


If work
was so
great
we'd
do it
for free



If you didn't need to earn an income, would you still work?

A photograph of a person in a red jacket sitting on the edge of a dark, mossy rock overhang. The person is looking down at a vast, steep, and rocky mountain face. In the distance, a blue lake is visible. A light blue speech bubble with a white border points towards the person.

I bet I could
touch my toes
from here...

Work is hard, dirty and dangerous



We do work for free sometimes



...or even pay to do it!

(side note: for even less money....)





Work has changed, but the workplace
hasn't kept up

GreaterAnglia

Ticket details Non Season Ticket holders: Please cross 'X' one box

Single Return Weekly

- For Season Ticket holders (monthly or longer period): ☒ Y ☐ N
Have you bought your ticket directly from Greater Anglia?

Ticket start date Ticket expiry date

1	8	0	9	1	4
---	---	---	---	---	---

1	7	1	0	1	4
---	---	---	---	---	---

Season Ticket number
7 3 3 1 1

[illegible]

Oyster card number

If your journey was covered by an Oyster card, please enclose a printed statement which shows the date of travel in question. These are available on request from the Oyster Help Desk or your station.

Are you a Season Direct ticket holder?

☐ Y ☐ N

Season Direct number

Your delayed journey details To be completed by all ticket holders.

£ 4 4 9 . 3 0

Length of delay 30-59 mins 60 mins and over

☒ ☐

Date of journey Scheduled departure time (24hr clock)

1 6 1 0 1 4 0 4 4 3

Origin (station name)

Colchester

Destination (station name)

London Liverpool Street

Did you travel on:

Greater Anglia Other (please specify)

Y

Date of application

0 5 1 1 1 4

Applicant's signature

Once you have completed this form please post to:

FREPOST RSCZ-UXZI-EHHE
Greater Anglia Contact Centre, Norwich Railway Station,
Station Approach, Norwich NR1 1EF

Transformed customer experience



Can't see this e-mail in all its glory? [View it in your browser](#)
[Add us to your address book](#)

Delay Repay straight to your bank account

Say hello to
the future of
repayments...



We hate train delays as much as you do, so when they happen we want to make it up to you.

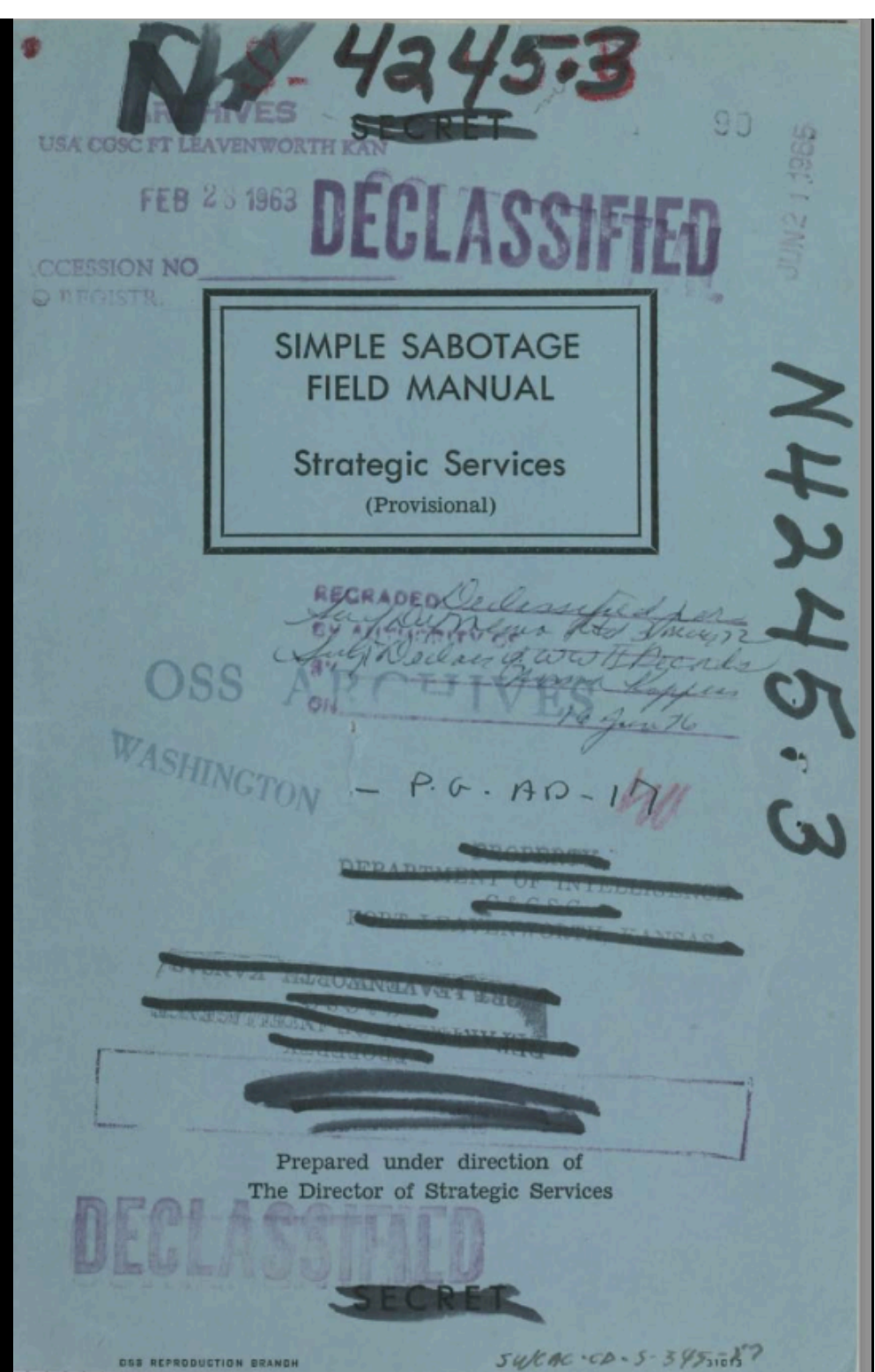
If you've booked an Advance ticket through our website or app we'll automatically repay real, proper money directly into your bank account if you're delayed for 30 minutes or more.

We normally process these repayments within 24 hours of your delay, so wave bye-bye to form filling, snail mail and waiting by the letterbox!

FIND OUT MORE >

See you onboard soon,
Virgin Trains

What about *Employee*
Experience?



Managers and Supervisors

(3) Attempt to make the committees as large as possible — never less than five.

(12) Multiply paper work in plausible ways. Start duplicate files.

(13) Multiply the procedures and clearances involved in issuing instructions. See that three people have to approve everything where one would do.

(11) Hold conferences when there is more critical work to be done.



Strategy

Global markets

Dispersed teams

Recruitment flexibility

Employee engagement

Floor / Field workers

Innovation

Connection to customer

Technology

Social tools Broadband

Cloud **Search**

Mobile Big data

BYOD

Employee

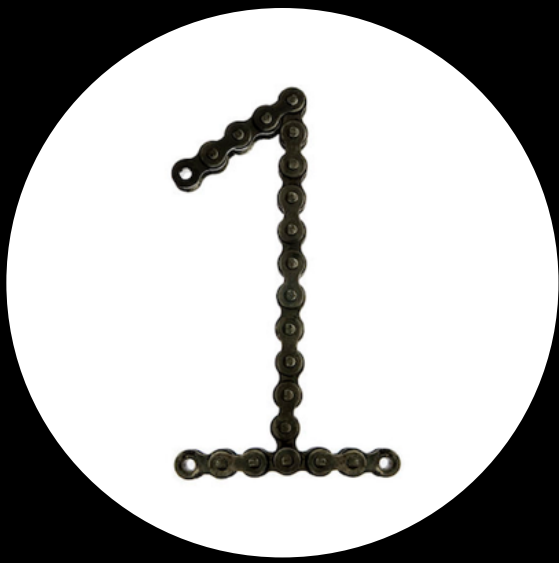
Knowledge work

Work-life balance

Work autonomy

Freelancing

Consumer UX



Happy employees are more
productive, provide a better customer
experience and cost less



A well designed digital workplace
makes for happier employees

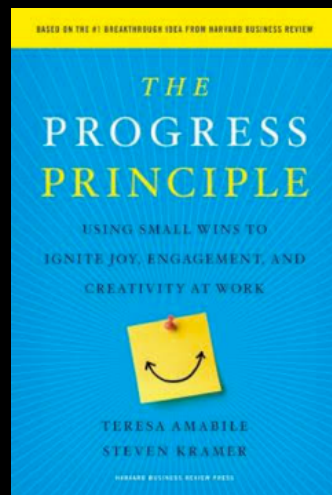


A digital workplace *supports* digital transformation, it doesn't *define a vision* for what that transformation should be.

Productivity



“we analyzed the 64,000 specific workday events reported in the diaries of 238 professionals: of all the events that **engage people at work**, the single most important — by far — is simply **making progress in meaningful work.**”

