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Together makes progress

Client Success Story

Future of Work at a private, land-grant research institute

Challenge

Following the pandemic, this higher education institution hoped to **advance new ways for working** through embracing the future of work. This initiative involved creating opportunities for **flexible** and **sustainable work** practices. Through this effort, the university sought to increase the **work-life effectiveness** of employees and **job satisfaction**, as well as **improve employee recruitment, retention, engagement** and **productivity** while meeting its mission. The assessment and design phases involved central administrative offices and the staff in all academic units.

Process

Deloitte collaborated with this institution through a two-phased approach—first, **Discover** and then **Design**—which were supported by a project plan, stakeholder communications and engagement strategy, and continuous collaboration and iteration.

To empower the workforce to do its best work and design workplaces that are truly adaptive, Deloitte examined **five dimensions** the university should optimize and explore, including:

1. Work Responsibilities
2. Virtual Collaboration Tools
3. Remote Work Culture
4. Performance Management
5. Policy & Communications

Solution

Overall, the approach had four goals:

- Assess and analyze employees' perspectives on flexible work
- Design a strategy for return to campus including flexible work models
- Equip employees with the tools they need to achieve new levels of productivity while improving job satisfaction, engagement, and retention through flexible work while enabling the university's mission
- Reimagine a range of flexible work practices, policies, and technology transformations.

Impact

The team pivoted mid-way through the project to include the development of individual and manager toolkits due to timing as the CDC loosened guidance around social distancing and mask wearing. In addition, the team delivered a Summary of Findings Report that summarized the overall survey and interview findings. Finally, the team also helped this institution update flexible work policies. This resulted in a holistic approach towards bringing employees back to campus and embracing work flexibility as an option for the institution's talent retention and employee engagement.

For more information, visit www.deloitte.com/highereducation or email highereducation@deloitte.com.

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