

Microsoft

Future Work Now: Technology as an enabler of activity- based working

Dr Eva Balan-Vnuk
State Director, South Australia
Microsoft Pty Ltd



Successful businesses
are self critical...

...and pragmatically
paranoid



The big picture

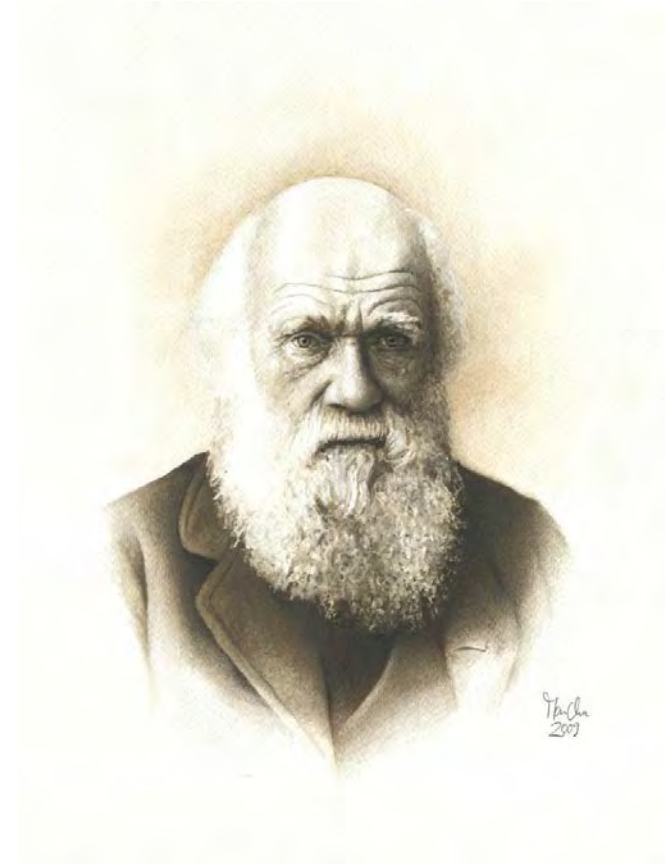
The transformation of work



The case for change and resilience

"It is not the strongest of the species that survives, nor the most intelligent that survives. It is the one that is most adaptable to change."