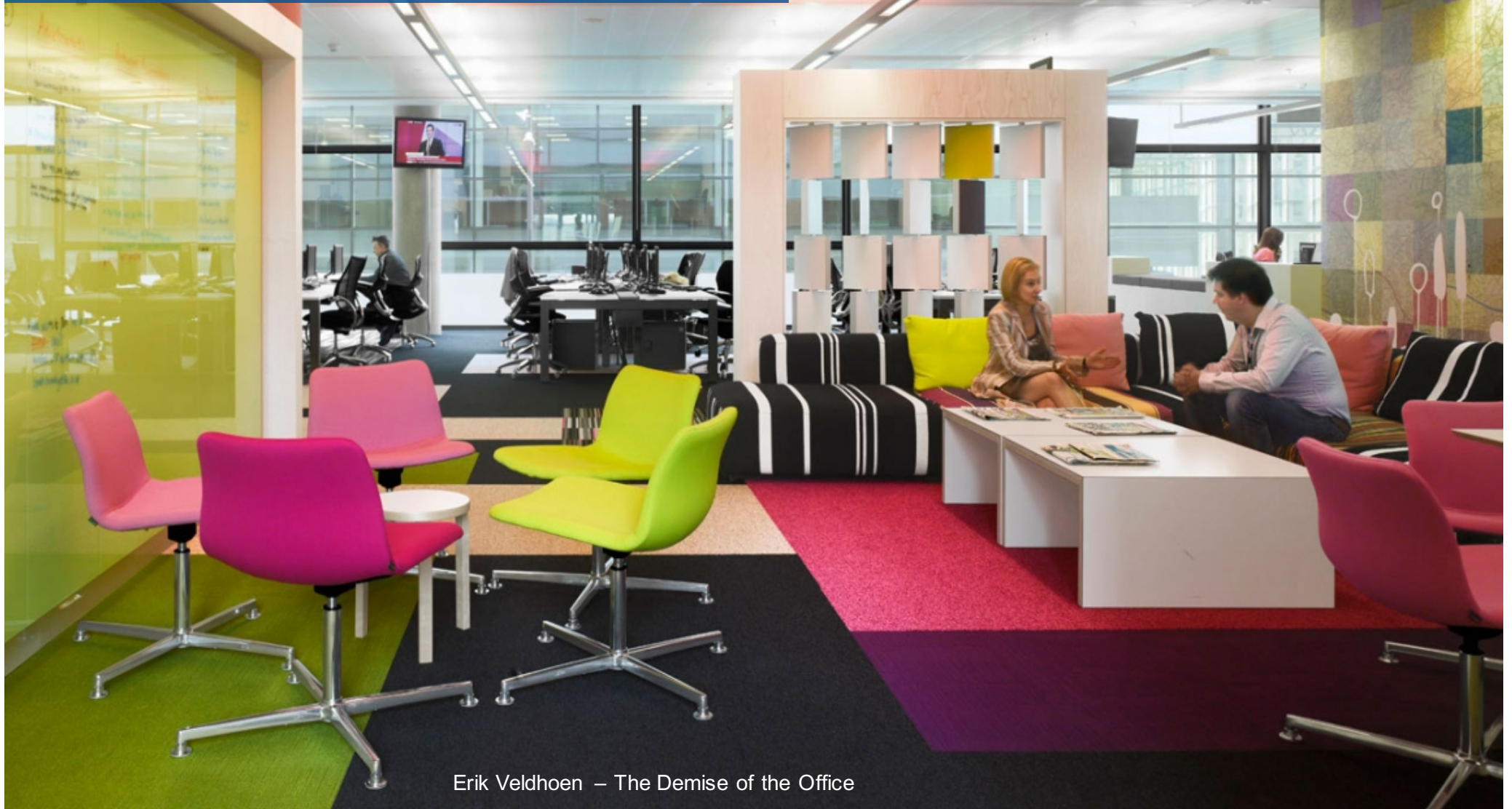


Amabile & Kramer in “The Progress Principle”

Activity Based Working

New ways of working

Agile Working

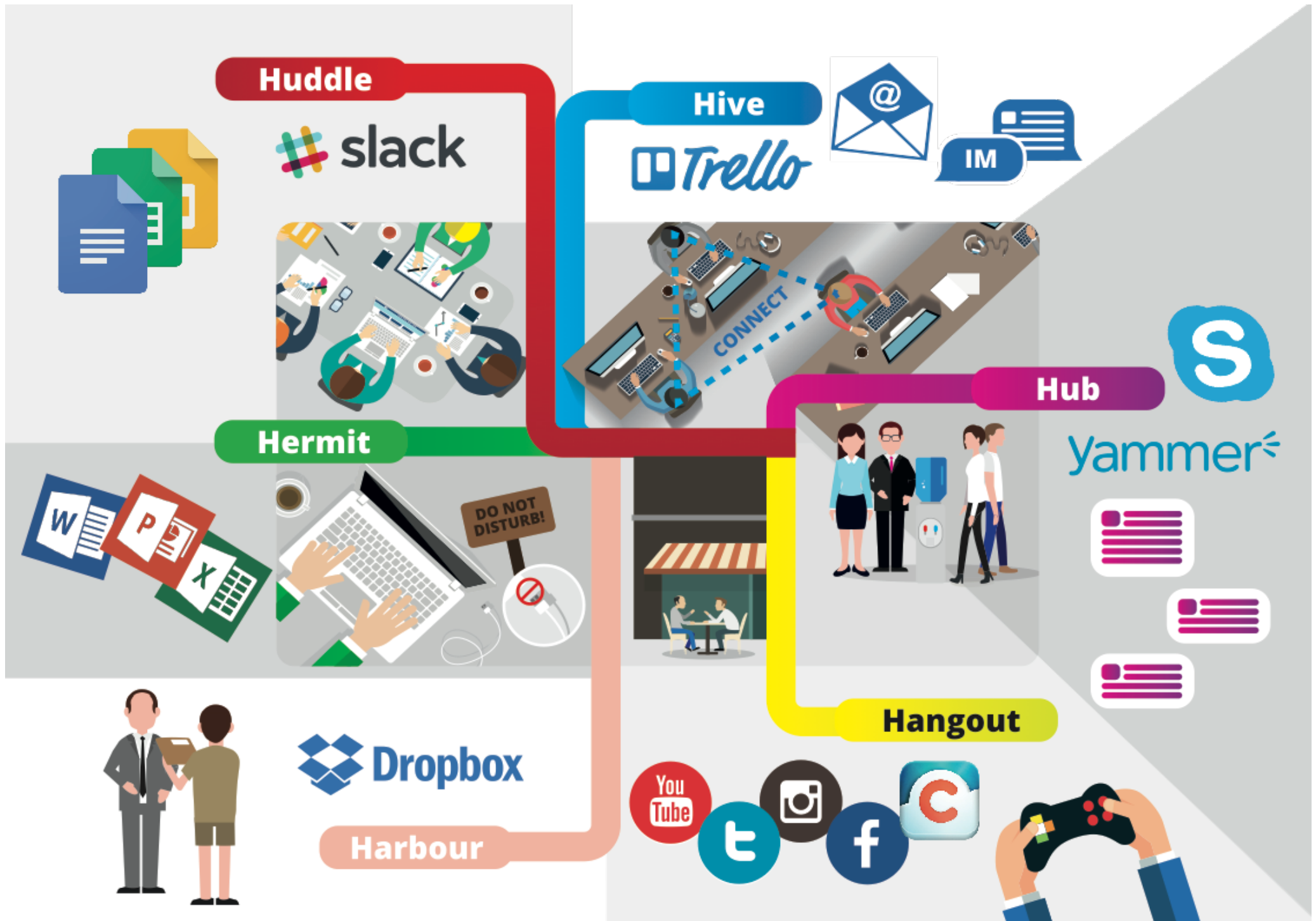


Have our digital workplaces kept up?



We are giving people a jumble of
digital workplace tools

What they need are distinctive digital
working spaces



clearbox.co.uk/hubs-hives-hangouts

Hermit



Huddle

 slack



62%
more sick
days in open
plan offices





Search

OFFICE 365 NETWORK GROUPS

OneNote Users and Fans	18
SharePoint IT Pro	20+
Office 365 Groups	20+
Yammer Help (Enterprise Social)	20+
Yammer & Enterprise Social	20+
Community Management	20+
Office for Mac	20
SharePoint On-Prem	20+
SharePoint Online Migrations	10
Delve	20+
Driving Office 365 Adoption	19
All Network	20+



OneNote Users and Fans

UNREAD CONVERSATIONS 18 ALL CONVERSATIONS FILES NOTES

Update Poll Praise

Share something with this group...

UNREAD CONVERSATIONS



Michael Perry FOLLOW - 11 hours ago

This has probably been asked before but what notebooks leaves as I believe it is stored in a team site but I get the impression th

LIKE REPLY SHARE



Liz Pommer - 10 hours a

You're right, this questi definitely worth asking





< Green Room home page

Welcome to the Green Room page for

Asda Bridge of Dee Superstore



BenefitsBook:

Login to access your
online benefits book.

Colleague Number

Password



[Forgotten your login details?](#)

Find an Asda store or d

Select a store...

Colleague n

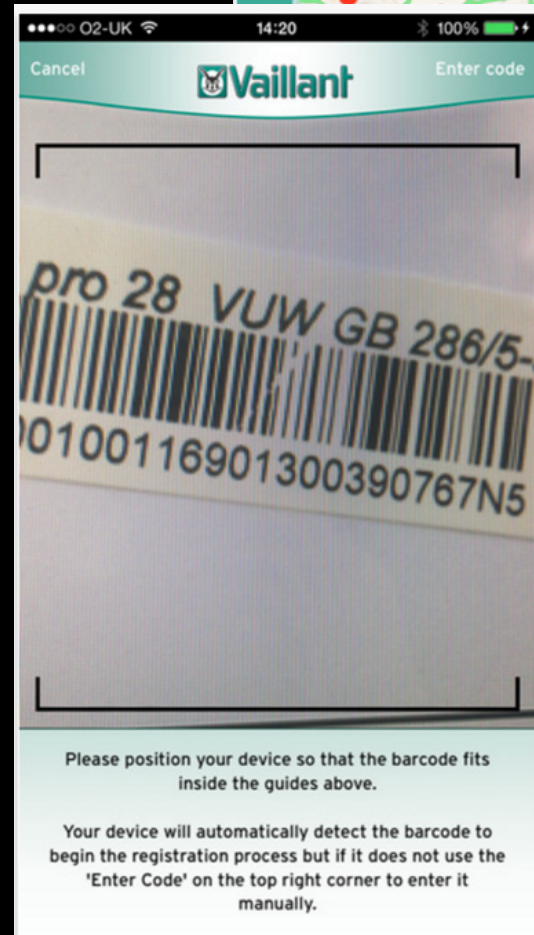


Hangout





Harbour





The problem with 'Always on'

29 days

Extra work time
spent on
handled devices
(i.e. total annual
leave)

