

# inetum. realdolmen

Positive digital flow

### Modern Workplace

Schakel uw organisatie in een hogere versnelling met Teams calling



### Agenda

8.50

11.20



8.30 Verwelkoming

**8.35** Teams – Telephony in teams (Microsoft : Patrick Viaene)

Teams calling en contactcenter (Inetum-Realdolmen : Tom Vanderstraeten)

11.00 Verwelkoming

11.05 Hybrid work, what we've learned (Microsoft : Patrick Viaene)

Empower employees with Microsoft VIVA (Inetum-Realdolmen : Hans De Donder)

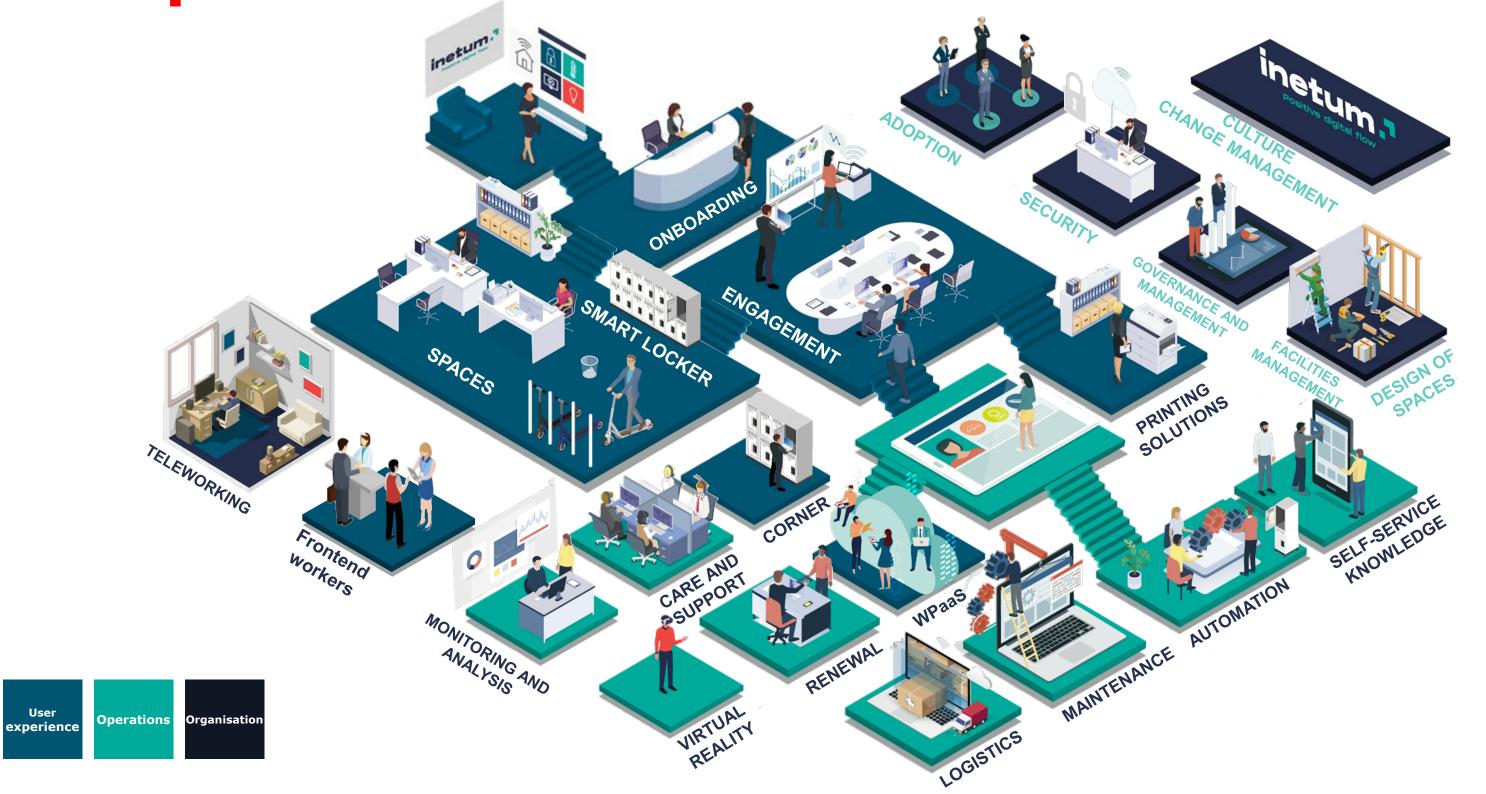


#### **Praktisch**

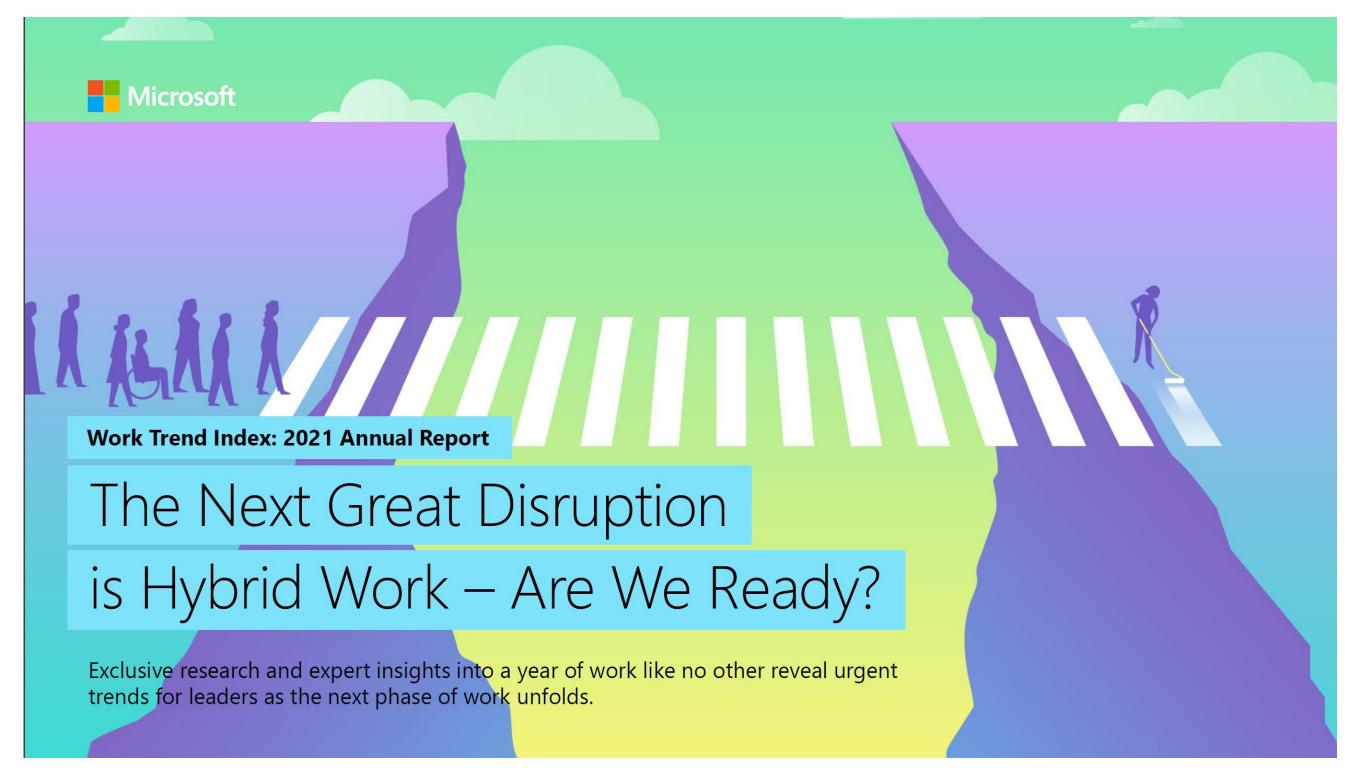
- Slides worden na het event doorgestuurd
- Evaluatieformulier
- Iedereen op mute
- Vragen via chat
- Q&A na elke presentatie

And... What does an Intelligent Workplace include?









The 2021 Work Trend Index outlines findings from a study of over 30,000 people in 31 countries and an analysis of trillions of productivity and labor signals across Microsoft 365 and LinkedIn –plus insights from experts on collaboration, social capital, and space design at work.

https://www.microsoft.com/en-us/worklab/work-trend-index/hybrid-work

### Flexible work is here to stay

#### Employees want the best of both worlds

- Over 70 percent of workers want flexible remote work options to continue.
- Over 65 percent are craving more in-person time with their teams.
- Sixty-six percent of business decision makers are considering redesigning physical spaces to better accommodate hybrid work environments.

"Over the past year, no area has undergone more rapid transformation than the way we work. Employee expectations are changing, and we will need to define productivity much more broadly inclusive of collaboration, learning, and wellbeing to drive career advancement for every worker, including frontline and knowledge workers, as well as for new graduates and those who are in the workforce today. All this needs to be done with flexibility in when, where, and how people work."

-Satya Nadella, CEO, Microsoft

66%

of leaders say their company is planning a space redesign for hybrid work.

# Leaders are out of touch with employees and need a wake-up call

#### Leaders are faring better than their employees.

- Sixty-one percent of leaders say they are "thriving" right now 23 percentage points higher than those without decision-making authority.
- Leaders are more likely to report stronger relationships with colleagues and leadership and taking all or more of their allotted vacation days.

"Those impromptu encounters at the office help keep leaders honest. With remote work, there are fewer chances to ask employees, "Hey, how are you?" and then pick up on important cues as they respond. But the data is clear: our people are struggling. And we need to find new ways to help them."

–Jared Spataro, CVP at Microsoft 365

37%

Say their employer is asking too much of them at a time like this

### Business leaders are faring better than their employees

Most leaders in our study were male information workers with an established career – the near opposite of those struggling most.



# High productivity is masking an exhausted workforce

### <u>Self-assessed</u> productivity has remained the same or higher for many employees this past year, but at a human cost.

- One in five global survey respondents say their employer doesn't care about their work-life balance.
- Fifty-four percent feel overworked.
- Thirty-nine percent feel exhausted.

### Collaboration trends in Microsoft 365 between February 2020 and February 2021:

- Time spent in Microsoft Teams meetings has more than doubled (2.5X) globally.
- The average meeting is 10 minutes longer, increasing from 35 to 45 minutes.
- The average Teams user is sending 45 percent more chats per week and 42 percent more chats per person after hours, with chats per week still on the rise.
- The number of emails delivered to commercial and education customers in February, when compared to the same month last year, is up by 40.6 billion.
- There has been a **66 percent** increase in the number of people working on documents.

50%

of people respond to Teams chats within five minutes or less, a response time that has not changed year-over-year, despite the chat overload.



# Gen Z is at risk and will need to be re-energized

Gen Z is more likely to be single and early in their careers, making them more likely to feel the impacts of isolation, struggle with motivation at work, or lack the financial means to create proper workplaces at home.

- Sixty percent of this generation those between the ages of 18 and 25
   say they are merely surviving or flat-out struggling right now.
- More likely to struggle balancing work with life (+8 percentage points).
- More likely to feel exhausted after a typical day of work (+8 percentage points) when compared to older generations.

Their contributions are critical, and as the first generation to start their jobs in a completely remote environment on such a widespread basis, their experience will set expectations and attitudes toward work moving forward.

"Networking as someone early in their career has gotten so much more daunting since the move to fully remote work — especially since switching to a totally different team during the pandemic.

Without hallway conversations, chance encounters, and small talk over coffee, it's hard to feel connected even to my immediate team, much less build meaningful connections across the company."

-Hannah McConnaughey,
Product Marketing Manager at Microsoft

60%

Between the ages of 18 and 25 say they are merely surviving or flat-out struggling

# Shrinking networks are endangering innovation

#### The move to remote work made teams more siloed.

- Anonymized collaboration trends between billions of Outlook emails and Microsoft Teams meetings reveal a clear trend.
- As we shifted into lockdown, bonds with our immediate teams strengthened and we let our broader networks fall to the wayside.
- We saw a similar trend in Microsoft Teams chats; <u>conversations moved</u> from team channels to more siloed 1:1 or small-group chats.

"When you lose connections, you stop innovating. It's harder for new ideas to get in and groupthink becomes a serious possibility."

-Dr. Nancy Baym, Senior Principal Researcher at Microsoft

87%

Increase in people sending small group or 1:1 chats compared to a 5% decrease in people sending Teams channel chats where the whole team is included.

# Authenticity will spur productivity and wellbeing

#### The workplace has become more human.

- One in five have met their colleagues' pets or families virtually.
- One in six (17 percent) have cried with a coworker this past year.
- Thirty-nine percent say they're more likely to be their full, authentic selves at work, compared to a year ago.

#### Authenticity positively impacts productivity and wellbeing.

 People who interacted with their coworkers more closely than before not only experienced stronger work relationships, but also reported higher productivity and better overall wellbeing.

#### But not everyone feels the same.

- In the U.S., Black and U.S. Latino workers reported bigger challenges in building relationships, feeling included, and bringing their authentic selves to work than the broader population.
- Encouraging inclusion and authenticity among all groups, especially in hybrid environments, will be crucial in the next phase of work.

"Before the pandemic, we encouraged people to 'bring their whole self to work,' but it was tough to truly empower them to do that. The shared vulnerability of this time has given us a huge opportunity to bring real authenticity to company culture and transform work for the better."

-Jared Spataro, CVP at Microsoft 365

have cried with a coworker

#### At Microsoft in BeLux



- WfH policy
- Invest in hybrid meeting rooms

# Devices to meet the needs of any size or type of room

Team collaboration on the go with Surface Hub 2S, Steelcase Roam™ Mobile Stands the APC™ Charge Mobile Battery for Surface Hub 2S 50″.