- Charles Darwin



Culture of innovation

The best companies nurture it



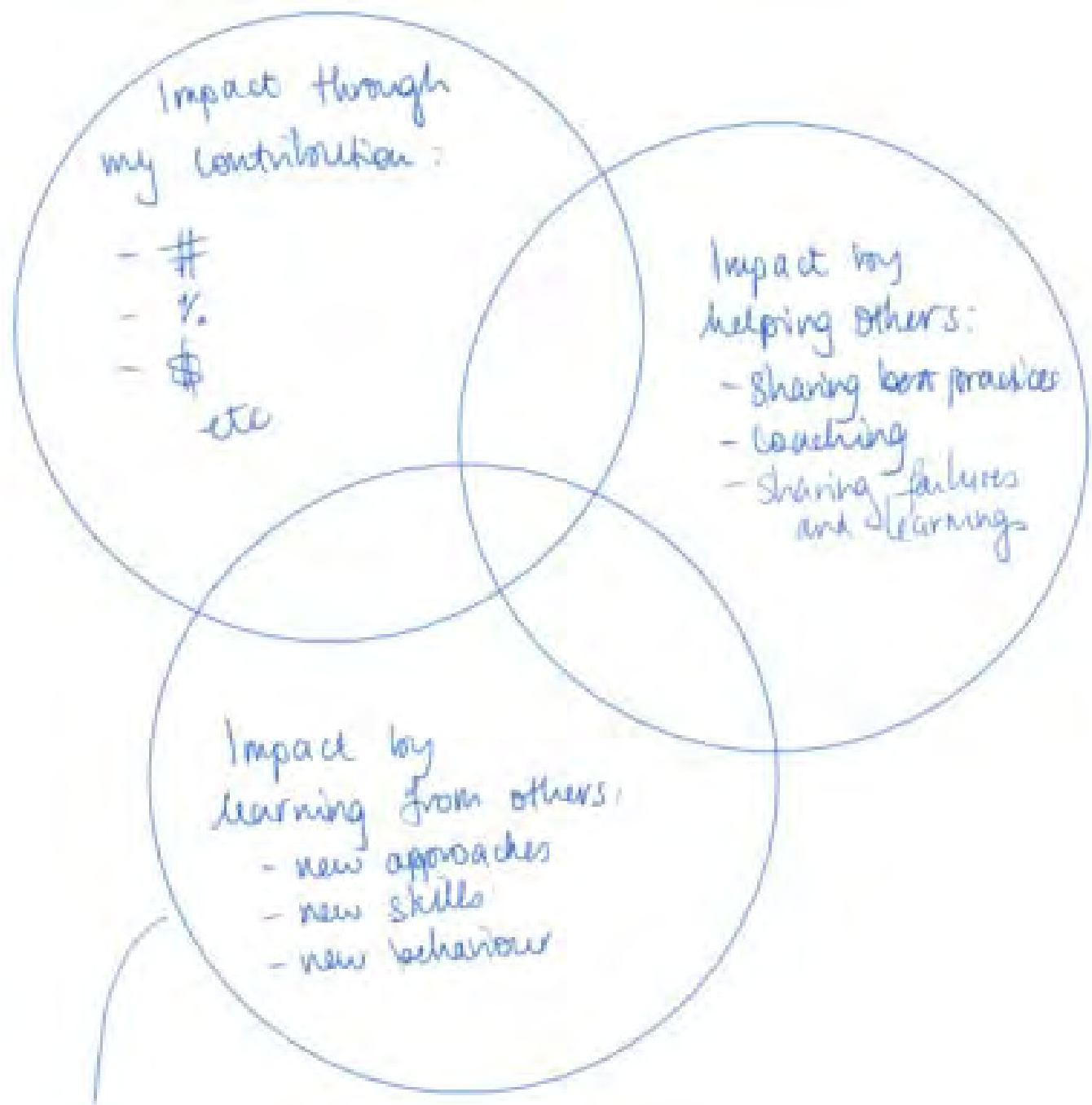
How do we **prepare**
for what's around
the corner?



We need
a new world
of work

Work is a
thing you do,
not a place
you go.





Don't bother coming in

FINANCIAL REVIEW **STARTUP** **WISDOM** **INSIDER** **BRW** **Capital**

BRW.

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Fiona Smith **Columnist**
Fiona writes on workplace issues, including... [Show all](#)
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Don't bother coming in: Microsoft plans a freaky Friday

Published 12 February 2013 08:25, Updated 26 November 2013 18:35

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Anywhere but here... Microsoft MD Pip Marlow says she'd prefer employees to spend 80 per cent of their time out of the office. Photo: Fairfax Media

"Don't bother coming in on Friday." When the chief sends out a message like that, company-wide, it is generally regarded as very bad news. It could well be followed by locked frost doors and repossession notices on Monday.

But not at Microsoft. On Friday, anyone stubborn enough to turn up for work at the offices of the software giant will find hectares of abandoned space, maybe a lone piece of A4 flipping gently among the workstations, carried along by the uninterrupted breath from the air conditioning.

Downstairs in the cafeteria, a lone barista may spend her time idly wiping the counters and lining up paper cups for the workers who never arrive.

Everyone is working from somewhere else.

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Operating efficiently from afar



Adobe managing director Paul Robson says teleworking allows flexibility, which improves engagement and productivity

Technology is making it steadily easier to be productive from home

READ MORE HERE

TELEWORKING is known to deliver improved worker productivity and reduced travel costs and carbon emissions, but the average is still struggling to get through to some business.

The level of penetration of teleworking in Australia has barely grown with the most recent data from the Australian Bureau of Statistics dating back to 2010.

