Scratch OD

ODK-2401
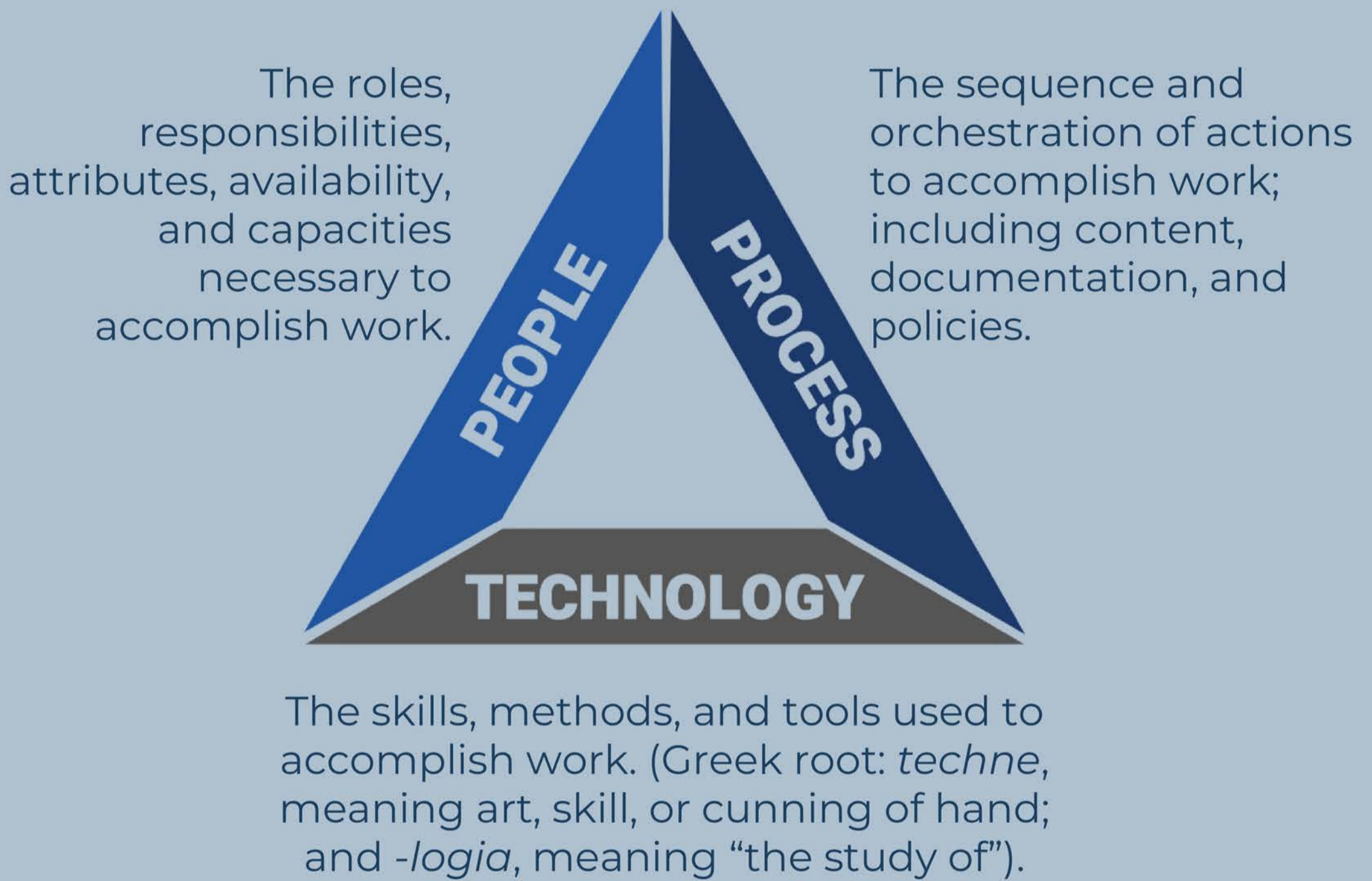
DYNAMIC WORKPLACE

Use this design kit to get past the WFH v. RTO debate and build a workplace that works.

UNDERSTAND AND ADDRESS THE FULL SYSTEM AROUND YOUR PROJECT

The roles, responsibilities, attributes, availability, and capacities necessary to accomplish work.