Wide array of certified audio and video devices to accommodate any room and any need

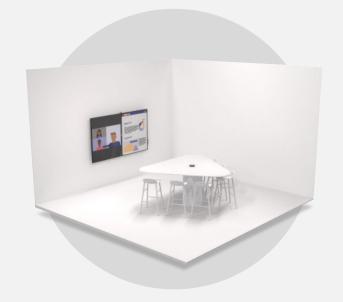
Supports multiple screen configurations

Simplified deployment with integrated and allin-one form factors

Built for Android and Windows platforms









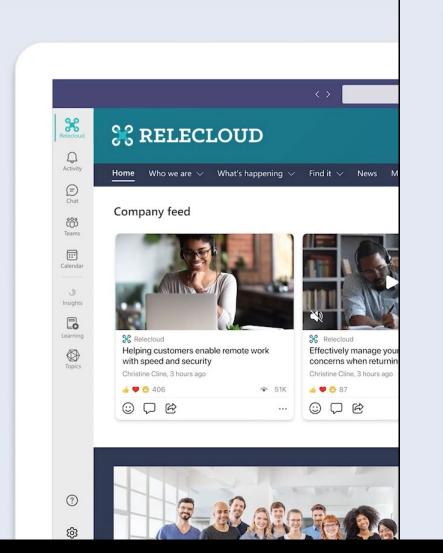
<sup>&</sup>lt;sup>1</sup> Steelcase Roam™ Mobile Stand and APC™ Charge Mobile Battery (for Surface Hub 2S 50") are sold separately.

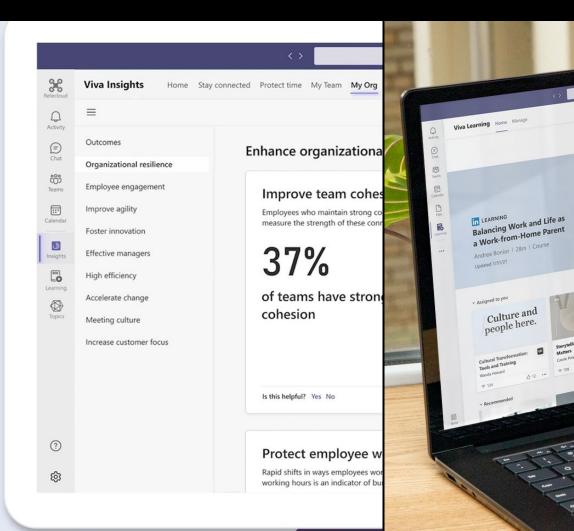
#### At Microsoft in BeLux

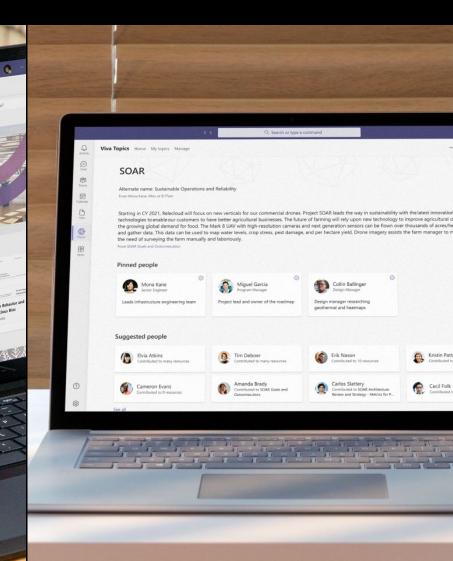


- WfH policy
- Invest in hybrid meeting rooms
- Hybrid Working Guide (<u>FR</u> / <u>NL</u>)
- Viva Insights for measurement of work life balance



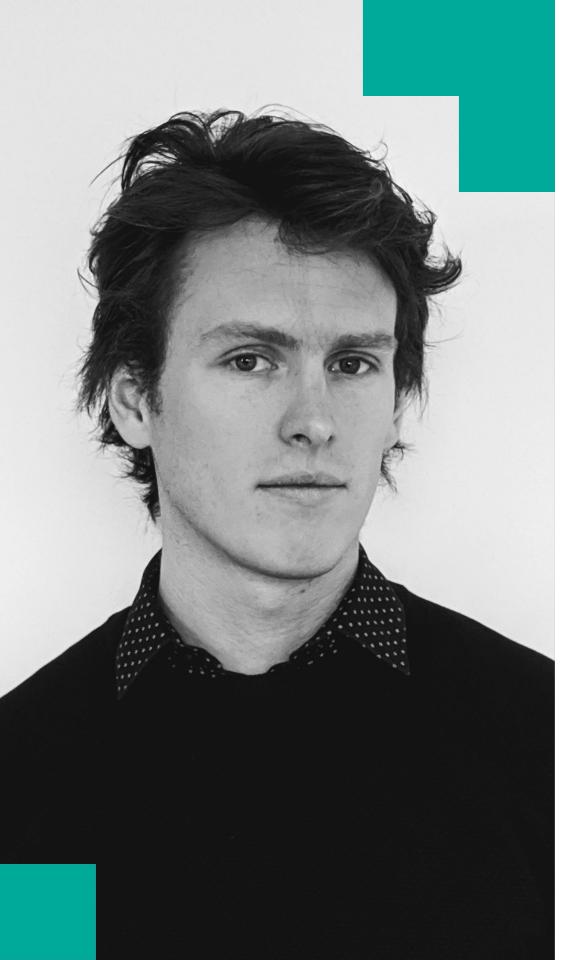






### Thank you







#### **Hans De Donder**

#### Inetum-Realdolmen



Digital Flow Manager



Certified PROSCI® Change Management Practitioner



Employee engagement and intranet with Office 365 focus, passion for user adoption



Sports: practicing and watching Pitoe, our Australian Labradoodle



Dendermonde, Belgium



### Our life changed

That's the least we can say about the previous year

We shopped online for fashion, furniture, food, ....



We managed to work from home



We ordered drinks by scanning a code



# And we walked and talked





### Our life changes

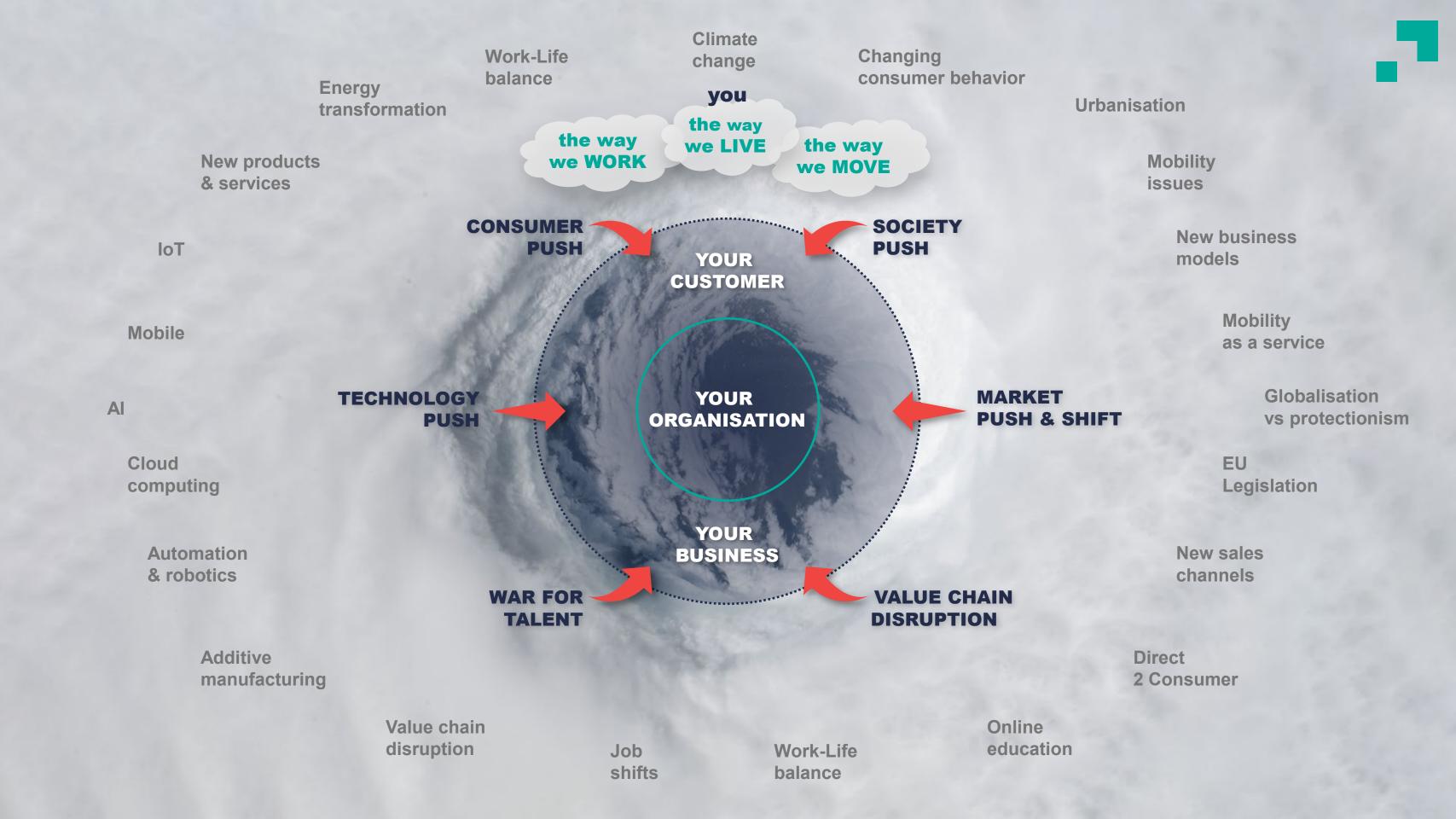
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### Our world changes

And not only because of COVID





The largest movie house owns no cinemas (Netflix)



The world's largest taxi company owns no taxis (Uber)



The largest provider of accommodations owns no real estate (Airbnb)



Large phone companies own no telecom infrastructure (Skype, WhatsApp)



Large software vendors don't write the apps (Apple/Google)



Popular media owners create no content (Facebook)

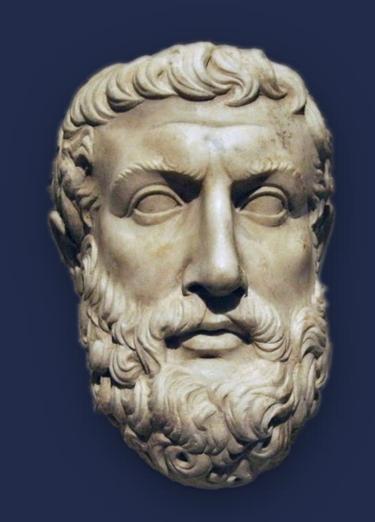


(Bank) Applications integrate other markets (KBC)



Manufacturers become b2c players (Marie-Jo, Nike)

