User Experience | Zurich's Journey To Date

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User Experience | Zurich's Journey To Date

1. Workforce Trends
2. Employee Experience
3. Key Questions facing our organisation
Workforce Trends

1. By 2020 Millennials will make up 50% of the workforce
2. Almost 2/3 of Millennials leave their job in less than 3 years
3. 20% of the workforce will retire in the next 10 years
Through the ages
Does open plan lead to efficiency and effectiveness?

“The average office worker is interrupted every 3 to 5 minutes and it takes another 20 to re-focus”
(Washington Post)

“Overall, face-to-face time decreased by around 70 percent across the participating employees, on average, with email use increasing by between 22 percent and 50 percent”
(a Harvard study of two Fortune 500 companies planning to make a switch to open-plan offices and compare how employees interact both before and after the new office design)
Our Big 3 Challenges....
How can we develop our services to meet the changing needs of our colleagues

Analysis

How do we understanding the needs of individuals, teams and the organisation?

Employee Experience

Holistic, sustainable approach to people, place and technology

Measure

measure beyond cost and space utilisation
Traditional office layouts focusing on functional teams

Flexible layouts focusing on individuals and networks

- **Command**
  - A traditional top-down structure. The connections that matter are between workers and their managers.

- **Command of Teams**
  - Small teams operate independently but still within a more rigid superstructure.

- **Team of Teams**
  - The relationship among teams resembles the closeness among individuals on those teams.
As a leading insurance organisation we provide a vital role in today's uncertain society. We are here to help our customers when things do not go to plan.

Across Premises, IT and HR, it is our responsibility to provide the backbone for our colleagues to support our customers and their communities.

We are the Team of Teams working across functions to provide flexible, on demand services that truly reflect the needs of our workforce, now and in the future.
Focusing on Employee Experience

Virtual Zurich Experience Team

- Premises
- IT
- HR
- Architecture

Process | Culture
---|---
Ambition
Tools and Technology | Place

Moments that Matter
Less desks, more collaboration....

......and a real focus on Wellbeing
Virtual Assistants
Is the corporate office dead??
My view is no....but organisations want to pay for what they need...

Flexibility and User Experience will dominate;

How will AI and Virtual Assistants revolutionise workplaces?

Individual ownership > Team collaboration
Thank you