Back then the proportion of Australian workers teleworking was 1.5 per cent, a figure that has not changed much since.

The federal government has set a target of doubling that participation rate by 2020, and a promising concept through Telework Week, which takes place from November 18-20, and a prominent figure in the industry is not out of a follow-up post by Julia Gillard in her nomination at the recent forum on the digital economy in Hobart.

The task of doubling telework participation seems a tall order, but it is not impossible, says a survey of more than 1000

and workplaces oriented towards collaboration. Researching workplaces are also directed for transferability.

"We want our people to do great work, hold them accountable for the outcomes of their roles, and empower them to select the most suitable location in which to deliver that," Clements says.

The company was named the 2012 "best employer" by the Australian Chamber of Commerce and Industry (ACCI) in its service category.

Adobe will soon launch a program called Work Anywhere, which will allow its employees to work from anywhere in the world.

Managing director Paul Robson says teleworking allows teams to be flexible in delivering their work, and the tools to greater engagement and productivity, while assisting with recruitment.

"We have recently been able to hire a number of staff from Australia because we have the flexibility to place them far from our offices and capabilities, depending on your business," Clements says.

As an early adopter of teleworking, the IT industry has also been early in discovering its benefits.

IT infrastructure management company LogiCity, which is

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UNCHAIN MY STAFF

How our biggest companies are managing an untethered workforce.

STORY: Bill Glasgow PHOTOGRAPHY: Nic Walker and Michele Messop

It's about a lot more
than changing how
the office looks.

So where do you start?

1.
People

2.
Place

3.
Technology



People

What works for you,
works for us too.

"We trust our people to do great work, hold them accountable for the outcomes of their roles and empower them."

Rose Clements, HR Director,
Microsoft Asia



Trust and accountability





Place

People choose where they want to work based on what they're doing.

No set desks

Spontaneous
meeting spaces

More meeting
rooms

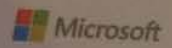
Quiet workspaces

Standup desks

Phone cubes
for privacy



this is my office



Technology

Even though we're working so fluidly now, we never feel like we're not working together.

"We give people the tools they need to do their best work, from anywhere."

Pip Marlow, MD, Microsoft Australia



Supported Buildings

Find Me

Level Summaries

UK CAMPUS BUILDING 2 Level 2

9 (1)

AUCKLAND 22 (1)

DUBAI INTERNET (1)

IRVINE (2)

LONDON 2WHS (5)

LONDON 80 VIC (1)

MEXICOCITY-SFE (5)

REDW B (4)

SEOUL KTT (2)

SINGAPORE OMB (1)

SYDNEY (1)