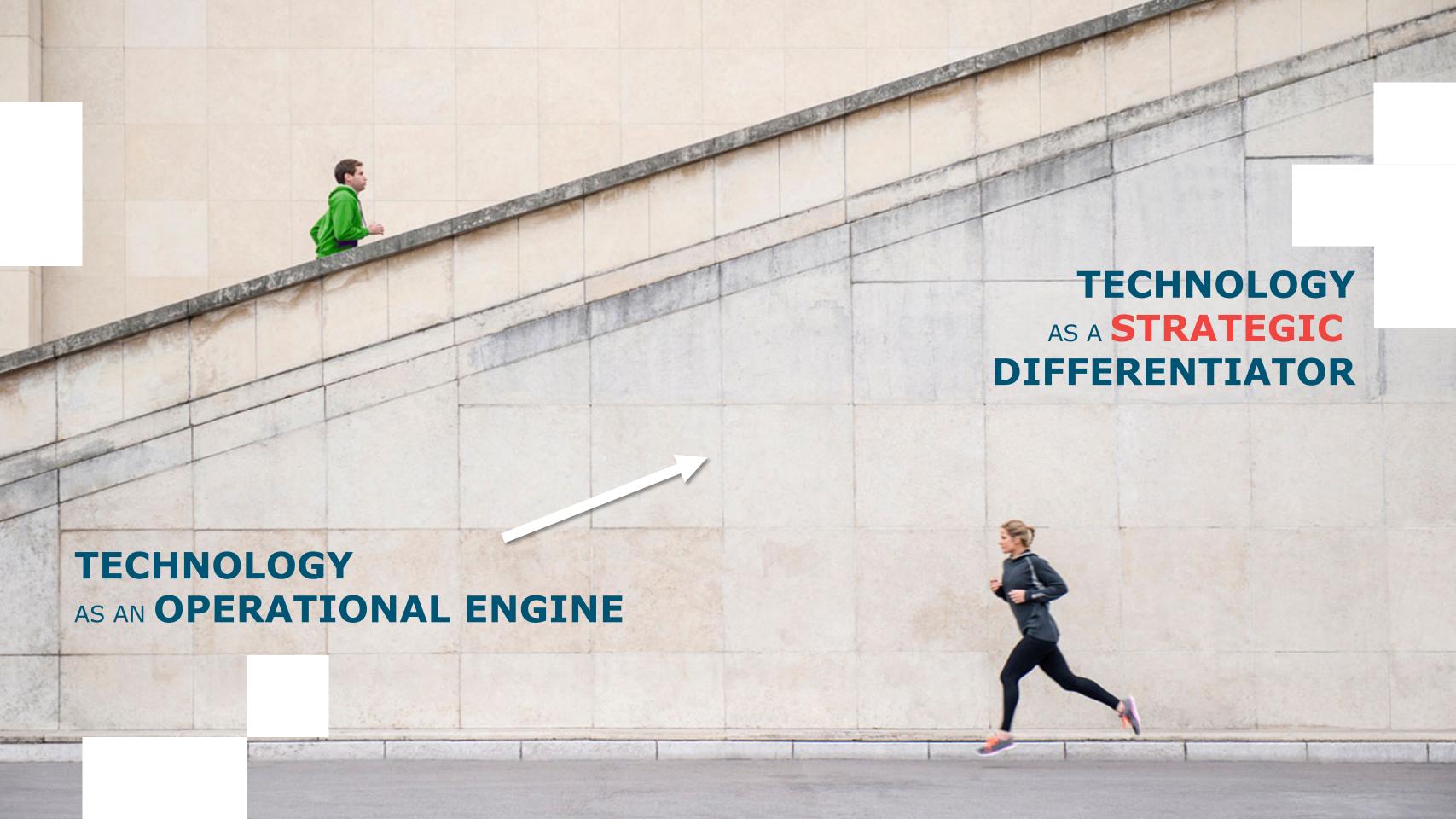




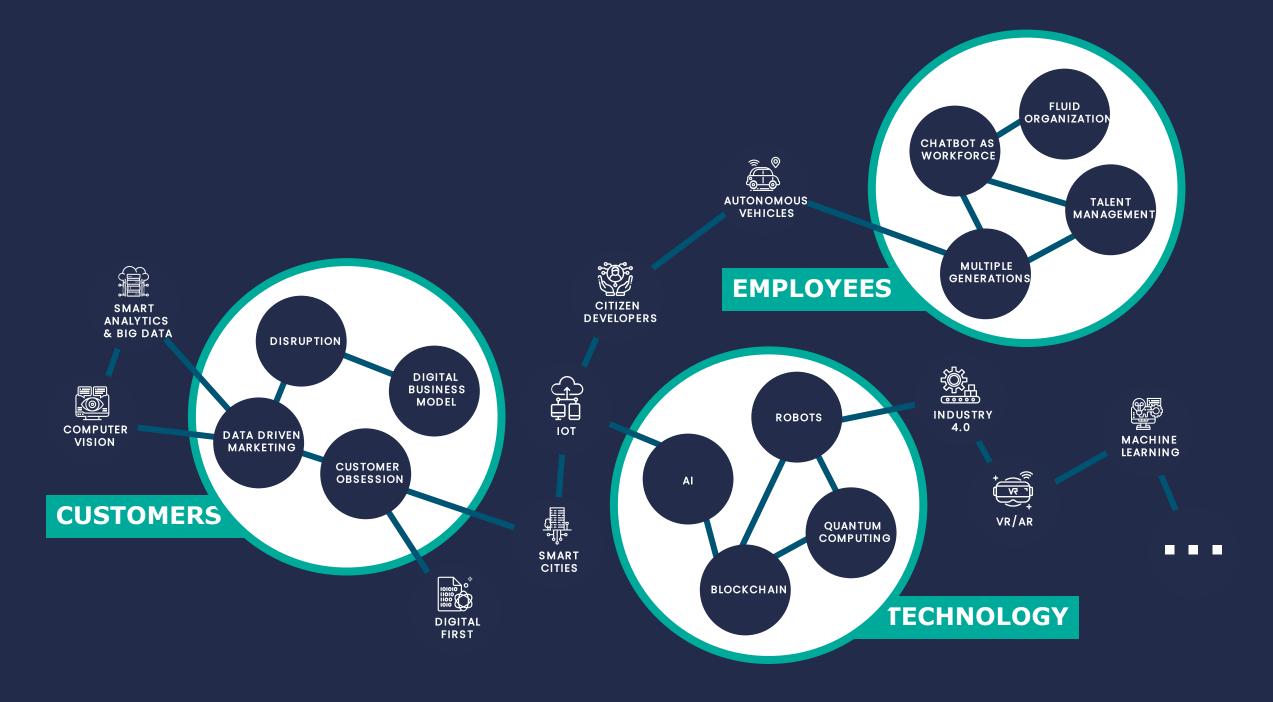
### "Change is the only constant in life"

Heraclitus, c. 535BC – 475BC





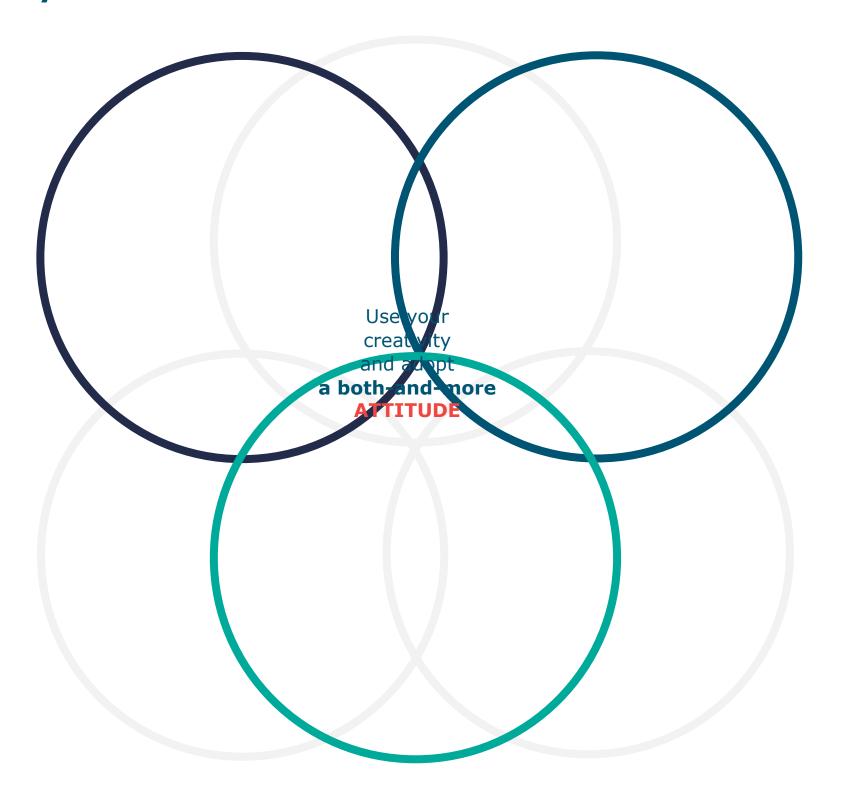
# We've moved from linear to exponential changing times



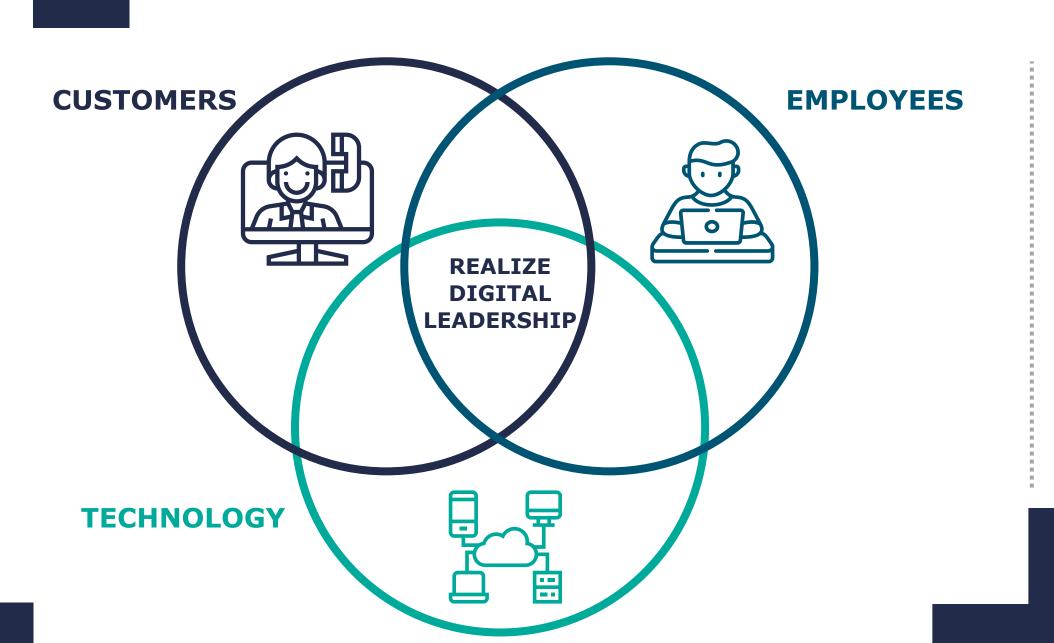




### What if you don't have to CHOOSE?



# We believe that the MAGIC HAPPENS when we CROSS BORDERS...



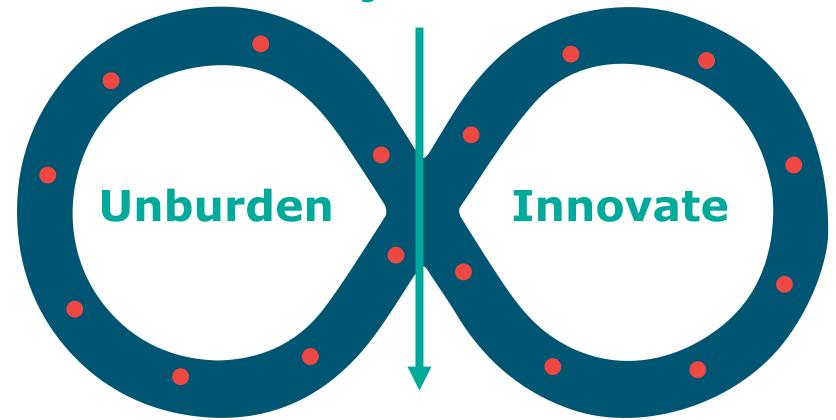
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We create impact by being both the trusted

TECHNOLOGY expert and BUSINESS partner of choice bringing organizations into their Positive Digital Flow and help realize your DIGITAL LEADERSHIP.

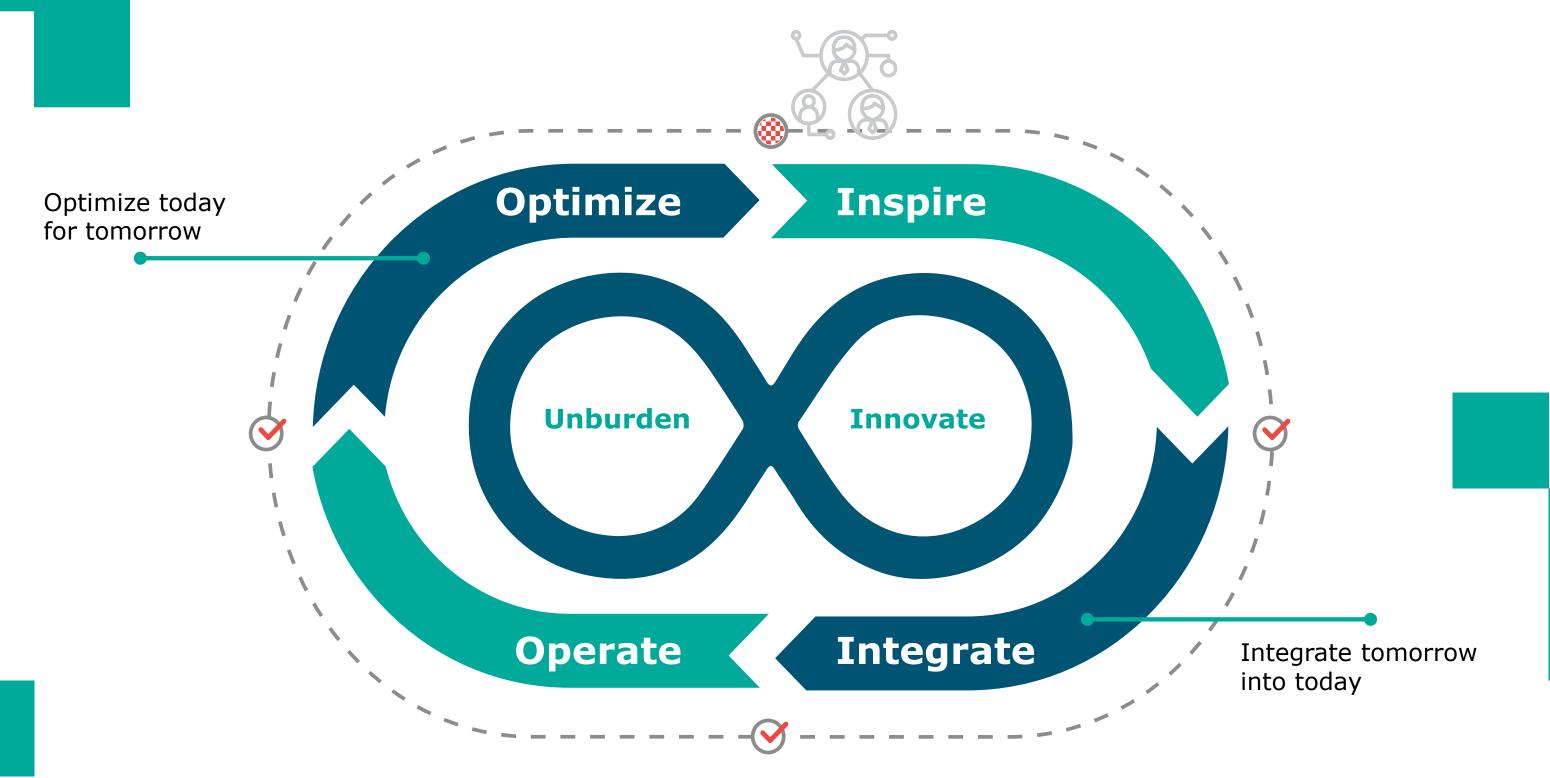
## To master **DIGITAL LEADERSHIP** today, is to go for **DIGITAL FLOW**

