



*Worker
Enablement*



Is your CRE department playing a deliberate leadership role in improving employee productivity and morale?

Is employee engagement critical to the success of a current or upcoming initiative such as workplace mobility, sustainability or office consolidation?

Are you seeking a more quantifiable approach to applying the right combination of facilities features, amenities, and programs for optimization of employee health, productivity, and retention?

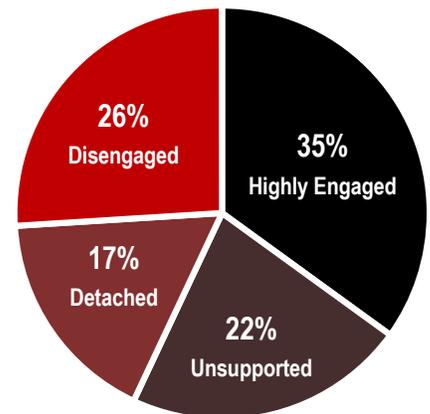
CRE plays an increasingly significant role in worker enablement. That can mean helping employees adapt to new ways of working within and outside the office, engaging them more fully in sustainability, or creating a work environment of productivity and innovation.

Initiatives requiring worker enablement pose special challenges.

One hurdle is to identify the right mix of passive and active programs. Should you deploy a hospitality program? Should your facilities have game rooms and free food? Which green building standards will best improve productivity in your environment? Will workplace mobility really help? And if all these programs are not deployed ubiquitously, should you worry about the impact of a “haves and have-nots” portfolio?

If you have data about service levels and employee satisfaction, a business intelligence framework can help identify the optimal mix of programs based on a model of the outcomes. But measuring improvement over time is another challenge, especially in order to isolate CRE’s level of success from contributions from HR, IT and others.

Disengaged workers cost companies
\$370 billion annually



Source: 2011 Gallup Poll

JLL's Strategic Consulting team has the expertise and tools to meet these challenges head-on

Worker Enablement services

Every Worker Enablement engagement is designed and implemented to fit the specific needs of the organization; however, our framework serves as a universal guide to success on your terms:

- Align stakeholders to a definition of productivity and worker enablement that fits your business and your portfolio.
- Translate your definition into a set of performance metrics.
- Assess and score your facilities for opportunities in worker enablement, creating internal and external benchmarks.
- Develop a toolkit for engaging and empowering workers and measuring results.
- Design and deploy green teams, facilities upgrades, workplace strategies, technology platforms, hospitality programs, and other initiatives that enable workers to be more productive.
- Reinforce goals throughout implementation via employee communications and training, feedback loops to improve processes, and progress reports to stakeholders.
- Measure results against metrics, and adjust goals and strategies as needed.



For more information, please contact:

Michael Jordan
Head of People and Process
Strategic Consulting
(503) 662-2684
michael.jordan@am.jll.com