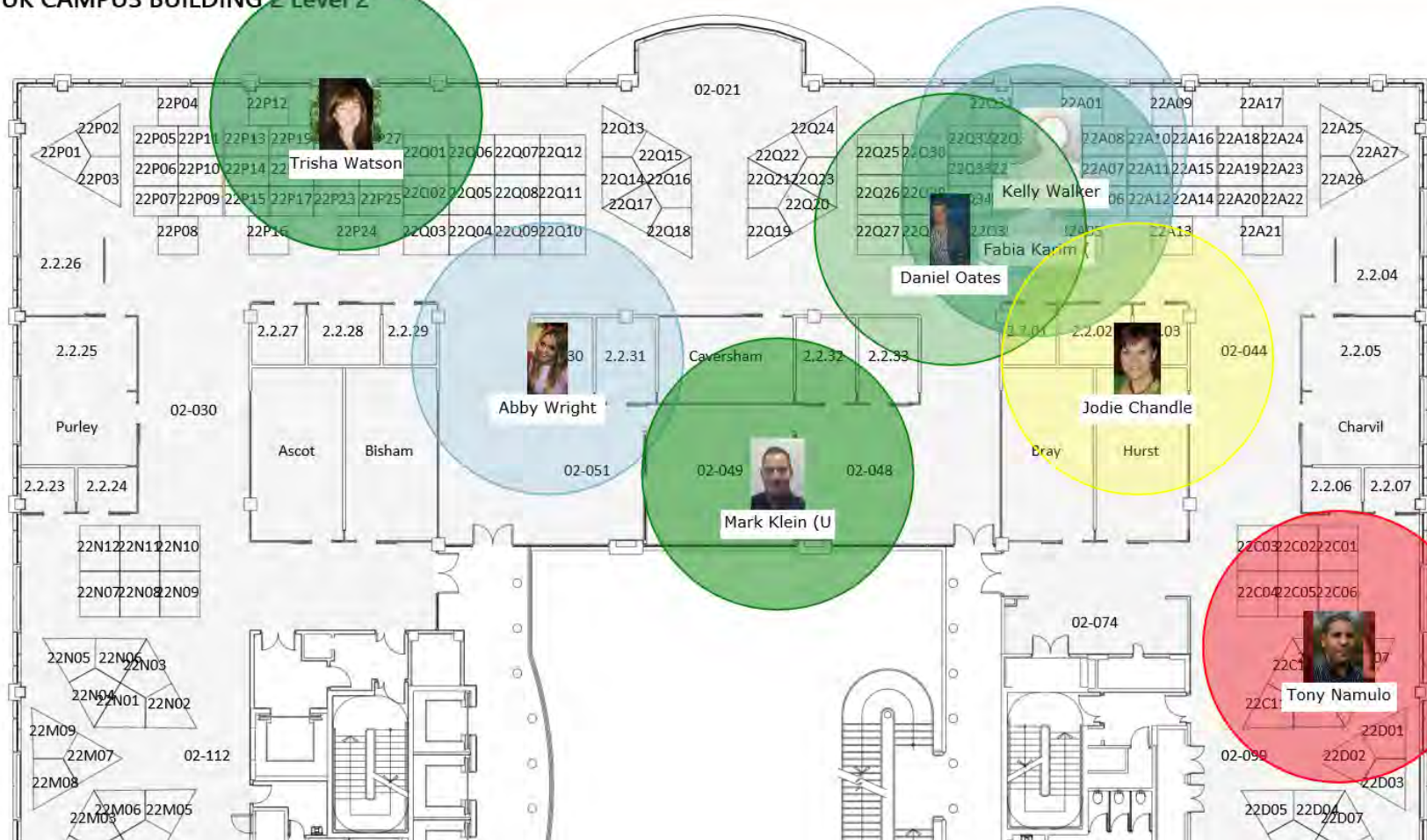
TALLINN AKAD (8)

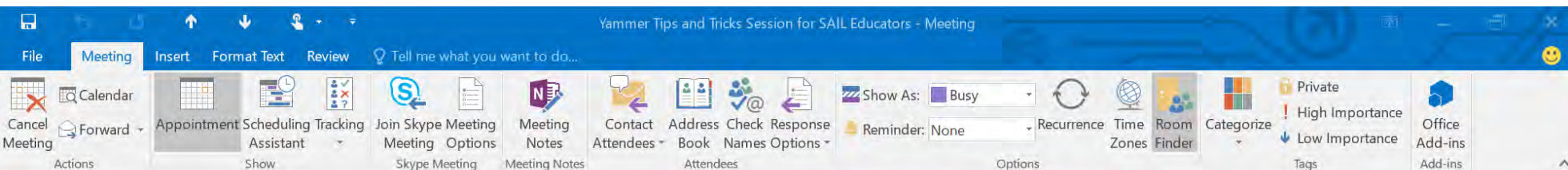
TOKYO SHINAGAWA (2)

UK CAMPUS BUILDING 1 (9)

UK CAMPUS BUILDING 2 (20)

Level 1 2 people online





7 recipients are outside your organization.
Susan Allin : Automatic reply: "Hi there and thanks for your message, I will be travelling to WA"
Attendee responses: 12 accepted, 3 tentatively accepted, 0 declined.