Digital Transformation Projects
Digital Paradoxes
Digital Silos



An Infinite Perspective
A Both And More Reflex
A Digital Attitude

## In order to keep your balance, you must keep moving



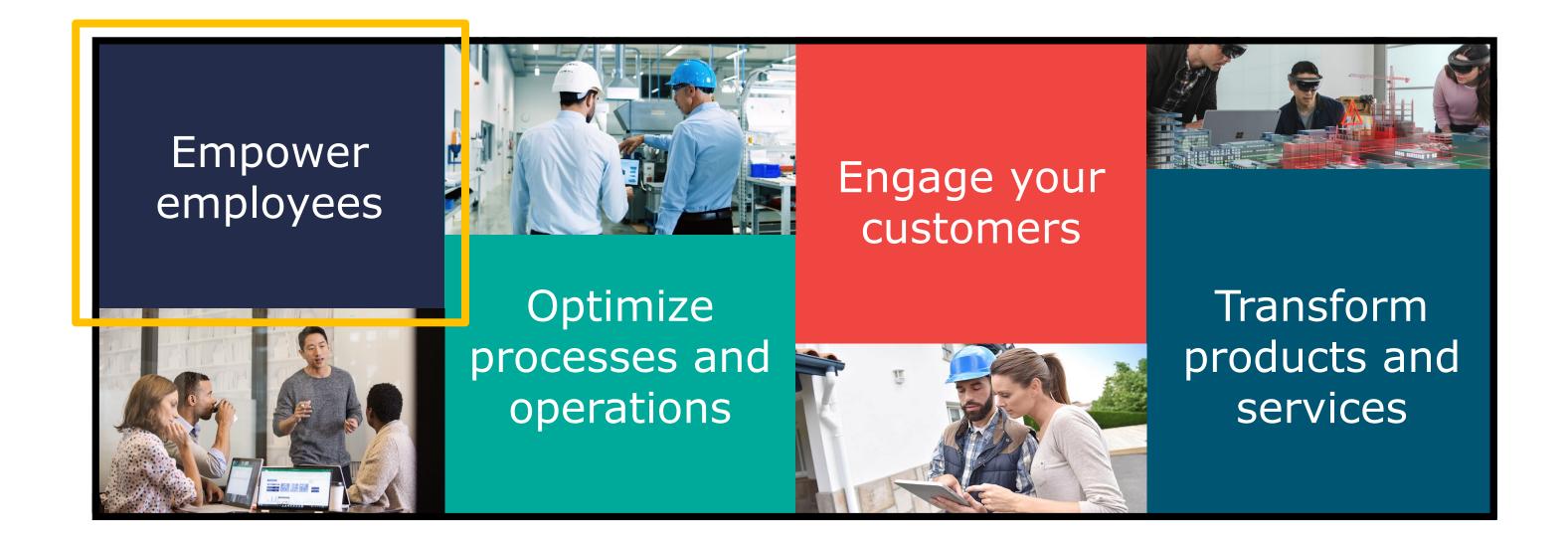


It's **OUR MISSION** to help our clients get the best out of **THIS DIGITAL FLOW** 



#### 4 business outcomes





## Create a seamless employee experience



## Empower employees

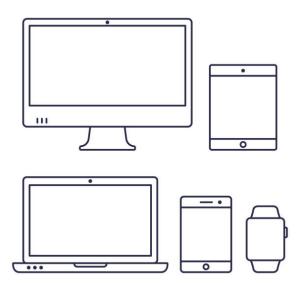






Employee engagement

Knowledge sharing & lifelong learning



Inetum-Realdolmen Intelligent Workplace



## Create a seamless employee experience



Empower employees





Citizen development

## Create a seamless employee experience



## Empower employees





If you define the strategy, it's easy to determine the right IT solution





# Research shows the scale of the problem



47%
of our meeting time is not productive



28% is spent on following up on e-mails





20
interruptions each hour



16 min
to regain your focus
after handling an email



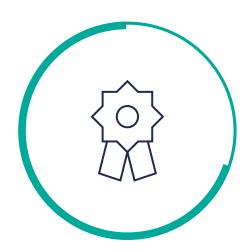
>40%
of your working
time is not
productive

## **Engaged employees are crucial** for success









**70%** 

of employees are engaged in the best performing organizations



21%

more (efficiency) profit in departments where employees are most involved

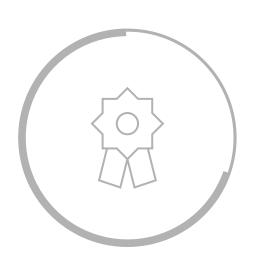
Source: Gallup: 37 Workplaces That Stand Out From the Rest

## **Engaged employees are crucial** for success



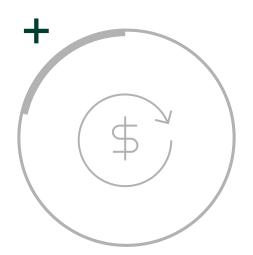






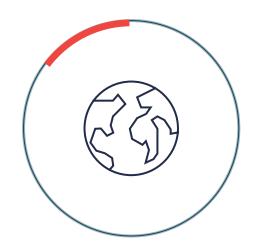


of employees are engaged in the best performing organizations



21%

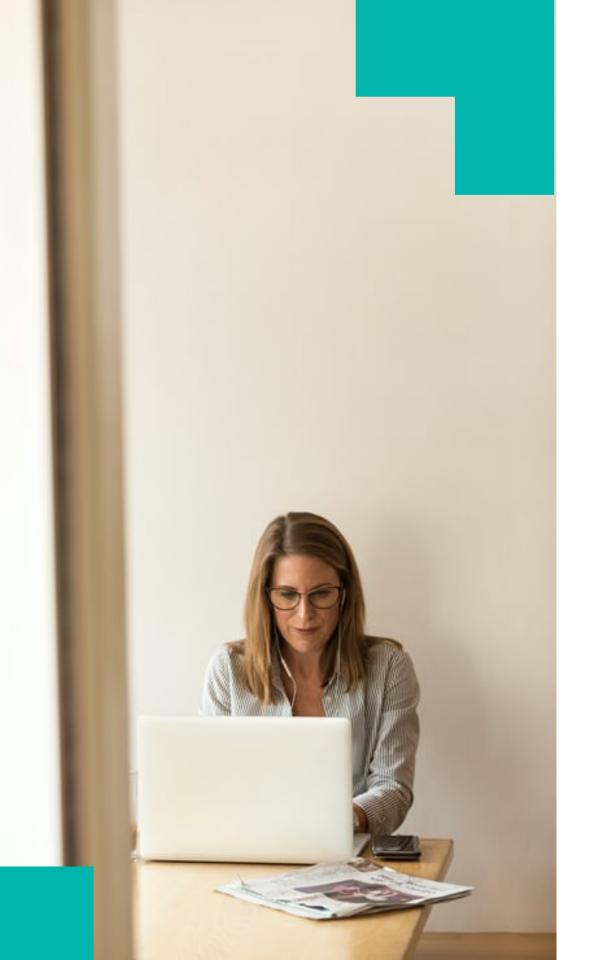
more (efficiency) profit in departments where employees are most involved



15%

of employees are engaged worldwide

Source: Gallup: 37 Workplaces That Stand Out From the Rest



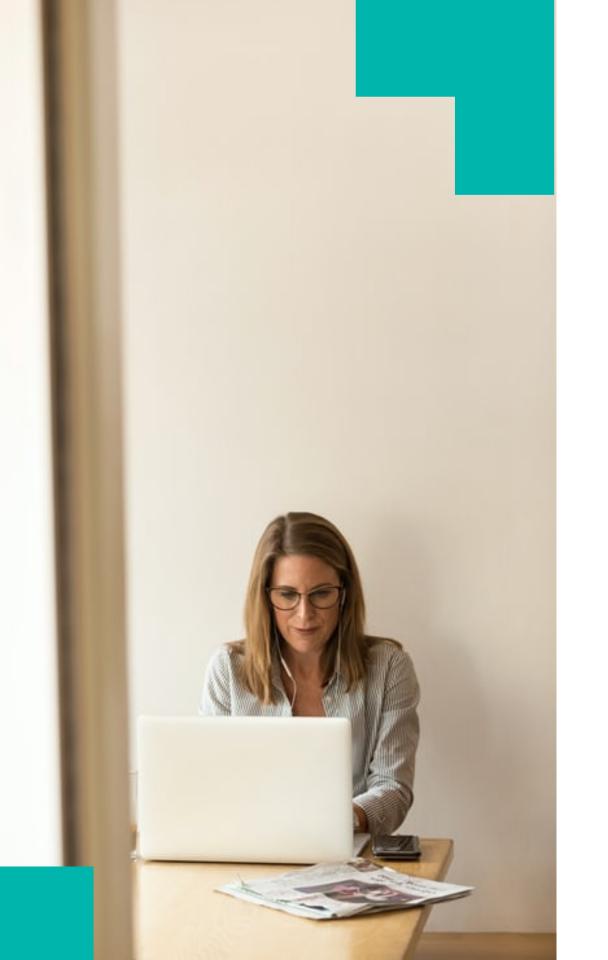


# Effects and challenges of teleworking

Stress reduction

Less work – family related conflicts

More enthusiasm and better performances





# Effects and challenges of teleworking

More social isolation

Less disconnection

Less knowledge sharing



### inetum.

#### Low hanging fruit!



## Knowledge sharing & lifelong learning





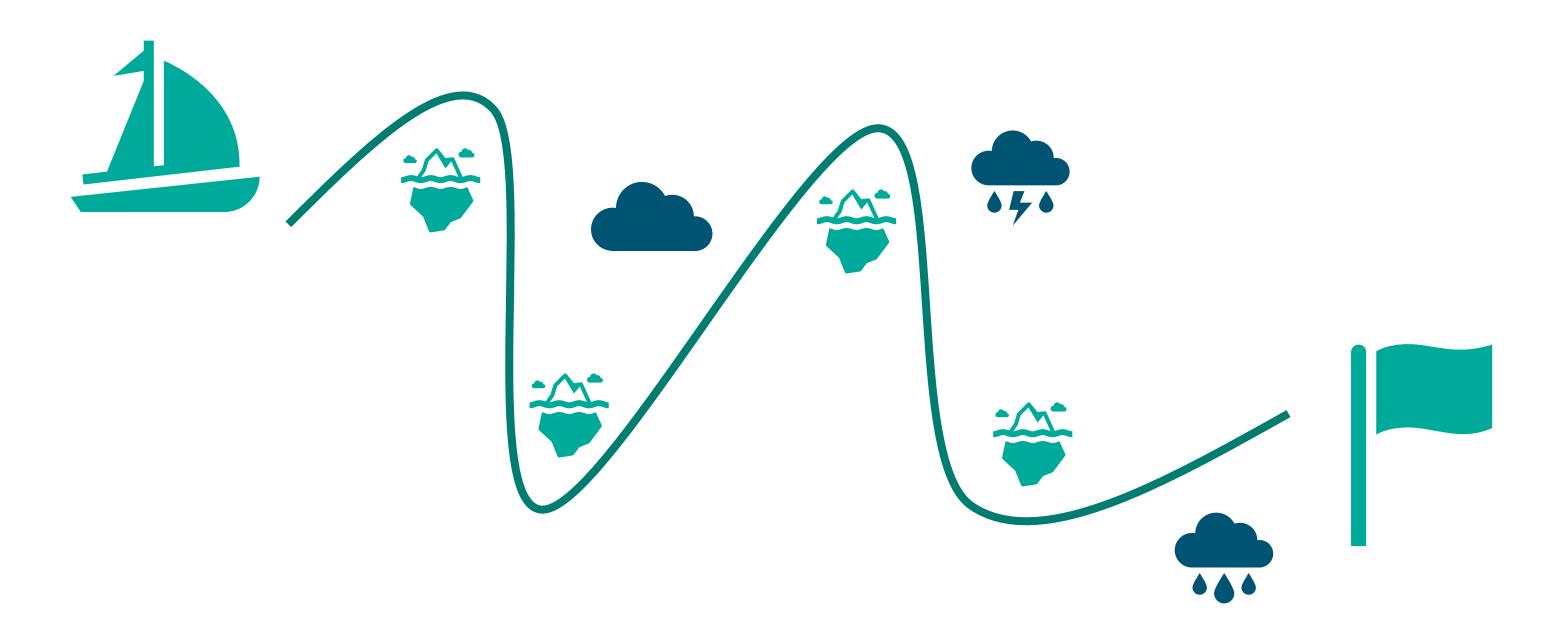
"I will stay with my organization longer if it invests in my training and development"

"I spend 1 hour a day looking for or recreating existing information."



