



Three Wise Kangaroos

The new face of the office

Lead-in

1. Do you work in an office? What do you enjoy about it? What do you dislike?
2. What do you think about the hybrid model of work? Do you believe it benefits both the employer and the employee?



Video

Watch a video about the changes offices are undergoing globally and answer the questions.

<https://www.youtube.com/watch?v=BtSWnWmbHZk>

1. What has changed about the office layout since the pandemic?
2. What's the main driver of the redesign boom?
3. Why do the employees go to the office in the post-pandemic world?
4. What does Fae Wong, a senior manager for an international firm, use the office for?
5. What does 76% refer to?
6. How are employees assessed in Asia?
7. What will the success of the hybrid work model depend on?
8. Which social group could lose as a result of this hybrid office revolution?
9. What is the 'hub and spoke model'?
10. What is a '15-minute city'?

Over to you

1. Have offices in your city undergone similar changes to those described in the video? If so, which ones?
2. Are most employees in your country in favour of flexible models of working? How about the employers?
3. Do you agree that a hybrid model of work requires a very high degree of trust between the employer and the employees. What else does it require?
4. Would you say flexibility is more important than salary for you?
5. Do you agree that being assessed by attendance rather than performance is no longer the norm?
6. Did the covid pandemic lead to office vacancies in big cities in your country?
7. According to the video, the new model of hybrid working could shape the way cities look like. Have you noticed any changes in your city that reflect that? Are more offices and co-working spaces popping up in residential areas?
8. Is the 15-minute city a viable model? Could it be implemented where you live?



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9. Do you agree that in the post-pandemic world the office is where you build your social capital, not where you get work done?
10. According to the video, the changing office is impacting the way bosses manage employees. Can you give examples of this based on your own experience?
11. Here are some comments related to the material presented in the video viewers have posted. Do you agree or disagree with them?

The office environment has always been designed for extroverts and micromanagers which is the issue. Now with a society moving deeper into tech and computer-based work which is normally dominated by introverts who deal with detail-oriented tasks, commuting to work seems ridiculous if for any reason other than to socialise with co-workers.

Absolutely - companies that don't offer at least hybrid work will have a lot of difficulty in recruiting especially as the next generation of workers may have never worked 5 days in an office environment before.

I don't understand the reasoning for why hybrid work will be detrimental to working mums. Wouldn't this make it much easier to balance work and childcare, especially when the partner also works under a hybrid model? It should be even more beneficial for single mums because they can save time commuting and are more flexible picking up their kids from kindergarten/school etc.

Hybrid working not only requires a high degree of trust. Competency and discipline are crucial too!

Vocabulary

Match the halves to make useful collocations.

in close	shift
a paradigm	world
the driving	proximity
the post-pandemic	use of space
flexible	force

Match the halves to make useful collocations

to have	as the new normal
to be seen	wider repercussions
to redefine	social capital
to build	the best talent
to recruit and retain	a dramatic facelift
to have	the purpose of the office



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Challenge

You are taking part in a meeting between employees and their managers. Discuss the following items on the agenda.

Meeting agenda

1. How many days a week should employees work from home and how many in the office?
2. Should employees be able to choose which days and what hours they'd like to work from home or should it be decided for them?
3. Should all employees be obliged to have their cameras turned on during meetings while working from home?
4. How should the office space be rearranged to create a healthy working environment?
5. What on-site facilities should be available to employees to support their wellbeing?
6. Should we open another office close to where most of our employees live or should we subsidize public transport for everyone?

