



LEADING VOICES FOR PUBLIC SERVICE – THE HYBRID WORKPLACE

VIDEO TRANSCRIPT

Marni [00:00:05] Hi, I'm Marni Poropat from Accenture, and I'm joined today by my colleagues Jeremy Goldberg from Microsoft and Anne Macrae from Avanade. And we're here to talk about unlocking value from hybrid work in the public sector. Shifting our culture to hybrid, especially in the public sector, has its own unique set of challenges. Anne, I'd really like to hear from you. What are some of the unique challenges the public sector? And how are we going to unlock those for hybrid work?

Anne [00:00:31] Hi, Marni, and thank you. There are some specific challenges that we see in the public sector. They do tend to have an older demographic, and people tend to stay in the same role for longer, and they also tend to be quite complex in their organizational structures. Add to that just the sheer scale of some of these organizations, the infrastructure that needs to be changed. The data that needs to be managed. And of course, I shouldn't forget that in public sector, there is a lot of scrutiny around budgets. But despite those challenges, or actually even because of these challenges and this sector really needs to take advantage of the opportunity that hybrid working can bring.

Jeremy [00:01:27] That's absolutely right. And the stakes for getting hybrid and remote work, you know, getting it right are very high.

And this isn't just about getting it right because employees want more flexibility. This is getting it right to make sure that citizens and residents get the high-quality services that they expect from government when they need them the most.

Marni [00:01:48] Absolutely, Jeremy. As part of our recent vegetable research, we found that when employees feel connected to their team and their leaders, they feel like they belong even without that physical office presence. We're connected to our organization and the impact we're trying to make. So another question for you, Jeremy. How do we make hybrid in office and field government employee culture more effective and ensure that hybrid work can come together and work for everyone?

Jeremy [00:02:16] Hybrid work requires, you know, people process and technology changes, and it also requires a culture that is built on trust and transparency. So from a technology standpoint, that means we have an opportunity to improve the existing technology infrastructure to create a better platform for hybrid work. And that's shared infrastructure for work and that will create a platform for a better cross agencies silo busting type of cooperation across different parts of a government.



It's not just allowing people to work from new places, but facilitating new ways of working that need to be adopted and implemented at an operational level.

Anne [00:03:01] Whilst we shouldn't overlook the fact that there are some government departments out there that haven't made that move on to modern platforms such as Microsoft 365. We at Avanade definitely recommend that the journey to hybrid needs to take a holistic approach looking at all the aspects that the organization is looking to achieve through hybrid working.

Marni [00:03:31] I think we can all agree that the ultimate goal is delivering value for our citizens and making the future of hybrid work practical for everyone. I'd just like to thank Jeremy and Anne for joining us today and to all of you for listening to our point of view around the future of hybrid work in public service. Thank you.

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