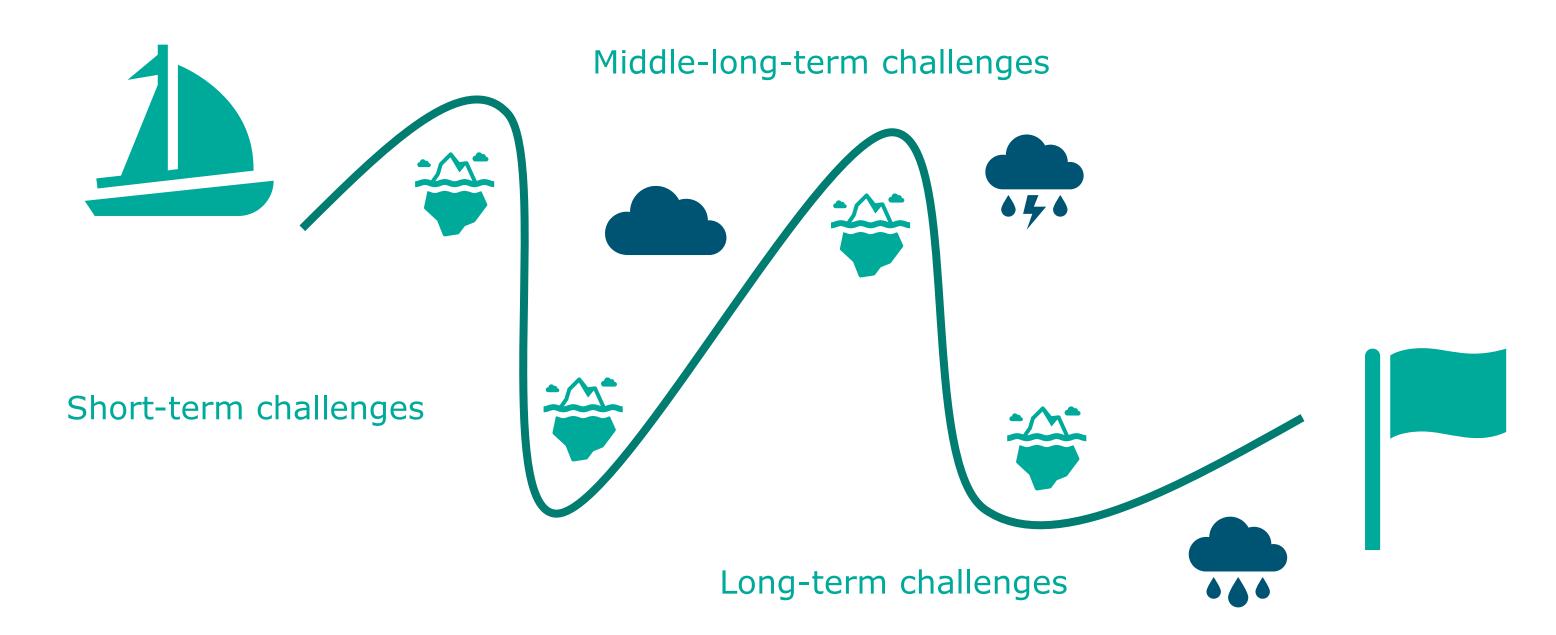


### Make sure your destination is clear





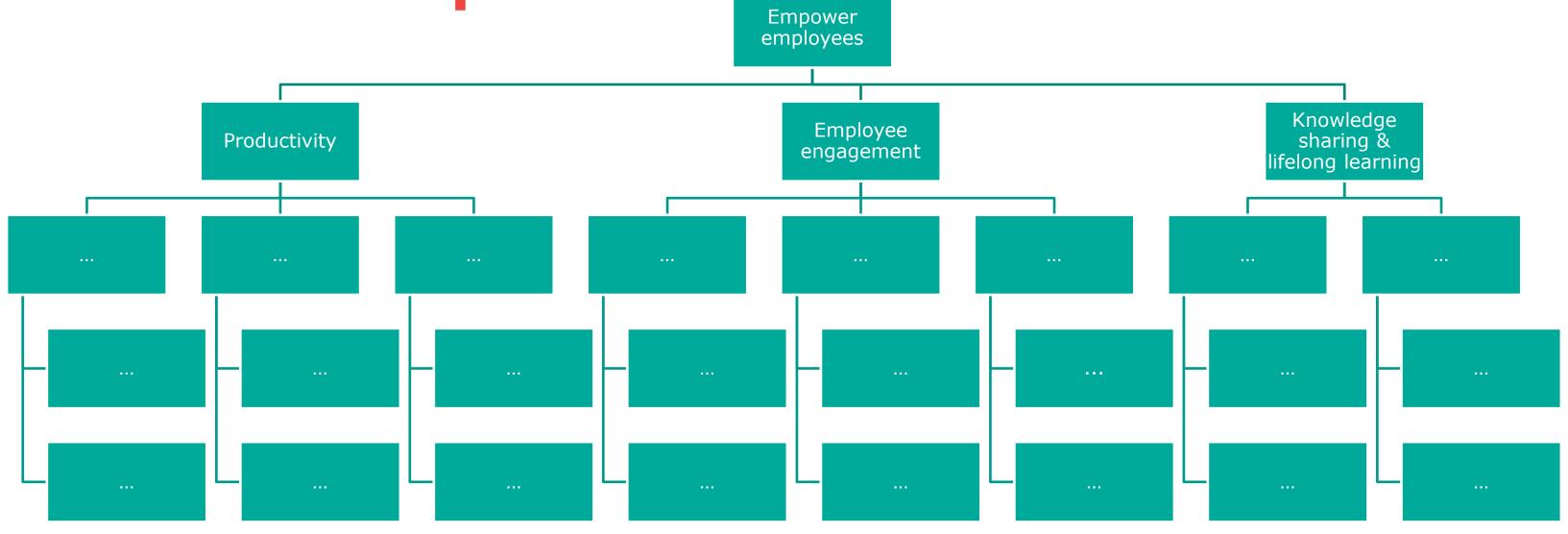
#### Make sure your destination is clear





"Empower employees" embraces

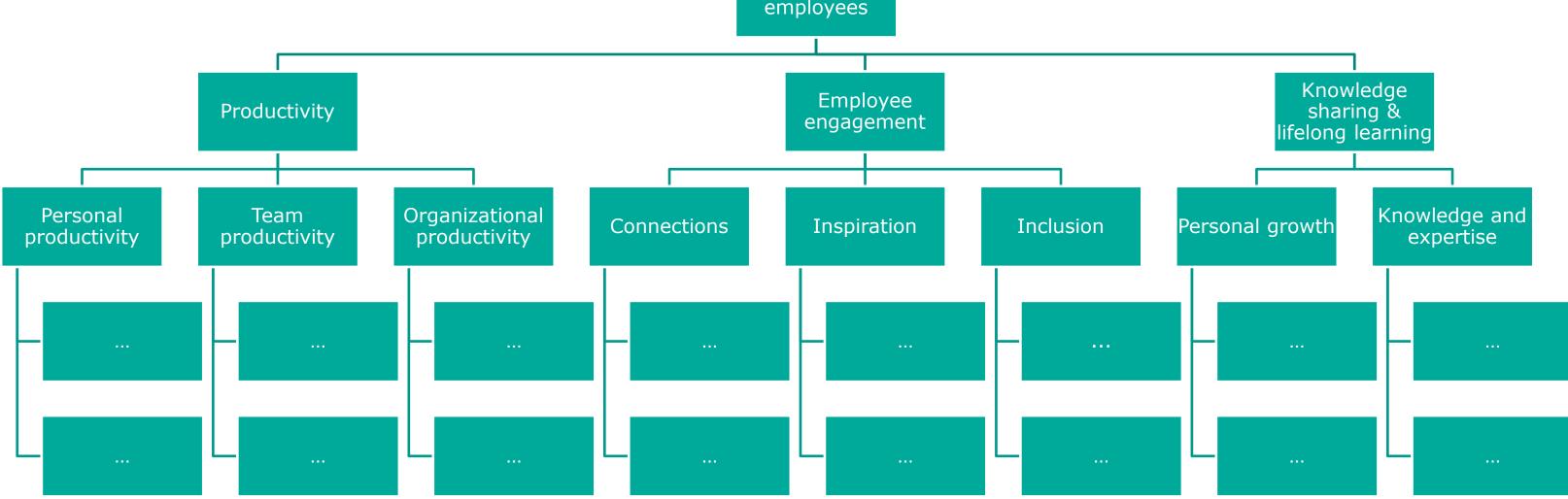
broad concepts





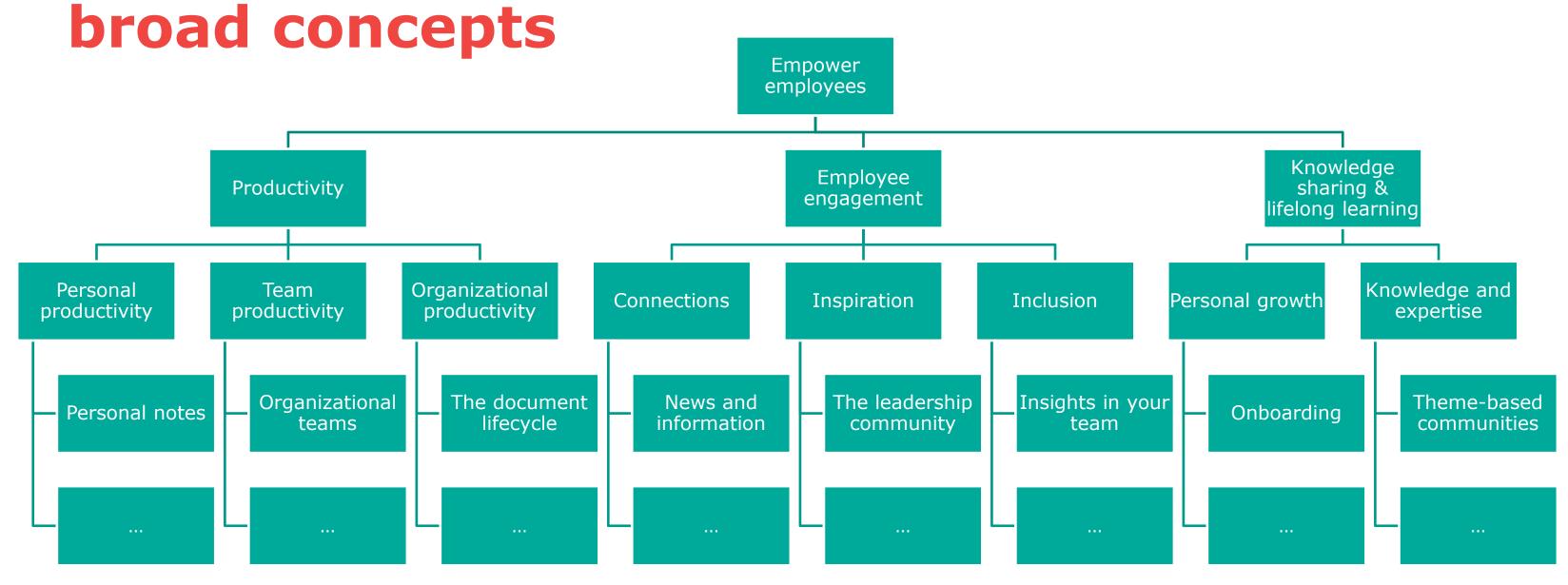
"Empower employees" embraces

broad concepts Empower employees





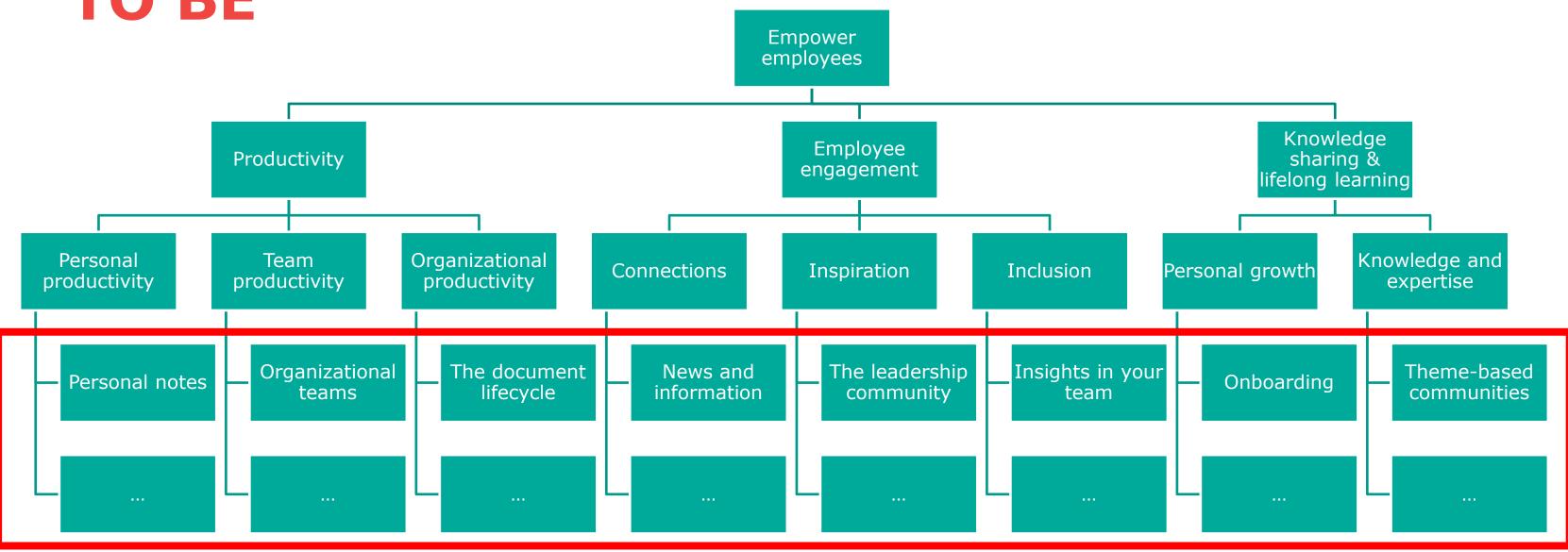
"Empower employees" embraces





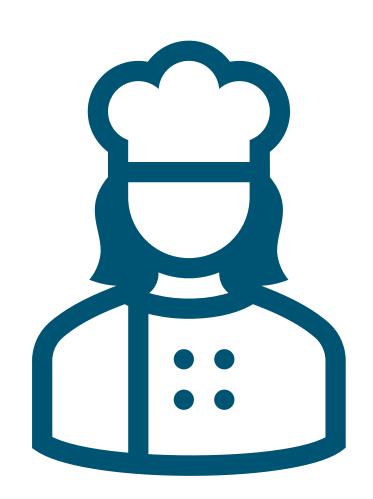
## These scenarios help you define your

















Our main ingredients: **B** – **B** – **B** 







Our main ingredients:

Bricks: your PC, meeting room equipment, ...

