

Advanced Hoteling - Hoteling Neighborhoods

Keeping teams strong even when they are mostly out of the office

Many organizations have great success in hoteling and telework, so much so that people in specific groups or teams find they are rarely in the office together. There are some groups or departments who find they are more productive and maintain better collaboration with a combination of individual schedules and regular “in the office days” for the whole team.

What is a hoteling neighborhood?

To support the need to bring all the team members in to the office on the same day once a week or once a month, the concept of hoteling neighborhoods was developed. A manager or a department head can establish a given day where all team members are to be in the office together and OnBoard can hold aside blocks of workspaces to seat all those team members in the same area.

How to create neighborhoods

For organizations who are several years into rolling out hoteling, the method for using neighborhoods roughly follows this pattern:

- Establish blocks of workspaces that are in the same area that can be reserved all at one time as a “neighborhood”
- Create 1 or 2 neighborhoods per building, depending on the number of teams or groups
- Size the neighborhoods large enough to accommodate the typical groups, for example groups of 15 desks
- Set allocations and policies to
 - Allow managers can book the neighborhood as a whole on the days when they want to bring whole team in together
 - Allow teams and projects can book a neighborhood for up to a week at a time
 - Release all the workspaces in the neighborhood back to the one-at-a-time hoteling pool if the neighborhood is not booked 10 days ahead. This opens for the desks up for individual hoteling
- Review the use and results after initial rollout and
 - Tune the number of desks in the neighborhood to best fit the team sizes
 - Adjust the number of days before reservation that unbooked neighborhoods are released to serve groups as well as individuals

Quite a few advanced hoteling organizations are utilizing the neighborhood concept to maintain communication and collaboration and team cohesion after significant gains in space utilization.

Taken from the Evolving to High Utilization and Advanced Hoteling session at the 2013 Agile Workplace Conference.