

Creating a Workplace where Employees Want to Be

The world of work has changed. Uncertainty, hybrid models, and evolving employee expectations now drive the need for greater peer connection, flexibility, and purpose.

The Evolving Workplace Landscape

Today, three key challenges have emerged:

Talent & Attraction – Companies struggle to attract and retain top talent.

Occupancy & Engagement – Increasing office occupancy while fostering meaningful engagement remains a hurdle.

Productivity & Connection – Remote employees often feel disconnected, and leadership remains concerned about maintaining productivity outside the office.

Employee engagement dropped from 23% to 21% in 2024¹—only the second decline in 12 years, after 2020.



Disengaged employees cost \$400B a year in lost productivity.

How Do Organizations Solve for These Challenges?

A new people-centric approach called “Workplace Hospitality.”

Workplace Hospitality enhances the employee experience by creating a sense of belonging, connection, and care—wherever people work. With a hospitality mindset, it treats employees as valued guests, supporting well-being and inspiring a culture where everyone can thrive.

Measuring the Impact

Key benefits of effective workplace hospitality:

Higher attendance and engagement

Improved satisfaction survey results

Increased retention and stronger NPS scores

Greater innovation through in-person collaboration

Higher participation in events and activations

Employees feel well and work well in the office

Demonstrates a human-first culture and strengthens brand perception



83% of employees are more willing to return to the office when their ideal employee experience is met.²

The Road Ahead

Foster a culture of belonging and drive productivity today.

Download The Complete Guide to Workplace Hospitality

for an in-depth roadmap to success



1. Gallup State of the Global Workplace report: <https://www.gallup.com/workplace/659279/global-engagement-falls-second-time-2009.aspx#:~:text=In%202024%2C%20the%20global%20percentage,engagement%20remained%20flat%20at%2018%25.>
2. Gensler Research Institute's U.S. Workplace Survey: <https://www.gensler.com/press-releases/what-employees-want-from-the-office-2022>