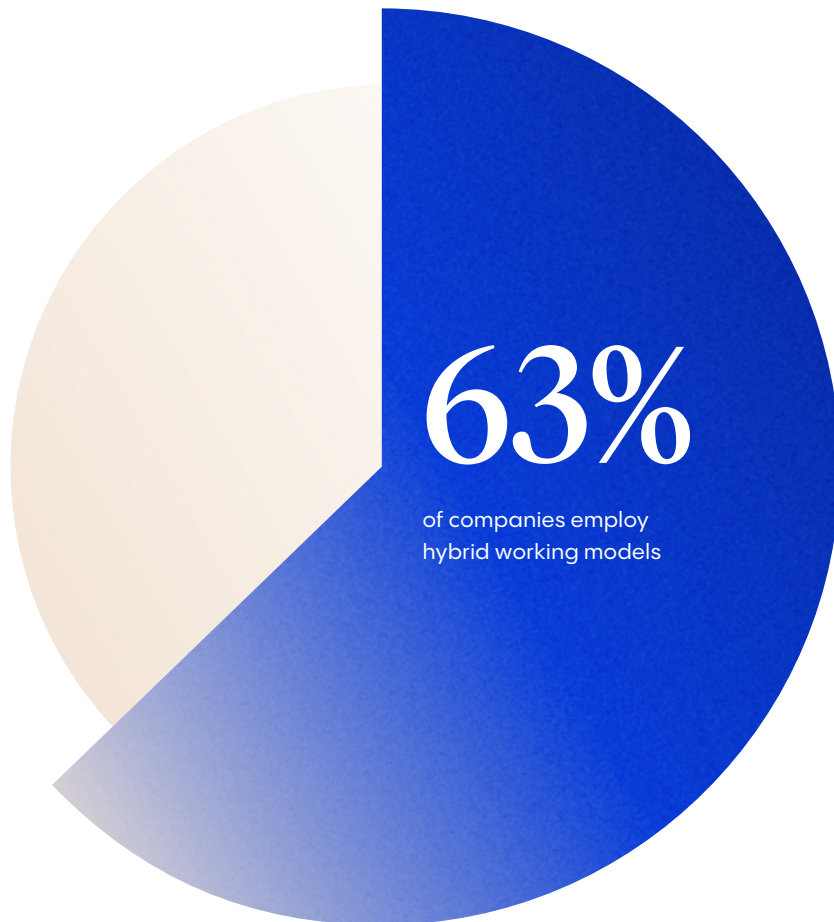


WHITEPAPER

The Mapiq pyramid of workplace well-being

Boost employee wellness and create
a high-performing organization

Within the workplace, employee well-being should always be prioritized. Amid the Great Resignation, 63% of companies employ hybrid working models, so understanding the principles that help organizations recruit and retain talented people is key.



Luckily, now more than ever, we understand what drives, supports, and inspires employees in the job market. Research and technology have converged to give employers the tools they need to increase employee satisfaction and drive bottom-line business.

In this guide, we explore our own employee well-being concept: the Mapiq pyramid of workplace well-being. It divides employee needs into three key areas: concrete needs, belonging needs, and actualization needs. By meeting these needs, organizations can develop wellness-centric workspaces and ultimately improve the well-being of their company as a whole.

—
Happy reading,
Sander Schutte

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The rise of well-being

The importance of well-being in the war for talent

A survey found that 68% of HR leaders rated employee well-being as a top priority for all organizations. This became even more prevalent after the COVID19 pandemic, as many companies began prioritizing health and safety in unprecedented ways.

Now, employees expect more from their workplaces, with 66% of employees reporting that they would leave a role where they didn't feel appreciated. And the Great Resignation has proved that employees in record numbers are willing to act if they aren't satisfied with their work.

It's an unavoidable truth—retaining staff requires a real focus on their happiness. And yet, in an increasingly hybrid world, managing employee well-being can be even more difficult. Full-time remote working has been shown to increase loneliness by 67%; the challenge is keeping teams connected and motivated while navigating virtual working.

In this matter, technology can either help or harm; it can boost creativity and innovation, or it can leave people feeling disconnected and disenfranchised. Throughout this whitepaper, we explore how organizations can prevent their people from feeling digitally overloaded and instead use a range of strategies and tools to track and improve the well-being of their employees.



A UK study found that poor mental health costs the country's employers up to £45 billion annually. This effect is especially evident in the wake of COVID-19, as 48% of workplace absences are caused by stress. A lack of well-being can seriously impact bottom-line profits from absenteeism to underperformance.

ROI of workplace well-being

For employers, investing in employee well-being can reap huge rewards. An improved sense of well-being at work leads to increased productivity, higher employee engagement, and decreased absences. Additionally, over 60% of employers report that focusing on wellness significantly reduced their health care costs.

For employees, a focus on well-being can revolutionize their experience of work. In a well-being-centered hybrid work environment, work is an act of growth: a way to develop new skills and find a true sense of purpose.



Measuring workplace well-being

A common challenge surrounding workplace well-being is how to measure it. It can be difficult to assess and evaluate employees' feelings in their environment when they may not be comfortable reporting this honestly in surveys and direct questionnaires. However, a few alternative systems of evaluation have emerged.

The WELL Building certification is the world's first certification focused exclusively on human health and well-being. It was initially developed to understand workplace well-being from an architectural and interior design perspective. The WELL Building certification acts as an evidence-based system for measuring, certifying, and monitoring the performance of building features that impact health and well-being.

The Harvard Repository of Workplace Well-Being Measures is an excellent resource for organizations looking to assess their office's level of wellness. It is a compilation of numerous measurement tools used to evaluate workplace well-being. Some of these methods center on individual worker well-being and satisfaction, while others focus on more significant issues like environment, organizational practices, and mental and physical health.

For instance, the Worker Well-Being Questionnaire (NIOSH) can help business better understand their impact on well-being by appraising five specific domains of the workplace: culture, physical environment, health and safety, community and societal measures, and the overall worker experience. Additionally, the Job-Related Affective

Well-Being Scale (JAWS) is designed to measure how workers respond to their experience in the workplace, to best gauge which aspects of an office might have a positive or negative effect. This information can then be used to identify what in the workplace is or is not working and serve as the basis for data-driven changes that can boost well-being.

