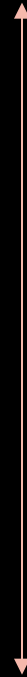


# The power of place.

Using the world's largest collection of employee workplace experience data to navigate the post-pandemic people + place landscape.

**Customer** experience



**Delight**

**Please**

**Meet**

**Disappoint**

**Disgust**



**1,321,558**

**Leesman office-based  
assessments (Lmi)**



**522,899**

**Leesman home-based  
assessments (H-Lmi)**

Leesman®

## PURPOSEFUL PRESENCE

How and why employees return



Leesman®

## POWER OF PLACE

The difference between average and outstanding



# 64.3

**The Leesman Index  
'Lmi' pre-pandemic**

**Responses to Leesman's standardized evaluation technique produces a score that 0 - 100 rates the ability of a workplace or the home to support the work the employee does there.**

**64.3**

**The Leesman Index  
'Lmi' pre-pandemic**

**67.9**

**The Leesman Index  
'Lmi' post-pandemic**

**77.8**

**The Leesman Index  
'H-Lmi' post-pandemic**

**67.9**

**The Leesman Index  
'Lmi' post-pandemic**

**The average home  
supports the average  
knowledge worker better  
than the average office.**



**Spaces designed for living  
support your knowledge  
workers better than spaces  
designed for work.**

**The CEO 'return to office or else' is having limited success in 2024**

**Bank of America warns return-to-office laggards with 'letters of education'**

Banks take tougher stances as financial job markets almost a year after the pandemic.

**Companies' hard-line stance on returning to the office is backfiring**

Employees are losing patience with remote work, but they're facing an uphill battle.

***In-Office Mandates Attacking Progress And Company Growth, But 'Big Guns' Not Backing Down***

Dell said to be preparing broad Return To Office order this Monday

Remote work option will still be offered – but at the cost of career advancement.

**'Don't Mess With Us': WebMD Parent Company Demands Return to Office in Bizarre Video**

"I've seen better acting by hostages in direct to DVD movies." one anonymous worker wrote about the video.

**The CEOs drawing a hard line on return-to-office policies**

WORK

**Goldman Sachs CEO Solomon calls working from home an 'aberration'**

Europe Energy Economy Tech Retail Lifestyle

SUCCESS · REMOTE WORK

## Deutsche Bank draws a new remote-work line in the sand, banning staff from working Fridays and Mondays at home

BY **MATTHEW BOYLE** AND **BLOOMBERG**  
February 16, 2024 at 6:34 PM GMT



Deutsche Bank CEO Christian Sewing.  
JENS KRICK - POOL/GETTY IMAGES

The German banking giant said the move was designed to “spread our presence more evenly

“spread our presence more evenly across the week,”

mandate “will ensure consistency across the bank,” a spokesman for the bank said.

The CEO ‘return  
or else’ is having  
success in 2024

*In-Office Mandates A  
Progress And Compe  
Growth, But ‘Big Gu  
Backing Down*

WORK

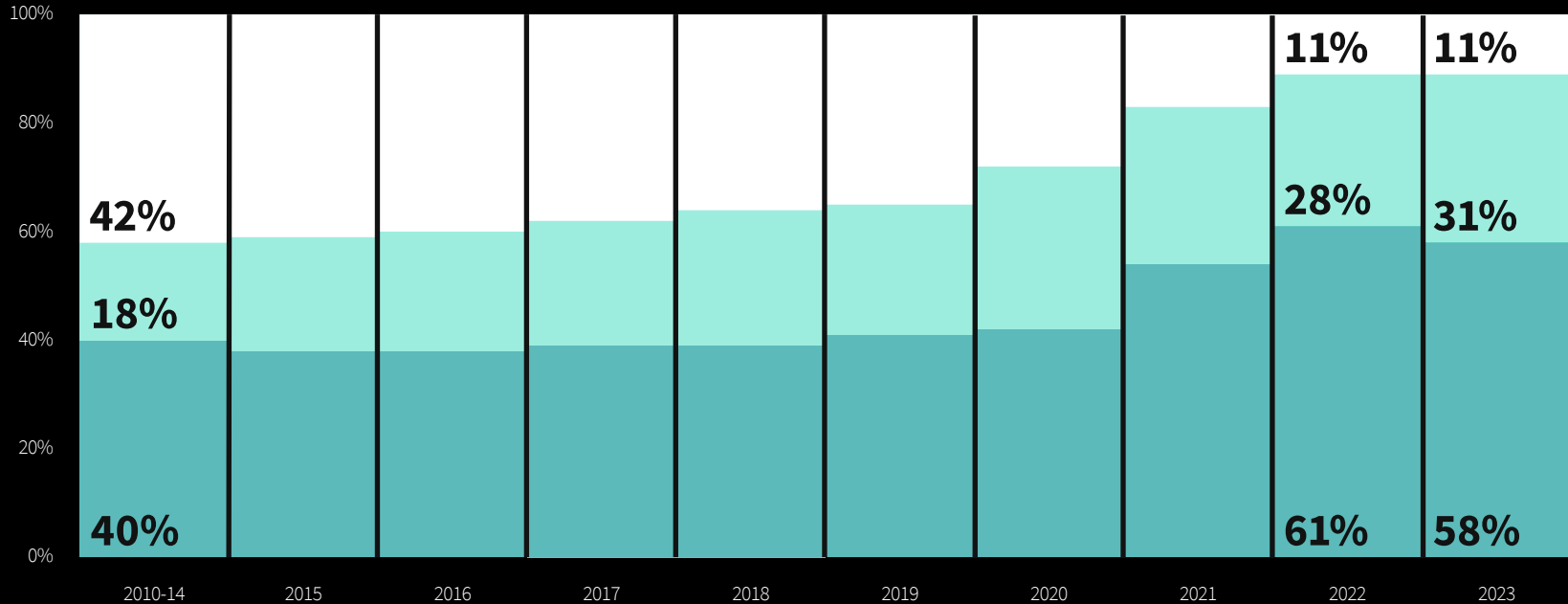
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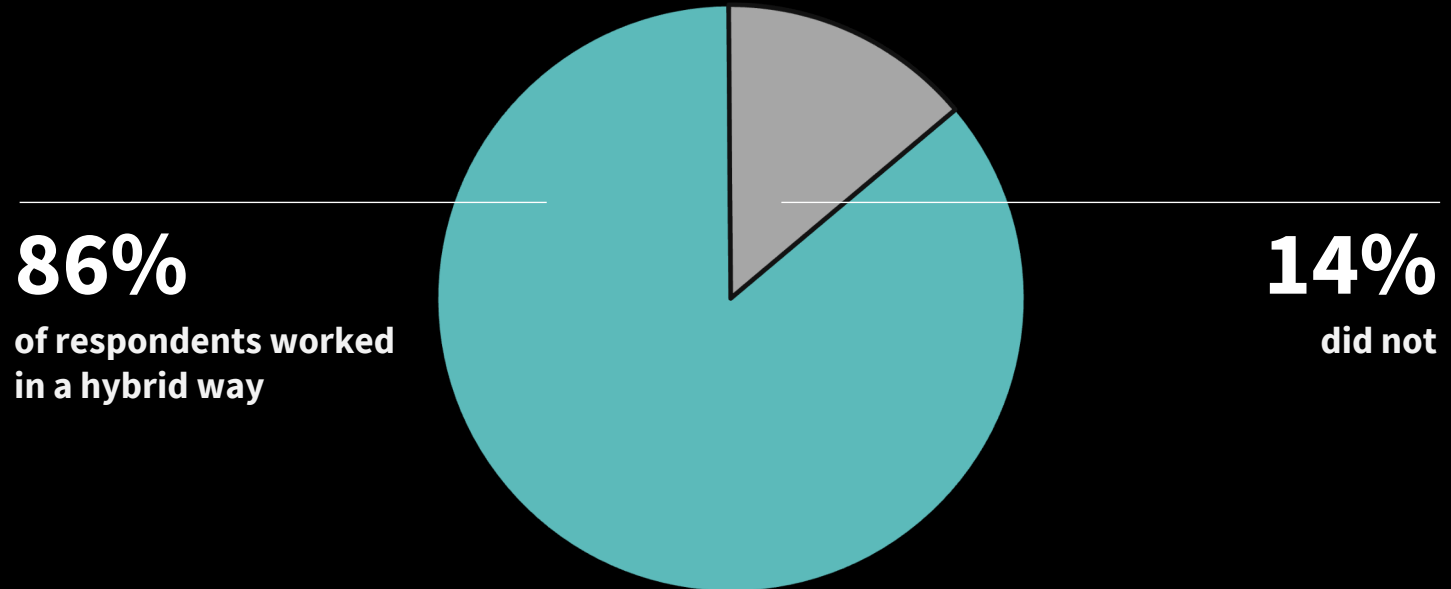
remote work,

