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People, Change & Purpose: Engaging & Supporting the Returning Workforce

MODERATOR

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PANELISTS

- Hines Vice President Property Management, Andrew Cooke
- Senior Director of Administration, Kirkland & Ellis Nina Dannenberg
- Hines Europe Head of Human Resources, Mary Edmunds
- Americas and US Vice Chair - Risk Management, EY Jay Persaud

SUMMARY

The shockwave that was COVID-19's sudden, vast and unprecedented disruption in workplace routines will be felt well into the future. With great disruption there is great opportunity – a new start, a refresh for organizations to reimagine and reinvigorate their mission. And it starts with striking the right tone with employees who have faced upheaval in their work and home environments and multiple stressors in their personal lives all at once.

What would you tell yourself back in January knowing what you know now of #COVID19?

- Pay attention to what's happening globally.
- Get the message out quickly.
- Better to be proactive than react late.
- Support leaders to manage at one-on-one level.

Beyond technology and design innovations, the world's collective re-boarding experience, if successful, will contribute to a clearer path toward understanding the future of the physical office and the value of in-person collaboration, corporate culture and employee engagement.

[Listen to the conversation here](#)

KEY THEMES



Steph Biernbaum
Hines

“ Create a consistent set of return to office gating criteria at government level and firm level with a set of policies and practices for health and safety in the office. Key to educate employees and be accountable. ”



Jay Persaud
EY

“ We might see a hybrid structure for a return to the office. We adapted new technologies very quickly. The physical (workplace) will come back because we don't think that working virtually is something anyone can sustain. ”



Nina Dannenberg
Kirkland & Ellis

“ There is a lot of agility required from all of us as we assess how to return to the office. Safety must be the foundation of every decision we make. ”



Mary Edmunds
Hines

“ We didn't expect additional complications around the international borders that exist across #Europe as far as a return to the office. Many countries have different requirements that we had to take into consideration. ”



Andrew Cooke
Hines

“ The one gap for me in terms of leading people is those casual collisions in the office. I get concerned with culture building and employee development that would happen organically, and not as a scheduled Zoom call. ”

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