The sequence and orchestration of actions to accomplish work; including content, documentation, and policies.

PEOPLE

PROCESS

TECHNOLOGY

The skills, methods, and tools used to accomplish work. (Greek root: *techne*, meaning art, skill, or cunning of hand; and *-logia*, meaning "the study of").

The "PPT" framework was adapted from the "Diamond" change model created by business management expert Harold Leavitt

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CHOOSE PRECISE TERMS AND AVOID JARGON

dy·nam·ic

/di'namik/

(of a process or system) characterized by constant change, activity, or progress.
"a dynamic economy"

"Where" we work is an interesting and important design challenge for businesses, but it's actually a blend of options we often describe using words like virtual, asynchronous, distributed, remote, HQ, and field. This design problem is more complex than simply office and home, it's about achieve sustainable high performance in our modern business context.

See Bonus Slides for other terms considered for this strategy

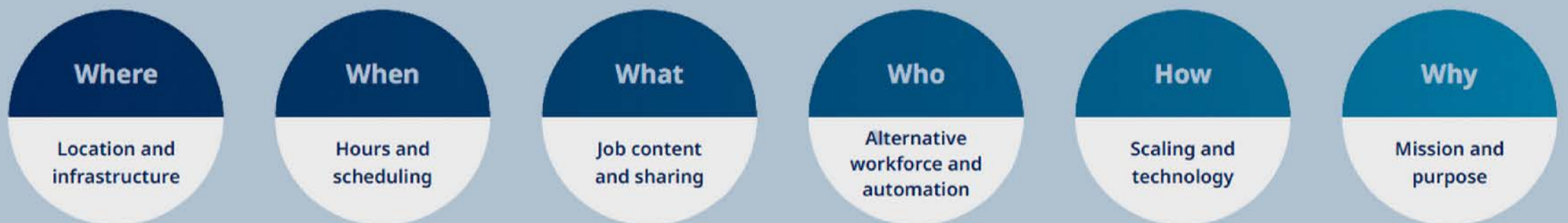GAMUT

USE A DESIGN FRAMEWORK TO DEFINE COMPONENTS

Where we work:

HOME

OFFICE

OFF-SITE

HOTEL

WAREHOUSE

PLANT   LAB

STORE

What we do:

CUSTOMER

CODING

MEETINGS   SERVICE

ANALYSIS   PRODUCTION

PROJECTS   RESEARCH

MAINTENANCE

INTERVIEWS   REPORTS

Six dimensions of flexible working

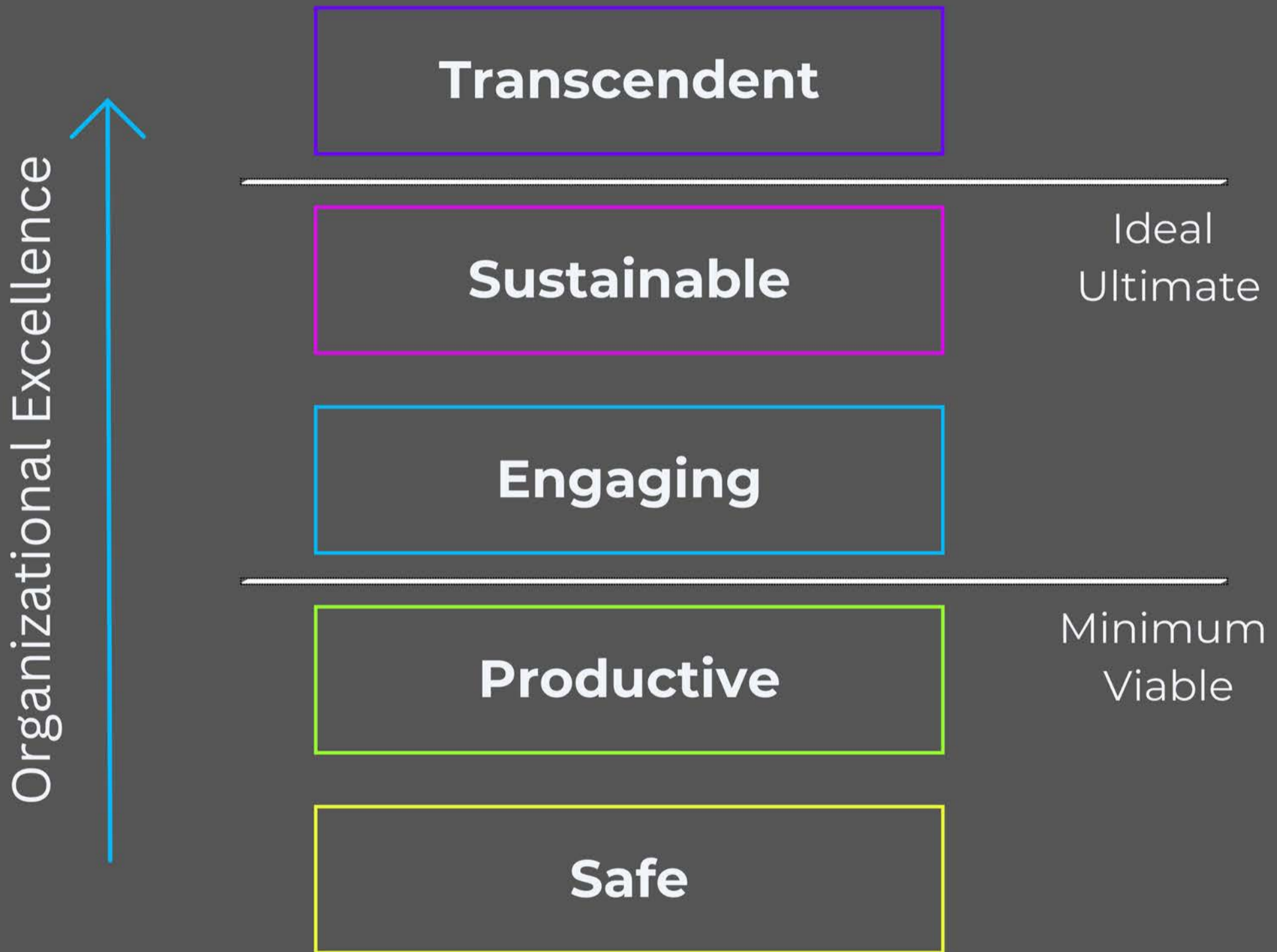| Where	When	What	Who	How	Why
Location and infrastructure	Hours and scheduling	Job content and sharing	Alternative workforce and automation	Scaling and technology	Mission and purpose

Reference: Mercer Workforce 2.0 Global Talent Trends 2024

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USE A MEASUREMENT FRAMEWORK TO SET GOALS AND TRACK PROGRESS

Organizational Excellence →

Transcendent

Ideal
Ultimate

Sustainable

Engaging

| Productive |
|---|

Minimum
Viable

Safe

Define specific programs and target metrics within one or all of these standards. The ultimate winning organization is the sum total of all programs the same way human health is the aggregation of thousands of individual signals like heart rate, amount of sleep, and caloric intake.

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SELECT A HIGH-LEVERAGE USE CASE AND DEFINE AN EXPERIMENT

Sample Experiment:

Compare the use of interview software with built-in, intelligent assessments to status quo interviews.
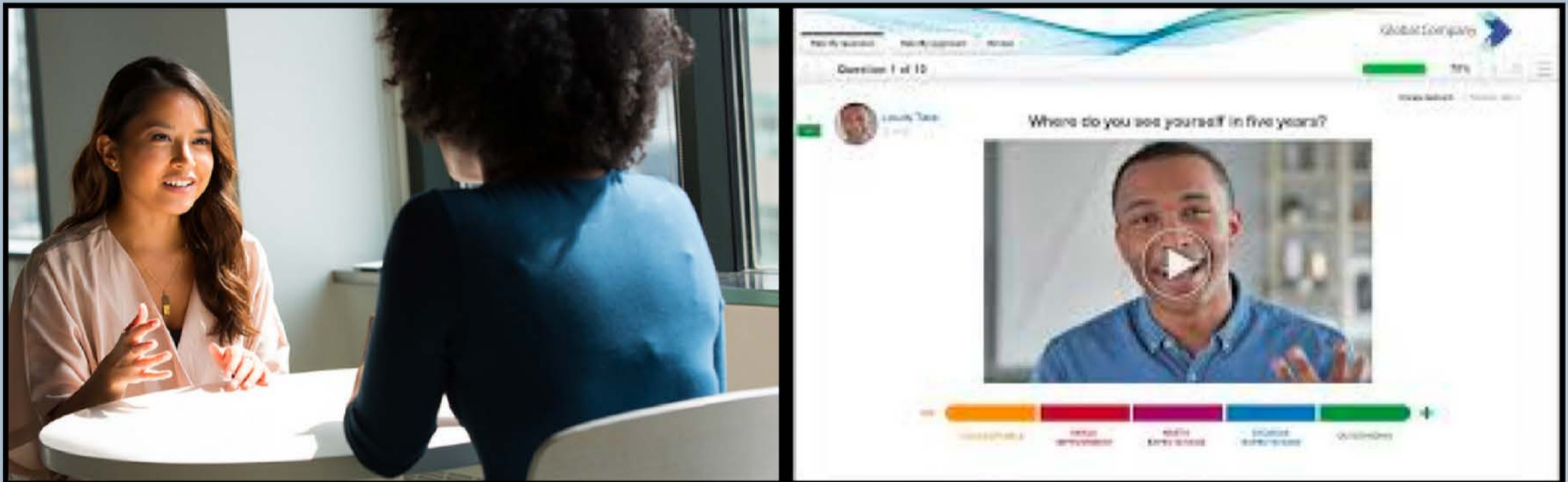
Specific aspects to measure:

Frequency of use

Time/Interview/Hire

Ease of use

90-day Retention Rate

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DESIGN FOR OUTCOMES NOT LOCATIONS

How might we ensure psychological safety for team members during any meeting in any place?

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ASSEMBLE A DESIGN STRATEGY SCORECARD

Engaging	Career Pathing **67**	Recognition Program **94**	Learning Platform **83**
Productive	Interview Effectiveness **88**	Calendar Management **91**	KPI Clarity **92**
Safe	Meeting Quality **83**	Manager Support **70**	Leadership Transparency **91**

Convert the specific target measurement of each initiative into a summary score that represents the current progress and impact of that element .

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#ScratchOD is the best way to design and build a #WinningOrganization

Please share this post, comment, and connect to expand our collective wisdom

BONUS SLIDES

THESE TERMS WERE CONSIDERED BUT NOT CHOSEN AS THE WORKPLACE DESIGN LABEL DUE TO THEIR ORIGINAL MEANING OR VAGUE JARGON.

Remote

Distributed

Hybrid

Virtual

Anywhere

Global

Home-based

Office-based

Field/HQ

WFH

RTO

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REMOTE = FAR FROM THE CENTER

re·mote
/rəˈmōt/

adjective

1. (of a place) situated far from the main centers of population; distant.
   "a remote Oregon valley"

   Similar: faraway · distant · far · far off · far removed · dim and distant

2. having very little connection with or relationship to.
   "the theory seems rather intellectual and **remote from** everyday experience"

   Similar: irrelevant to · unrelated to · unconnected to · unconcerned with

noun

a remote control device.
"universal remotes which let you operate all your audio/video components from one handset"