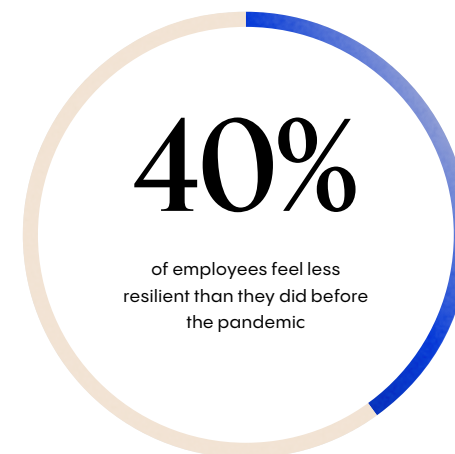


The ROI of well-being facts

People are your most important asset

For most companies, intellectual capital comprises the larger share of value – perhaps up to 80% of valuation is dependent on things that cannot be held or sold directly. Intellectual capital is comprised of things the company's management or employees contribute to its overall profitability like:

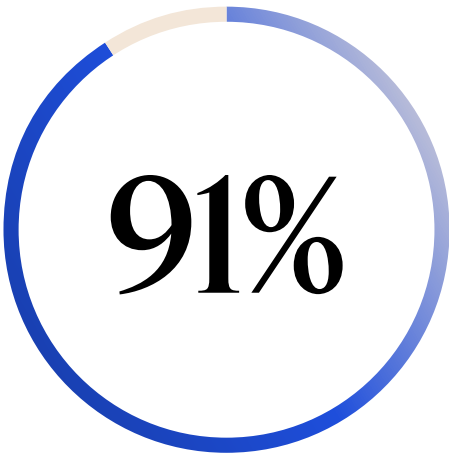
- 1 Knowledge
- 2 Talent
- 3 Skills
- 4 Abilities



https://uploads-ssl.webflow.com/5ebaa388b12fd1b0b7366429/610289183978c97ab6bc84bb_LIME_MentalHealth_29-07-21.pdf

And they have expectations:

91% of workers at companies led by leaders that support well-being efforts say they feel motivated to do their best at their jobs.



[American Psychological Association]

Organizations with highly effective health and productivity programs report:

- 11%** higher revenue per employee,
- 1.8** fewer days absent per employee per year,
- 28%** greater shareholder returns.

[Buffett National Wellness Survey]

Of employers offering wellness programs, **67%** reported increased employee satisfaction,



66% reported increased productivity,



63% reported increased financial sustainability and growth,



and **50%** reported decreased absenteeism.



[IFEBP]

74%

of employers view well-being as an important to employees and a useful tool for recruiting and retaining staff.

[Xerox]

89%

of workers at companies that support well-being efforts are more likely to recommend their company as a good place to work.

[American Psychological Association]

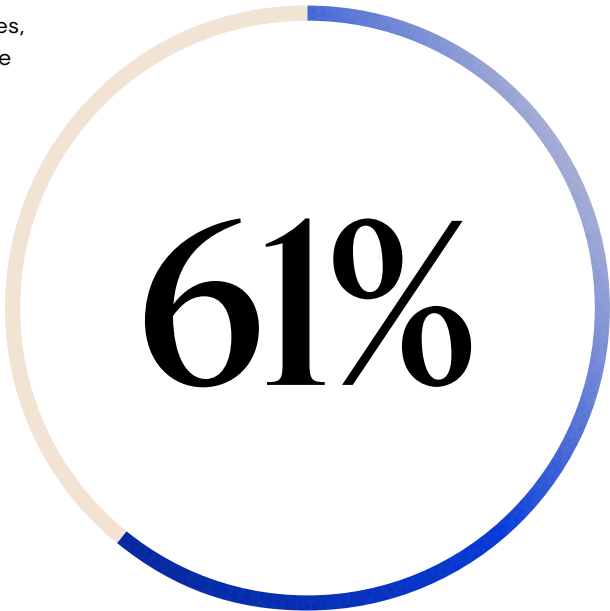
Workers (**52%**) said smart technologies will help them in their jobs in the future.



[InformationAge]

61% of business leaders have already made significant investments in smart technologies and are benefiting from higher revenues, improved customer experience and increased employee satisfaction.

[Leesman, 2017]



Combined benefits per high performance building or space*

Due to occupant productivity, retention, and wellness benefits

\$3,395

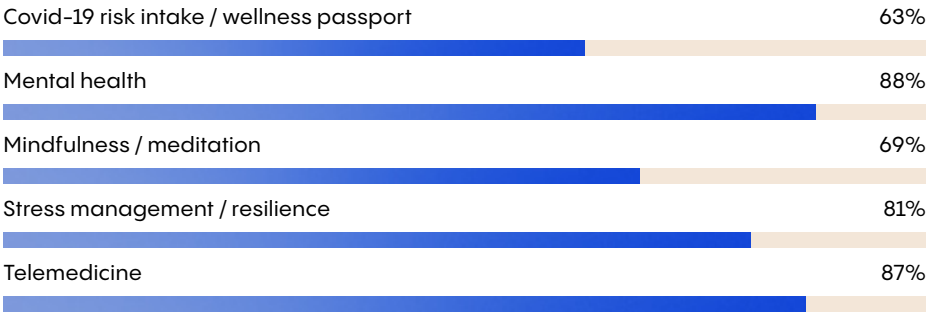
Annual profit per employee

\$18.45

Annual profit per square foot

* Based on assumption of company in 150,000 SF building or tenant space, with 183 SF per employee. (Stok, 2018)

What well-being programs are employers investing more in post-pandemic?



www.wellablelabs.com/research/employee-wellness-industry-trends-reports/2021

Cheat sheet

THE RISE OF WELL-BEING



Engagement

Workplace well-being means that employees are physically and mentally engaged with their work in the office.



Progress

Improving well-being also profoundly impacts bottom-line profits, with increased productivity, improved employee engagement, decreased absences, and reductions in health care costs.



Technological insight

Technology can teach us a lot about workplace well-being, but it also presents issues (such as disconnection) that must be navigated.



Measurability

WELL Building certification and the Harvard Repository of Workplace Well-Being Measures are methods used to measure office experience and well-being. Today, employers also need to consider how to measure employee satisfaction when working from home.