os drawing  
turn  
s

A dedicated work room or office
  A dedicated work area (but not a separate room)
  A non-work specific home location (such as a dining table)



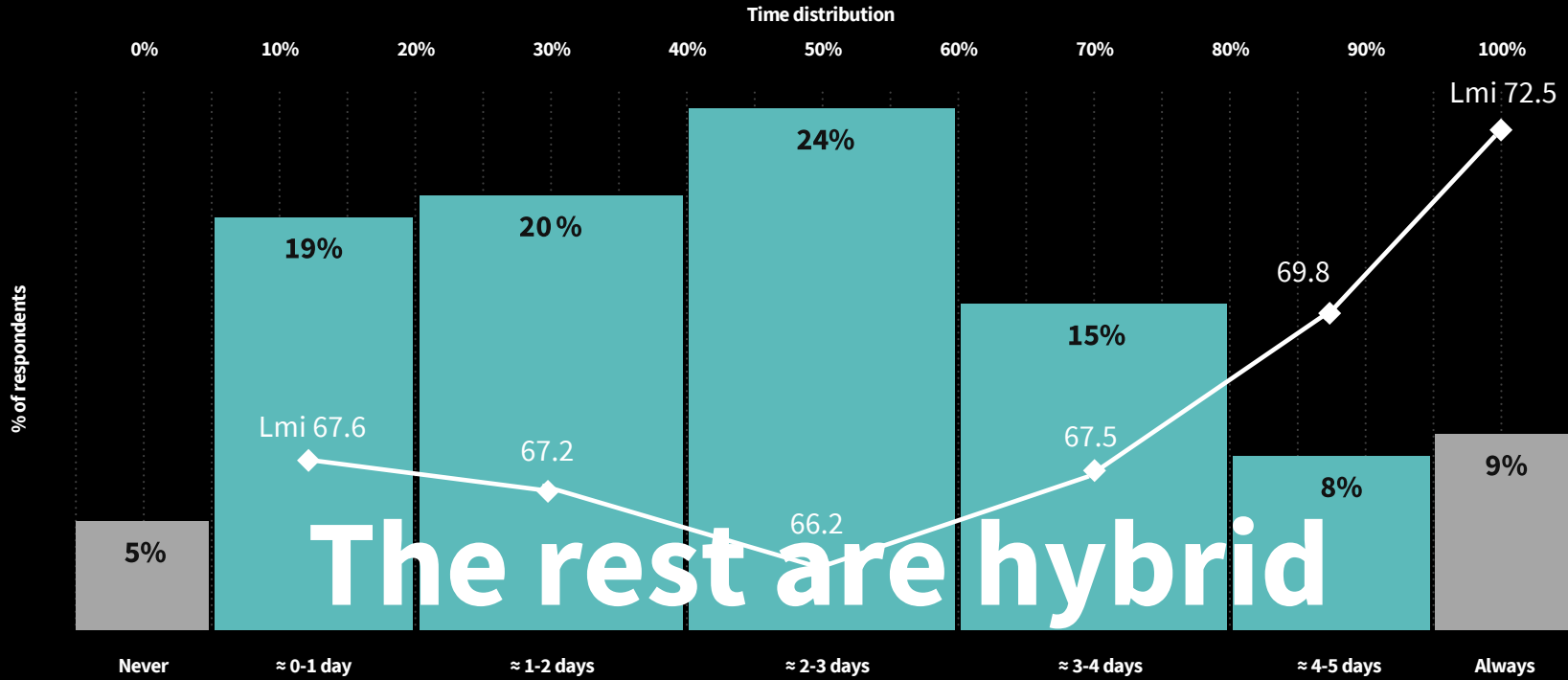
Leesman office & home working, N=932,344, 2010-2023