Bytes: software, computer programmes, ...

Behaviour: as defined in your business TO BE

### Creating the perfect dish







**Bricks** 



Bytes







Governance



Adoption













#### **Business case:**

- In a VUCA world, leadership is there to guide the way;
- Leadership can remind us of our mission;
- •

#### BUT

- In many organizations, there is a (growing) gap between management and employees;
- Teleworking might increase this gap;
- •





Bricks: desktop

**Bytes:** Outlook

Behaviour: monthly update from management





**Bricks:** laptop

Bytes: SharePoint, Yammer

Behaviour: videos from the workplace





**Bricks:** laptop

**Bytes:** VIVA Connections



**Behaviour:** targeted communications, rich conversations



#### **Business case:**

- Your first impression of a company has a massive influence on your level of engagement;
- A great onboarding processes helps getting employees up to speed faster;

•

#### BUT

- An inspiring onboarding process is in many companies overlooked upon;
- A bad first impression is almost impossible to turn around

•



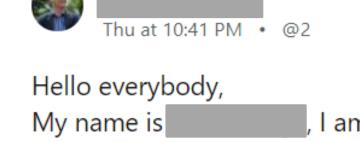


Bricks: desktop

Bytes: Yammer

Behaviour: community to welcome them



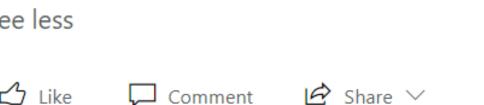


I am 54 years young, I live in Sint-Gillis-Waas (near Sint-Niklaas) and yesterday it was my first day at Inetum- Realdolmen! I'll be working as Facility Officer - Prevention Advisor occupational safety in the team of and

From my past work experiences (31 yrs Getronics (due to bankruptcy in Belux) and Incerta (9 months business consultant prevention, VCA & ISO9001), I'll try to bring some knowledge into the company regarding facility and Health&Safety.

In my spare time, I'm responsible for organization bus trips for Intersoc (family travel CM) and accountant/responsible member management of the gymnastics club Sportiva. Looking forward to my time here!