Introducing our inspiration

Actualization

The zone of optimal functioning and flow

Esteem

Respected and valued

Belonging

Family, friends, and community

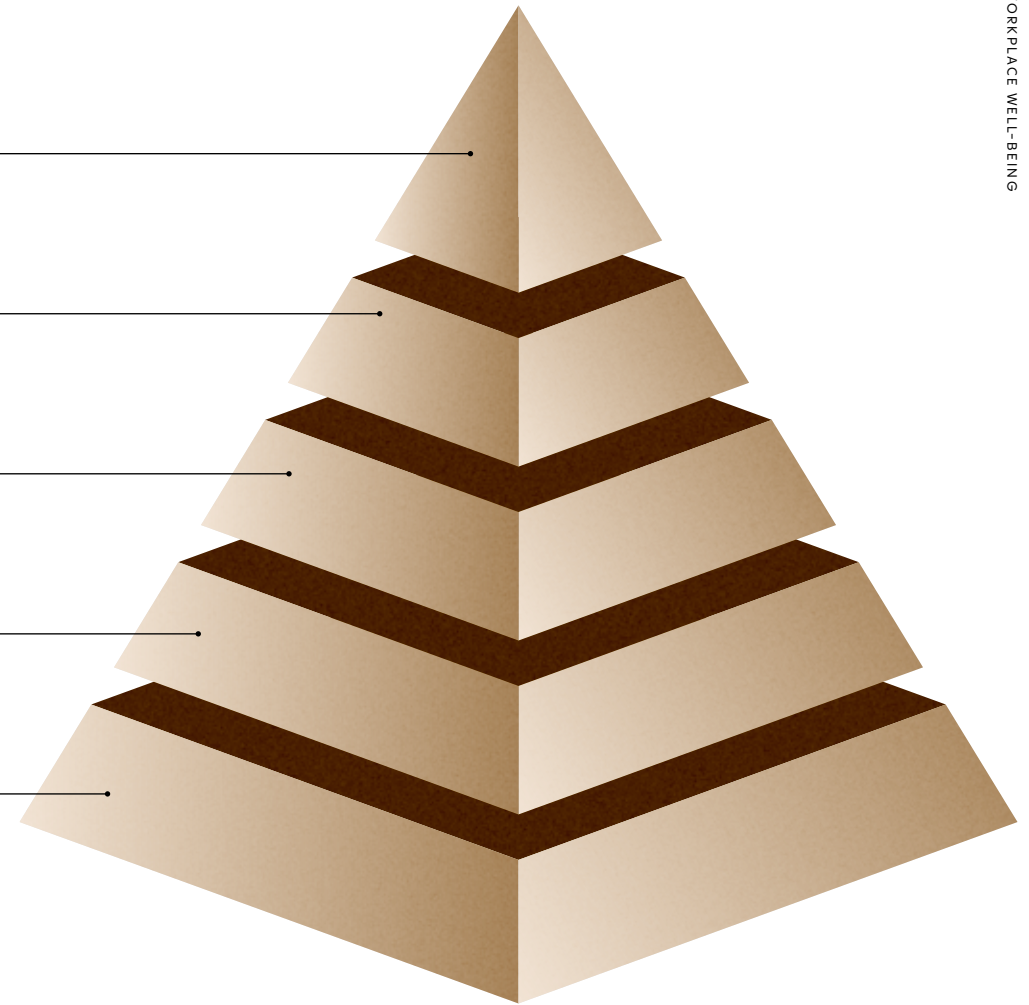
Safety

Health and security

Physiological

Functional needs like food and water

Maslow's hierarchy of needs is a theory of motivation which states that five categories of human needs dictate an individual's behavior.



Abraham Maslow revolutionized how we think about human motivation. Maslow's theory describes the specific needs that must be met for people to become self-actualized. Self-actualization, in this sense, is the final stage of human well-being. Maslow defined it as a state of optimal psychological health and functioning.

Abraham Maslow

The hierarchy of needs is often represented as a pyramid with five levels: physiological, safety, belonging, esteem, and actualization. Physiological needs are what the organism needs to function, such as food and water. Safety needs include physical security and health but also emotional and financial security. Belonging is the support we get from family, friends, and community members. Esteem refers to the respect and value we need to receive from others, as we respect and value them in turn.

Whereas the previously listed needs are considered growth needs, actualization lies at the peak of the pyramid. Maslow defined actualization as a kind of transcendence, with individuals relating to themselves, their community, and their

environment as an end in itself, not a means to something further. This is the zone of optimal functioning.

Remember that the pyramid is a visualization of these ideas, not a set construct. Lower needs don't need to be completely met to achieve higher ones. Higher-level behavioral evolution continues even when an individual encounters need-deficits like hunger, fatigue, or loneliness. Moreover, individual behavior is often multi-motivated and determined by more than one need.

“If you plan on being anything less than you are capable of being, you will probably be unhappy all the days of your life.”

Abraham Maslow

Is Maslow still relevant in the 21st century?

Over the years, Maslow's hierarchy has retained its relevance, providing a basic outline for growth and personal development.

Today, businesses can look to the upper levels of the pyramid to understand whether their organizations are reaching their full potential. By identifying what humans need and what motivates them, employers and employees can develop mutually beneficial relationships that empower wellness and drive growth.

In the post-pandemic era in which we live, Maslow's hierarchy of needs takes on a new meaning for organizations. They are responsible for ensuring that security and safety are available to all employees, whether at home or in the

office. This means considering things like office occupancy and home working preferences.

Within the world of hybrid working, several changes must be made to best meet employee needs. Therefore, we've adapted Maslow's hierarchy of needs into our own pyramid of well-being, to best explore the needs that exist within the modern workplace.

Cheat sheet

INTRODUCING OUR INSPIRATION



Five levels

There are five levels to Maslow's hierarchy of needs: physiological, safety, belonging, esteem, and actualization.



Self-actualization

According to Maslow, people desire self-actualization, exemplified by peak performance and optimal functioning.



Peaking

A company's success depends on top-performing employees, and organizations should focus on helping all employees reach their peak actualization experiences at work.



Meet needs

Hybrid working models present new challenges that organizations must address in order to meet employee needs.

The Mapiq pyramid of workplace well-being

ACTUALIZATION
NEEDS

BELONGING
NEEDS

CONCRETE
NEEDS



1

“Company actualization happens when employees feel like they’re doing their dream work, with a dream team in the perfect work environment.”

We developed the pyramid of well-being to translate ideas about personal well-being needs into an organizational setting.

When defining these needs, we were surprised to see how the needs of employers are linked to employee needs. We realized that the best possible iteration of the relationship between employee and employer is a symbiotic one. Employers benefit from actualized employees, and employees will be happier in aligned, wellness-driven environments.

With the rise of hybrid working, as employee needs and desires shifted, we’ve continued to explore how workers can benefit from well-being initiatives. Ideally, once all needs are met, companies and employees will have reached a state of actualization.



From self-actualization to company-actualization

So, what does actualization mean? It hinges on performance. Company actualization depends on employee performance, the peak of which occurs when employees reach a state of flow. A state of flow is essentially when everything, and everyone, performs optimally.

In this flow state, people often become so engrossed in an activity that time seems to fly by, focus sharpens, and self-consciousness disappears to yield better results.

So how can companies harness and create flow and actualization states in a world driven by remote and hybrid work? A common issue that must be overcome is

that employees have become increasingly disconnected from their workplace environments and organizational values due to hybrid working. Addressing this means ensuring that all employee needs are addressed and met. This way, workers feel aligned with their company and have all the elements in place that will allow them to reach a state of flow and peak performance.

We broke these workplace needs down into three levels in our pyramid: concrete needs, belonging needs, and actualization needs.



Concrete needs

Concrete needs are the most basic needs that must be met to make an employee feel protected and healthy. They revolve around physical and safety needs and include aspects like nutrition, exercise, and office design. Understanding how people relate to each other and their spaces will help employers fulfill concrete needs. An example of a space that considers concrete needs would be a sustainable, fireproof building with lots of natural light and an in-office gym.



Belonging needs

Belonging needs encompass a sense of community in the workplace, focusing on whether people feel valued by their coworkers and employers. Meeting belonging needs means giving people the freedom to learn and grow as part of their team. By addressing belonging needs, organizations can foster a sense of connection, contact, confirmation, and camaraderie between individuals. An organization that meets belonging needs would be characterized by a cohesive team and a vibrant social community.



Actualization needs

Actualization refers to the fulfillment of one's potential. Organizations can address actualization needs by clearly considering how company values are communicated and making sure that employees feel connected to them. To meet actualization needs, individuals must feel trusted and free to access their own state of flow alongside the company's energy and momentum. A company that meets all actualization needs would feature employees who are fully satisfied within their roles and an overall organization that performs with high levels of productivity.



