



RETURN TO WORKPLACE: DAY IN THE LIFE OF A 'NEW NORMAL'

VIDEO TRANSCRIPT

Yusuf Tayob [00:00:05] Well, Bill, it's good to be back with you here. You know, we concluded our last our last session, they are talking about this concept of new normal or next normal. And I think we're all sort of starting to get comfortable with the fact that when we return to the workplace and we're all going to sort of do that in different ways and at different times, things are going to be different and they're going to be different, you know, for the foreseeable future, whether we call that the new normal or the next normal. Certainly how we interact with each other, what our spaces look like, what what data we may collect about each other, how we instill a notion of trust, how we create transparency in the workplace. It's all going to be critically important. And, you know, again, at the center of all of this are people, human beings, employees, our colleagues, our friends. You've been out talking to a lot of customers. I've been talking to our clients as well. Maybe we start by sharing a bit about what you're hearing in terms of what the new normal might look like and what are some of the considerations we need to be thinking about now to build on that?

Bill Patterson [00:01:09] To build on that, Yusuf, I think what's interesting is that today, you know, companies have to really think about questions they never thought about before. You know, some questions like, for example, what is the role of partnership between the public sector and the private sector and how do we operate inside our local areas and regions, you know, with with better guidance? You know, here where I live in California, for example, just yesterday, we were given completely new guidance about some counties can open, others can't.

Bill Patterson [00:01:38] And so this ability for us really to know the current state about what's happening, not just in our country, not in our state, but really our local area, even to a county level, I think it becomes super important, you know, kind of materials that organizations need to think about.

Bill Patterson [00:01:52] I think the other thing that we need to think about is this notion of kind of entry and exit times into the workplace. It's

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been a long time since I'd punch the clock coming into a workplace, but that will become the new normal, I think, for a lot of organizations. So they can do a better job managing the density of how people come into the office. And again, one of the most fundamental questions we've been working with a lot of clients on is especially for those that are in the urban campus community with big towers and skyscraper skyscrapers and elevator management. You know, I know that prior to the crisis, going up an elevator used to be a fight for inches. Now it's can be a fight for, you know, managing minimal rates of travel and ensuring that we don't have too much, you know, kind of packed elevators anymore, you know, instead of that the workplaces. So this ability for, I think, a lot of organizations to really rethink the fundamentals of what does it mean to come into a facility at this moment, time becomes super critical for us to keep that that practice of safety and precaution in the forefront of our decisions. And I think this is really where we need to think about how we innovate, you know, for the future. And when I think new truly about, you know, some of the biggest innovations, things like shift management become incredibly powerful for organizations to kind of think about that net new normal operations standpoint.

Yusuf Tayob [00:03:17] But I think you're absolutely right. And, you know, in addition to words like new normal or next normal, I think we're going to start, you know, incorporating other words into our into our vocabulary as well. Things like Fit for Work and, you know, Shift for Work. To your point about about scheduling, a lot of what we're talking to our clients about is you've got to sort of start to imagine day in

the life scenarios as we move from plan and engage to reopen and be engaged. And, you know, in a in a day in the life scenario, the new normal, you're probably going to have to put in a request for office space in a big corporate tower, you know, like like the places where where I work or where you work and, you know, we'll be in a hoteling situation and you're probably going to get an approval, you know, or an invitation to come in before you're allowed to come in. Probably going to have, you know, fast track scenarios at security so we don't congregate people around the security desk, you're going to be asked to, you know, wear a mask and we're going to, you know, to continue to sort of track movements inside the office. And so I think in our new normal, we're going to have to get very comfortable and flexible with new processes and new ways of working. And certainly, by extension, the tools and the capabilities that we use are also going to have to be able to to extend, which I know is something you're thinking quite a bit about.

Bill Patterson [00:04:35] Yeah, absolutely. I mean, you think about, you know, what we've learned and how this rate of the virus kind of evolved over time for us, things like, is it a six foot radius between spread? Is it a three foot radius between spread and what happens when there is no more radius? You know, we're going to have to also think about this adaptive as we learn kind of more policies and procedures are going to have to alter a little bit. And so that's why ultimately you need a platform that is incredibly flexible, that takes these conditions of the moment, but doesn't code them into digital concrete to then allow you to then alter them over time. And I think that's really important,

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you know, for technology and it's really important for business to be much more flexible. Kind of as we as we learn these these experiences and truthfully what we'd like to hope that, you know, kind of this where we're in a state of of of kind of flattening our curves or even kind of stabilizing our curves from from even growing even further. The reality is that this may happen again. And the ability for us to manage these flare ups in these pockets and these changes as we kind of evolve are going to become, you know, new policies that need to be in our everyday experience. And I think that's certainly something that many businesses are wrestling with right now for, is this a one time thing or is this becoming kind of a routine thing that we're gonna have to do to address? So I'd like to tell people that, you know, that the tools are just as powerful as they can be. But ultimately, it's our ability to use the information of these tools adapted with the information of the moment and then really provide that to be a better decisioning process for organizations at large.

Yusuf Tayob [00:06:14] You know, like everything, it ultimately still does come down to people process and technology, which we've been talking about for years and years and years. And it feels like it's not going to be much different for us here in this new norm. I look forward to talking to you maybe a bit more about the technology aspect and actually being able to manage all this, you know, from a central hub, which I think we'll do in our next segment.

[00:06:36] Excellent. Looking forward to it.

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