

# TOWARDS THE WORKPLACE OF THE FUTURE.

## 18 LESSONS FROM THE LEADERS

Leaders in workplace design have addressed numerous challenges faced by today's organisations to create successful companies with satisfied, engaged and productive staff.

### LESSON 1

#### GIVE YOURSELF TIME

Visit multiple modern workplaces, and consider what would work best for your team.

Consider the cultural and business objectives in terms of physical spaces for the new office.

### LESSON 2

#### BE CLEAR ON THE WHY

Focus on no more than 2 of these key reasons to rethink workspaces: maximise office space utilisation, enhance collaboration, boost productivity, encourage transformation, reinforce purpose and values, improve customer perception, consider brand positioning, attract and retain talent and enable agile configuration.

### LESSON 3

#### WORKPLACE PERSONALITY MUST MATCH YOUR CORE CUSTOMER VALUE PROP

A new office space is an opportunity to reinforce your brand, and how you configure it should match and amplify your core values and culture.

### LESSON 4

#### QUIET SPACES ARE JUST AS IMPORTANT AS COLLABORATIVE AREAS

Mitigate noise and distraction issues of open-plan and older activity-based offices by investing in designs that provide workers with a variety of zones allowing for concentration, privacy and/or interaction with others.

### LESSON 5

#### CONSIDER THE FUTURE OF WORK

60% of students are being trained for activities that will be significantly altered by automation, and the type of people hired will change as a result. Plan new workspaces with a ten-year plan that encourages greater diversity and greater support for worker's evolving lifestyles.

### LESSON 6

#### IT'S NOT JUST AN OFFICE – IT'S A DISTRICT

The location of a new workplace is as important as its interior design. Take advantage of the surrounding neighbourhoods and facilities to create 'extended community workspaces.' However, it's crucial to secure documents and information on any staff members' laptop or mobile device when they are planning to work within the district or even more remotely.

### LESSON 7

#### GET EVERYONE INVOLVED EARLY

Engage not just key stakeholders, but every team and staff member. Give everyone an opportunity to provide suggestions and feedback.

### LESSON 8

#### DON'T TRY TO BE GOOGLE

There isn't a one-size-fits-all approach to flexible working environments. Shape your future workplace by considering your team's culture and working style.

### LESSON 9

#### THE NETWORK MUST BE EVERYWHERE AND INVISIBLE

Ensure that everyone can access and share information seamlessly, in every corner of the office space by providing them with the right infrastructure and meeting tools.

### LESSON 10

#### SMALL DETAILS, NOT BIG SPEND

One of the most surprising lessons from the study is that small details matter a lot. Focus on getting the 'small things' right to not only improve satisfaction with the new workplace, but reduce overall cost.

Small details that get in the way of day-to-day work are major reasons why workplace designs fail, leading to employee dissatisfaction.

### LESSON 11

#### LET STAFF EXPERIENCE AND CHOOSE

Take time, well before staff move in, to educate them on how to work in new ways in the new workspace.

Have a prototype of the new office (or the key features of the new office), allowing people to experience and feel how they will be working in the future.

### LESSON 12

#### HUMAN-CENTRED DESIGN, NOT GIMMICKS

While having indoor play areas, decorated spaces or other features may seem fun and innovative for the organisation, take into consideration how all the spaces are used for collaboration, privacy and the flow of information without causing disruptions or distractions.

### LESSON 13

#### PLAN NEIGHBOURHOODS WITH CARE

Implement an activity-based working environment with a 'neighbourhood' concept in mind, recognising that it's human nature to group together for collaboration.

### LESSON 14

#### CONSIDER HACKABLE SPACE

Create areas that are easily configured and disassembled for fast-moving teams and projects. This level of flexibility can also present challenges from a technology perspective, particularly when it comes to accessing high-performance Wi-Fi, screens, cameras, speakers and microphones. These need to be available and ready to be used.

### LESSON 15

#### CATER FOR CASUAL MEETING SPACES

When collaboration spaces are placed too far away from focused work areas, collaboration breaks down. However, when collaboration spaces are placed close by focused work areas, staff satisfaction declines sharply due to constant interruptions. Build informal meeting spaces where innovative ideas and collaboration can be fostered. These spaces are often located in thoroughfares and in between neighbourhoods as part of their focus on human-centred design.

### LESSON 16

#### YOUR HELPDESK MUST RIVAL A GENIUS BAR

Roll out an activity-based working environment, including the right technology to enable work to be flexible and mobile: new mobile devices, practical security, ready access to documents, reliable and fast networking, great communication and collaboration services and so on. But to back this up, you need responsive and effective IT support to ensure there is no friction for employees.

### LESSON 17

#### LAUNCH DAYS CHANGE EVERYTHING

Focus the day of physically moving staff into the new workplace not only logistics, but also on ensuring familiarity and comfort by collaborating a new space that is appropriate for collaboration and efficiency. Conduct detailed training on how to use the technology, work areas, video and collaboration rooms, hot-desk, lockers and the space as a whole.

### LESSON 18

#### TRANSFORMATION DOESN'T STOP AFTER THE MOVE

Continue to discuss what's working and what's not, and iterate these points well after the move. Commit consistently to making activity-based or flexible-working successful.

## BUT WAIT, THERE'S MORE

Read expert breakdowns of each lesson about upgrading to the successful workspace of the future.

[Get More Details](#)