



A day in the life: Bringing the Modern Workplace vision to life

HR Consultant





The morning wake-up alarm goes off, and Peta flicks through Insta and LinkedIn on her phone before heading to Teams to connect to her working day. Peta's Teams calendar is mainly blocked out. A bunch of new people are starting, and her focus is on getting set for a smooth onboarding.

Peta is WFH today, and the working day is in full swing a few hours later. She looks at the list of recruits organised by role, location, department and more.

The baseline new starter template is applied to all the recruits, and Peta customises the new employee experiences. She remembers life before The Modern Workplace creating the same generic experiences for everyone and then scrambling to address the gaps in onboarding and training. Peta shudders at the memory and the uncomfortable feeling of not being able to see the holes. Often she'd only find out about missing training following an operational incident.

The onboarding template takes care of basic organisational knowledge, OH&S, DEI, and all the admin basics. The template also covers location-specific information and provides site plans, access and other necessary details.

The following person on the list is a little unusual; Karla has a dual role working for two teams. Peta drags and drops the role-specific modules — Karla's set to go.

It's time for the team stand-up, and Peta's lost track of time. The meeting reminder buzzes on her smartwatch, and she opens several reports. In the meeting, her manager asks for a report on the status of onboarding training. She talks about the speed at which she can prepare and carry out the onboarding process with the new systems.

Peta's manager asks if there are any at-risk recruits. Peta pulls up a report and screen shares the results. There are quite a few people who haven't completed their training. Peta notes they are all stalled at the same place. She shows the data by role and location and shares views based on her colleagues' questions.

Before The Modern Workplace, the team wouldn't have been able to source the point of failure. The team creates an action plan to dig into the issues around that particular step. Van laughs and shares that a text notification for his overdue compliance training popped up. With all the onboarding set for recruits, Peta figures out the next part of her day.

Peta's next task is a review of the impact of The Modern Workplace on employee satisfaction.

She goes to the new discovery interface and quickly locates a mass of relevant material. The system suggests related material, and Peta's lost in research wonderland.

She publishes an article with some initial findings and an overview of her research. The interface is like posting to her socials. It's familiar, easy and fun. The post goes up, and immediately colleagues comment, like, share and link Peta up with more material to help her out.

Before The Modern Workplace, there were many barriers to publishing and connecting with colleagues. Only one person knew how to work the content management system behind the intranet, and updates took several hours to appear. Peta avoided this environment as much as possible, preventing peers from benefiting from her broad activity.

Peta's excited about the upcoming annual conference. The logistics nightmare dampened previous experiences—where to find the travel policy, the expense claim form, or the booking approval form? It might take weeks to get the multiple quotes and chase approvals manually from already busy managers.

In the new environment, last year's choices for accommodation, flights, meal costs and so on preload and the travel search collates competitive quotes. While available for review as a standalone, the travel policy is embedded in the system and guides Peta's choices ahead of time, eliminating false starts and frustrating time wastage.

Lunchtime! Peta shouts out in the Teams chat asking what everyone's doing. A barrage of responses ensues full of memes, and those that can chime in, do so. It's fun, connected and appropriate; helpful without being intrusive, and understanding but not nosy. It takes care of the messy admin and provides good guard rails, so it's easy for Peta to work. That's Peta's Modern Workplace.





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