HQ

Branch

Field

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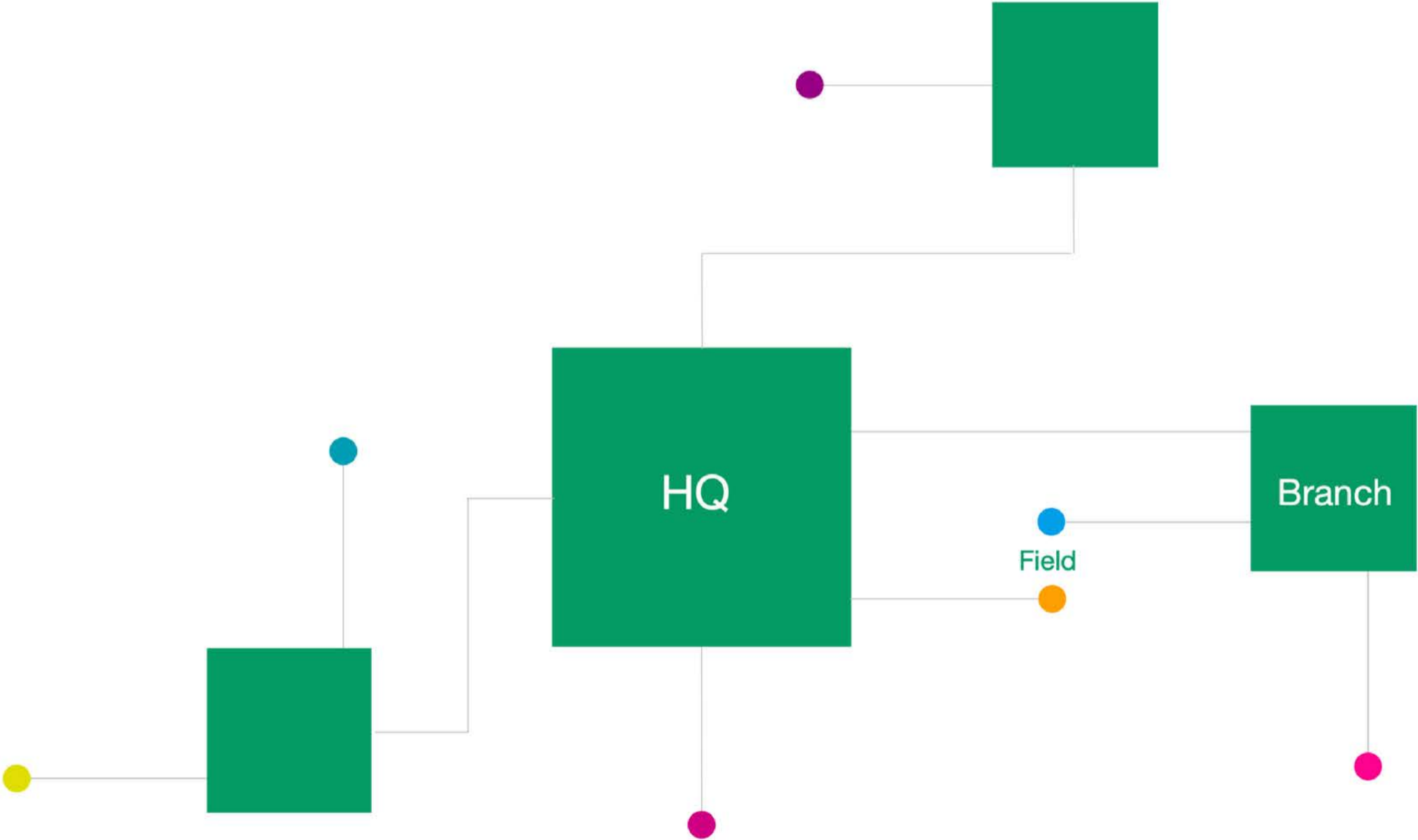
VIRTUAL = NOT QUITE LIKE THE ORIGINAL

vir·tu·al
/ˈvərCH(oo)əl/

See definitions in:

All   Computing   Physics

adjective

almost or nearly as described, but not completely or according to strict definition.
"the virtual absence of border controls"

Similar: effective   in effect   near   near enough   essential   practical   ⌄

- COMPUTING
  not physically existing as such but made by software to appear to do so.
  "a virtual computer"
- carried out, accessed, or stored by means of a computer, especially over a network.
  "a virtual library"

