

SCOTTISH
FUTURES
TRUST

Workplace of the future

Michael Laird Architects

New frontiers for smarter working

Covid 19 has forced all organisations to look at the 'How', 'Where' and 'When' of work.

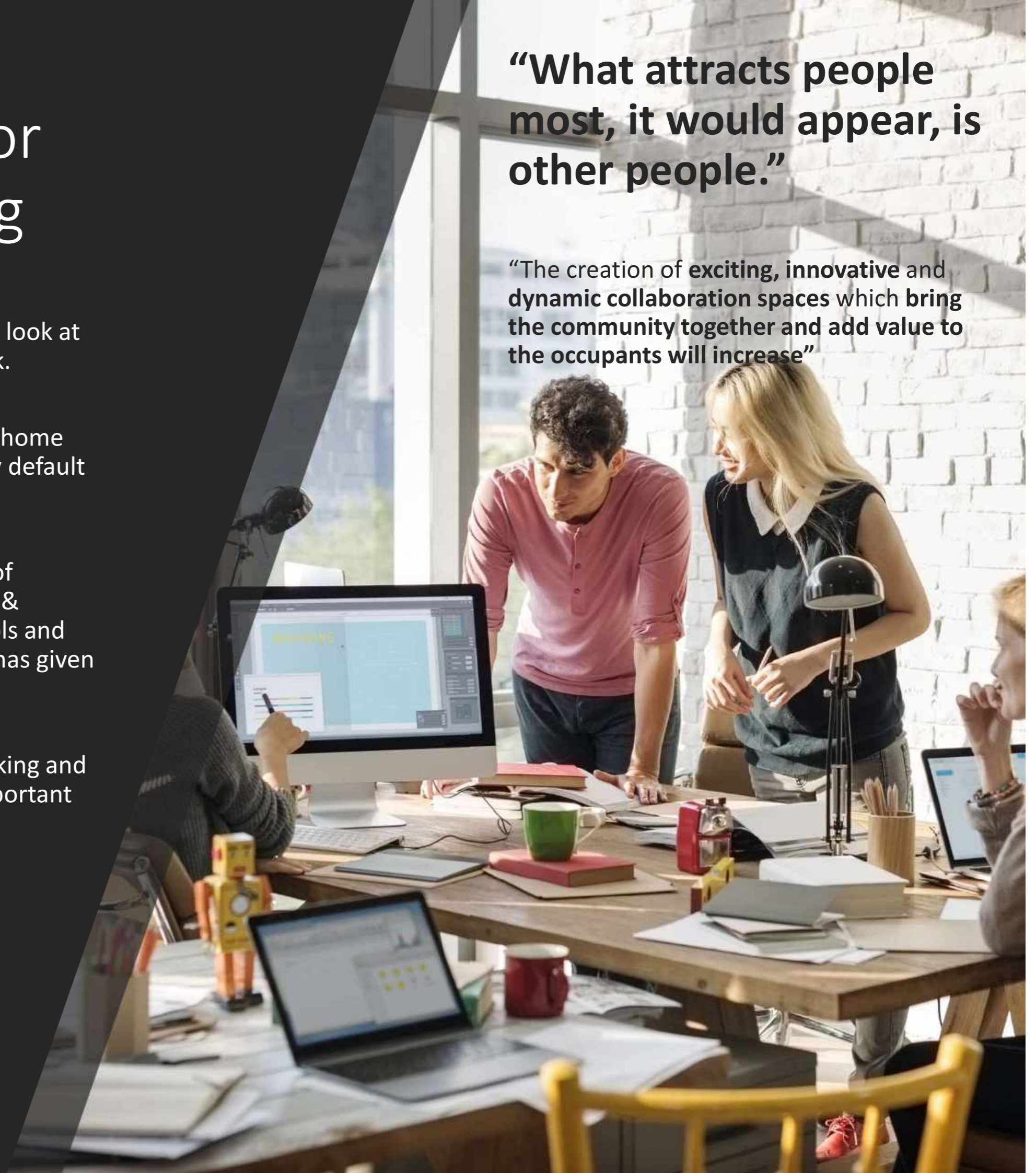
The boundaries between work life and home life have been blurred, as most of us by default are working remotely.

Organisations have met the challenge of managing dispersed teams, of working & collaborating remotely using digital tools and have embraced the flexibility that this has given them and their employees.

This is the new frontier of smarter working and the office's part in this is extremely important

“What attracts people most, it would appear, is other people.”

“The creation of exciting, innovative and dynamic collaboration spaces which bring the community together and add value to the occupants will increase”



Re-thinking the workplace – its purpose

The image shows a modern office space. The ceiling is a focal point, featuring a large, vibrant, and abstract mural in shades of blue, yellow, and red. The office is furnished with contemporary chairs and tables. In the background, there are glass-walled meeting rooms. One room has a person sitting on a sofa, and another has a person standing. The overall atmosphere is bright and creative.