**86%**  
of respondents worked  
in a hybrid way

**14%**  
did not

# Approximately what proportion of your work time do you spend at your organisation's workplace?

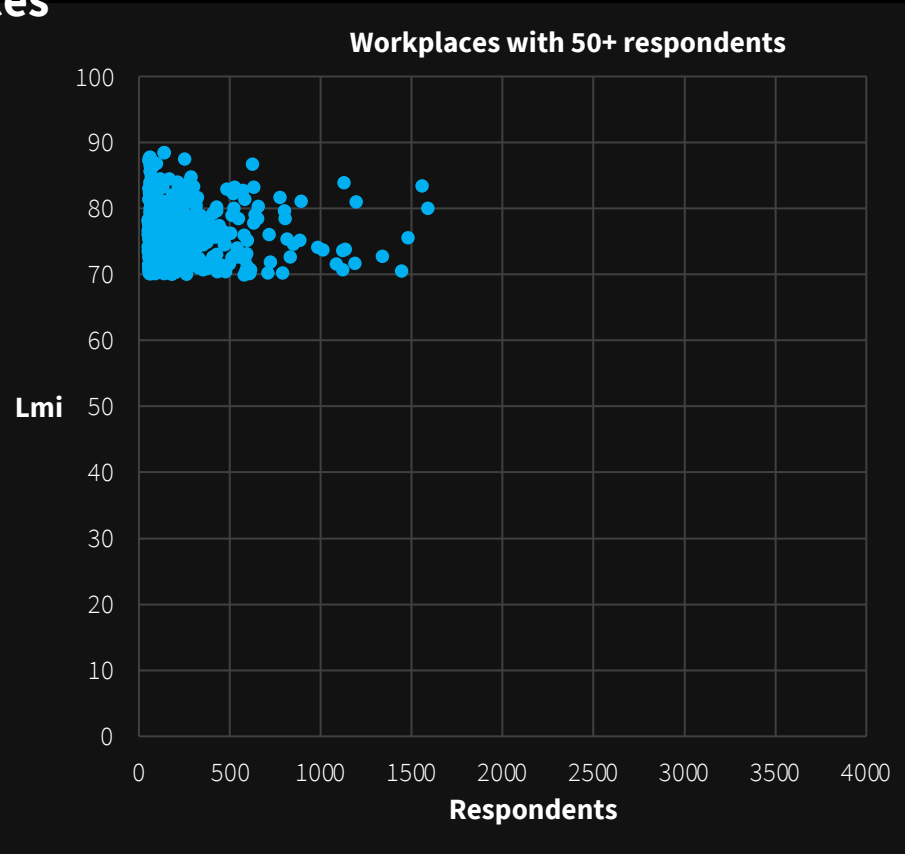


# Catalyst / Enabler / Obstrucater workplaces

Great experience **42%**

1,101 workplaces  
(50+ respondents)

Catalyst (Lmi  $\geq$  70.0)  
108,411 respondents  
460 workplaces



# Catalyst / Enabler / Obstrucater workplaces

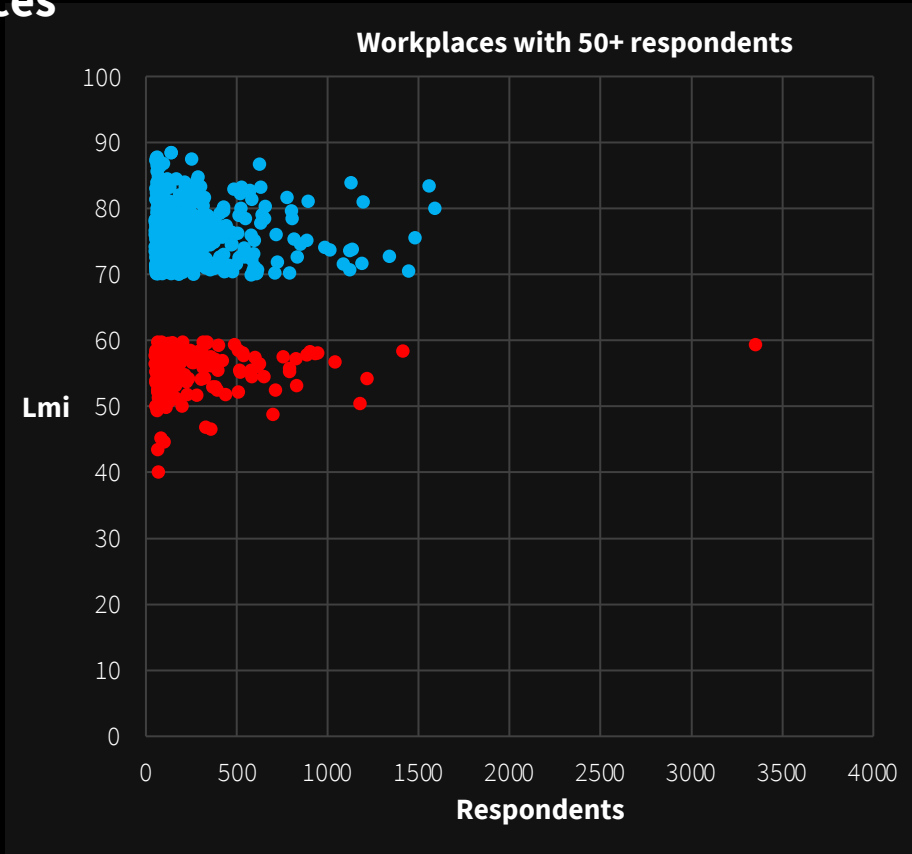
Great experience **42%**

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Catalyst (Lmi  $\geq 70.0$ )  
108,411 respondents  
460 workplaces