HQ   HQ2

WFH
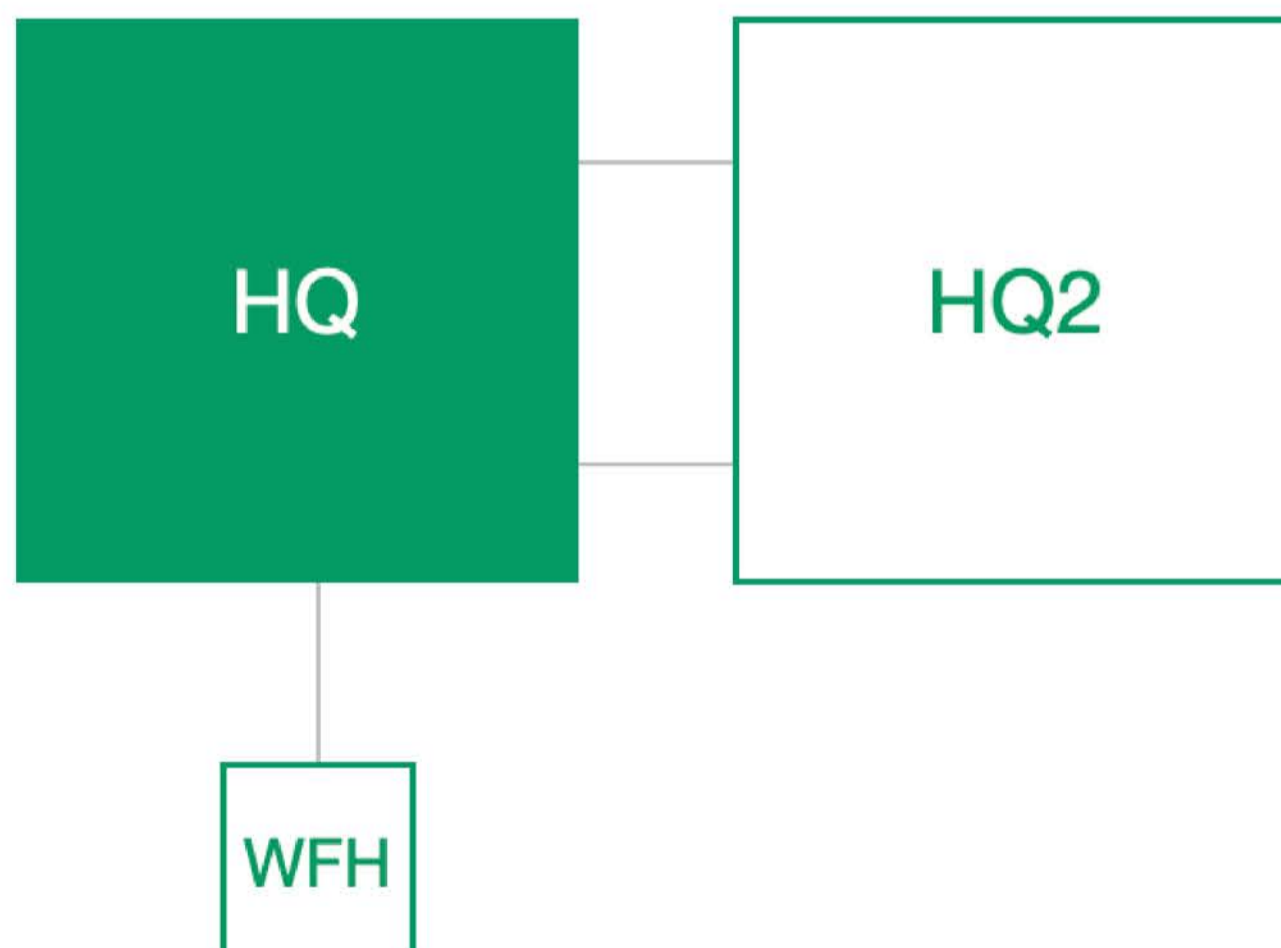
HYBRID = A COMPROMISE

🔊 hy·brid
/ˈhīˌbrid/

See definitions in:

(All) (Biology) (Linguistics) (Motoring) (Horticulture)

noun

1. BIOLOGY
    the offspring of two plants or animals of different species or varieties, such as a mule (a hybrid of a donkey and a horse).
    "a **hybrid of** wheat and rye"

2. a thing made by combining two different elements; a mixture.
    "the final text is a **hybrid of** the stage play and the film"

adjective

of mixed character; composed of mixed parts.
"Mexico's hybrid postconquest culture"

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DISTRIBUTED = EVERYTHING IS EQUAL

🔊 **distributed**

/dəˈstribyo͞odəd/

See definitions in:

(All) (Technology) (Printing)

adjective

1. shared or spread out.
   "the distributed supplies are meticulously monitored to make sure everyone gets their share"

2. LOGIC
   (of a term) used to include every individual of the class to which it refers.
   "the figures of syllogisms all have properly distributed middle terms"