



Reimagine

The Future of Work

JLL Consulting

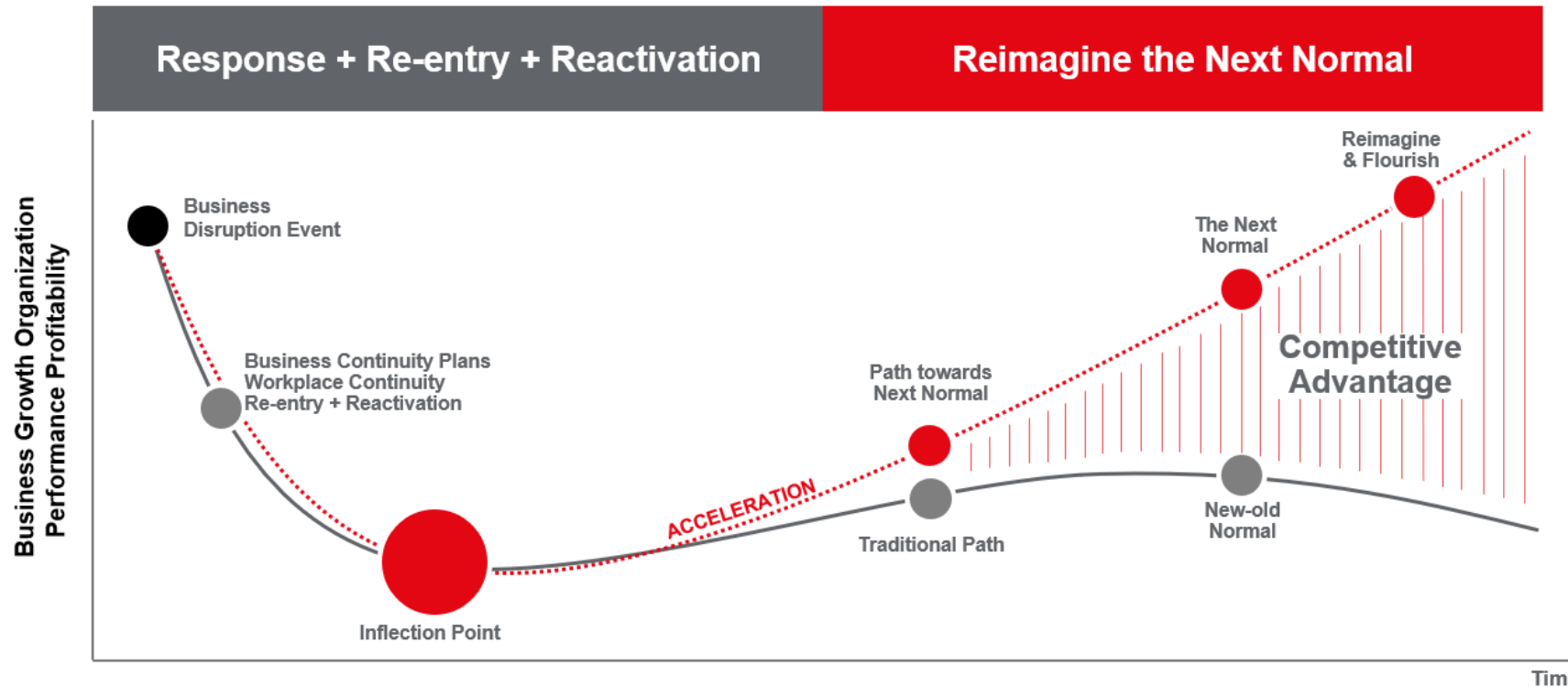
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October 2020

An Important Inflection Point for Acceleration Post-Covid-19



An important Inflection Point with greater “**Acceleration**” to the **Next Normal** (Post-pandemic)

And there is no returning to the **Old Normal** (Pre-pandemic)

Big Winners will be the bold companies that break from the mainstream – those who act courageously and fast to gain competitive advantage