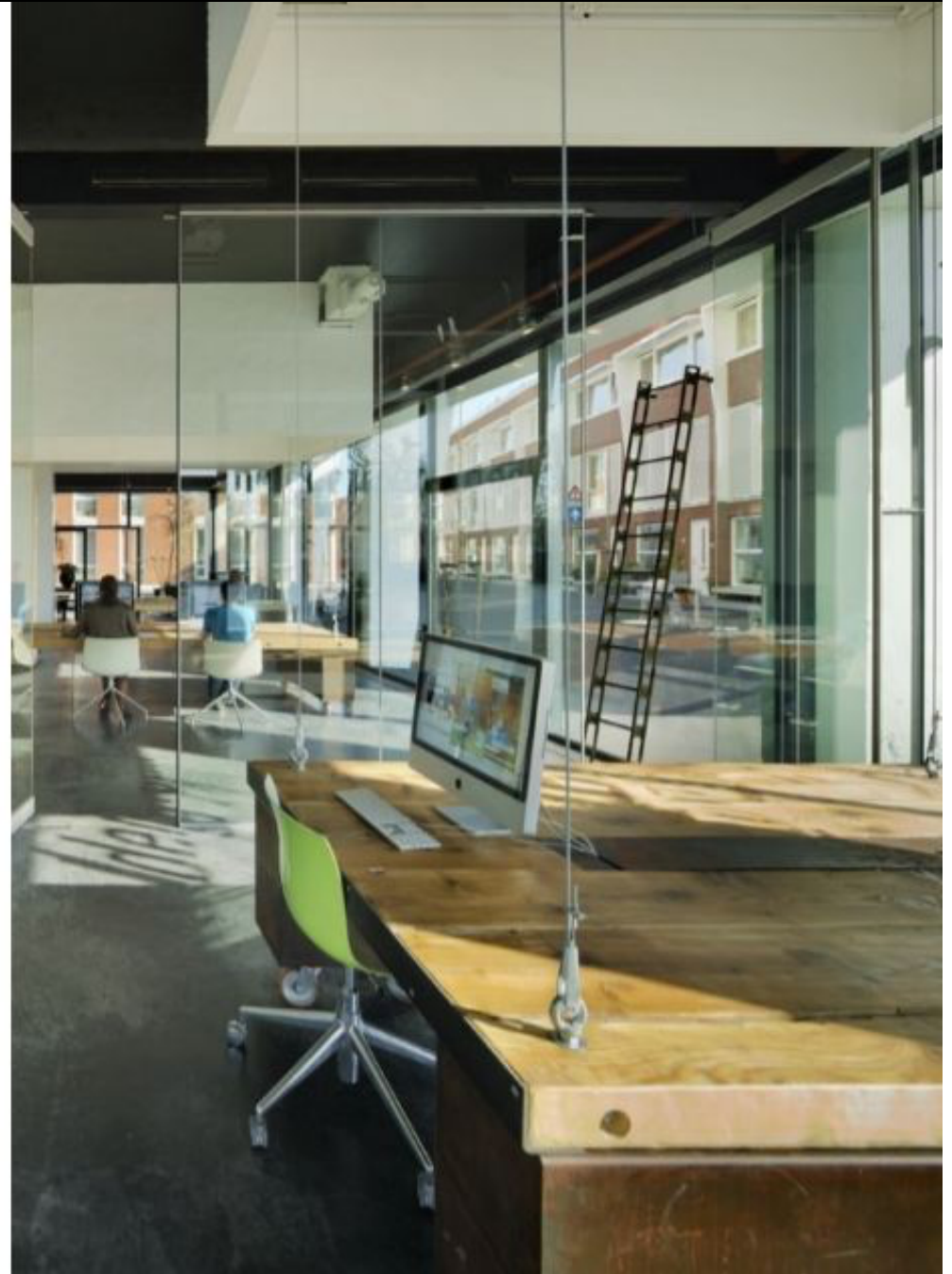
53%


US employees
checking
company
email over
weekend

6%

US employees
checking
company
email while
spouse in
labour

We need to switch off





A new version of
Adobe Reader
is available

Celebrity to
open new wing

Lights left on in
car park B

Grumpy cat lolz
😊😊

Unless we learn to switch off
digital distractions, everywhere
ends up as a hive.

A state of flow

**25
minutes**

Time to recover
from interruption
on complex
tasks

9%

Increase in
exhaustion by
those
frequently
interrupted



Samuel Hulick
Feb 29 · 10 min read

Slack, I'm Breaking Up with You



ClearBox

● sam

CHANNELS (7)

bids

cbx-on-ww

general

marketing

random

test

DIRECT MESSAGES (4)

♥ slackbot

○ andrewmarr

○ wedge

+ Invite People

#marketing

2 members | Add a member

March 17th

3:51 PM

is there maybe some rogue formatting in the HTML?

3:56 PM

wedge

I'm not getting your full email, so I don't have your notes / changes. I don't yet understand your two comments in this conversation, and I'm sorry I have to leave my desk. Can we do a screenshare via Skype tomorrow morning?

Yesterday

9:47 AM

wedge

Preview newsletter should be in your inbox now - I'm proofreading it now. Note I've added the SharePoint 2016 item. Please do reflect on the email subject.

9:50 AM

sam

All good Wedge, thank you

I'm thinkign Friday is a bad day to send a work newsletter though. Shall we schedule for Monday?

9:51 AM

wedge

I agree mostly.

Yes. 2pm, 1pm?

9:51 AM

sam

Let's try 10am

9:51 AM

wedge

Right!

9:53 AM

sam

Subject: Intranet quick tips and toolboxes - ClearBox Newsletter

9:56 AM

wedge

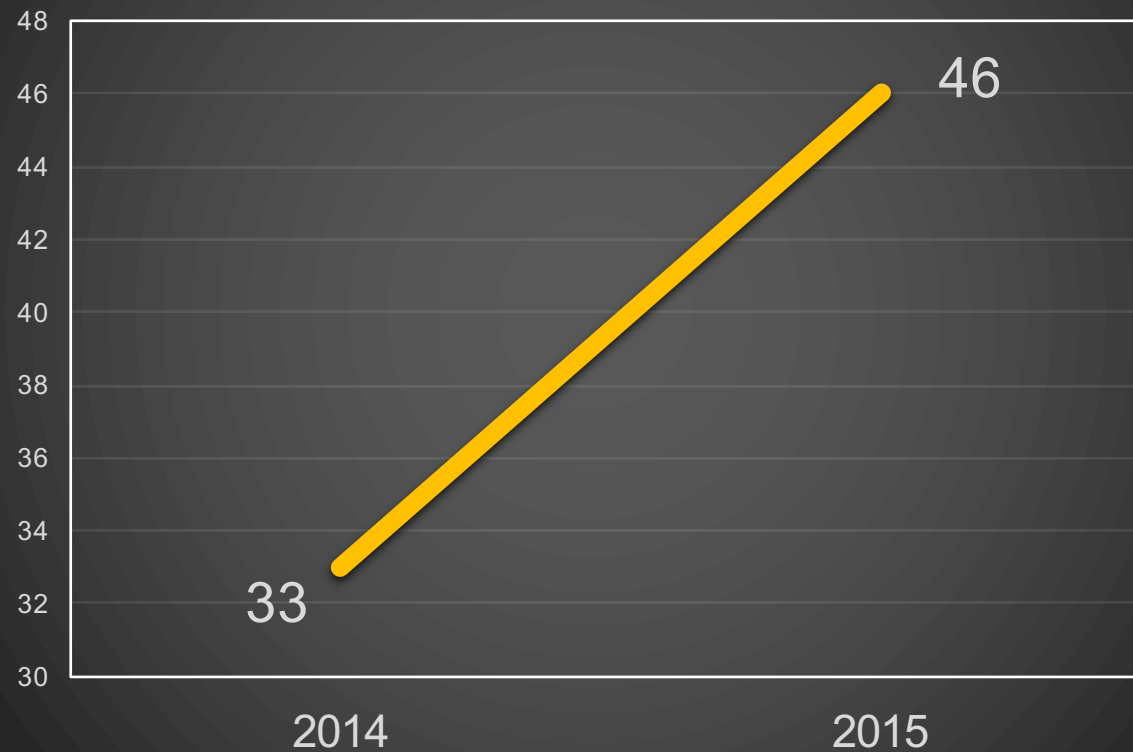
Title and time scheduled, cheers.

“What information consumes is rather obvious: it consumes the attention of its recipients. Hence a wealth of information creates a poverty of attention”

– Herb Simon, 1971.

We like interruptions sometimes

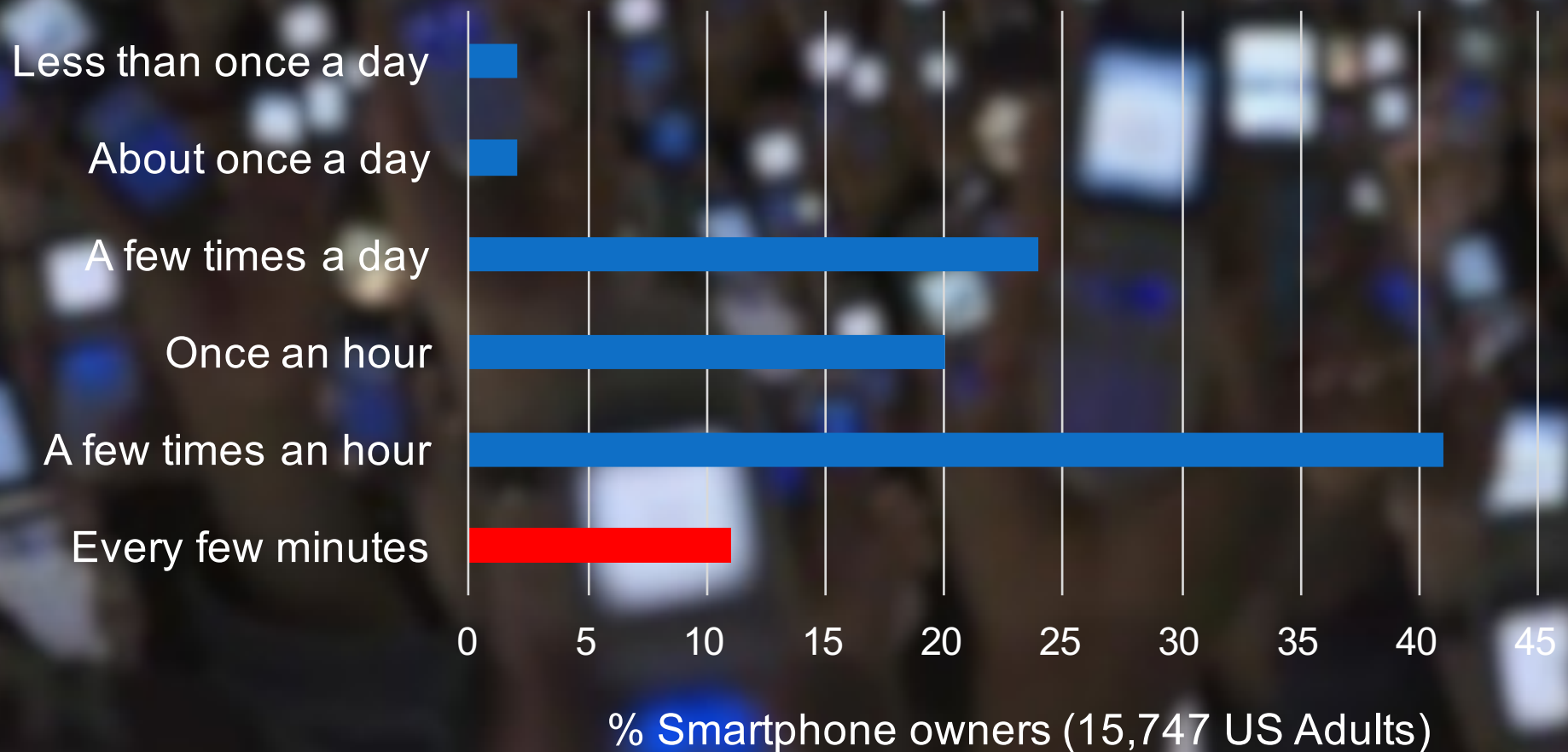
Number of smartphone checks per day



40%
Email
'distractions'
were self
generated

11 % check their phone 'Every few minutes'

How often do you look at your smartphone?



Do not disturb





Always On or Work Can Wait?

Unless I hit Snooze or turn off notifications completely, Basecamp can send me emails, browser notifications, or smartphone alerts...

☐

Always! 24/7/365 no matter what.

☒

Work Can Wait! Only during my work hours...