PS: I'm also on LinkedIn, feel free to connect! see less











and 6 others

Seen by 135







**Bricks:** laptop

**Bytes:** SharePoint

**Behaviour:** welcoming and integrating new employees **before** their first day





**Bricks:** laptop

**Bytes:** VIVA Learning

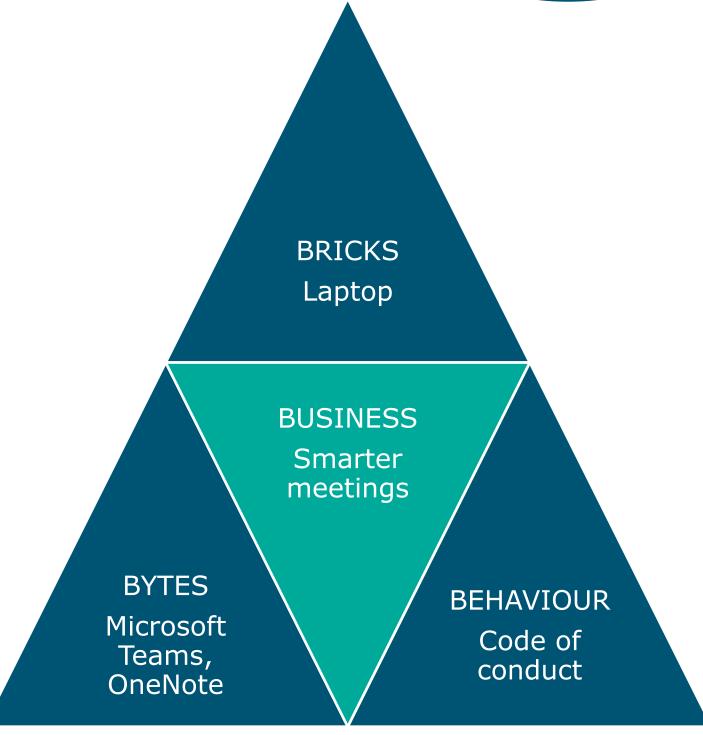


**Behaviour:** an integrated learning journey in your flow of work, from day 1



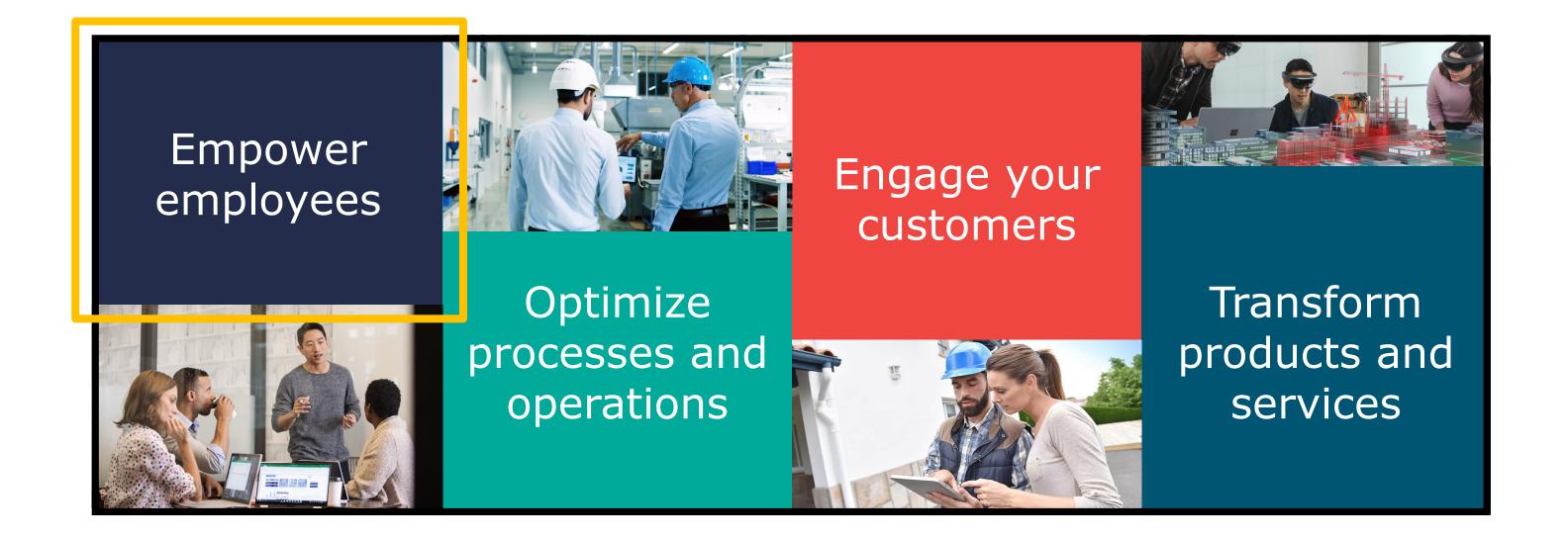






### 4 business outcomes





## Create a seamless employee experience



## Empower employees

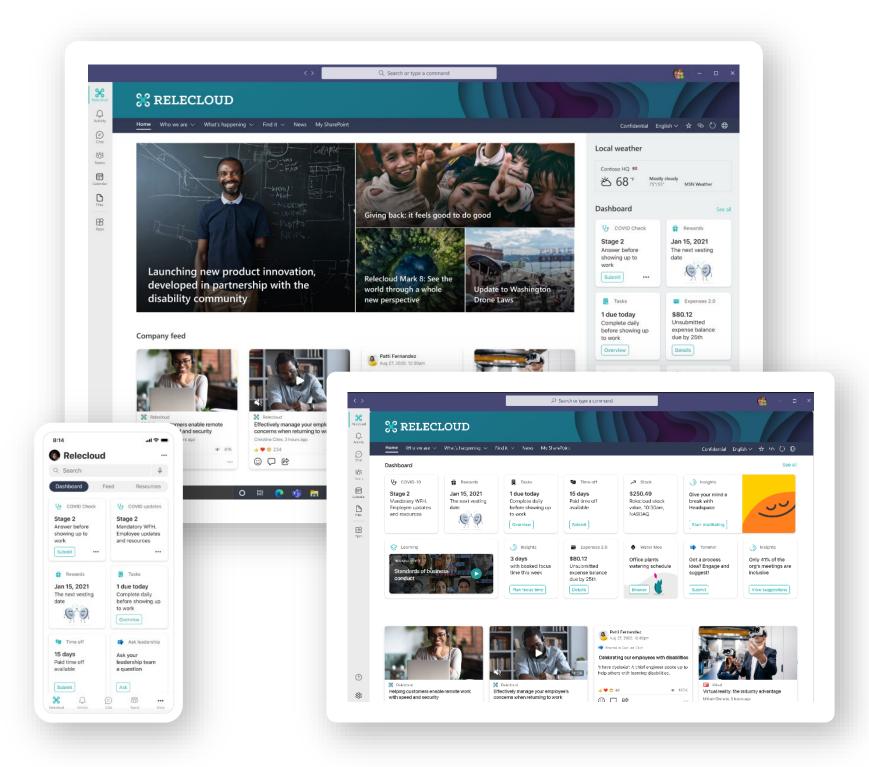






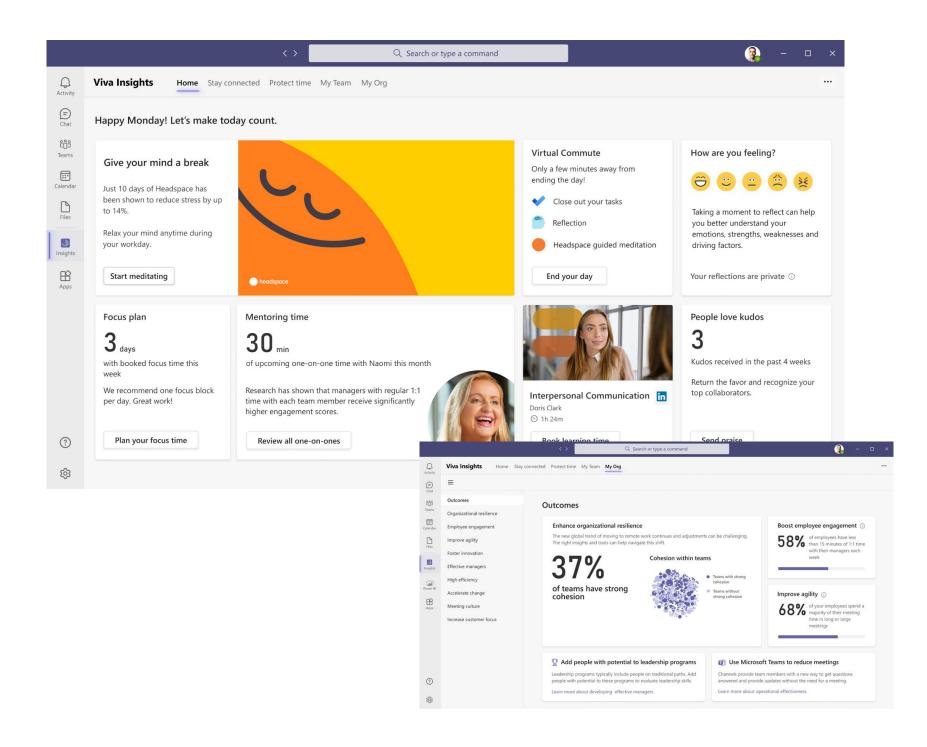






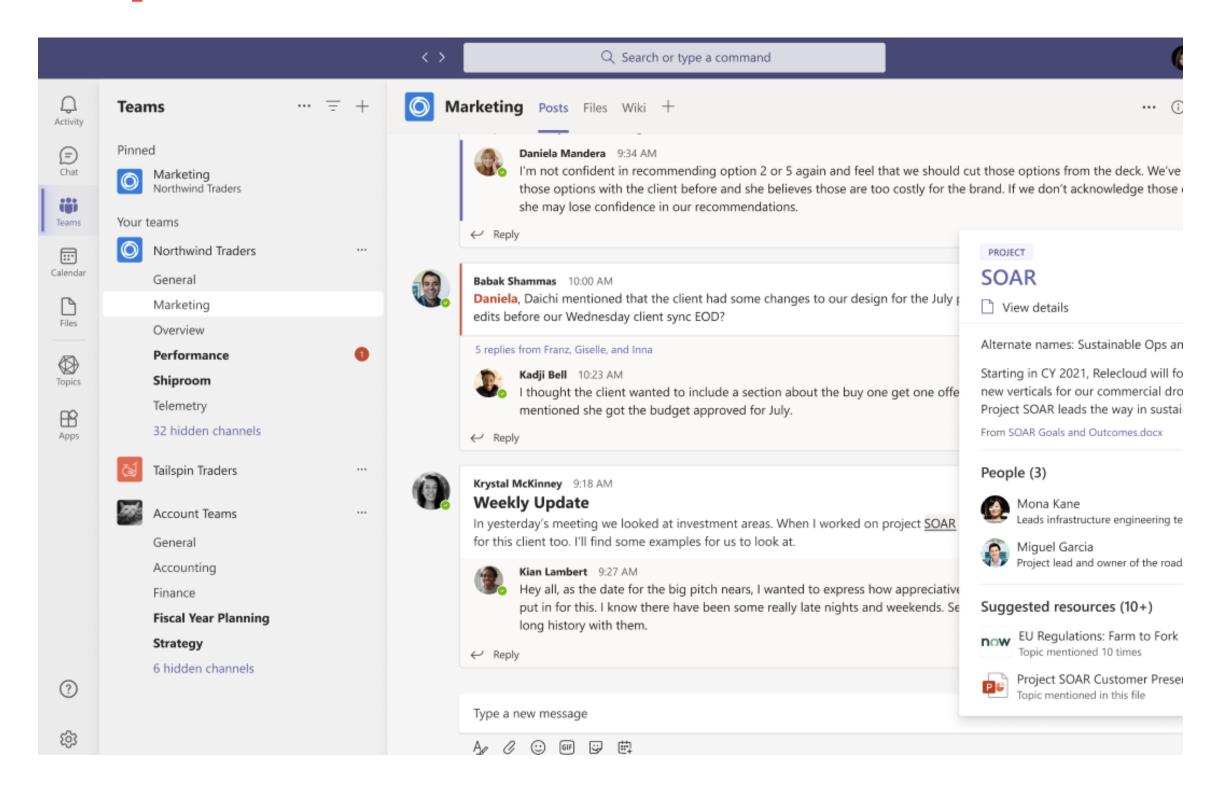






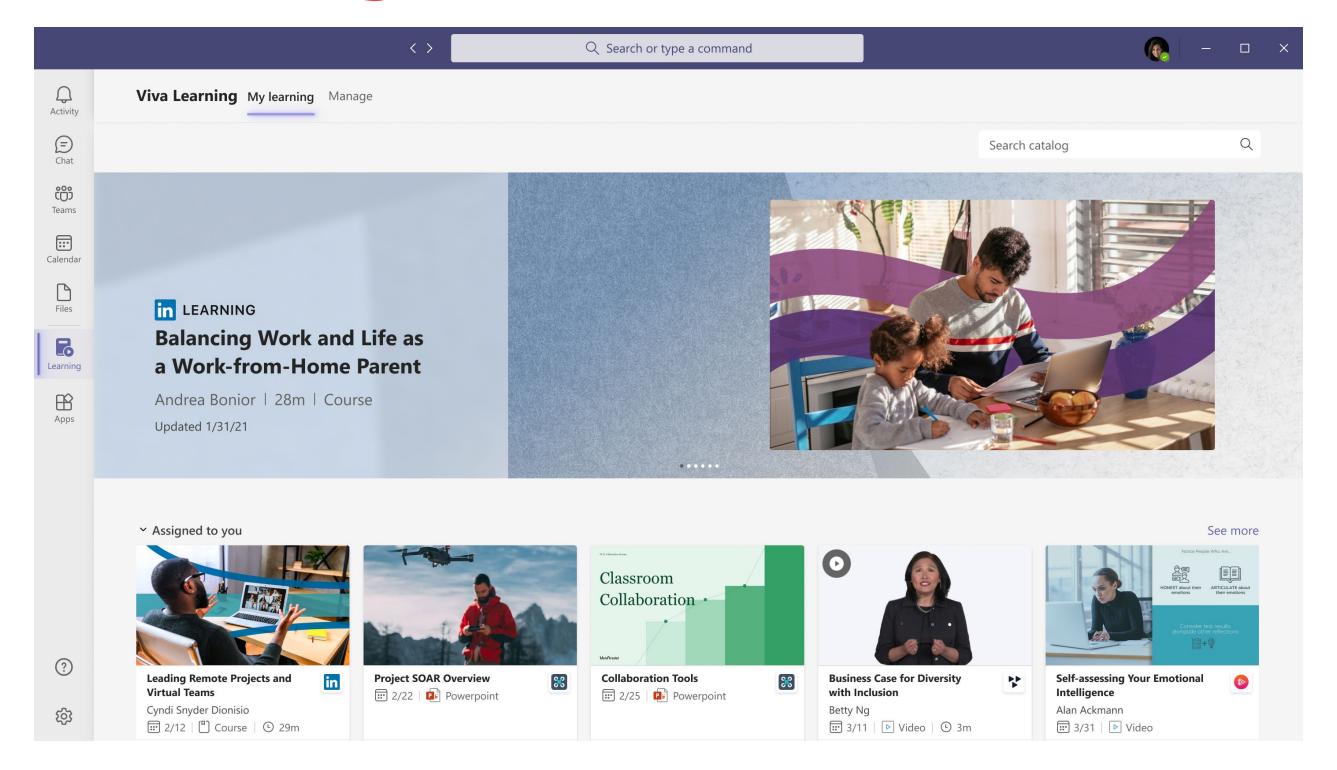


## **VIVA Topics**



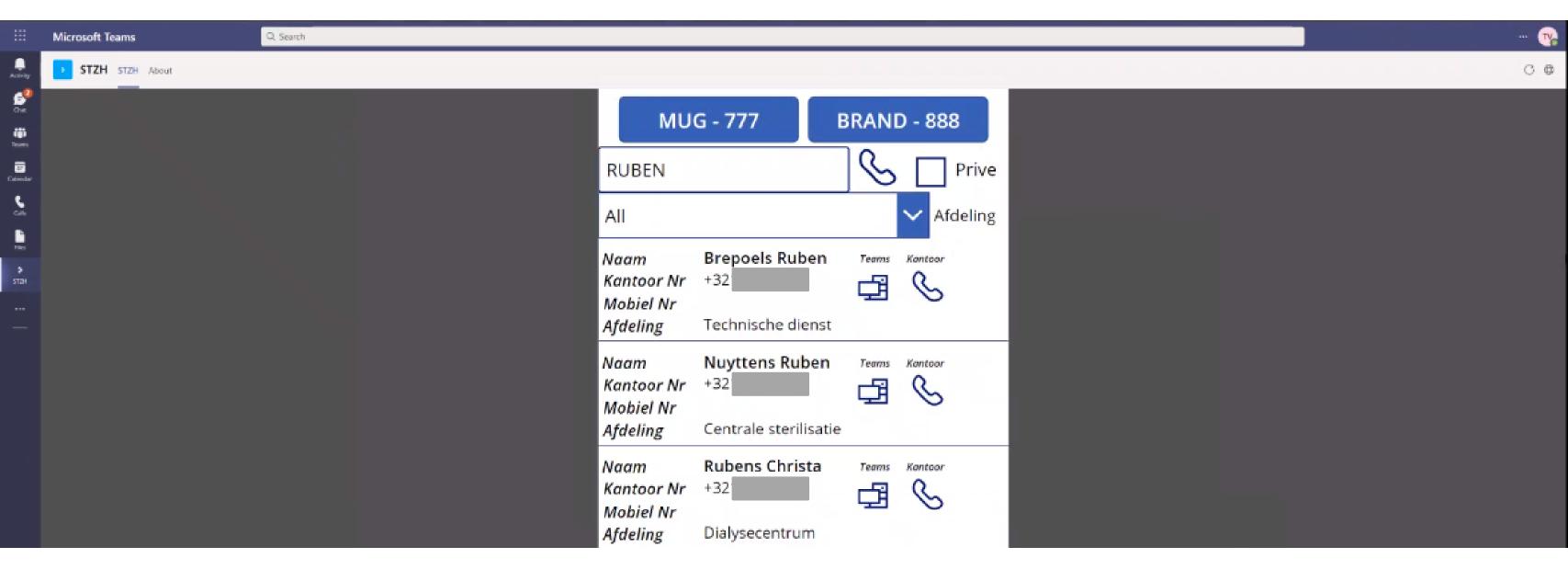


## **VIVA Learning**





#### Sint-Trudo ziekenhuis

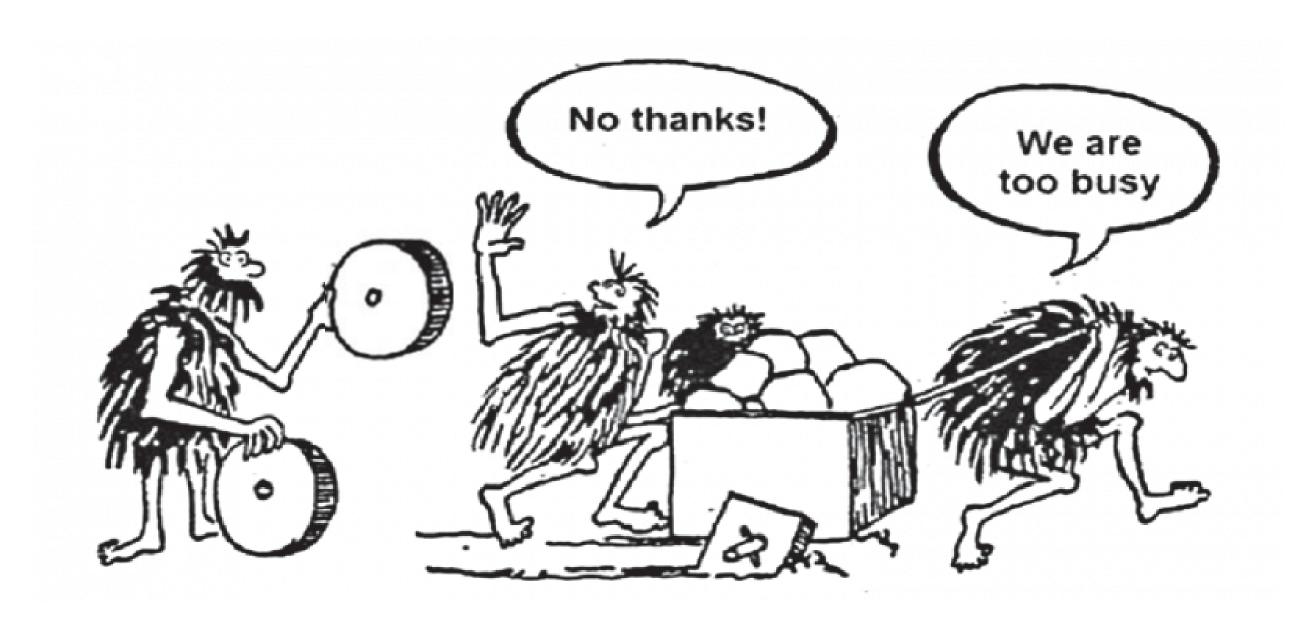






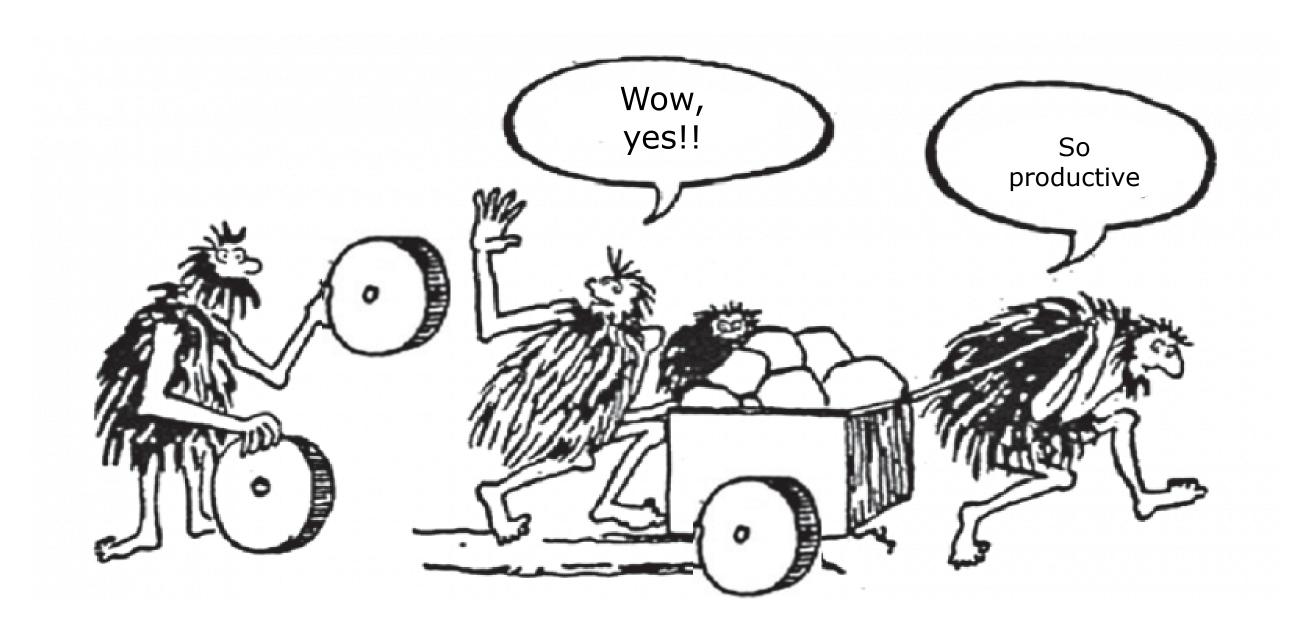
## The importance of change management

Step 1: define the wheel



## The importance of change management

step 2: bring the wheel in the organisation

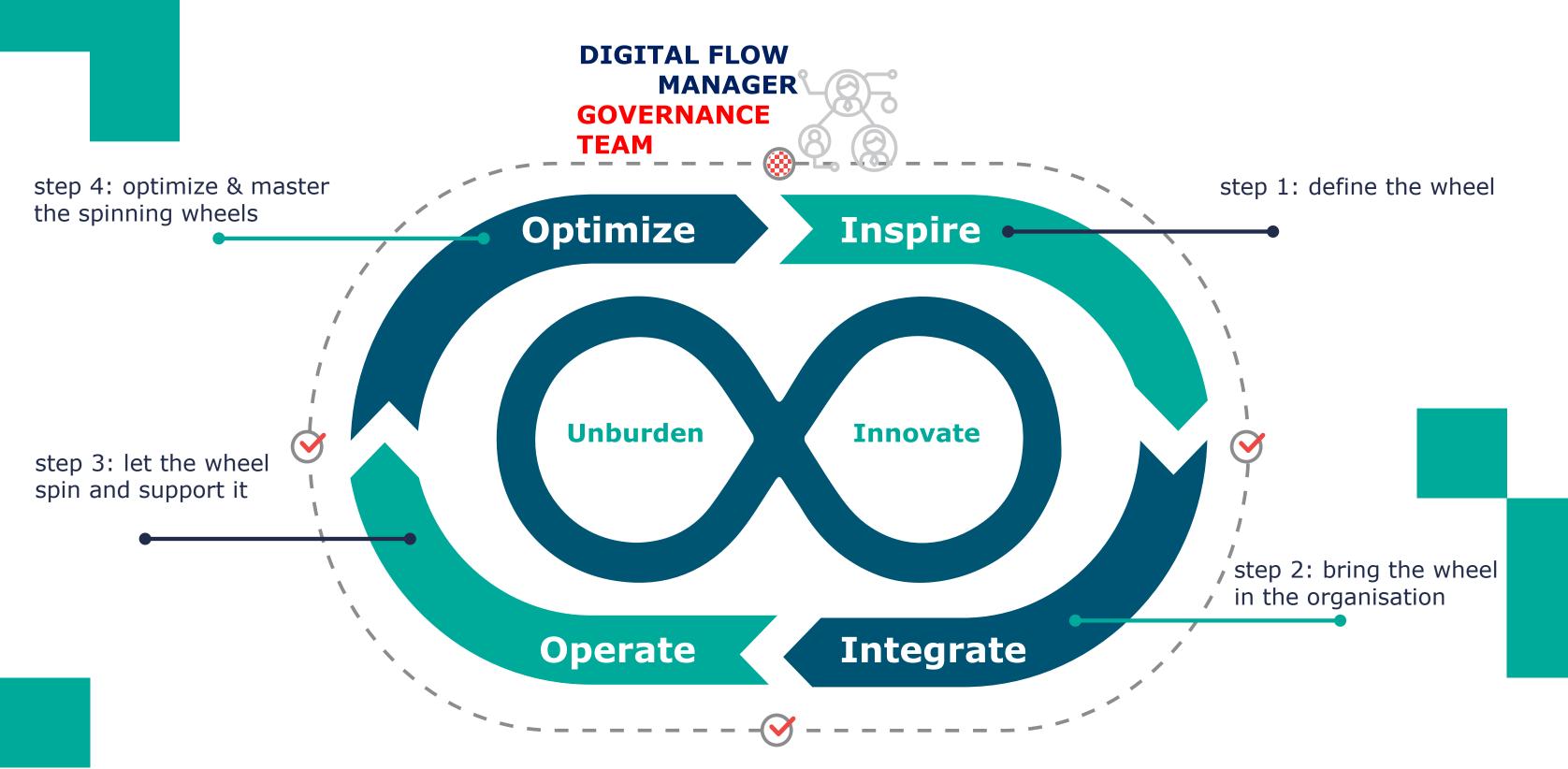




# Who knows what the future will bring?



### **The Positive Digital Flow**











## **Next steps**



#### Inetum-Realdolmen & Microsoft

**Gold Messaging** 

**Gold Application Integration** 

Gold DevOps