The Imperative for “Always On” Operational Resiliency



Reimagine Transformation Drivers

- ❑ Business Adaptation to Uncertainty
- ❑ Continuous Elasticity/Resiliency
- ❑ “Liquid” Workforce Transformation
- ❑ Digital Workplace Transformation
- ❑ “Hybrid” Workplace Ecosystem(s)
- ❑ Health/Safety & Wellness/Well-Being
- ❑ The Responsible Enterprise
- ❑ Sustainability Practices
- ❑ Organization/Culture
- ❑ Financial Performance



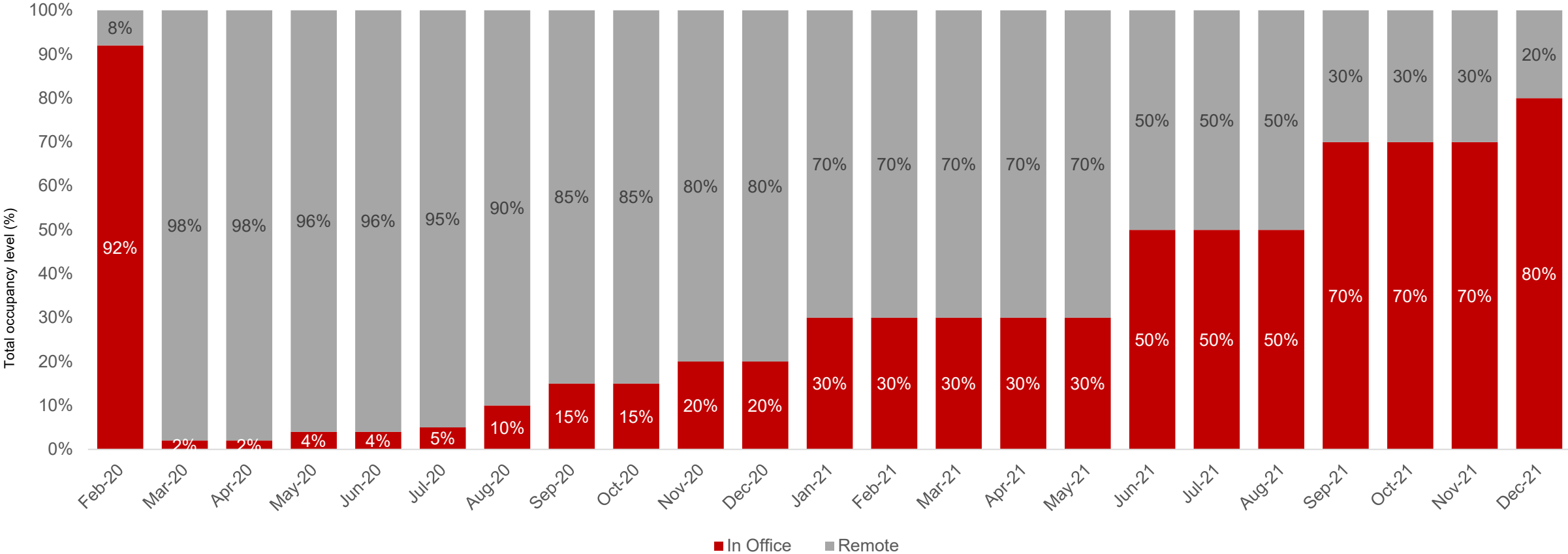
The Leadership Imperative to Act Now

CEOs recognize their businesses will never operate again as they did prior to COVID-19:

- Recognition of long-term COVID-19 coexistence that will require **continuous adaptation and elasticity**
- Big Winners will be the bold companies that **act courageously and fast with speed and confidence**
- Successful enterprises will adapt to the pattern of “**Adaptive Triggering**” (Lockdown/Relaxation) through operational resilience leading practices
- Top talent will demand diverse workforce preference(s) and “**Hybrid**” **Workplace Enablement**
- Organizational culture will evolve with diverse set of **New Workplace Behavioral Norms**