9am



to

5pm



M

T

W

Th

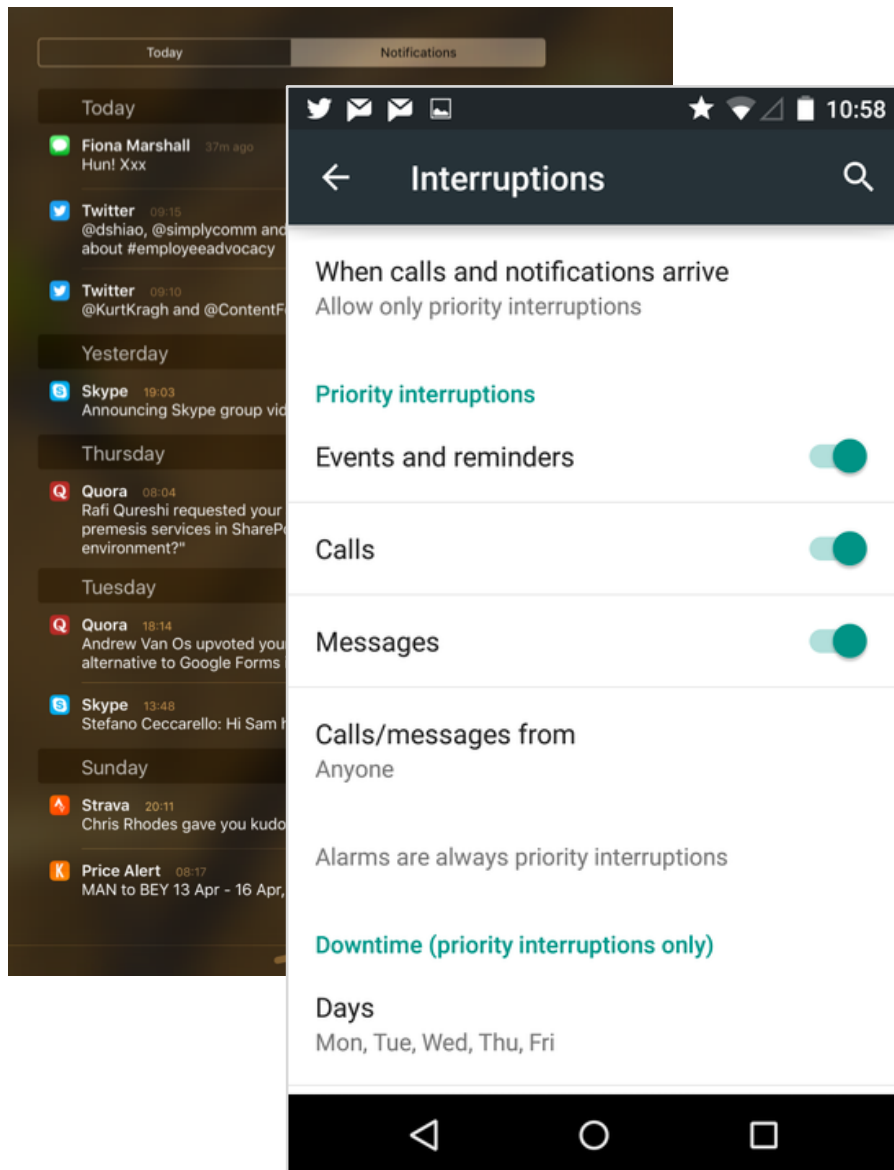
F

S

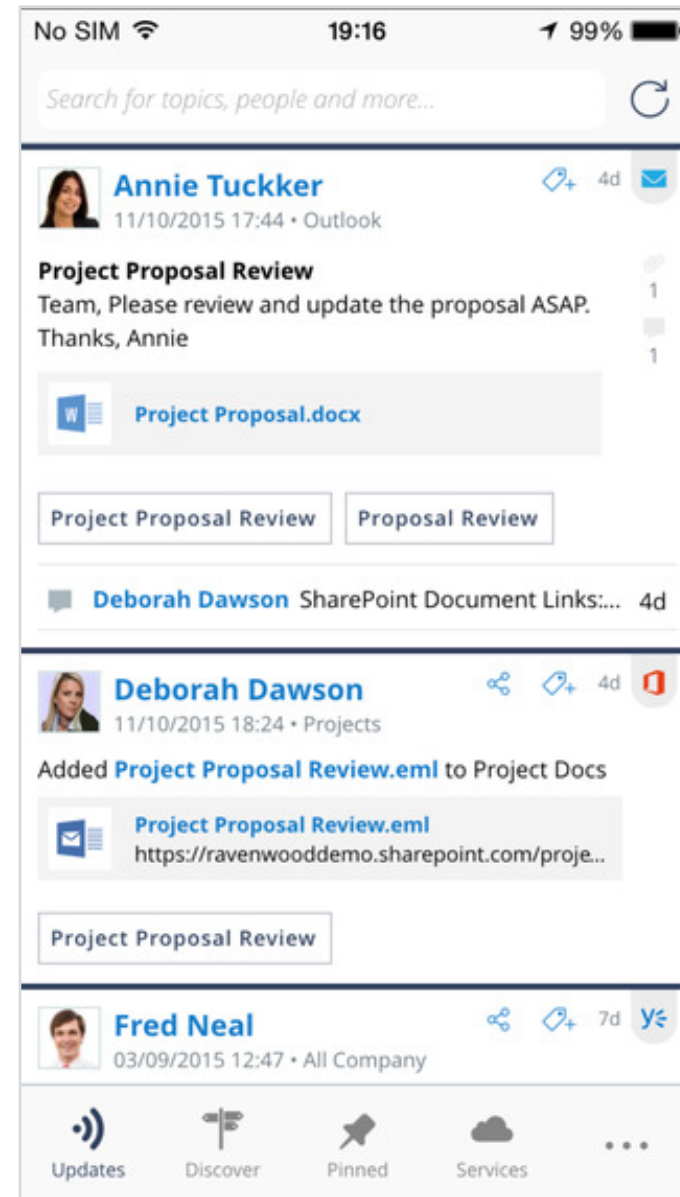
Su

Save my settings

Future of the activity stream



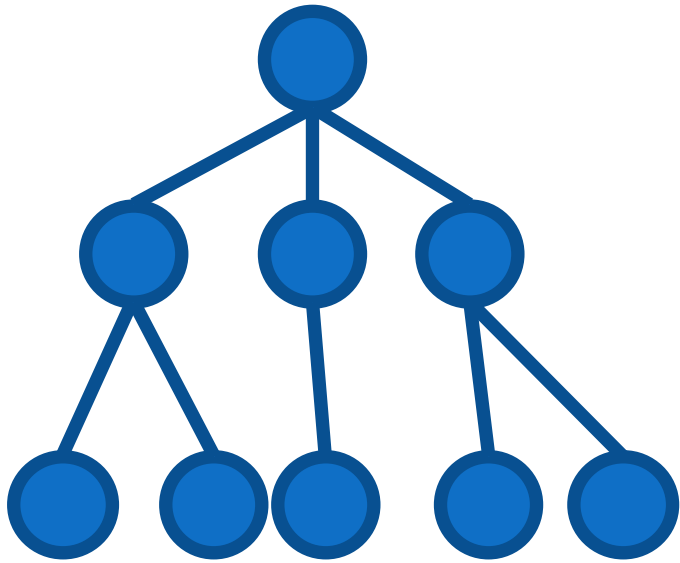
iOS and Android notifications



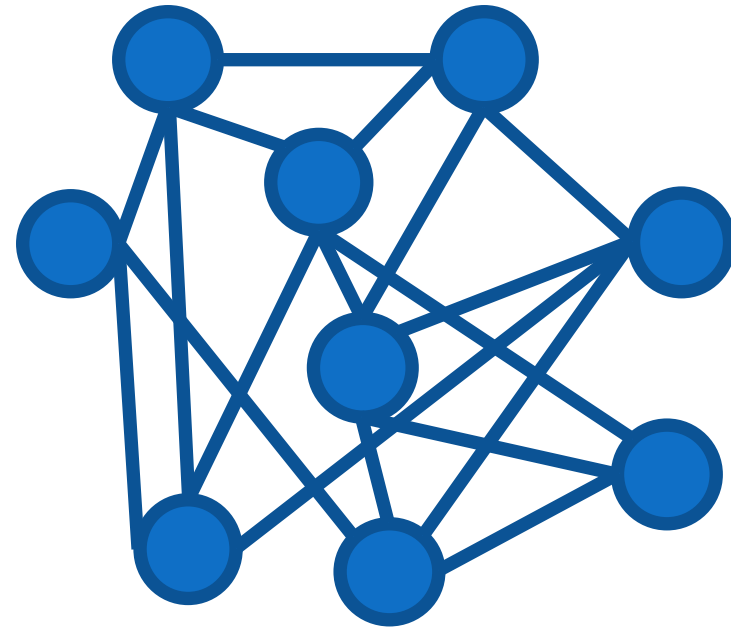
Harmon.ie collage



Are hierarchies bad?

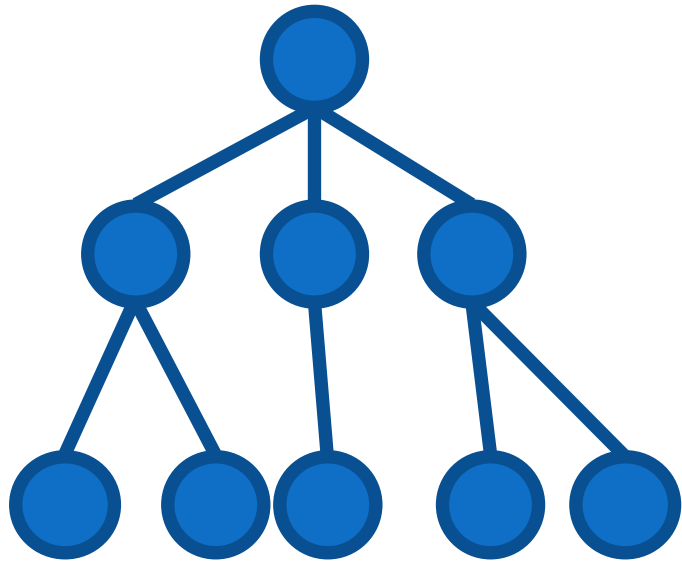


A



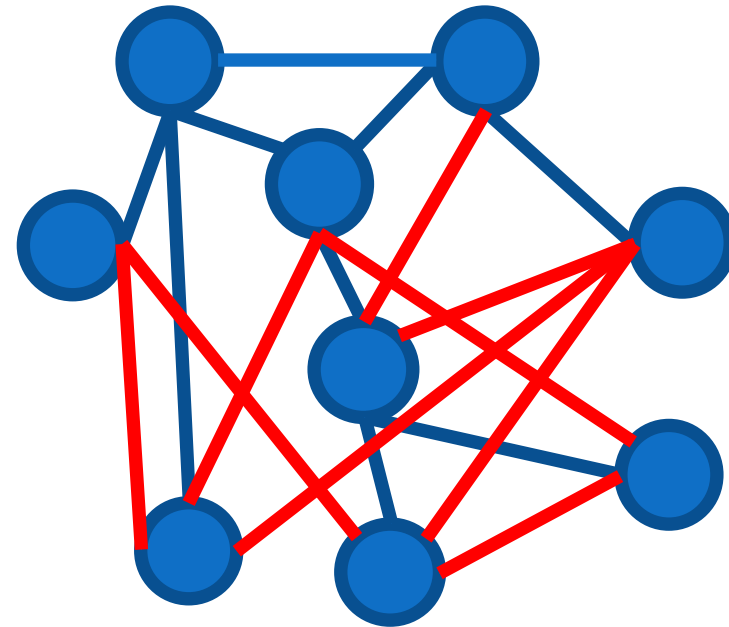
B

Which is more agile?



