work completed successfully the first time?

5 Is the facilities team easy to work with?

6 Do they provide updates and communicate well?

7 Do they follow up to ensure the issue was fully addressed?

New Spaces Demand

NEW APPROACHES

to Cleaning

Game rooms, coffee areas, cafes, social centers – new collaborative spaces not only bring people together, they also bring new service challenges to the workplace. High-density spaces and places that have more people than seats require a different kind of support, and traditional cleaning SLAs may not apply. When selecting the right provider for today's new workplaces, be sure to ask the following.

Is day cleaning a better alternative for managing high traffic areas?

In tests at major client headquarters, we've found the visibility of day cleaning increases occupant satisfaction. And it saves energy costs incurred with night cleaning crews.

Are new robotic cleaners an effective alternative for more open spaces?

Quiet and programmable, robotic floor cleaners are effective in today's more open corporate floorplans.

How should stocking schedules change when workers often collaborate in clusters and break at the same time?

In addition to traditional inspections, restroom sensors are an efficient way to monitor when receptacles need to be emptied or filled, so staff deploys exactly when and where it is needed.

For more information on how Experience per SF™ can benefit your employee engagement, [click here](#) to download a brochure.

Interested in ways new technologies can help keep pace with the cleaning and stocking of shared workspaces? [Click here](#) to download our 12-page eBrief on innovations in facilities services.

EXPERIENCE
SQUARE FOOT™