We are all different and every workforce will have entirely different personalities and working styles within it.

As we move into this new phase of workplace design, designers and organisations must focus even more on....

How the workplace will be used?

What activities does it need to support?

What is its purpose?

.....not just what it's made of.

Re-thinking the workplace – its purpose

The office of the future will play a **key role in supporting what a remote location can not.**

There will be an importance on maintaining and supporting **'meaningful human connection'**. Offices should be designed for fostering good relationships between people, both working and socially.

This will see a **new more dynamic workplace emerge**; a place that supports collaboration and the coming together of people to interact and connect.

Not just with each other but also to the business; creating a **strong image and brand experience** will be ever more important, supporting attraction and retention of employees.

The **variety of spaces** within the workplace will need to support a much smarter, more dynamic and agile way of working" offering equality of choice for all.

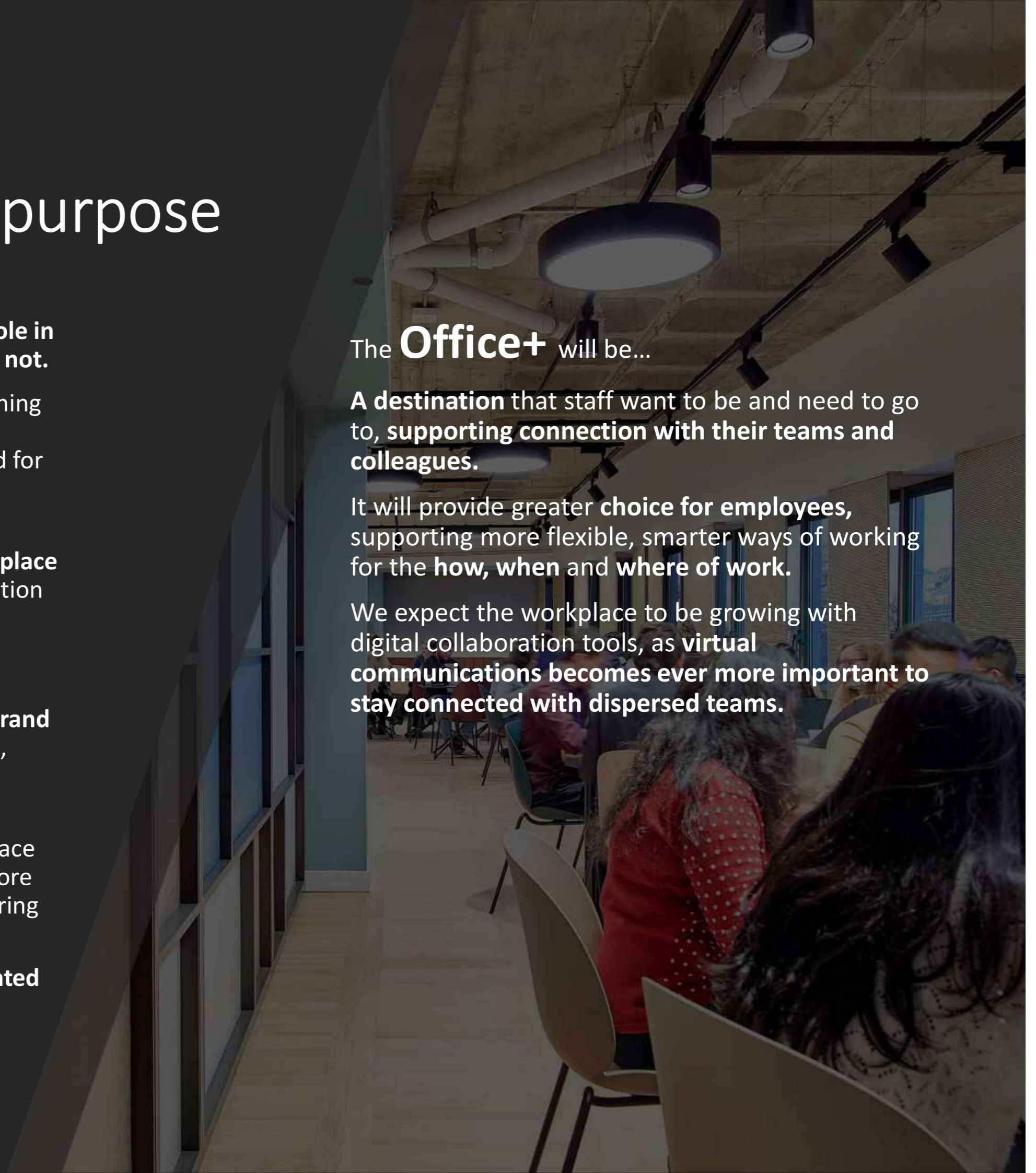
Space to meet and network supplemented with space to take that 'Team's' call.