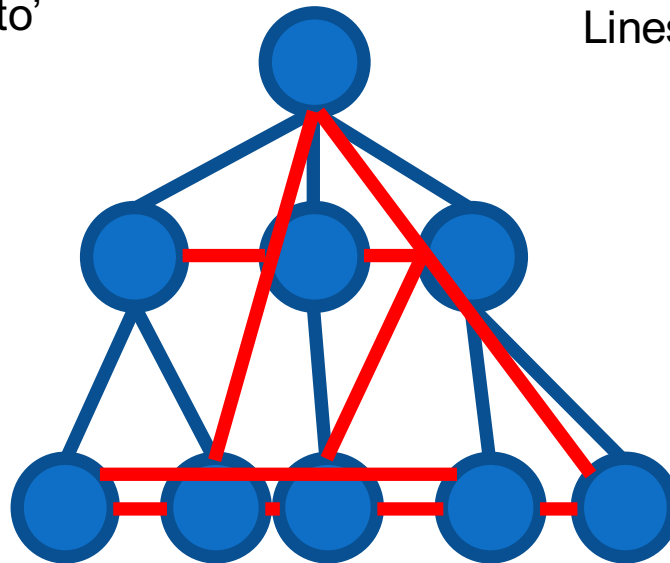
A: Hierarchy

Lines mean 'reports to'



B: Network

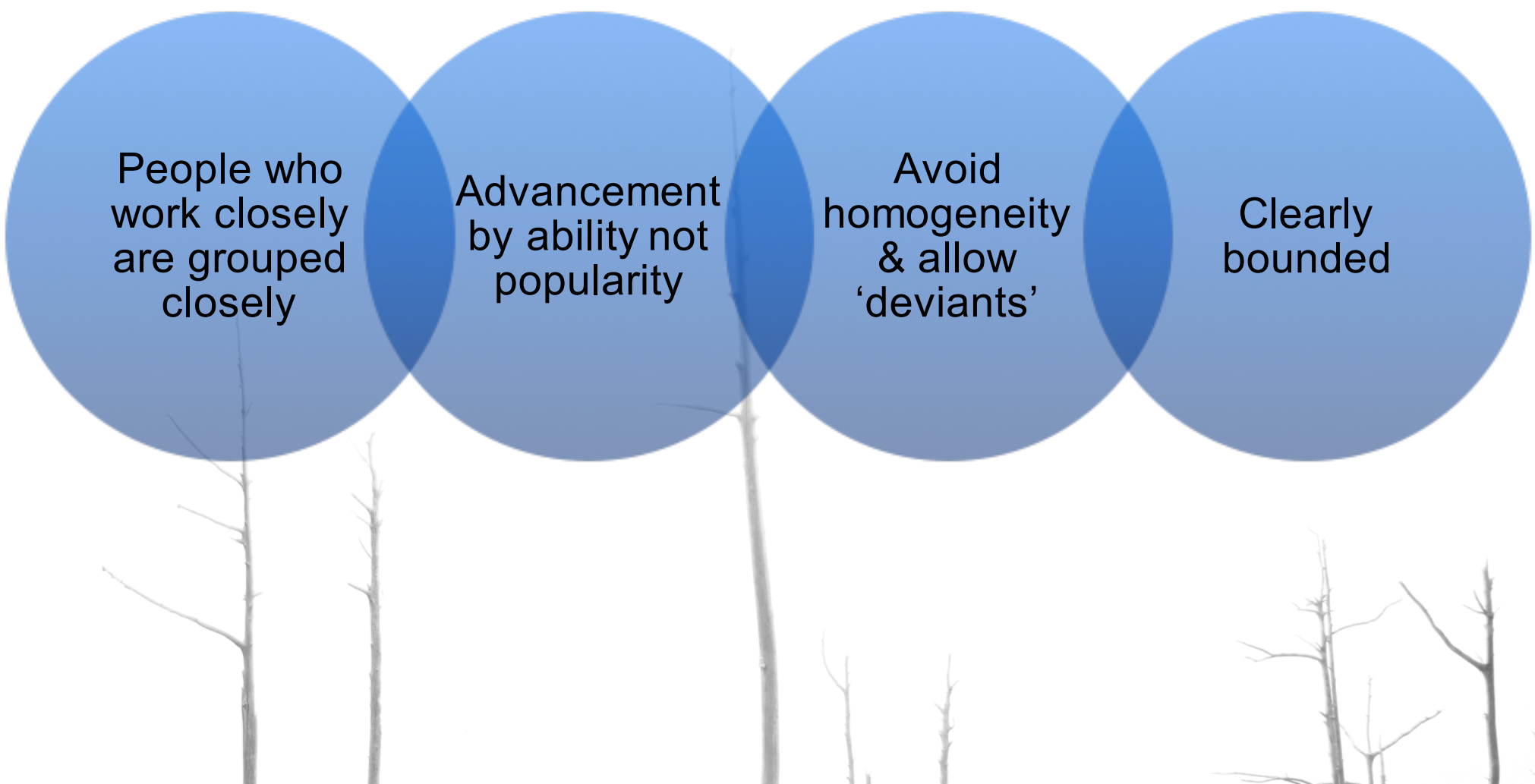
Lines mean 'communicates with'



C: Hierarchy

Lines mean 'communicates with'

Good hierarchies beat sparse networks



People who
work closely
are grouped
closely

Advancement
by ability not
popularity

Avoid
homogeneity
& allow
'deviants'

Clearly
bounded

We risk over-collaboration

20-35% of the value in
collaboration comes from 3%-5%
of employees

-Rob Cross et al HBR Jan 2016

5 great things about Silos

Filtering

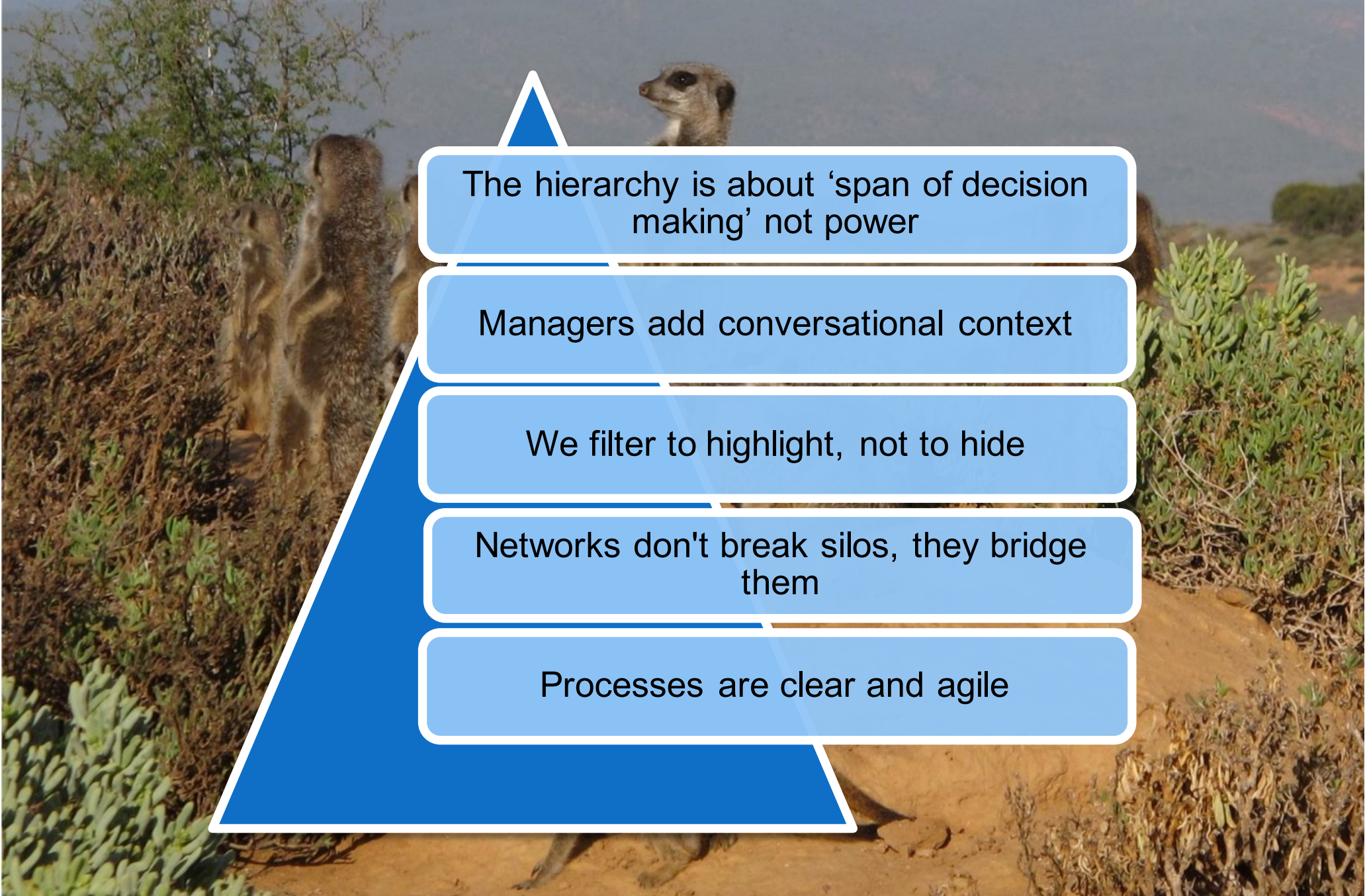
Language

Belonging

Trust

Direction

Hierarchies work best when:



The hierarchy is about 'span of decision making' not power

Managers add conversational context

We filter to highlight, not to hide

Networks don't break silos, they bridge them

Processes are clear and agile

How digital workplaces improve hierarchy

The hierarchy is about 'span of decision making' not power

Managers add conversational context

We filter to highlight, not to hide

Networks don't break silos, they bridge them

Processes are clear and agile

Widespread consultation; clear decision communication

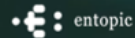
Open, two-way communication; virtual mentoring

Working out loud within groups, @mentions

ESN, rich profiles; pro-active search; knowledge sharing


Feedback & iteration; rapid dissemination

congres intranet 2016



📍 Mediaplaza, Utrecht

📅 22 maart 2016

 embrace

 ETTU
the art of sharing

 HelloWorkspace
Het intranet voor elke organisatie

 ilionx
Assured IT Solutions

 mixit

 ViADESK

 WINKWAVES

What about intranets?