What does this mean for employers?

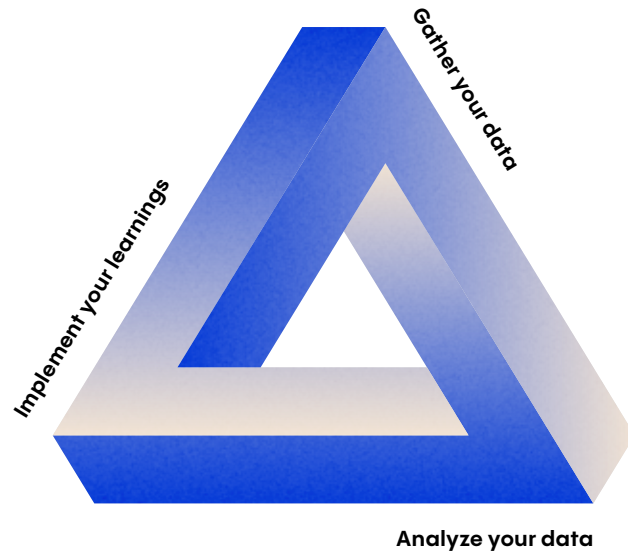
By carefully supporting each component of employee well-being, employers can reap the benefits of a happier, healthier, more productive workforce. Many of the individual components necessary to meet these needs will already exist—employers just need to connect them in a thoughtful and empathetic way. This process should start with understanding the root causes behind these needs and how they connect with one another.

Whilst the current work landscape can be overwhelming and stressful, companies will find that stepping back to address employee needs can lead to a range of cumulative benefits. Issues are brought to the surface and resolved as employees begin to feel more positively towards their work.

Technology and data can also bridge understanding gaps and provide automated solutions to long-standing

wellness issues. For instance, technology allows people to create a community even while working remotely. Additionally, through surveys and similar tools, employees can have a space for anonymous feedback, allowing for a more streamlined need-meeting process. If all of this is managed correctly, it can increase productivity and well-being, and accelerate the rate at which organizations reach a state of flow.

The feedback loop



Our work with technology showed us the importance of feedback loops when improving well-being. When any change or improvement is implemented, user feedback must be incorporated into new iterations.

For instance, such loops exist within the levels of our pyramid. Employers implementing wellness-centric changes must collect feedback, make the necessary adjustments, and then

get more feedback on the impact of the adjustments. Companies are in an ever-adaptive position, with technology serving as a tool to stay relevant in a constantly changing world.

Cheat sheet

THE MAPIQ PYRAMID OF WORKPLACE WELL-BEING



Three levels

The Mapiq pyramid of workplace well-being includes concrete needs, belonging needs, and actualization needs.



Perform

When an individual reaches peak performance, they are focused, in a state of flow, and able to achieve exceptional productivity.



Connection

Companies can harness and create a sense of connection built upon company values and employee trust even in a disconnected world.



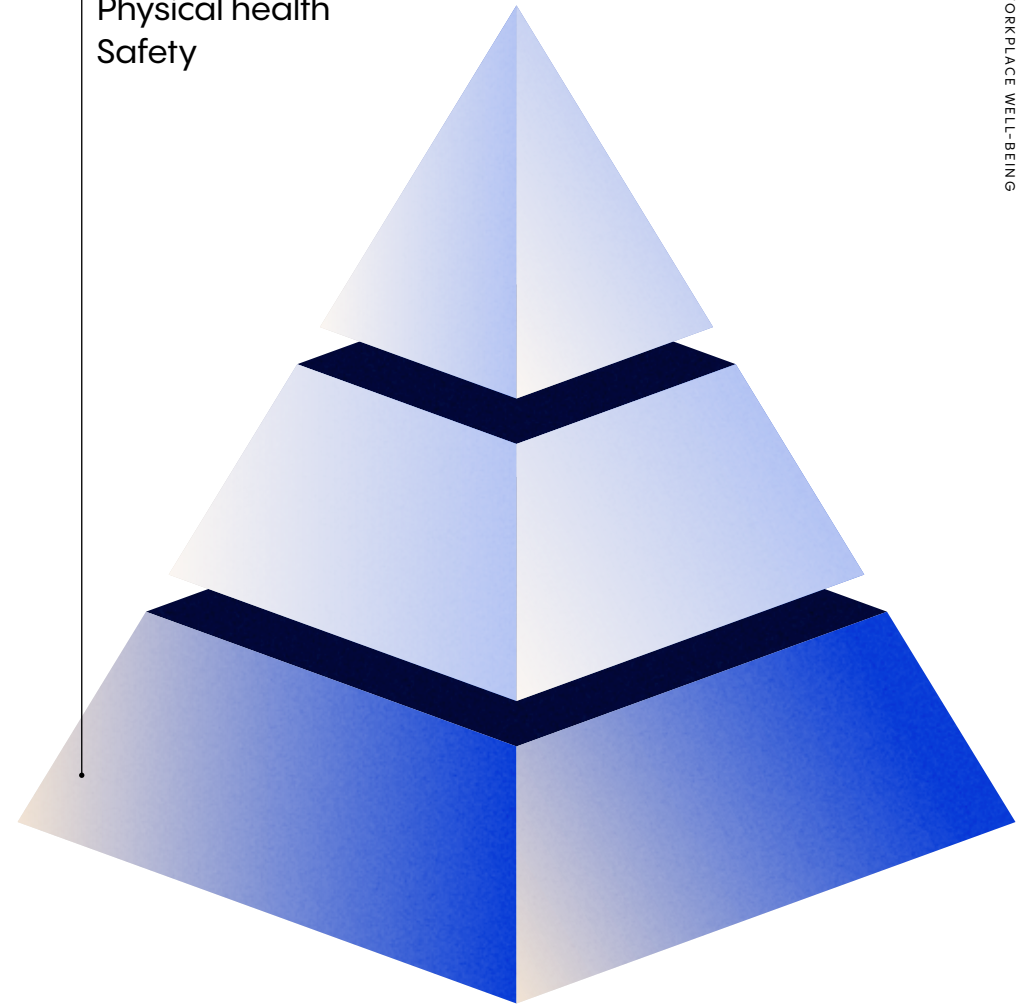
Self-actualization

Technology plays a pivotal role in the journey to self-actualization.

Concrete needs

Meeting concrete needs ensures that employees are healthy and safe within your office.

Design
Materials
Temperature
Light
Air
Sound
Nutrition
Physical health
Safety



Concrete needs lie at the base of Mapiq's pyramid. Just as Maslow's pyramid rests on survival needs, companies must first guarantee all employees' health and safety. Concrete needs are centered around the building and its users—a vital starting point when improving well-being.

Laying the foundation

From furniture to lighting, everything in an office should contribute to the health of the people working there. This also includes the layout of your space, such as placements of walls and the arrangements of desks. Concrete, physiological needs are often related to physical objects and activities impacting employees' feelings. These elements include air, light, temperature, sound, nutrition, exercise, and general safety measures.