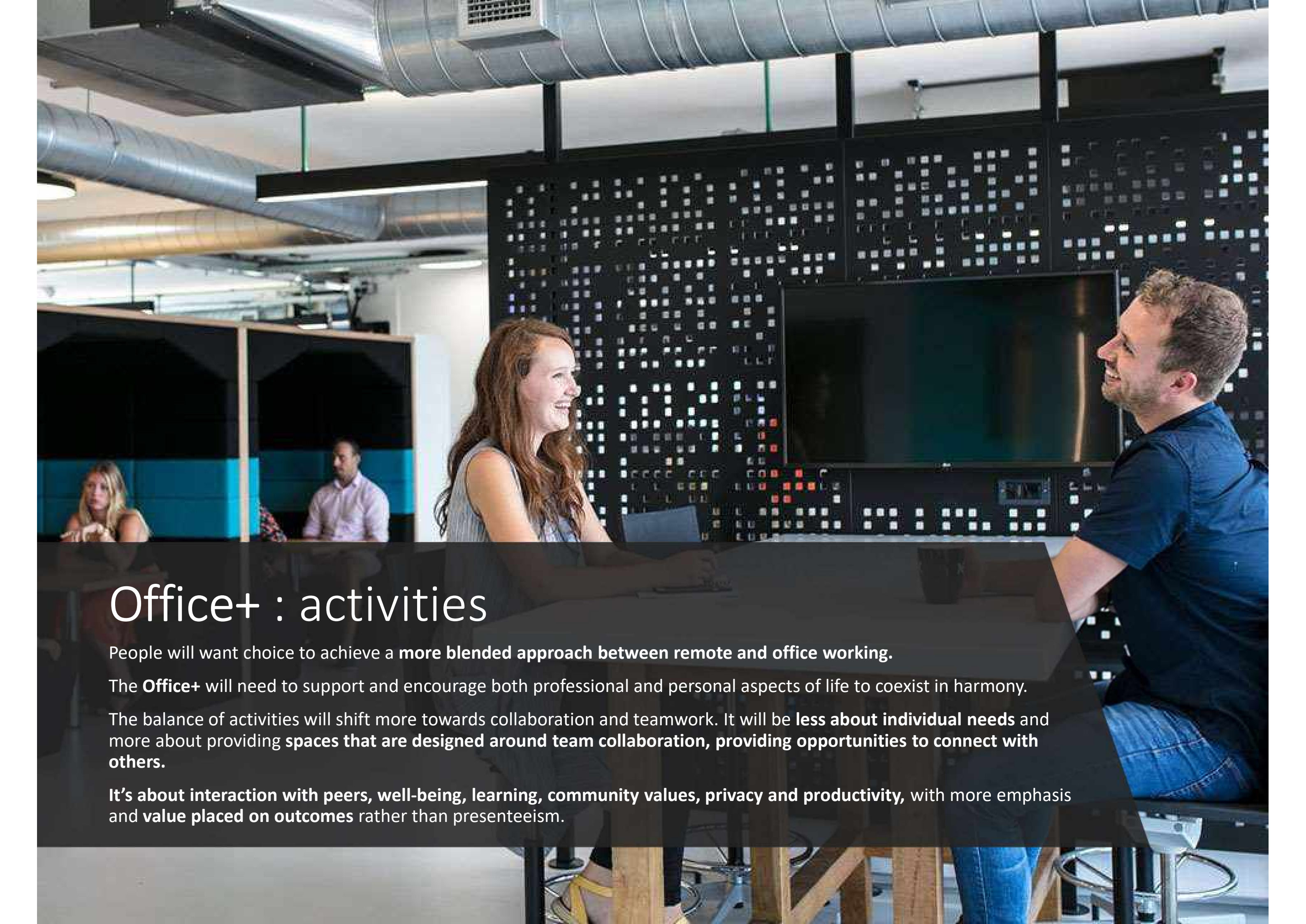
The **Office+** will be...

A destination that staff want to be and need to go to, **supporting connection with their teams and colleagues.**

It will provide greater **choice for employees**, supporting more flexible, smarter ways of working for the **how, when and where of work.**

We expect the workplace to be growing with digital collaboration tools, as **virtual communications becomes ever more important to stay connected with dispersed teams.**





Office+ : activities

People will want choice to achieve a **more blended approach between remote and office working.**

The **Office+** will need to support and encourage both professional and personal aspects of life to coexist in harmony.

The balance of activities will shift more towards collaboration and teamwork. It will be **less about individual needs** and more about providing **spaces that are designed around team collaboration, providing opportunities to connect with others.**

It's about interaction with peers, well-being, learning, community values, privacy and productivity, with more emphasis and **value placed on outcomes** rather than presenteeism.