Programma

KEYNOTES OCHTENDPROGRAMMA

9:40 - 11:00

BREAKOUT RONDE 1

11:20 - 12:00

Levels of helpfulness



Links

Search

Paternity leave



Results found in ClearBlocks ▾

Preference for results in English ▾

<COMPANY> PATERNITY POLICY

If the child is born early ... to take up to 2 weeks Ordinary **Paternity Leave** and pay, however the previous entitlement to Additional **Paternity Leave** is no longer available for parents ...

[cbxc.sharepoint.com/sites/News/.../Paternity Policy \(1\).doc](http://cbxc.sharepoint.com/sites/News/.../Paternity Policy (1).doc)

<Company Name> Policy on Maternity, Adoption, Paternit...

For **paternity leave** and pay: any employee of the organisation whose partner has become ... by us continuously for at least 26 weeks you will be entitled to 2 weeks **paternity leave** ...

cbxc.sharepoint.com/.../Maternity Paternity and Shared Parental Lea...

<Company Name> Policy on Shared Parental Leave

As you are one of our ... are intending to take shared parental **leave** is non-binding – you are free to change your minds about how **leave** and pay are to be allocated between you by ...

[cbxc.sharepoint.com/.../Policy on Shared Parental Leave \(1\).docx](http://cbxc.sharepoint.com/.../Policy on Shared Parental Leave (1).docx)

Results found in ClearBlocks ▾

3 results

Alert Me

Preferences

<Company Name> Policy on Maternity, Adoption, Paternity a... ✕

<Company Name>

Policy on Maternity, Adoption, Paternity and Parental Leave and Pay
(To be implemented from 1st December 2014 applying to adoption matches or babies due / born after 5th April 2015)

Who is covered by this policy?

1. **For maternity / adoption leave and pay:** any employee of the organisation who has become pregnant or who has been matched with a child for adoption.
2. **For shared parental leave:** the partner of any such employee whether or not they work for this organisation (subject to certain qualifying and earnings criteria); or an employee whose partner has become pregnant or been matched with a child for adoption.
3. **For paternity leave and pay:** any employee of the organisation whose partner has become pregnant or been matched with a child for adoption.
4. **For unpaid parental leave:** any employee with at least one years service who has a child under 5 years old (from April 2015 this will be under 18 years old).

What am I entitled to?

If you are an employee who is pregnant or adopting:

- You will be entitled to take up to 52 weeks maternity / adoption leave if you



PAGE 1 OF 13



Changed by ☐ Sam Marshall on 4/12/2015 5:32 PM

EDIT

FOLLOW

SEND

VIEW LIBRARY

Levels of helpfulness

A photograph of a stone staircase with ivy and autumn leaves on the left side. The text "Information" is overlaid on the right side of the image.

Information

Links

from Oxford, UK

to London, UK



Leave now

13:37 - 14:45

1 hour 8 mins



13:37 from Oxford

0 min

Search



Preference for results in English ▼

Paternity Leave

You are entitled to 10 days **paternity leave** ... This can be taken at any point within 12 months of the birth or adoption of your child ...

cbxc.sharepoint.com/sites/News/Pages/Paternity-Leave.aspx



<COMPANY> PATERNITY POLICY

If the child is born early ... to take up to 2 weeks Ordinary **Paternity Leave** and pay, however the previous entitlement to Additional **Paternity Leave** is no longer available for parents ...

[cbxc.sharepoint.com/sites/News/.../Paternity Policy \(1\).doc](http://cbxc.sharepoint.com/sites/News/.../Paternity Policy (1).doc)



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cbxc.sharepoint.com/.../Maternity Paternity and Shared Parental Lea...



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[cbxc.sharepoint.com/.../Policy on Shared Parental Leave \(1\).docx](http://cbxc.sharepoint.com/.../Policy on Shared Parental Leave (1).docx)

Levels of helpfulness



Anticipation

Information

Links

Your paternity leave entitlement is

10
days



Apply for paternity
leave



6 days

Holiday remaining



Employee **handbook**:
paternity leave section



Questions? **Jo Malone** is your HR rep



Levels of helpfulness

Execution

Anticipation

Information

Links

Book vacation days

June							July							August						
26	27	28	29	30	31	1	30	1	2	3	4	5	6	28	29	30	31	1	2	3
2	3	4	5	6	7	8	7	8	9	10	11	12	13	4	5	6	7	8	9	10
9	10	11	12	13	14	15	14	15	16	17	18	19	20	11	12	13	14	15	16	17
16	17	18	19	20	21	22	21	22	23	24	25	26	27	18	19	20	21	22	23	24
23	24	25	26	27	28	29	28	29	30	31	1	2	3	25	26	27	28	29	30	31
30	1	2	3	4	5	6	4	5	6	7	8	9	10	1	2	3	4	5	6	7

Your next vacation ...

 [11th - 21st July](#)

remaining
vacation days

14

Q Approvals

 Content

 Quick Links

 People

4 Results Returned

[Filter](#) v


[Suggest New Quick Link](#)

Approvals

View and approve approvals from various AZ systems including iBuy & AZTEC.



[Tavel to Delhi →](#)

INR 42000.00 requested by  on Mon Jun 02 2014

[AZTEC](#)  



[Look and See visit →](#)

INR 24000.00 requested by  on Sun Apr 13 2014

[iBuy](#)  



[Bangalore Shifting →](#)

INR 16000.00 requested by  on Thu May 08 2014

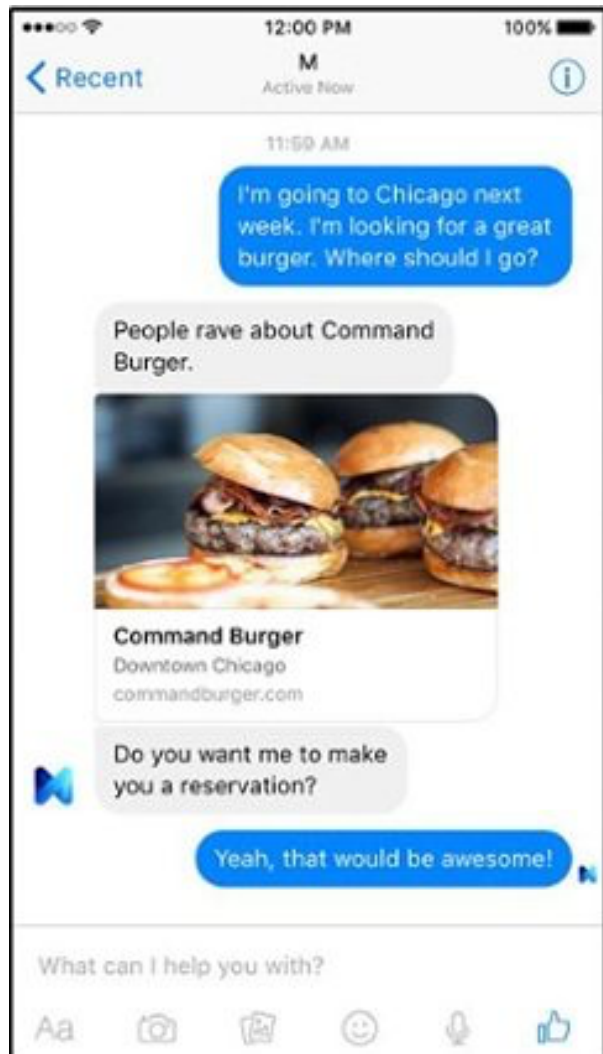
[iBuy](#)  

Page 1

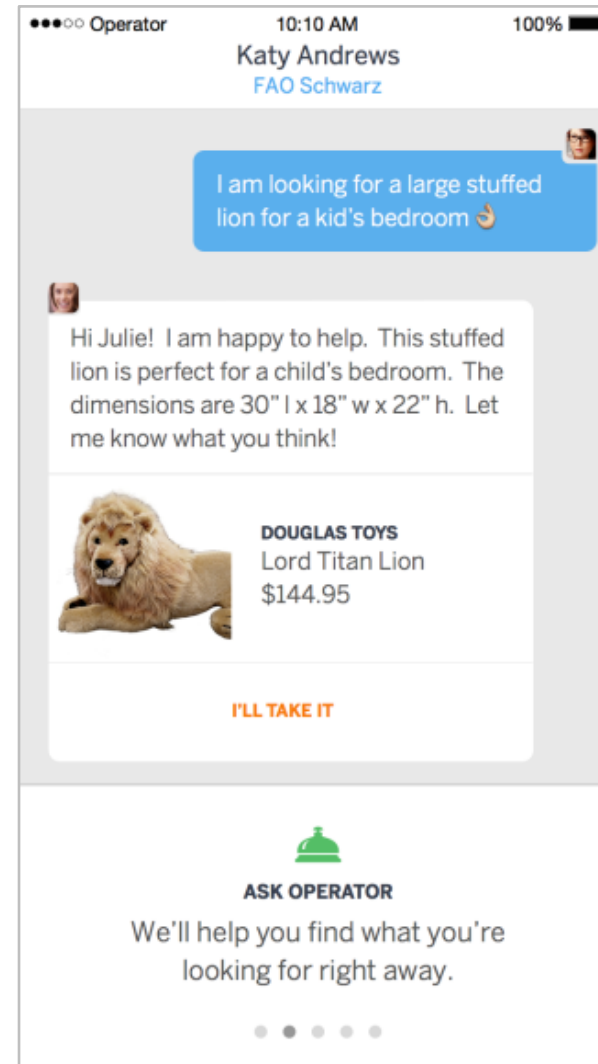
[Next](#)

Micro applications in search -
AstraZeneca

"Invisible Apps" as Concierges



Facebook M



Operator

The future of Intranets is Intelligent Assistance

Trippeo

● Adarsh Pallian

CHANNELS (17)

expenses

random

receiptkeep

DIRECT MESSAGES (14)

● ka_h-money

+ Invite People

@ka_h-money ●



Search



● @ka_h-money

This is the very beginning of your direct message history with **ka_h-money**. Direct messages are private between the two of you. Sharing a private file here will not make it public, but it will allow **ka_h-money** to see and share it.

Today



Adarsh Pallian 12:55 PM

uploaded an image: [receipt.jpg](#)



TRIPPY BOT 12:55 PM

Thanks, your attachment "receipt.jpg" is being processed and will be added to: Adarsh **Pallian** 1's ReceiptKeep.