Client Meeting

To...	<input type="checkbox"/> Troy Thomson <troy.thomson@pulteney.sa.edu.au>; <input checked="" type="checkbox"/> Susan Allin; <input type="checkbox"/> Jason Loke <jason.loke@schools.sa.edu.au>; <input type="checkbox"/> Troy Thomson <admin@sail.sa.edu.au>; <input type="checkbox"/> Sieben, Rob <rsieben@pac.edu.au>; <input type="checkbox"/> S...		
Subject	Yammer Tips and Tricks Session for SAIL Educators		
Location	Microsoft Office (L12, 147 Pirie St)		
Start time	Thu 27/08/2015	4:15 PM	<input type="checkbox"/> All day event
End time	Thu 27/08/2015	5:30 PM	

Kind regards,
Susan, Geraldine and Eva

Education Team for SA and WA
L12, Aurora Building, 147 Pirie Street, Adelaide SA 5000



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→ Join Skype Meeting

This is an online meeting for Skype for Business, the professional meetings and communications app formerly known as Lync.

Join by phone

+61298702923 (Australia, Sydney)

English (Australia)

+611800553229 (Australia, Sydney)

English (Australia)

[Find a local number](#)

Conference ID: 153786230

[Forgot your dial-in PIN?](#) | [Help](#)

Skype for Business

What's happening today?

Eva Balan-Vnuk
Available
Set Your Location

Find someone or dial a number

GROUPS STATUS RELATIONSHIPS NEW

FAVORITES

- Aaron Dinnage** - Offline 6 hours
• Hi there fellow Microsoft employee,
- Abbie Keys** - Inactive 6 hours - Mobile
To submit a SR for Adelaide, please head to www.msfacilities.com
- Adam Payne** - Offline 3 hours
- Andrea McDonald** - Offline 7 hours
• Out of Office
- Beth McLaughlin** - Inactive 4 hours - Mobile
- Bob Williams (AUSTRALIA)** - Inactive 3 hours - Mobile
• Out of Office
- Brad Clarke** - Inactive 3 hours - Mobile
- Brayden Leckie** - Inactive 7 hours - Mobile
- Brett Lightfoot** - Offline 5 hours
<http://findme/man/bright>

CALL FORWARDING OFF

Room Finder

August 2015

Mo	Tu	We	Th	Fr	Sa	Su
27	28	29	30	1	2	
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

☐ Good ☐ Fair ☐ Poor

Show a room list:
None

Choose an available room:
None

Suggested times:
Suggestions are not provided because most attendees are not available during your working hours.

BRANCH MEETINGS

BRANCH LOGISTICS

BRANCH ADMIN

CHRISTMAS

CITIZENSHIP

CONSUMPTION PLANS

DEVICES

EVENTS PROCESS

EVA IBR CALLS

EDUCATION SA

FY16

SA GOVT EA RENEWAL

PHOTOS OF MARCUS

SA FY15 SALES OFFSITE

SA FY14 BRANCH OFFS...

SA PARTNER INFO

SAGOV CLOUD LICENSI...

SA GOVT LUMIA 532

SERVICES PORTFOLIO R...

STAFF CARPARKS

STEVE AND CHIARA

WORK EXPERIENCE

ALUMBA WINES

ADELAIDE EVENTS

Hosting Services Panel...

FY15 Growth Workshop

MCS SESSION + PREM...

MG Visit Oct 14

CRM Events

Edu Event

MG Visit May2015

MICSA

Yammer Journey 13 Jan

PSJ Safer Cities

BI and ML Event

DII 17 Sept and 23 Oct

O365 Drumbeat 16th ...

Azure Sessions 1-3Oct...

Power BI and Machine ...

Education Partners

2020 Partner Session 1...

DII 17 Sept (Pre-Repair)

Community Insights 9 ...