In a post-COVID world, ensuring that concrete needs are met means ensuring that employees feel safe and healthy. Spaces should not be overcrowded, and efforts should be made to optimize connection in other ways than in-person. For instance, an organization might focus on creating large meeting rooms to safely accommodate workers while employing hybrid meeting technology in case health concerns arise.

Design

Workplace design plays a crucial role in how employees feel at work. The interior of any office should reflect the company's culture and vision while actively encouraging collaboration. Designs should optimize individual workdays and improve an office's accessibility. This isn't just about creating an open floor plan: it's about giving employees multiple ways of working. To fully promote well-being, offices need to include separate spaces dedicated to focusing, collaborating, learning, and socializing.

Materials

Research has found that spaces that incorporate natural materials can increase energy, concentration, well-being, and productivity. This concept is known as "Biophilic Design" and is based on the goal of connecting people with nature during their everyday lives at work. Spaces that integrate natural elements like wood, plants, and stone can positively affect health by reducing stress, increasing cognition, and promoting creativity.

Temperature

Temperature is key in making employees feel comfortable in the office. One survey found that 22% of workers had difficulty concentrating in an office that was too hot, and 11% had the same difficulty when it was too cold. Try to keep your office in the optimal temperature zone of between 20° to 24° Celsius (68° to 76° Fahrenheit).

Technology not only accelerates the ease at which employee needs can be met but in the case of hybrid working, it can be essential for a happy working life itself. For instance, for an average office worker, a working laptop and smartphone are basic needs that should be provided and maintained.

Light

Lighting does more than allow people to see and execute their tasks: it impacts the mind and body, affecting circadian rhythms and hormonal activity. This, in turn, can influence workers' sleep quality, energy, mood, and productivity. The best offices use different types of light in different spaces—warm lighting is known to be better for relaxation and collaboration, while cool light is more conducive to concentration.

Air

Air quality is vital to maintaining health and concentration levels; after all, humans breathe more than 15,000 liters (530 ft³) of air daily. Health effects associated with indoor air pollutants can be both short and long-term and can range in severity. However, simply adding plants and ensuring that there is proper air circulation in the workplace can profoundly improve indoor air quality and alleviate respiratory issues.

Sound

Sounds from nature, such as bird songs or rippling water, promote faster recovery from stressful tasks than natural office building noises. Additional research suggests that using pleasant sounds from natural environments to mask background workplace noise could decrease employee stress and increase productivity.

Nutrition

Nutrition is an important factor in employee health, but it must be handled delicately by employers; no one wants to think their manager is monitoring their lunches. One option is to offer healthy snacking options. Too often, the only food available for an employee on the go is a candy bar. Nutrition programs can also be an important asset, allowing interested team members to learn together while improving their health at work and home. And when offered as voluntary resources in the context of other concrete needs, this can be viewed as a valuable perk.

Physical health

Physical health has received a great deal of attention in the workplace. A study found that not exercising is worse for your health than smoking. Anything an employer can do to facilitate exercise will reap dividends for employers and employees alike. These efforts may include an on-site gym, offering yoga or other classes after work, implementing fitness breaks, or providing free memberships to a nearby gym.

Safety

People need to feel safe at work. However, there are many different types of safety, such as physical, financial, psychological, and technological. Physical safety is the most basic need. People need to feel that their security and health are protected, with any potential issues being proactively dealt with.

Physical safety also means feeling protected from illnesses that could be caught at work. This can be ensured through building ventilation, capacity regulations, cleanliness, and customized meeting rooms.

Financial safety is also important: giving employees peace of mind in knowing that their compensation and job security are not in jeopardy. This is similar to psychological safety, which ensures that employees don't have to deal with undue anxiety or other stressors.

Companies need to be transparent about how data is used, where it is stored, and how long it is saved when looking to maintain technological security. These initiatives are company-specific and teams must shape the policies behind them according to their unique needs.

How can technology help organizations to meet concrete needs?

Technology allows employers to gain vital data on the employee experience. Aspects of the physical office space and employee preferences, such as temperature, can be measured and optimized through data collection and feedback loops.

Companies offer employees a sense of ownership by giving them an active say in their physical environment. This transforms potential challenges into a collective process that the group can resolve.

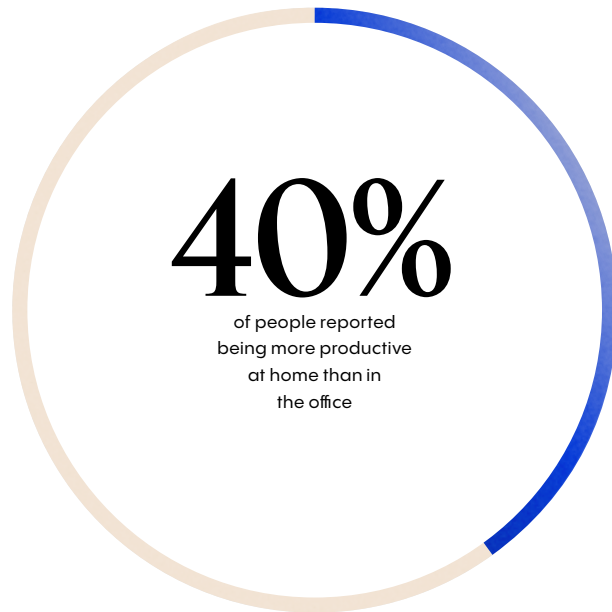
Technology allows organizations to build and maintain a healthy community,

regardless of where their employees are located. For instance, some tools have made it easier for people to plan their own workdays in a way that best meets their concrete needs. Employees feel calmer and more in control of their time when they can arrange their schedule and environment with the touch of a button.

“Technology offers organizations an opportunity to build and maintain a healthy community, no matter where their employees are located.”

How concrete needs can impact belonging needs

While the next chapter will detail belonging needs, it's important to note how these two levels of need interact with each other.



With the rise of remote and hybrid working, employees must be incentivized to return to the physical office space. For instance, 40% of people reported being more productive at home than in the office.

To counteract this and regain capacity at the office, the workplace needs to become a space that meets all basic needs while setting the foundations for collaboration and a sense of belonging.

Cheat sheet

CONCRETE NEEDS



Healthy and safe

Meeting concrete needs ensures that employees are healthy and safe at the office.



Contributions

Every aspect of an office—from design to air quality—needs to contribute to people's health and happiness.



Customization

Organizations should create workspaces that suit different needs and working styles.



Interaction

Implementing workday technology allows employees to better understand and interact with their workspaces.



Office needs

Employees need to feel that the office meets their needs, or else they might feel more comfortable just working remotely.