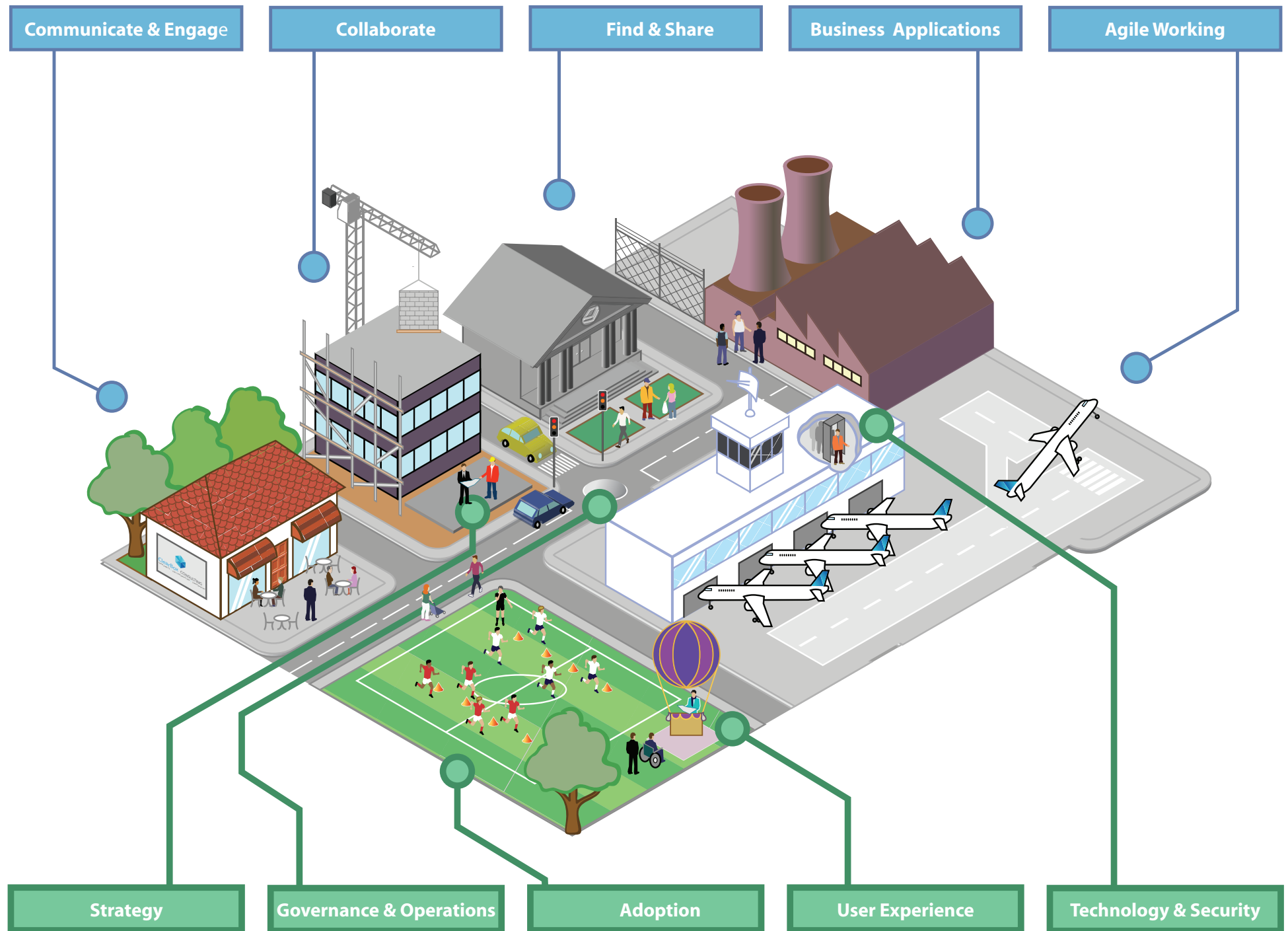
The Spork



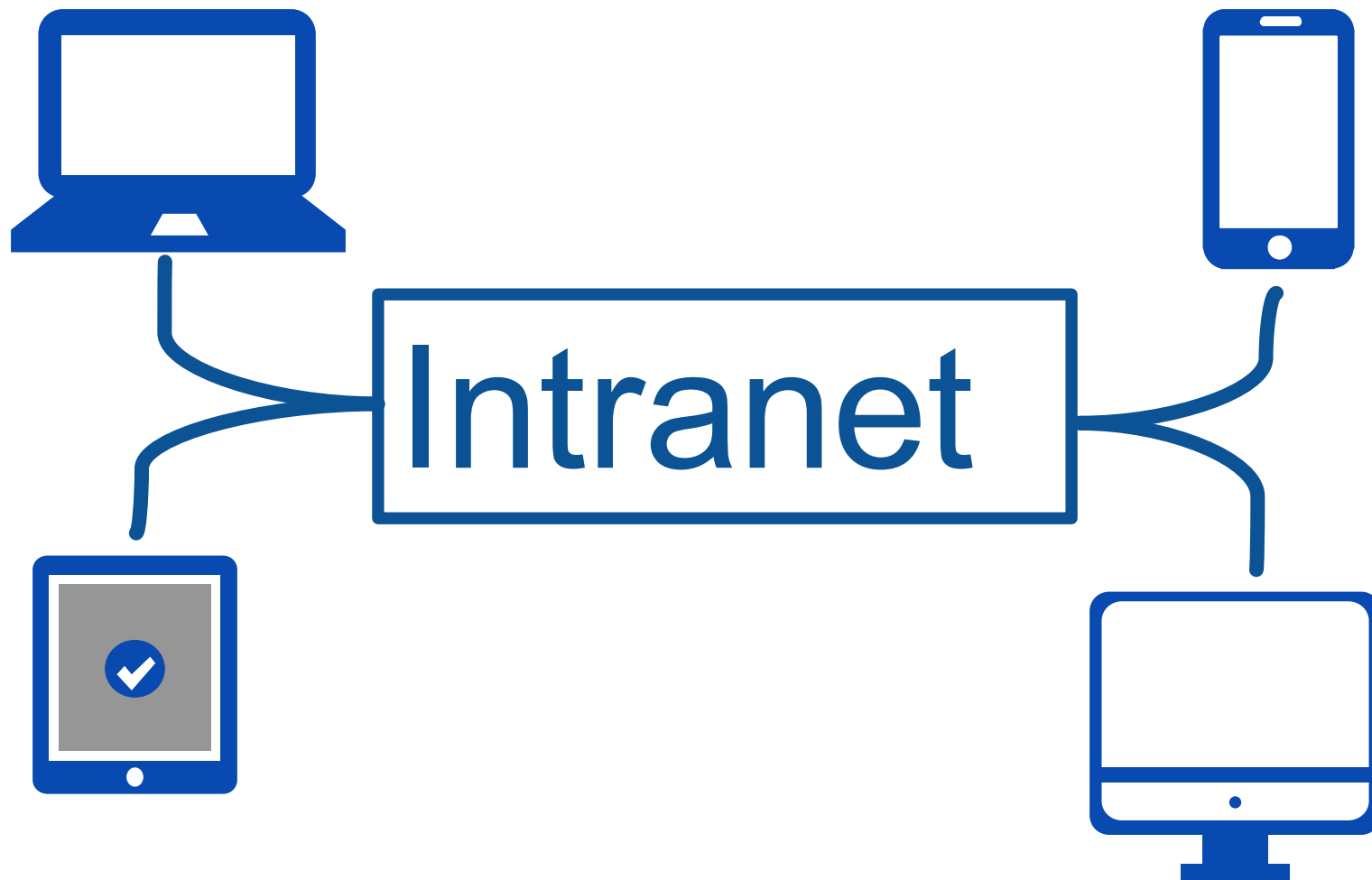
- For both forking and spooning
- Made from super strong titanium
- Threatens job security of your other cutlery

One utensil to rule them all

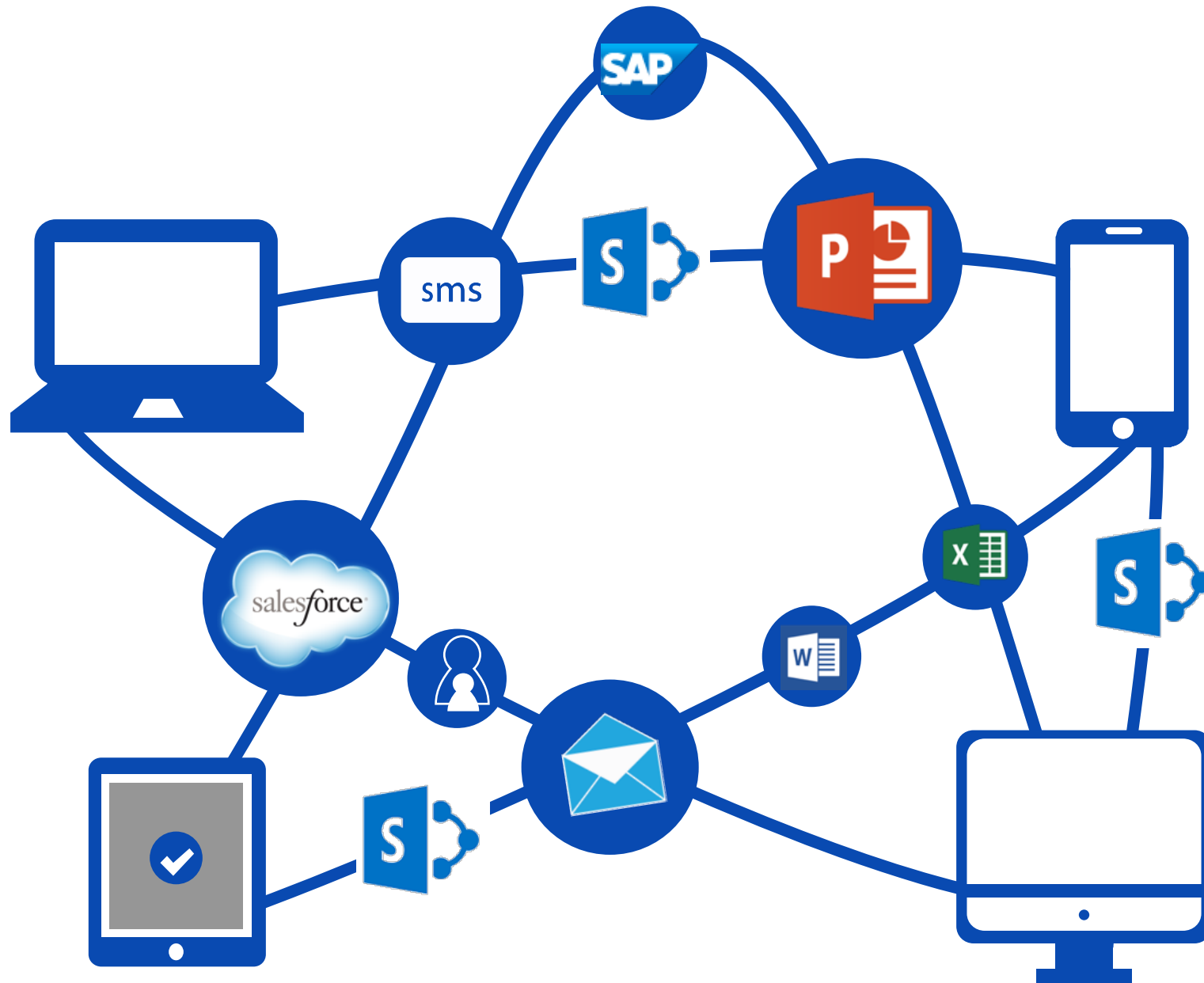
We can't create a great Employee
Experience with a single system