Poor experience **16%**

Obstrucater (Lmi  $< 60$ )  
48,788 respondents  
179 workplaces





# Catalyst / Enabler / Obstructor workplaces

Great experience **42%**

Average experience **42%**

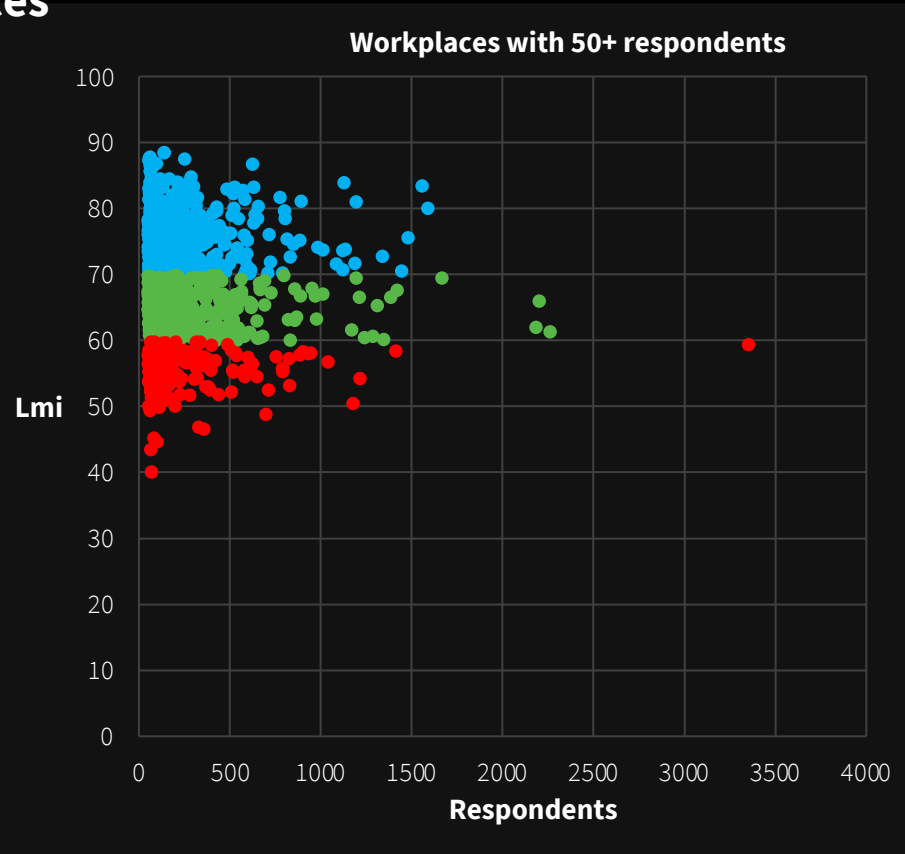
Poor experience **16%**

1,101 workplaces  
(50+ respondents)

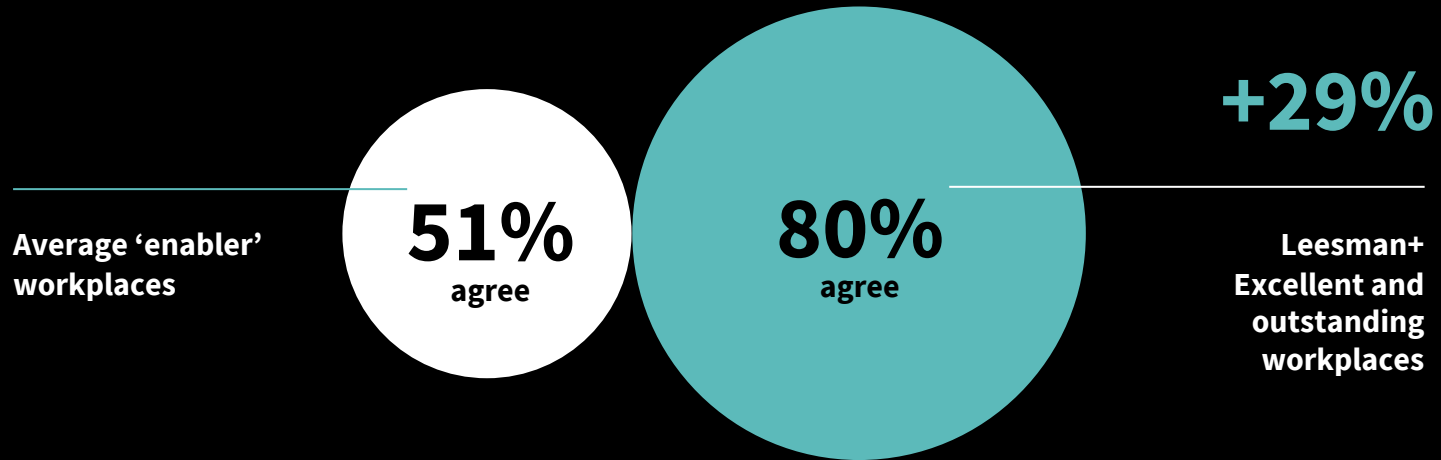
Catalyst (Lmi  $\geq 70.0$ )  
108,411 respondents  
460 workplaces

Enabler (Lmi 60.0 – 69.9)  
117,263 respondents  
462 workplaces

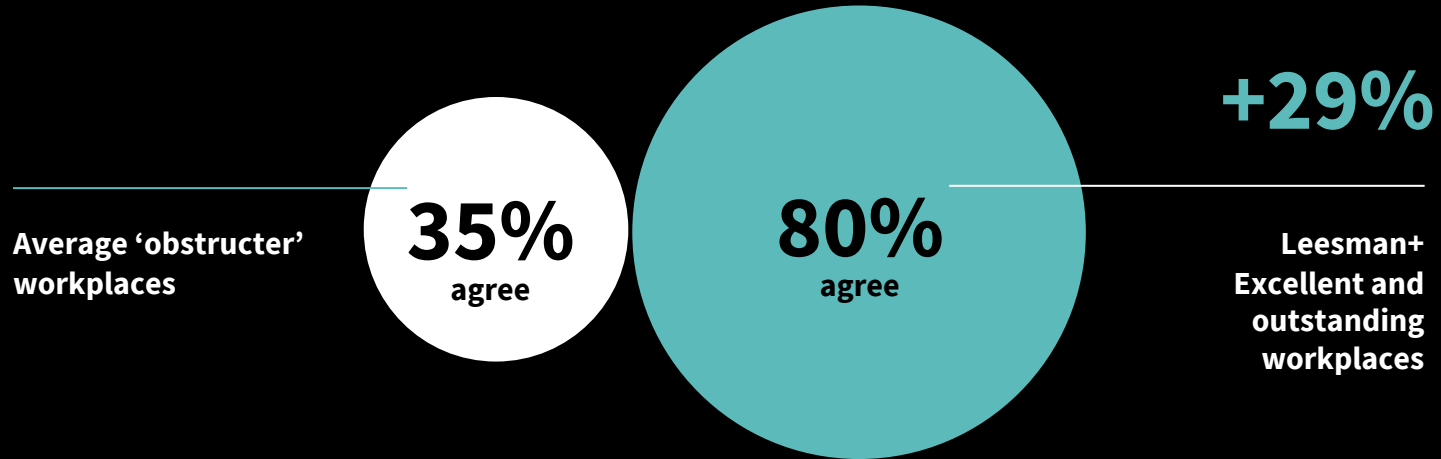
Obstructor (Lmi  $<60$ )  
48,788 respondents  
179 workplaces