Belonging needs

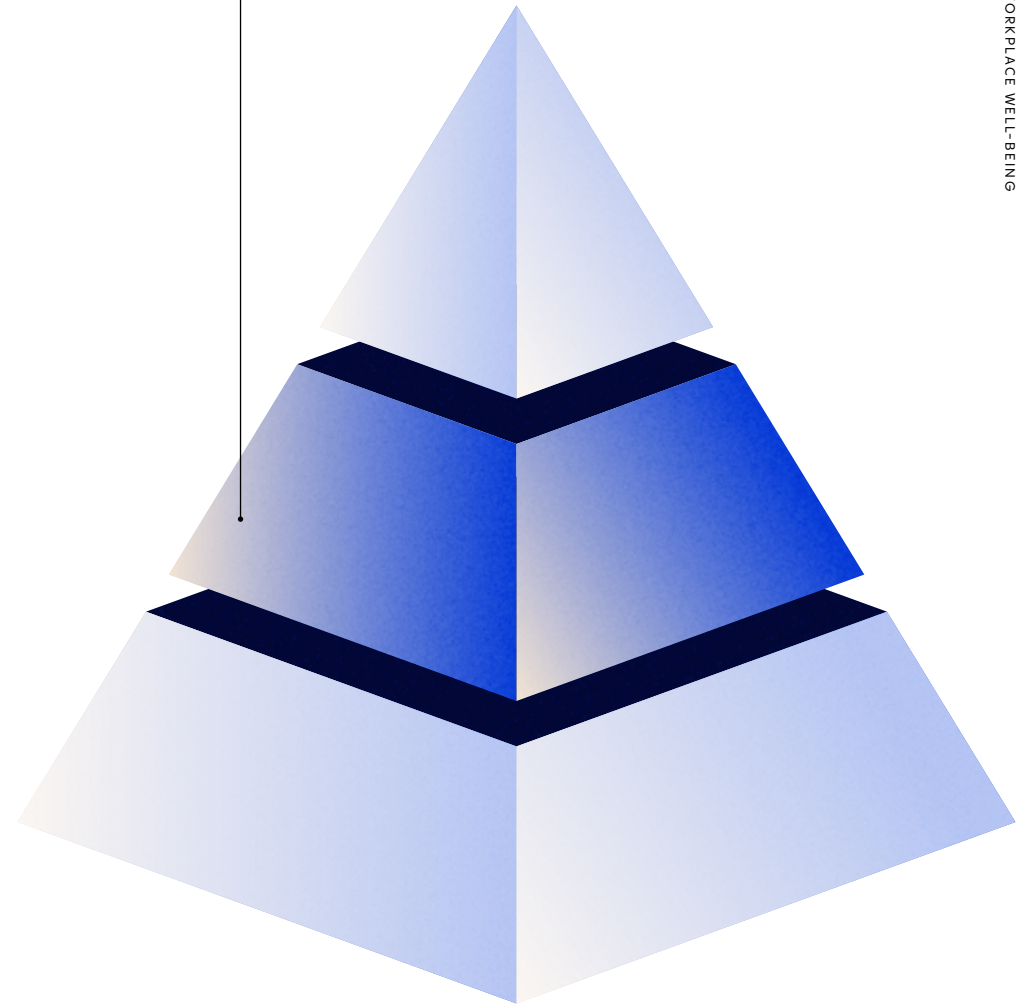
Supportive environments trigger responses that lead to improved collaboration and problem-solving.

Work isn't just important because it pays the bills: it provides a community where we feel like we belong. All human beings need co-existence, and being part of a supportive environment can improve collaboration and problem-solving.

Belonging strongly correlates to a workplace's commitment, translating directly to employee retention, pride, and motivation. These belonging needs can be met through a combination of connection, contact, confirmation, and camaraderie.

Connection
Contact
Confirmation
Camaraderie

3



Connection

Ask yourself whether employees feel connected to their coworkers. Are they at ease moving through the workplace and interacting with other teams? Do they feel an attachment to the organization? When organizations acknowledge the impact that in-person working has on well-being, they can create smarter improvements to their spaces. Companies should consider whether their office layout enables true connection while being open to employee feedback to ensure that they're providing the kind of community interaction people need.

Contact

People need personal interaction, and workspaces should be designed to facilitate that. [Leesman](#) found that activity-based areas in the office encourage informal meetings and unplanned conversations, which may be why these spaces consistently deliver higher employee satisfaction averages. Hybrid organizations need to make active efforts to initiate consistent contact with employees and to provide teams with the opportunities to stay in touch.

Confirmation

Giving people the freedom to learn and grow as part of a tight-knit team is highly affirming. The goal should be to create social cohesion and a sense of belonging by giving people the space (literally and figuratively) to be passionate and productive. With the rise of hybrid working, these spaces might be digital or in-person. Provide ways for people to interact with each other in ways that feel valuable and genuine, no matter where they're based.



Camaraderie

This is the feeling of genuine connection between colleagues. Managers can create opportunities for employees to connect in their off-hours through activities such as sports, company picnics, or group volunteer events. But when it comes to this kind of socialization, participation must be voluntary: forcing people to do something outside of work defeats the essence of belonging. However, providing the opportunity to relax with colleagues can create moments of true camaraderie.

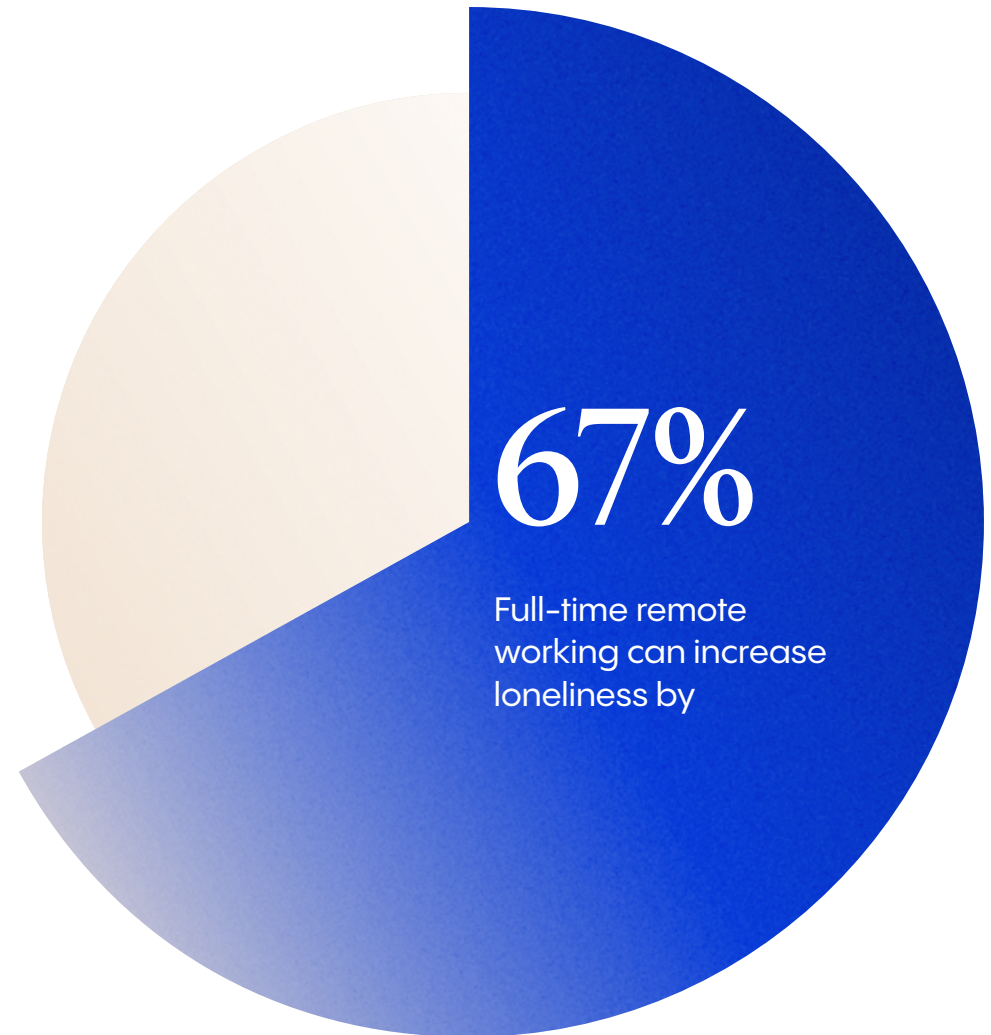
How can technology help organizations to meet belonging needs?

