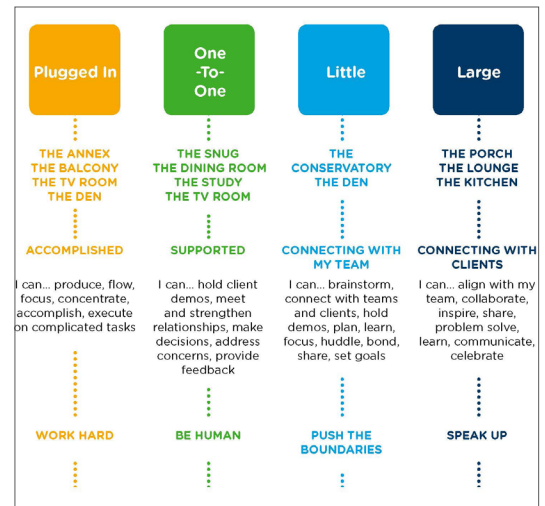


# REWARD GATEWAY WORKPLACE CHANGE MANAGEMENT

brightspot worked with Reward Gateway, an employee engagement company, to move to its new, mobile-work-friendly London office. More importantly, through this planning process we had to reframe the office from being a container of work-related activity to an expression of brand and a way to communicate with the team, an employee benefit in its own right, and a productivity tool that enables work. Together we used the move as a learning and development opportunity and a chance to “walk the talk” in terms of employee engagement.

To do so, brightspot led a workplace change management process to prepare employees to make the most of the new space and enable them to work differently. We used an online employee survey, interviews, and workshops to assess the current state. We then designed the change program, co-developed the curriculum, and co-delivered the training sessions with a focus on getting the team involved, prepared, and excited for the changes ahead.

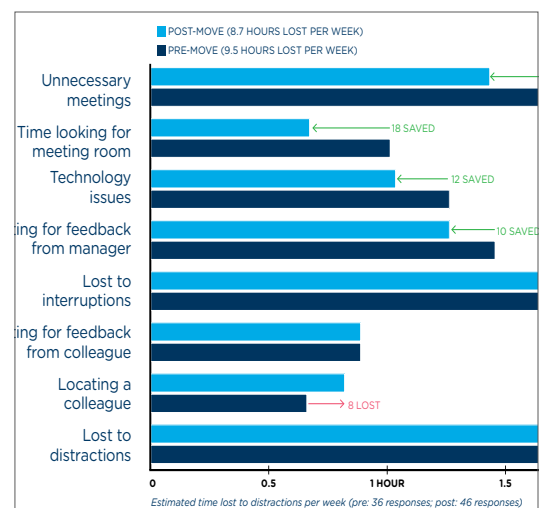
The work resulted in a Global Design Playbook that draws lessons from the London experience to create consistency and direct the design of future Reward Gateway offices globally so they can measure and scale up their success. A post-occupancy evaluation conducted six months after the move showed promising results: a 156% increase in team effectiveness (to 91%) and a 95% increase in individual effectiveness (to 82%) in addition to a 14% bump in employee engagement with 93% of the workforce feeling empowered to advance the purpose of the company.



## CUSTOM WORK MODES



## COMMUNICATIONS WORKSHOP



## POE: TIME SAVED