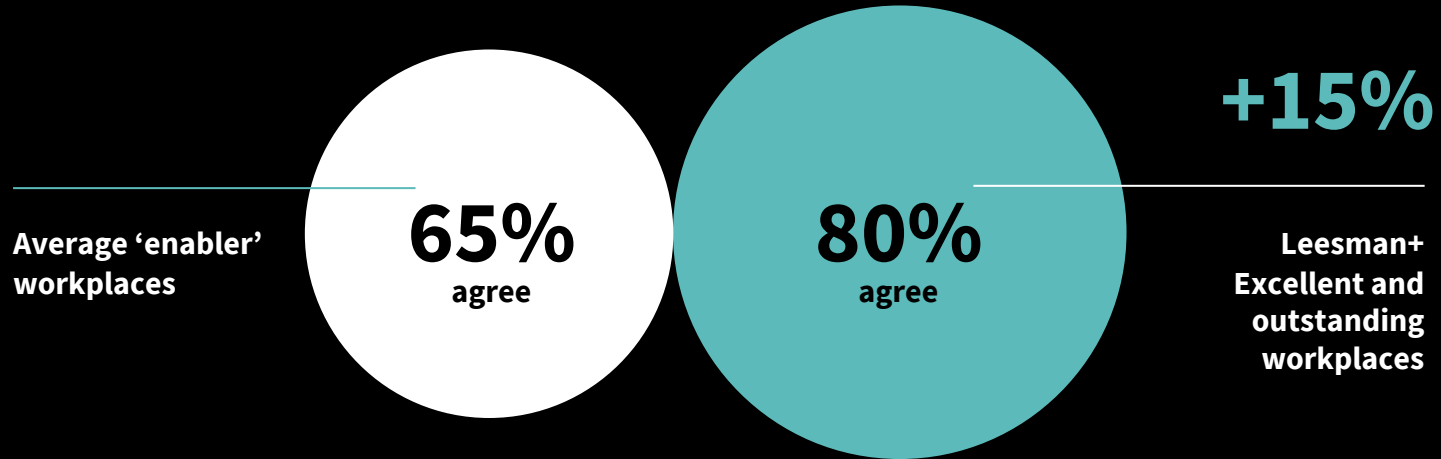
# My workplace is a place I am proud to bring visitors to



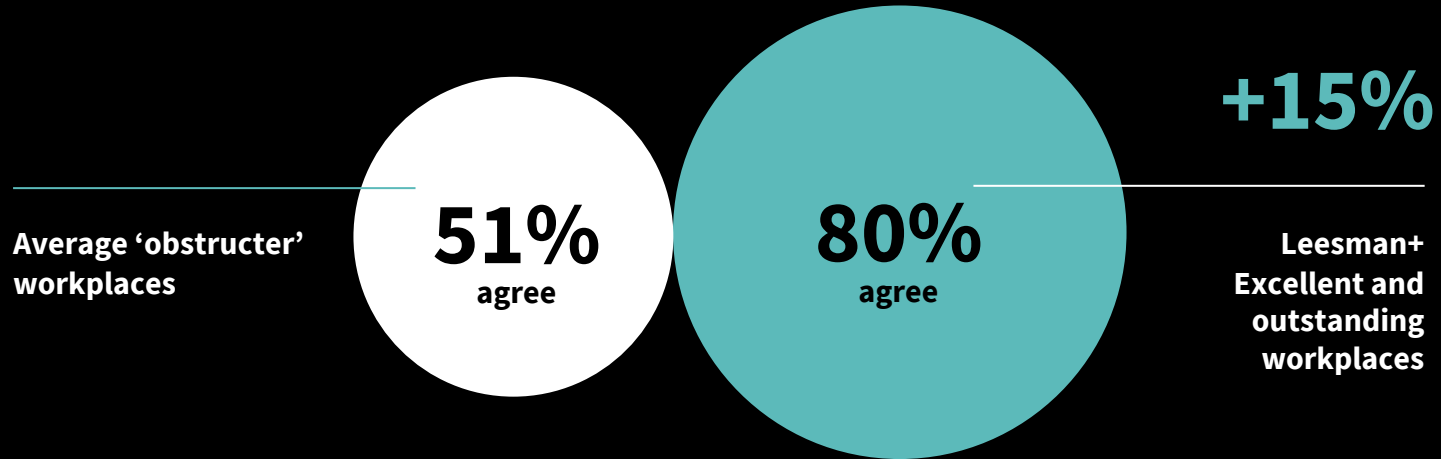
# My workplace is a place I am proud to bring visitors to