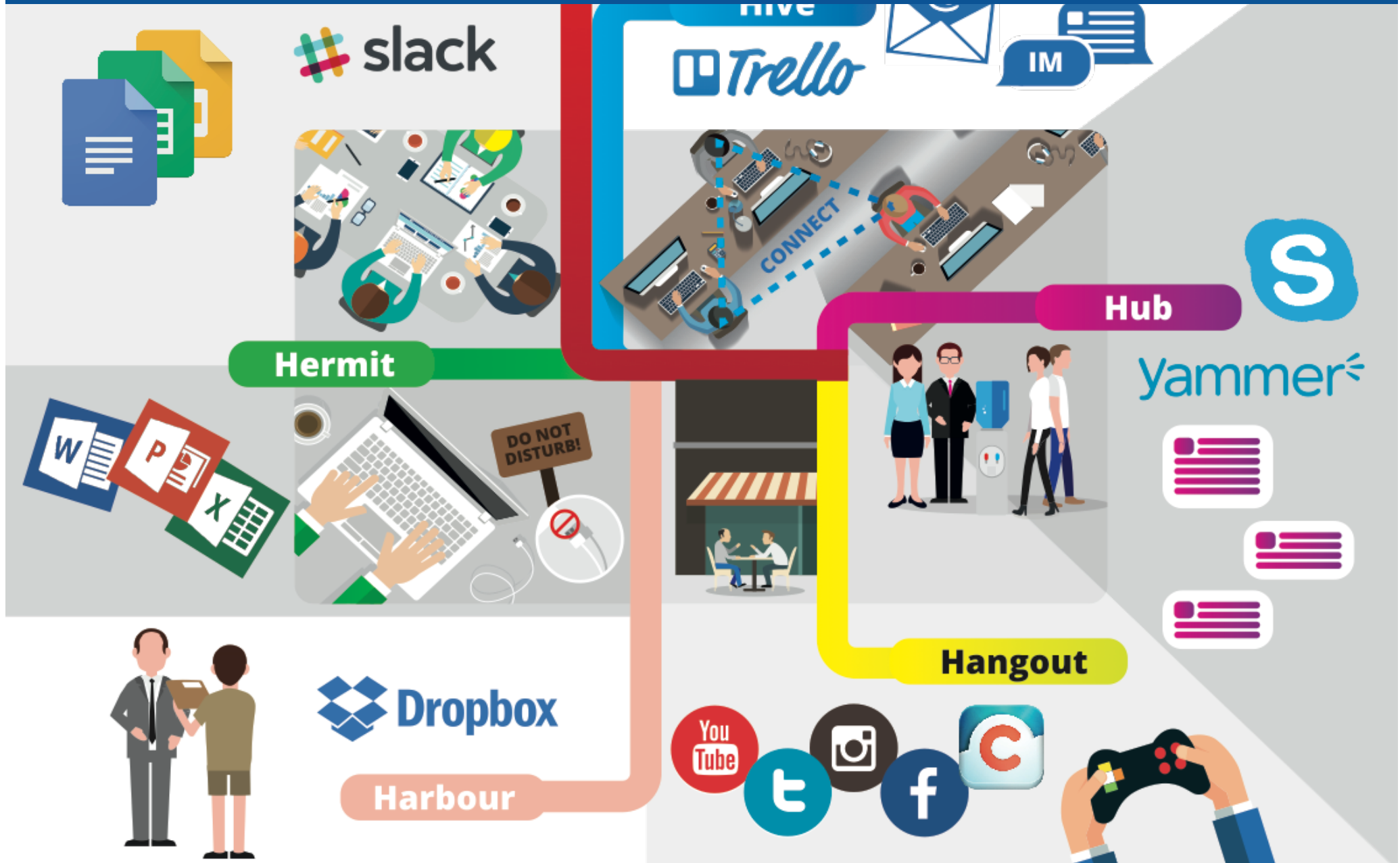
Don't think of 'Intranet' in the middle of your digital workplace....



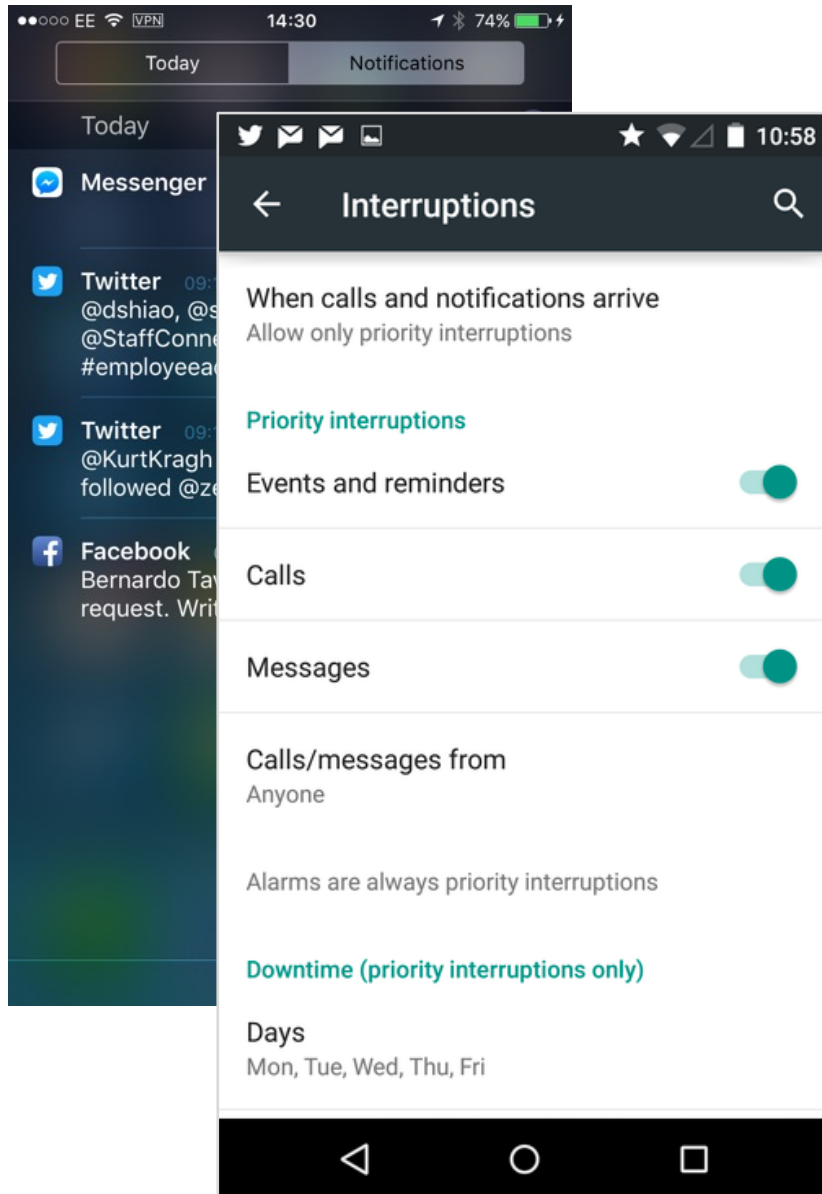
...think of how to enable the flow between people and content



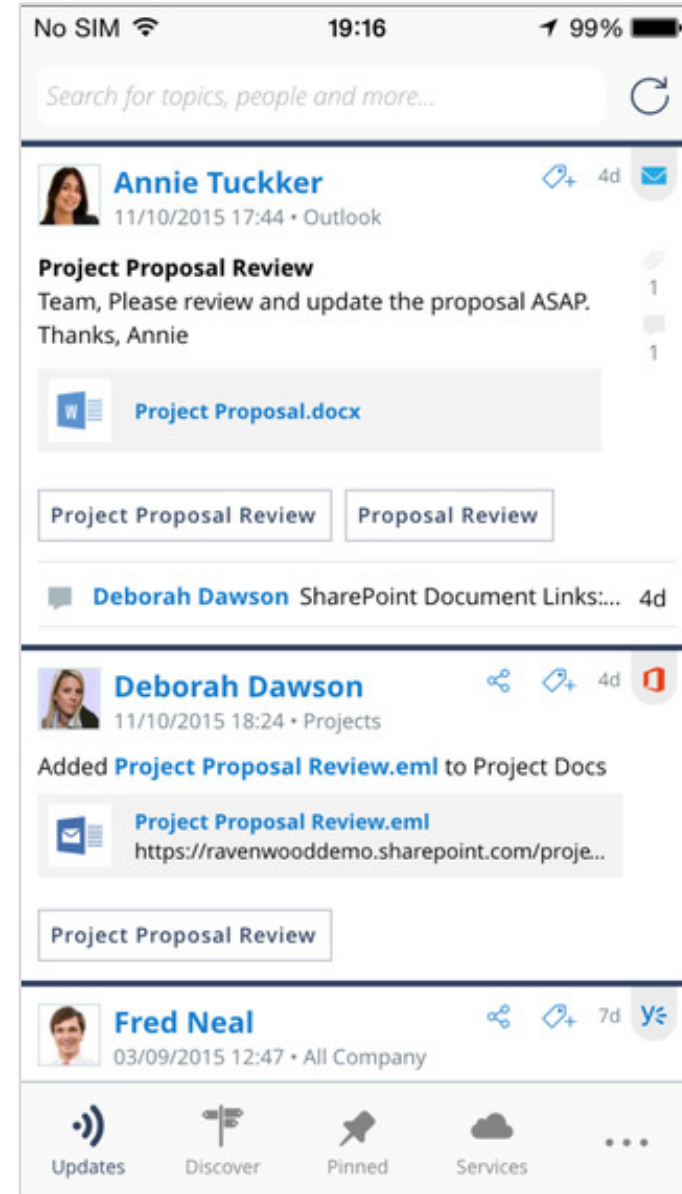
Create distinctive digital working spaces



Help people manage distractions



iOS and Android notifications



Harmon.ie collage

Make it about actions, not links

Your paternity leave entitlement is

**10
days**



Apply for paternity
leave



Employee **handbook**:
paternity leave

6 days
Holiday remaining



Questions? **Jo Malone** is your HR rep



Don't make your intranet a Spork





ClearBoxCONSULTING

INTRANETS | COLLABORATION | SHAREPOINT



sam@clearbox.co.uk
@sammarshall

www.clearbox.co.uk