MG Partner Roundtable

Citizenship

Invitationne

Quick Notes

Presentation: Simon / Brayden What is Office 365? (see details attached)

Thursday, 19 March 2015 12:31 PM

Meeting Date: 19/03/2015 11:00 AM


Location: Adelaide Office

Link to Outlook Item: [click here](#)

Invitation Message (Collapse)


11am	What is Office 365? <ul style="list-style-type: none">Overview of components including demoYammer & LyncOneNote	Simon Chaney Brayden
11am	What is Office 365? <ul style="list-style-type: none">Overview of components including demoYammer & LyncOneNote	Simon Chaney Brayden


Content (Collapse)


FW Office 365 Event...

Added by [Simon Chaney](#)
Attachment from Outlook

Participants (Collapse)

 [Simon Chaney](#) (Meeting Organizer)

 [Brayden Leckie](#)

 [Eva Balan-Vnuk](#)

Notes

This is true collaboration

I agree :)

+ Add Page

Citizenship Brochure Branch PH

2015 ThinkUKnow train the tra

Quarterly Call

2015 ThinkUKnow deck training

Microsoft Connecting Commu

Presentation: Simon / Brayden

#wespeakcode - Adelaide

←

→

↺

🔒

microsoft.sharepoint.com/teams/ptysa/_layouts/15/start.aspx#

🏠

☆

☰

✎

🔔

⋮

Office 365

Sites

Microsoft

🔔

⚙️

?

👤

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S

▶

Microsoft South Australia New Site

Old SA Branch Site

SA Story Brochure

FY14 Planning

SA Sales Team Meetings

SA Innovation Centre

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Drag files here to upload

✓	📁	Name	Modified	Modified By
	📁	_Templates and Forms	... July 31, 2013	<input type="checkbox"/> Brian Kealey
	📁	Branch Meetings	... August 5, 2013	<input type="checkbox"/> Brian Kealey
	📁	Citizenship	... July 31, 2013	<input type="checkbox"/> Brian Kealey
	📁	Compete	... December 18, 2013	<input type="checkbox"/> Brian Kealey
	📁	Education	... August 20, 2013	<input type="checkbox"/> Eva Balan-Vnuk
	📁	FY14 Deal Audit	... September 9, 2013	<input type="checkbox"/> James Jackson
	📁	Health & Safety	... October 21, 2014	<input type="checkbox"/> Leah Atkinson (Johnson Controls)
	📄	New Starter Information	... August 18	<input type="checkbox"/> Nakul Gandotra
	📁	Presentations	... December 10, 2013	<input type="checkbox"/> Brian Kealey
	📁	SA Branch Pictures	... January 20	<input type="checkbox"/> Simon Chaney
	📄	SA Branch Shared OneNote	... Yesterday at 12:13 PM	<input type="checkbox"/> Simon Chaney



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	_Templates and Forms	... July 31, 2013	Brian Kealey
	Branch Meetings	... August 5, 2013	Brian Kealey
	Citizenship	... July 31, 2013	Brian Kealey
	Compete	... December 18, 2013	Brian Kealey
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We're happier
at work –
and more
effective

We're closer
to customers

We're leaner
and more
sustainable

We're more
responsive

We're more
collaborative

"It's the hundreds
of unplanned moments
you might have each day
where you bump into
people and collaborate –
it really strengthens the
fabric of an organisation."

