

The mindSHIFT toolkit

Helping you capitalise on the shifting fundamentals
of the new age of business



Intended outcomes of the mindSHIFT toolkit

This toolkit has been designed as a tool to help workplaces identify where they've been, where they are and where they want to be on the five fundamentals of the new age of business. These fundamentals are known as a mindSHIFT:

- S: social and environmental impact
- H: humans, not workers
- I: Impact over effort
- F: Flexible working
- T: Take anywhere technology

The toolkit will help to identify gaps in employee experience and workplace strategy, and provide pathways to seek alignment on these.



The three components of the mindSHIFT toolkit

The mindSHIFT toolkit is made up of three interconnected journeys, each targeted at different segments of a workplace.

The **working life canvas** has been designed to capture how the experiences, values and desires of individuals have changed as a response to the pandemic. Specifically, this is to be completed by individuals within a workplace working outside of leadership teams.

The **workplace blueprint canvas** helps to capture how the policies, cadence and strategy of a workplace have responded to a changing work environment. This is to be completed by leadership teams.

The final piece is the **mindSHIFT alignment checklist**, which provides a framework for organisational leaders to identify gaps and alignment between employee experience and workplace strategy.



The three components of the mindSHIFT toolkit cont...

Completed as a full suite, the toolkit provides workplaces with pathways to adapt, respond and capitalise on the changing nature of business.

In doing so, workplaces can avoid The Great Resignation, and instead be part of The Great Realignment by ensuring they:

- harness the growing need to ensure social and environmental impact is baked into their value chain;
- create systems to ensure their employees are treated with the respect and dignity they deserve;
- find additional value by ensuring time and resources are being used effectively;
- provide opportunities for their employees to live a healthy and balanced life;
- provide their staff with the technology they need to do their best work



Considerations when using the mindSHIFT toolkit

This toolkit will be used by multitudes of people within your organisation. Please keep in mind that your answers will be made available to members of the senior leadership team.

Please don't be put off by this. It's helpful to keep in mind that by using this toolkit, you are provided with an opportunity to shape the future of your working life. Insights garnered from the process will feed directly into strategy formation, and could potentially drive major change in the future of your organisation.



Working life canvas



Working life canvas questions

Social and environmental impact

1. Pre-pandemic, how important was it to you to do work that had a positive social & environmental impact?
2. During the pandemic, did the level of importance you placed on this change? If so, how?
3. Looking forward to 2025, do you place a greater or lesser importance on the social and environmental outcomes of your work? If so, how would you like these to be embedded into the business?

Humans not workers

4. Pre-pandemic, how valued did your workplace make you feel?
5. During the pandemic, did you feel more or less valued?
6. Looking forward to 2025, are there initiatives, services, resources or support that could be provided that would help you feel more valued?

Impact over effort

7. Pre-pandemic, how effectively and efficiently was your time at work being used?
8. During the pandemic, how did this change? Did you have more time to reflect on the impact of your work?
9. Looking forward to 2025, what can your workplace do more or less of, in order to help you do your best work?

Flexible working

10. Pre-pandemic, how important was being able to utilise flexible working arrangements?
11. During the pandemic, did the level of importance you placed on this change? If so, how?
12. Looking forward to 2025, what level of flexible and or hybrid working do you want and need? How can your workplace help accommodate this?

Take-anywhere technology

13. Pre pandemic, how successfully could you complete your work remotely or from any device?
14. During the pandemic, what changed? Did you have to learn how to use new software/hardware?
15. Looking forward to 2025, what platforms, systems, technology and training will you need to successfully complete your work in a hybrid capacity?

Social & environmental impact	Humans, not workers	Impact over effort	Flexible working	Take anywhere technology
1.	4.	7.	10.	13.
2.	5.	8.	11.	14.
3.	6.	9.	12.	15.

Workplace blueprint canvas



Workplace blueprint canvas questions

Social and environmental impact

1. Pre-pandemic, what role did social and environmental impact play in your culture? How did this come to life?
2. How did this change during the pandemic?
3. Looking forward to 2025, does your workplace place a greater or lesser importance on social and environmental outcomes? If so, how will these be embedded into the fabric of the business?

Humans not workers

4. Pre-pandemic, what efforts did you go to to make your employees feel valued?
5. Did you attempt to maintain these efforts during the pandemic? Did they increase or decrease?
6. Looking forward to 2025, are there initiatives, services, resources or support your workplace is planning to deliver and implement to ensure employees feel valued?

Impact over effort

7. Pre-pandemic, what strategies did your workplace utilise to ensure workers were performing efficiently and effectively?
8. During the pandemic, how did this change?
9. Looking forward to 2025, how can you support your employees to deliver impact? What are the concrete steps you could take to support this?

Flexible working

10. Pre-pandemic, what flexible working arrangements were provided for your employees?
11. During the pandemic, did the level of importance your workplace placed on this change? If so, how?
12. Looking forward to 2025, what level of flexible and/or hybrid working do your employees want and need? How can you facilitate this?

Take-anywhere technology

13. Pre pandemic, how successfully were your employees able to complete their work remotely or from any device?
14. During the pandemic, how did this capacity increase or decrease?
15. Looking forward to 2025, what platforms, systems, technology and training will your workplace need to provide to ensure employees can successfully complete their work in a hybrid capacity?

Social & environmental impact	Humans, not workers	Impact over effort	Flexible working	Take anywhere technology
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mindSHIFT alignment checklist



mindSHIFT alignment checklist	S Social & environmental impact	H Humans, not workers	I Impact over effort	F Flexible working	T Take-anywhere technology
<i>Looking to 2025, is there alignment between employee expectations and intended workplace direction?</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Some				
<i>If yes, are there opportunities to deepen this alignment?</i> <i>On a scale of 1-5, how important is it to activate these in the next 6 months? Please circle.</i>	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
<i>If not, what short term actions can be taken to address these barriers?</i>					
<i>If not, what long term actions can be taken to address these barriers?</i>					