Full-time remote working can increase loneliness by 67%, meaning that instilling a sense of community and belonging is more important than ever in modern workforces. Technology is part of the problem here, as it's often used as a substitute for face-to-face encounters. But when used correctly, technology can solve many difficulties in creating a belonging-centric organization that promotes well-being.

Beyond virtual team-building and Zoom calls, technology has the potential to promote a sense of belonging. Organizations just need to get creative with how they use it and relate it to their company's values and mission.

Digital tools can help organizations better understand who is coming into the office, which can be valuable information when

optimizing collaboration. Technology allows organizations to identify and resolve any connection or communication issues among departments or individuals. It also benefits employees by removing the uncertainty from their workday planning, enabling them to efficiently plan causal meetups with colleagues and schedule their workdays for optimum productivity.



From belonging to identity

Technology can give employees ownership over their workday and help them organize their workflows.

A strong level of organizational identification and belonging occurs when employees feel proud to be a member of their team and organization. Through this sense of group workflow and individual autonomy, employees develop strong attachments, not to their workspaces but to the byproducts of their work.

Encouraging employees to strive towards this sense of identity and ownership allows them to positively impact an organization, which in turn fosters a state of flow and engagement.



Cheat sheet

BELONGING NEEDS



Belong

Belonging needs consist of connection, contact, confirmation, and camaraderie.



Technology and culture

These traits can be encouraged in several ways, but technology and culture play particularly significant roles.



Freedom and ownership

Through freedom and ownership, a sense of belonging can lead to feelings of actualization.



Stronger teams

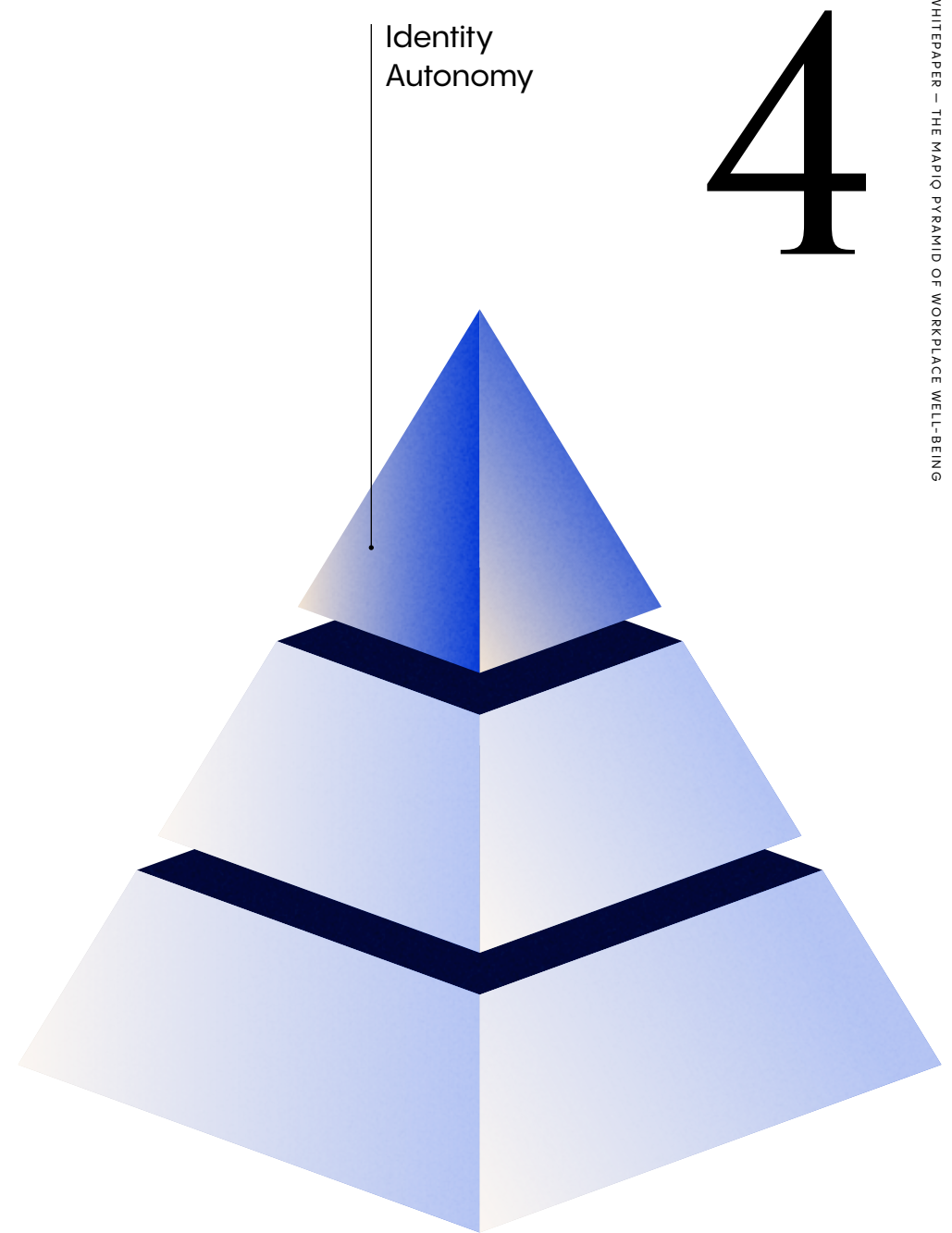
Hybrid working can serve as an opportunity to reassess belonging strategies and build stronger teams.

Actualization needs

Actualization is when peak performance is reached: when everything flows together, and exceptional productivity is achieved.

There are two levels to actualization: personal actualization and company actualization. Personal actualization is something that organizations should encourage in their employees to promote well-being and job satisfaction. Company actualization should be an over-arching goal for organizations as it represents a state of ultimate flow and productivity.

These two types of actualization form a perfect symbiosis in workplace culture. It's a rare state but an achievable one. Considering that this state of actualization is based on identity and autonomy, organizations should focus their efforts on these two factors.