# My workplace enables me to work productively



## My workplace enables me to work productively



## Noise levels

Average 'enabler'  
workplaces

**32%**  
satisfaction

**45%**  
satisfaction

**+13%**

Leesman+  
Excellent and  
outstanding  
workplaces

# Noise levels

Average 'obstructor'  
workplaces

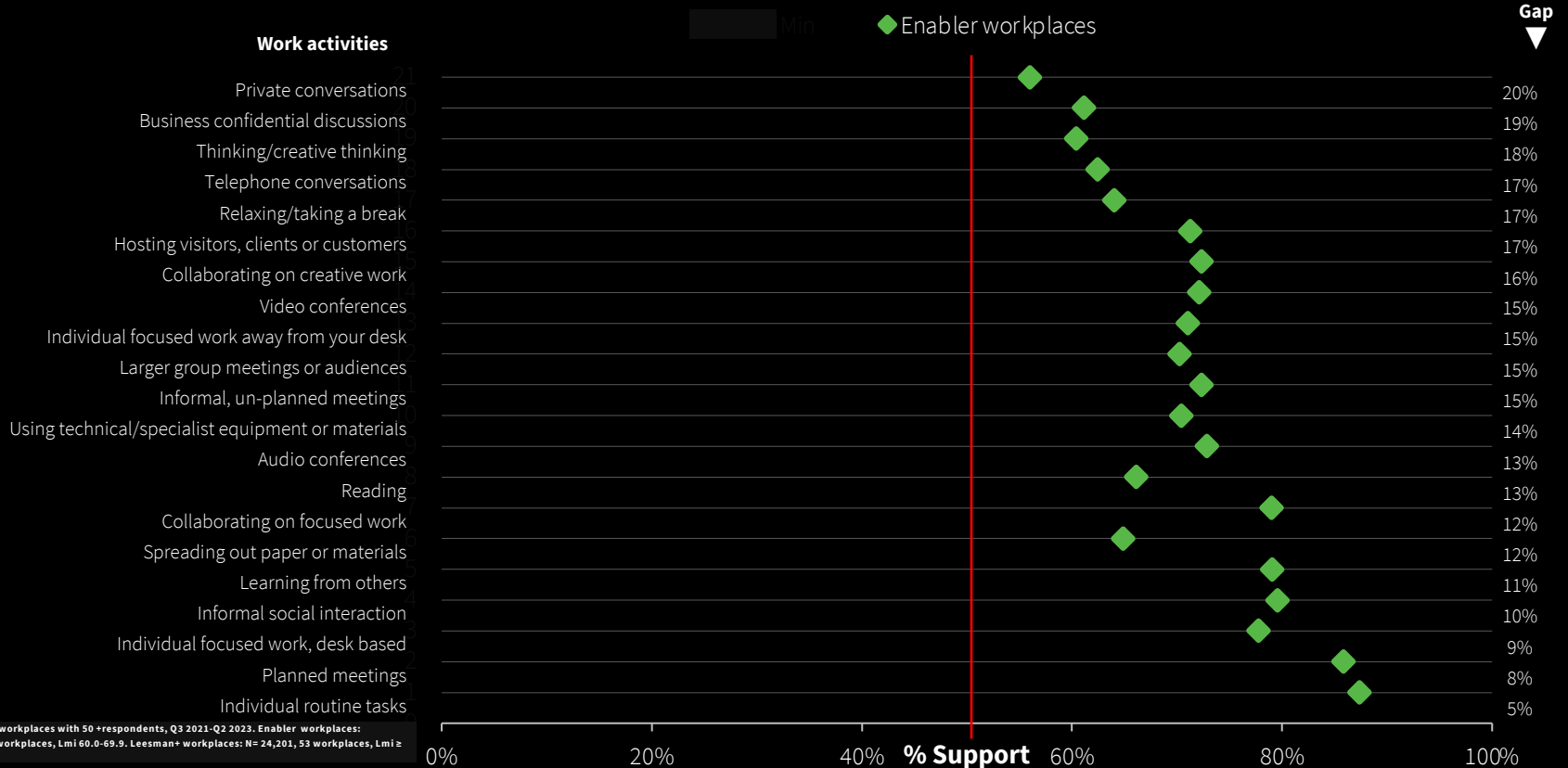
**22%**  
satisfaction

**45%**  
satisfaction

**+13%**

Leesman+  
Excellent and  
outstanding  
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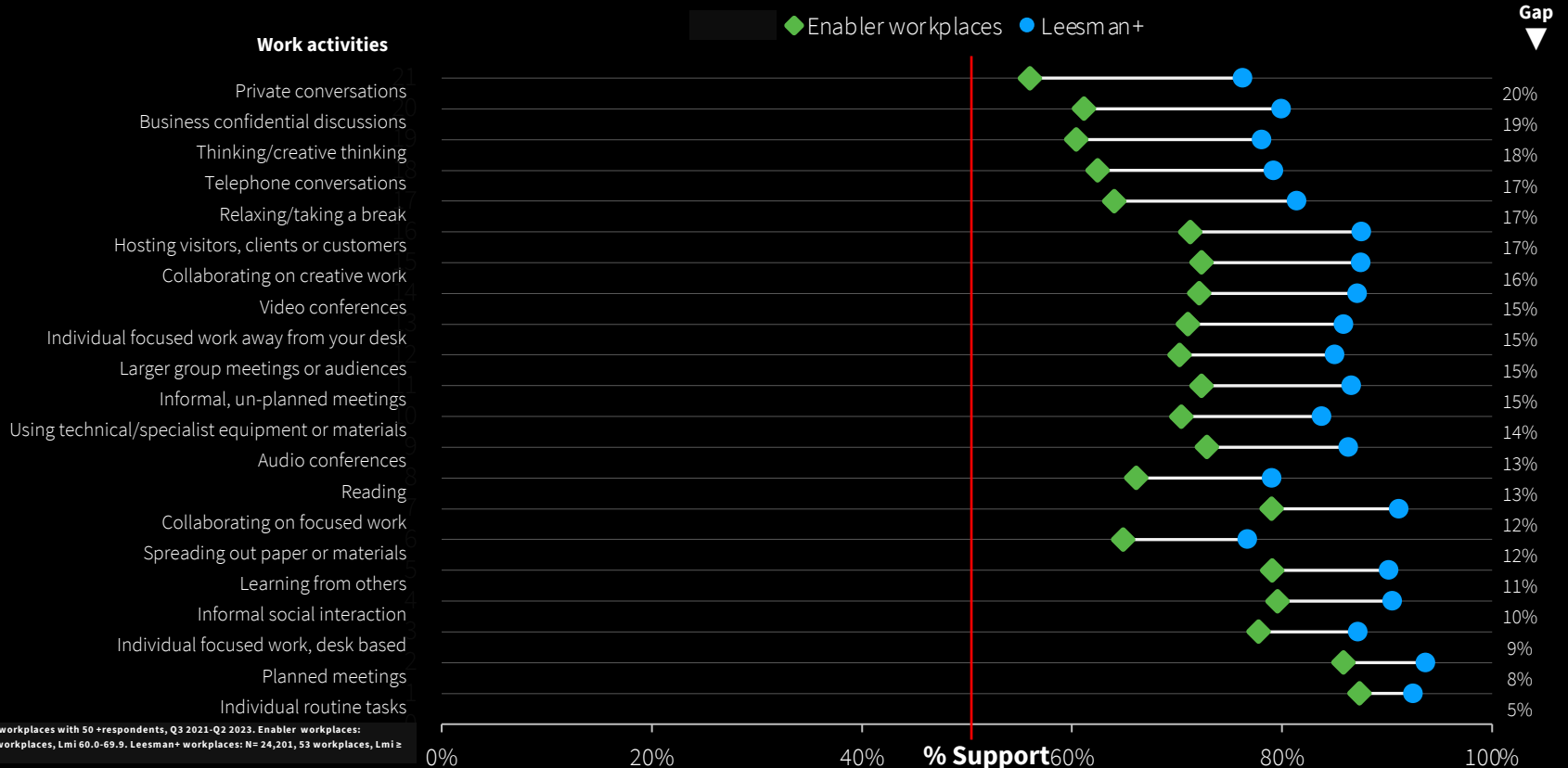
# Work activities support agreement in Enabler workplaces