Pip Marlow, MD,
Microsoft Australia

Work
ng
changed us
for the better



What we learned

Engage people in the change early on

Put your best change managers on it

Ask what your people need – and what they like

Find ways for people to personalise

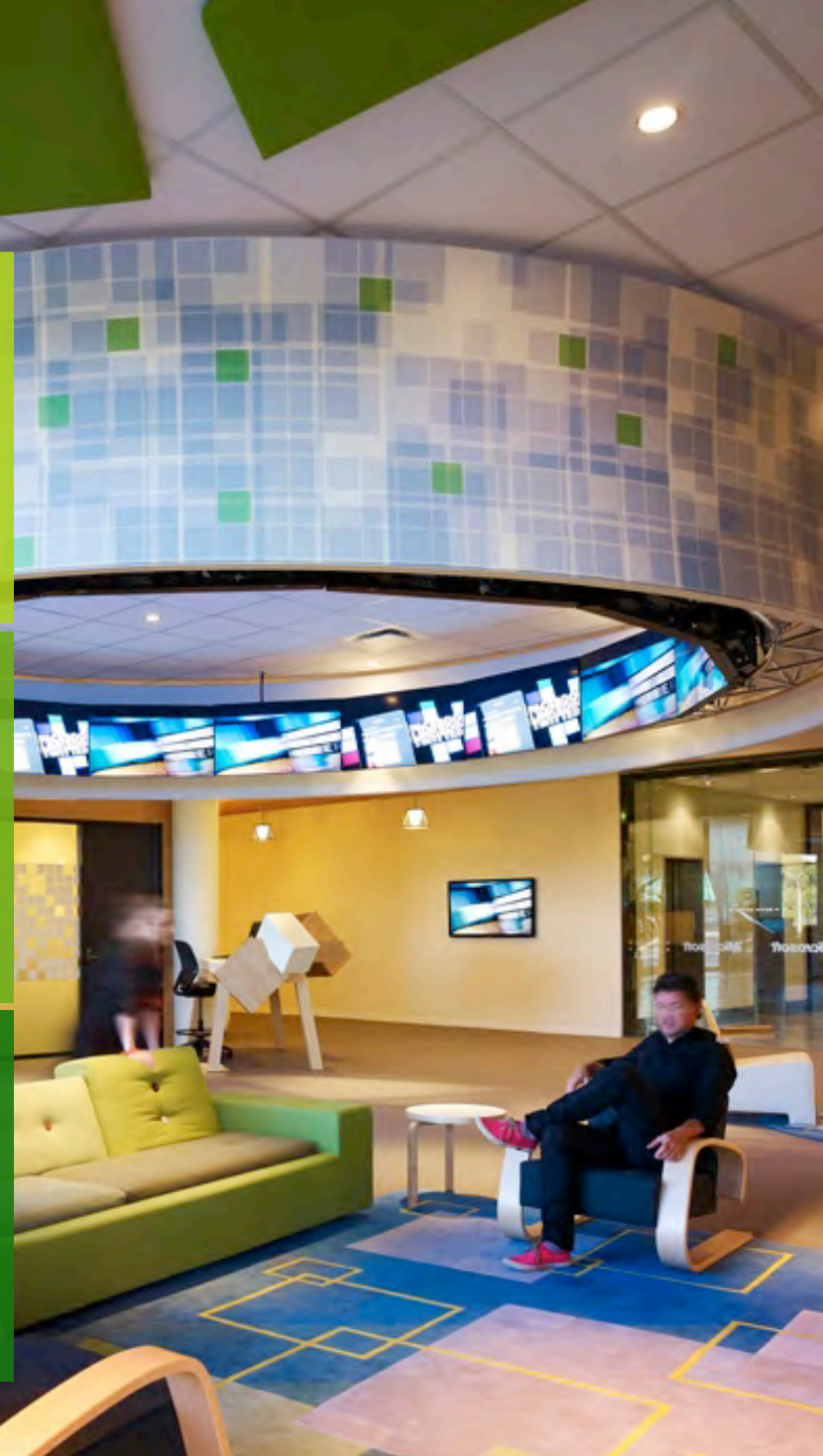
Go a floor at a time so people acclimatise

Get their feedback as you go

Plan plenty of meeting rooms

Consider rewards and recognition

Support managers to lead the change



A modern office interior with a long yellow modular sofa on the right, white square tables on wheels, and black cylindrical ottomans. Large windows on the left offer a view of the ocean. The ceiling has yellow pendant lights.

Every organisation does it differently

You'll have
plenty of
questions

And you'll
fine tune as
you go

You may want
to run a pilot

Start with
your culture:
what suits your
people and
your
stakeholders?

Thank you