Identity

Identity refers to a unified sense of being and purpose. Shared purposes, values, and goals significantly contribute to a person's feeling of belonging and belief that their work is significant. This allows them to obtain a sense of ownership directly linked to actualization.

A sense of shared company identity is the basis for company-wide actualization and is associated with higher employee happiness levels. To define your corporate identity, you must first have a clear vision for your organization. A vision serves more purposes than mere branding: it should represent employees' lived experiences. Be sure to communicate your vision in a way that motivates people.

Autonomy

Autonomy refers to employees' freedom when structuring their own workday, which is critical in allowing individuals to grow and self-actualize.

There are different kinds of autonomy, but no matter which concept is employed, increased autonomy leads to increased job satisfaction. Autonomy-supportive environments have been associated with increased behavioral regulation, enhanced performance and persistence, more in-depth information processing, and greater well-being.

Companies should focus on implementing a few different types of autonomy.

Structural autonomy

In the past, workplace structures called for strict oversight at the organization's lower levels, with autonomy only truly present among higher-ranking employees. However, research and employee reports show how damaging this can be. In one study, over 50% of workers pointed to flexibility and autonomy as the most important workplace qualities. By increasing structural autonomy, organizations can allow every individual to feel in charge of and motivated by their career paths.

Team autonomy

An autonomous team is self-managed and receives little to no direction from a supervisor. When team members work well together, they enhance each other's strengths and compensate for each other's weaknesses. Working in such a cooperative and enriching environment can positively impact job satisfaction. It can also encourage employees to reach out and discuss issues, whereas they may not otherwise feel empowered to do.

Employee autonomy

Research shows that job satisfaction rises when employees are given freedom and autonomy. This increased level of satisfaction likely stems from the gratification of responsibility that arises from work quality. Autonomy has also been shown to increase motivation and happiness and decrease employee turnover. This type of autonomy can be thought of as a "do it yourself" mentality. With his freedom, workers can create a workday that is suited to their needs without deference to other people or systems.

Reaching actualization is an ongoing process of creating peak performances by enhancing feelings of autonomy and identity. Technology is vital in this process, especially in giving individuals and teams control over their time and workdays.

Steps towards actualization

Many aspects of our lives are controlled through technology, from ordering food to building communities. In the workplace, a range of tools are available that enable us to create environments that best fit how individuals like to work. These tools make days in the office easier, improving organizations and individual experiences alike.

Unlike enterprise software, modern consumer or small business applications are usually purchased by end users.

This is perhaps why consumer user experiences have evolved far beyond many of their enterprise counterparts. Companies should bring this user orientation to the workplace. If workers have autonomy over how a job is done and the environment in which it is done, employees can succeed on a higher level.

A sense of autonomy is not a 'nice to have'



As more employees are empowered by hybrid working, they need to feel that their autonomy and freedom are encouraged by an organization's technological capabilities.

To actualize, all technology must be easy for the end user to integrate into their already crowded working day. That means it shouldn't take ages to log

on, and you shouldn't need strict usage rules or 15 different systems. Intuitive technology empowers employees instead of inconveniencing them.

The path to peak performance

As we've seen, identity serves as the foundation of a strong organization, and a sense of purpose and shared values are mediums that can express that identity on a daily basis. With the right set of policies and technology, employees can gain a sense of belonging and belief in this shared identity.

Specifically, a sense of autonomy creates a chain reaction leading to:

- 1 increased workplace confidence
- 2 happiness
- 3 productivity

An easy way to initiate autonomy is through technology which can give employees greater control over their working environment and workday.

Cheat sheet

ACTUALIZATION NEEDS



Autonomy and identity

People and companies experience actualization through a combination of autonomy and identity.



Levels of autonomy

Three levels of autonomy should be implemented: structural autonomy, team autonomy, and employee autonomy.



Peak performance

Open communication and shared values are the foundation of a "peak performance" culture.



Technology

Technology can help with transparency, communication, and autonomy.



Conclusion

An organization is defined by its people, and a business can truly thrive only by meeting their needs. Concrete needs like health and safety must be met to help employees feel like they belong in an environment, leading to ultimate actualization. An employer attending to all three levels of needs will become a leader in wellness, productivity, and talent retention. And in the age of hybrid working, these factors deserve more consideration than ever.

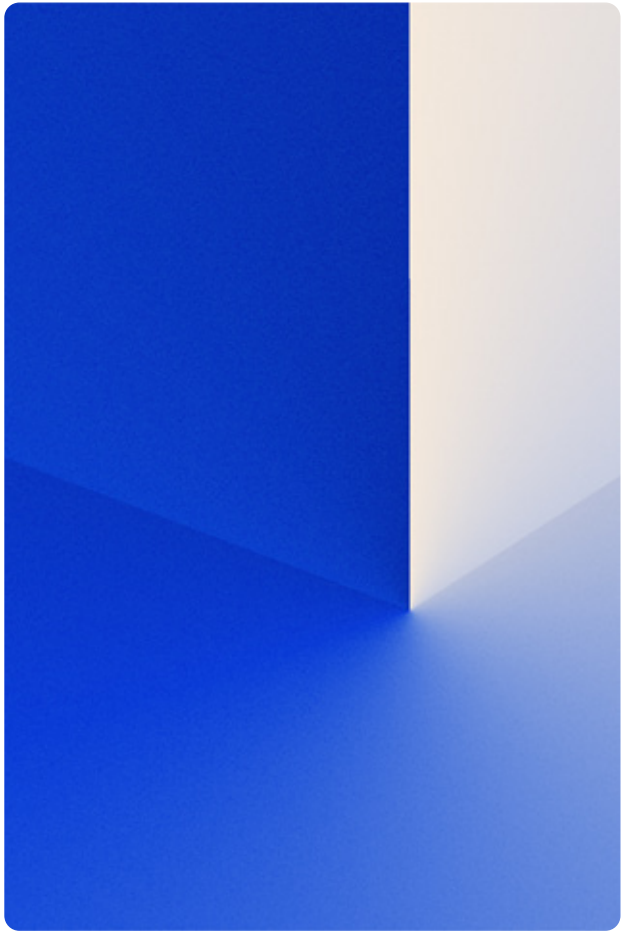
We've reached the peak of the pyramid—now what?

There are a range of technological tools that can support managers at every level of the pyramid. Technology can help employees control their workspaces while bolstering security. It can also provide guidance on how to boost face-to-face interactions and inter-team connections. When teams and colleagues can come together in a workplace, this stimulates a shared sense of ownership of the office. At that level of actualization, technology supports an organization's identity through the vital components of autonomy and transparency.

At Mapiq, we believe daily office experiences should feel fluid and easy, not laborious and burdensome. Connection should be convenient in the workplace, but this can often be difficult when faced with hybrid and flexible working. For us, it comes down to this: if people's needs are met through organizational, strategic, and technological methods, employees will have a better, more meaningful day at work—and organizations will perform better.

mapiq

Get in touch



Learn how Mapiq helps you transform your office into a thriving environment for people.

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