**CEO Reimagine Enterprise Strategies:
‘Always-On’ Transformation & Resiliency become Essential**

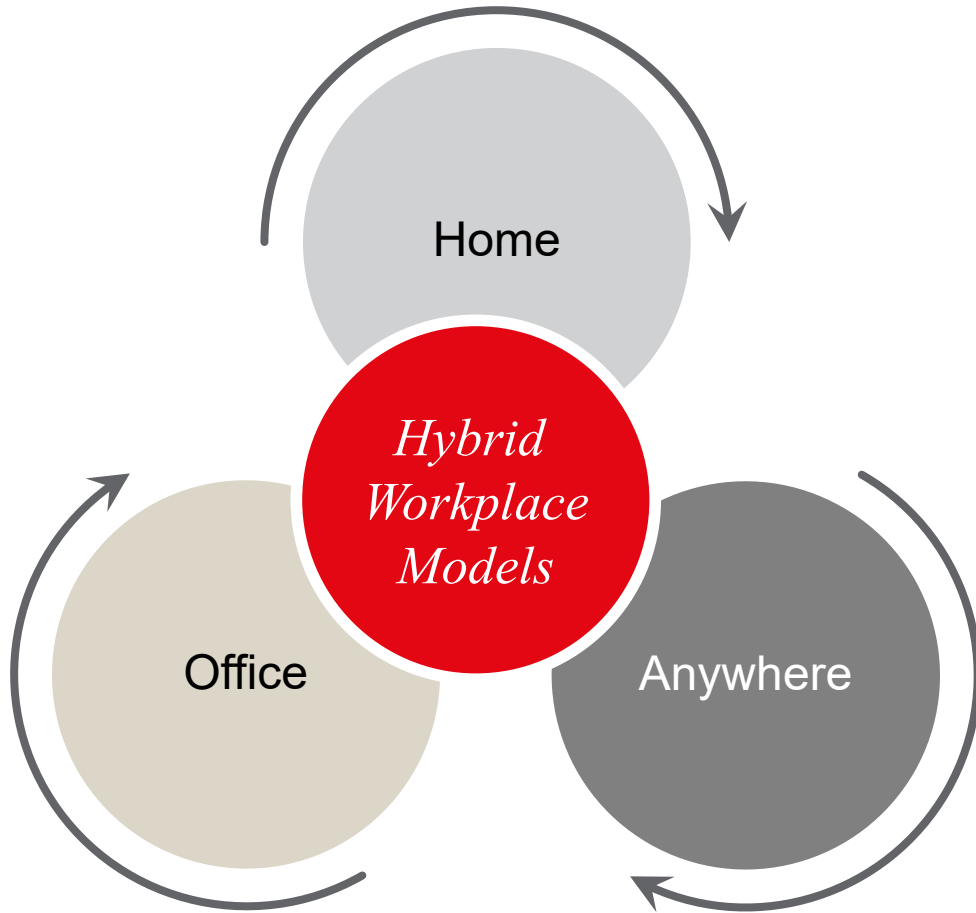
Office Re-entry Uncertainty Remains as of October 2020