Leesman office, workplaces with 50+ respondents, Q3 2021-Q2 2023. Enabler workplaces: N=117,263, 462 workplaces, Lmi 60.0-69.9. Leesman+ workplaces: N=24,201, 53 workplaces, Lmi ≥ 70.0.

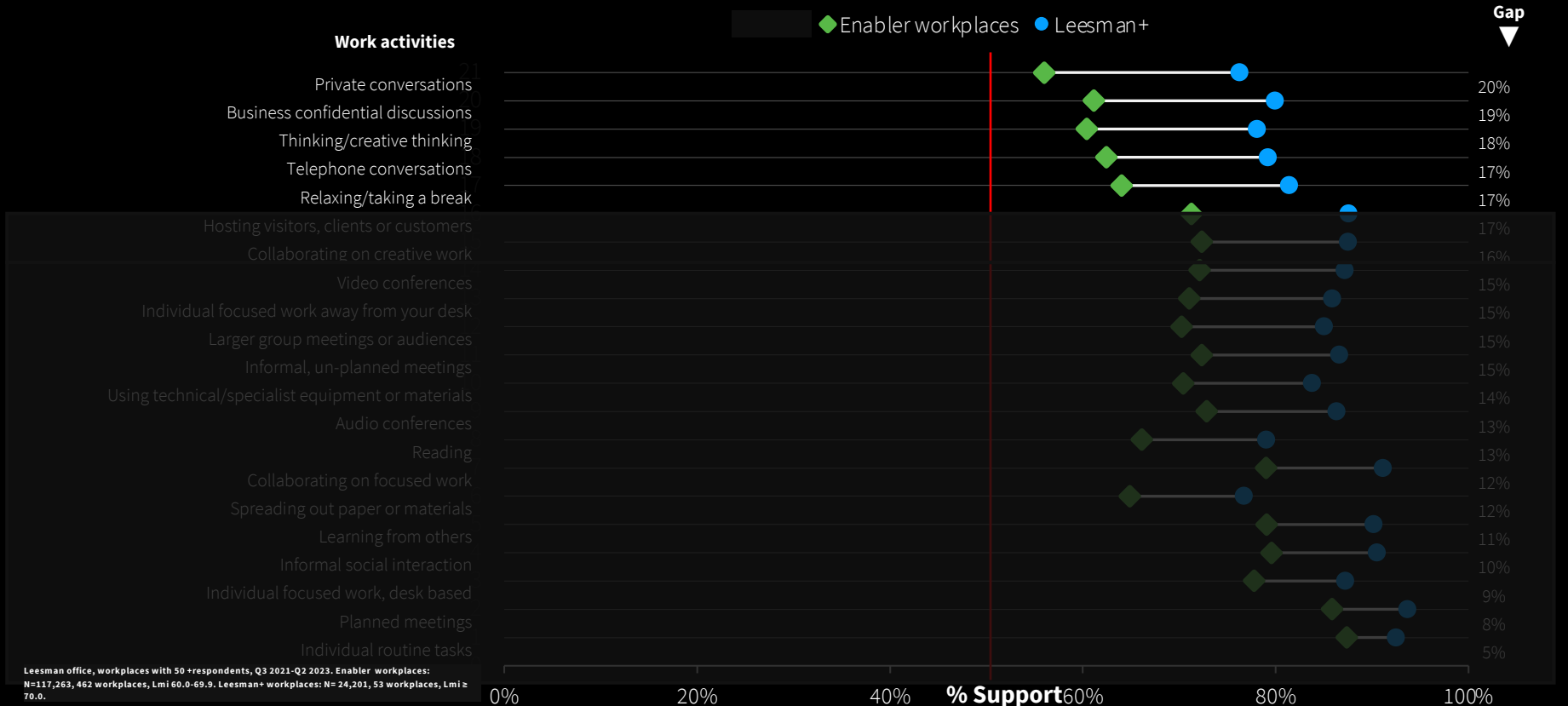


# Work activities support agreement in Enabler & Leesman+ workplaces



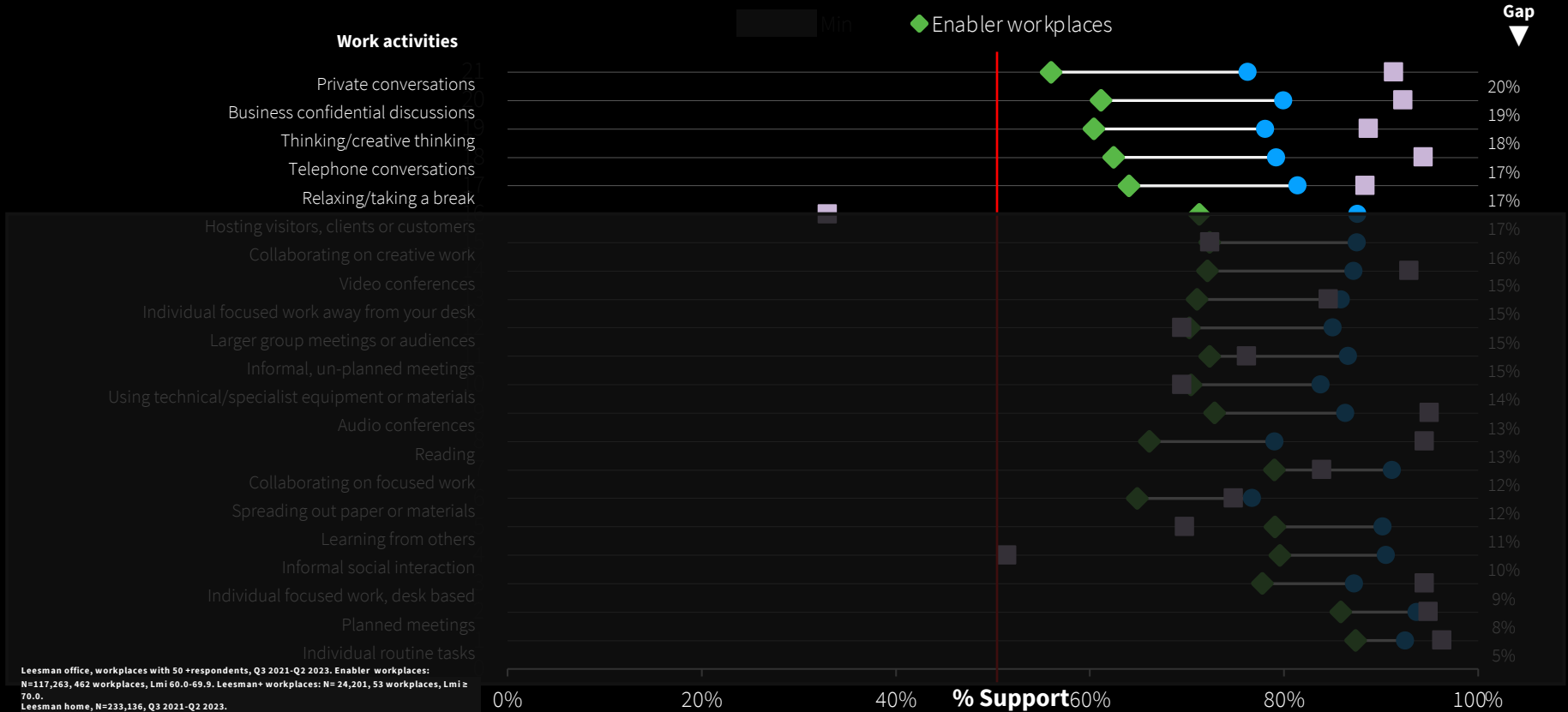
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# Work activities support agreement in Enabler & Leesman+ workplaces



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# Work activities support agreement in Enabler & Leesman+ workplaces and Home



## Informal work areas/ break-out zones

Enabler workplaces 46%



Leesman+ workplaces 70%



**+24%**

**In this workplace: 80%**

Standard Chartered Bank, Taiwan, Lmi 79.0



# Quiet rooms for working alone or in pairs

Enabler workplaces 36%



Leesman+ workplaces 57%



**+21%**

**In this workplace: 63%**

Government Property Agency (GPA), Birmingham, Lmi 76.0

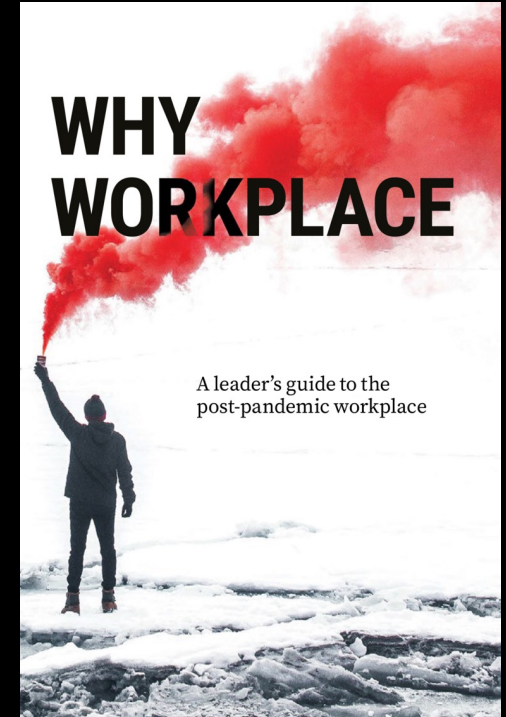


# Visual + acoustic privacy

**Modern knowledge work is more about focus and concentration than anyone seems willing to acknowledge. That's why the home is a more productive place to be for large proportions of employees.**

# Why workplace?

The reason your organization has physical workplaces.