Gold Data Analytics

Gold Data Platform

**Gold Enterprise Resource Planning** 

Gold Project and Portfolio Management

**Gold Communications** 

**Gold Application Development** 

**Gold Collaboration and Content** 

Gold Cloud Platform

**Gold Datacenter** 

**Gold Cloud Productivity** 

Gold Small and Midmarket Cloud Solutions

Gold Enterprise Mobility Management

**Gold Windows and Devices** 

**Gold Security** 

Silver Communications

**Silver Cloud Business Applications** 

Surface PC Authorized Reseller

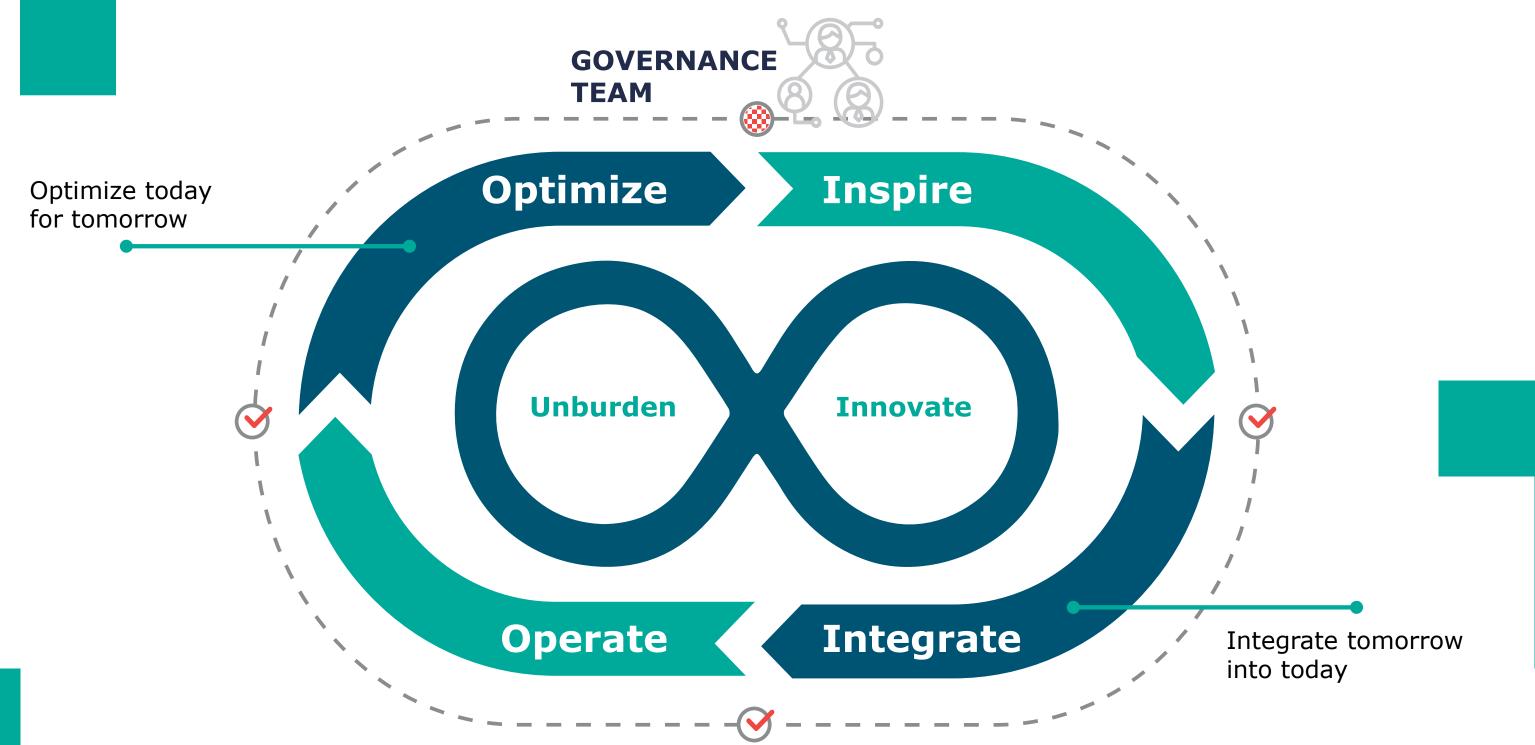
- Advanced specializations
- Windows Server & SQL Server Migration to Azure
- Modernization of Web Applications to Azure
- Azure Virtual Desktop (vroeger: Windows Virtual Desktop)
- Kubernetes on Azure
- Teams calling
- Teams Meetings and Meeting Rooms
- Microsoft Adoption & Change Management
- Teamwork Deployment

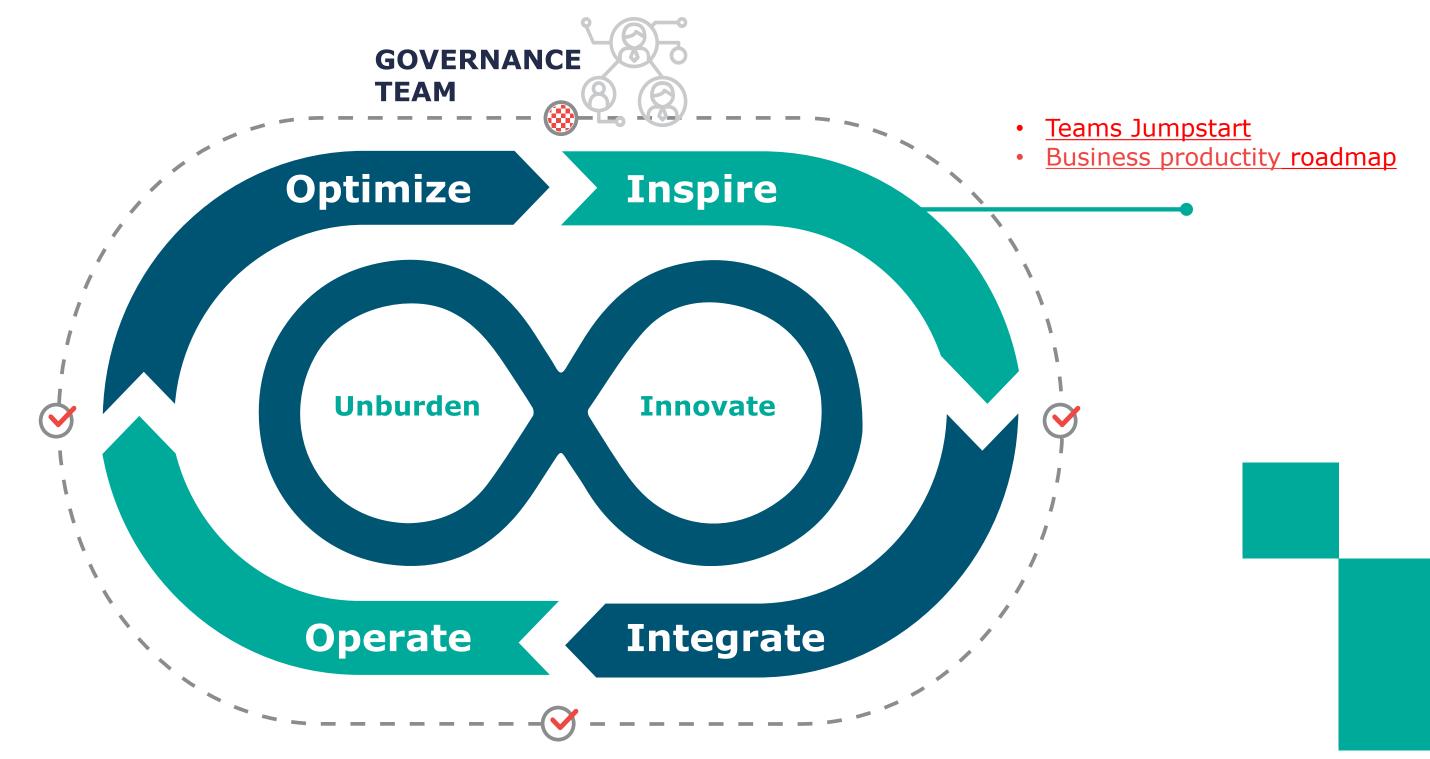




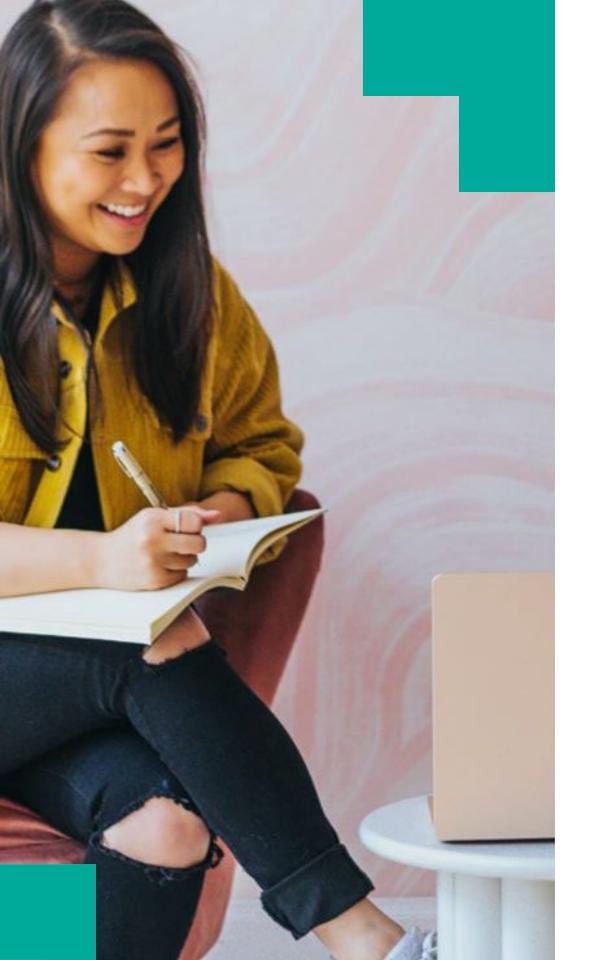
Microsoft

# In order to keep your balance, you must keep moving





<u>Gemeenschapswacht Sint-Pieters-Leeuw digitaliseert</u> <u>meldingssysteem</u>





#### Contacteer ons via:

- info@inetum-realdolmen.world
- Uw vertrouwde contactpersoon bij Inetum-Realdolmen
- Evaluatieformulier

www.realdolmen.com/nl/cloudevents