Office re-entry is generally expected to be slow and methodical

Source: JLL Strategic Consulting Group survey of Fortune 500 office users

Evolving “Hybrid” Workplace Challenges & Objectives



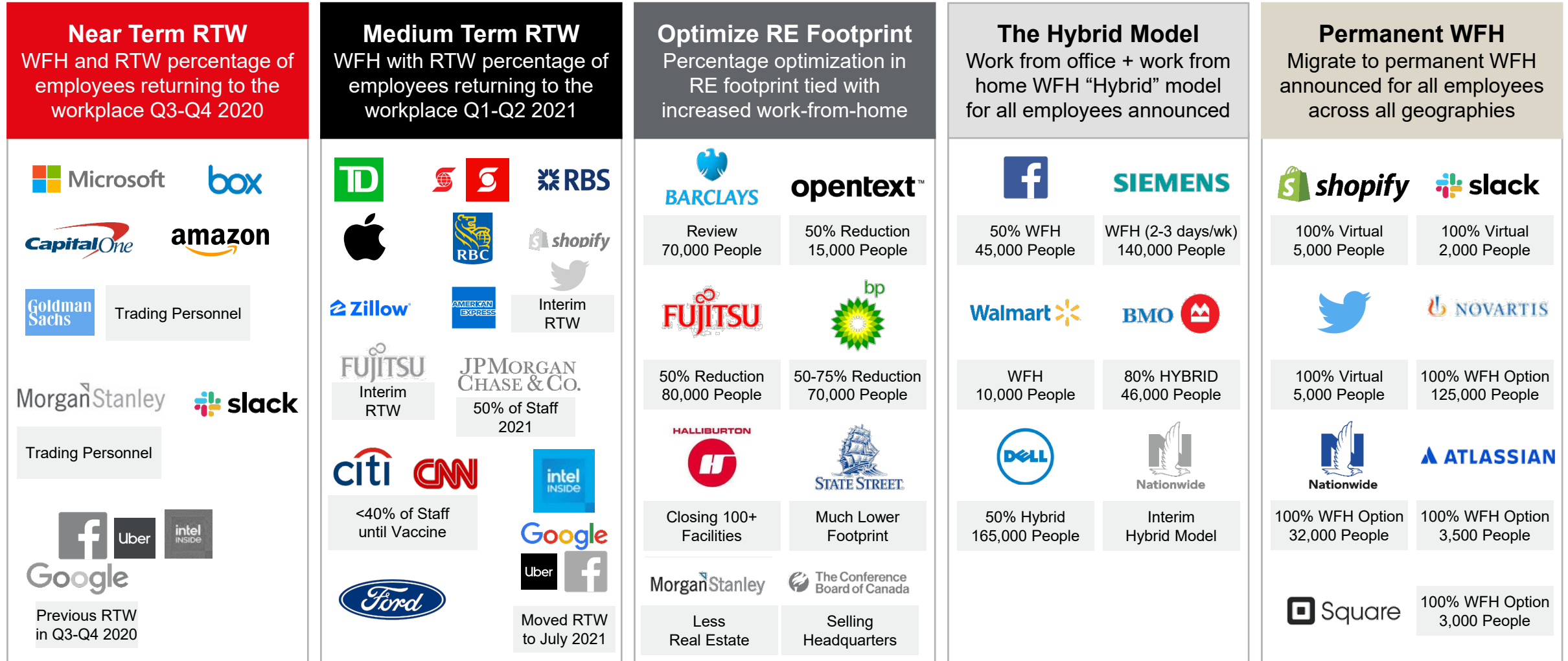
Workplace Challenges

- Business Disruption
- Change Acceleration
- Cognitive Fatigue
- Employee Fear
- Establishing Trust
- Human Health/Safety
- Increased Complexity
- Risk Management
- Talent Anywhere
- Uncertainty

Workplace Objectives

- Corporate Culture
- Elasticity and Agility
- Employee Choice
- Financial Performance
- Flexibility/Liquidity
- Health & Well-being
- Human Experience / Human Performance
- Resiliency
- Sustainability

Corporate Return-to-Work (RTW) + Work-from-Home (WFH)



Source: Global Public News Archives

Reimagine the Future of Work Outcomes



Community

Well-being

Experience

Resiliency

How can we support **community and connectivity** in person and virtually?

How do we respect and prioritize a holistic approach to **health, wellness and well-being?**

How do we create **trusted, meaningful, safe and engaging experiences?**

How will the future real estate portfolio enable **agility, flexibility and resiliency?**



Accelerate Digital Transformation

Drive Innovation & Performance

Assess Impact of COVID-19 upon Employees

Monitor Workforce Preferences

Safe/Healthy Workplace Reactivation

New 'Hybrid' Workplace Models



Thank you