# Organisations

**Be better clients. Own your decision-making. Know the role your workplaces are meant to play in organizational performance and be clear why you want employees there.**



# Advisors + suppliers

**Stop advocating for a scenario you have no evidence actually works. This hybrid experiment has years to play out yet.**

# Designers

**Start delivering solutions that are fit for the purpose intended. Knowledge workers yearn for space that supports modern knowledge work. Focused work is critical.**

# Cost consultants

**Stop value-engineering out all the things employees take most value from. Clients can't afford for you to save them money, because the cost of employee disengagement is far greater than the budget you save.**

# **It is statistically clear that outstanding workplaces offer four key advantages :**

- 1. enhanced sense of pride and image**
- 2. superbly support privacy and concentration**
- 3. foster community and working together**
- 4. employees see them as enjoyable places to work / be in**

# **Seven features appear crucial in achieving those advantages:**

- Atriums & communal areas**
- General décor**
- Quiet rooms for working alone or in pairs**
- Tea, coffee, & other refreshment facilities**
- Plants & greenery**
- Informal work areas/break-out zones**
- Variety of different types of workspace**

**Earn the commute - like you mean it.**

**Stop enabling work – start powering it.**

**Delight your employee – they're worth it.**



**Helping organisations solve their  
people + place equations.  
Scan for a copy of the report.**