Office+ : activities

Less of this...

focus



formal meetings

individual



work at desk

More of this...

social



teamwork



networking



collaboration



brainstorm



flexible

1:1
catch up



focus



group work



presenting



digital + analogue

Create a great Experience ...

Office+ : technology

The workplace will need to adapt and include access to digital collaboration tools to remain connected with dispersed teams.

Opportunities to integrate technology within the workplace experience should be maximised, providing convenience for users, improved space management & control and offer peace of mind around security of information.

New technology is cheaper than new space!



Office+ : encouraging choice

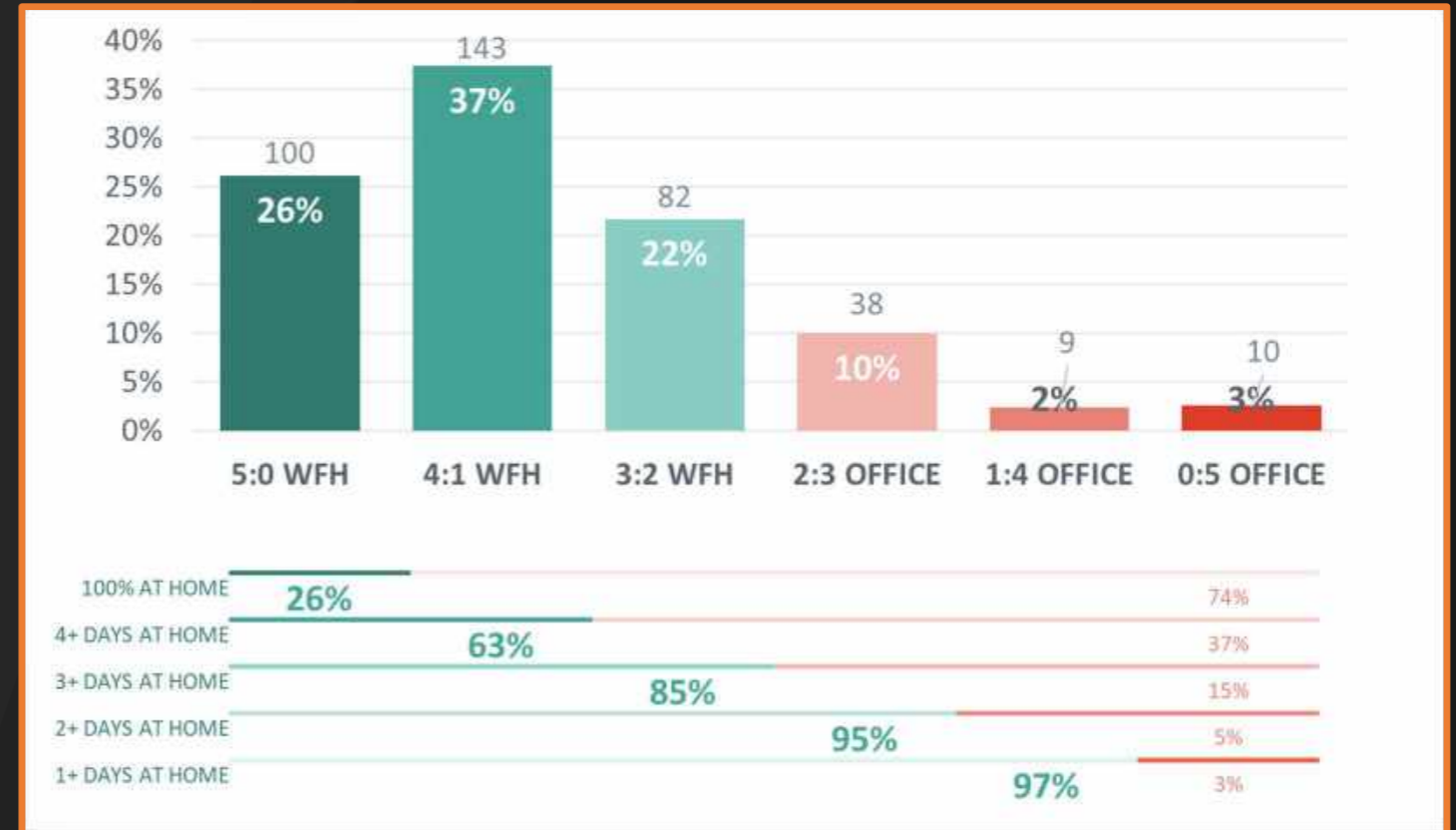
PEOPLE

- ENGAGE YOUR TEAM
- WHAT OPTIONS ARE OPEN TO THEM
- FEED BACK AND PLAY BACK

OUTCOMES

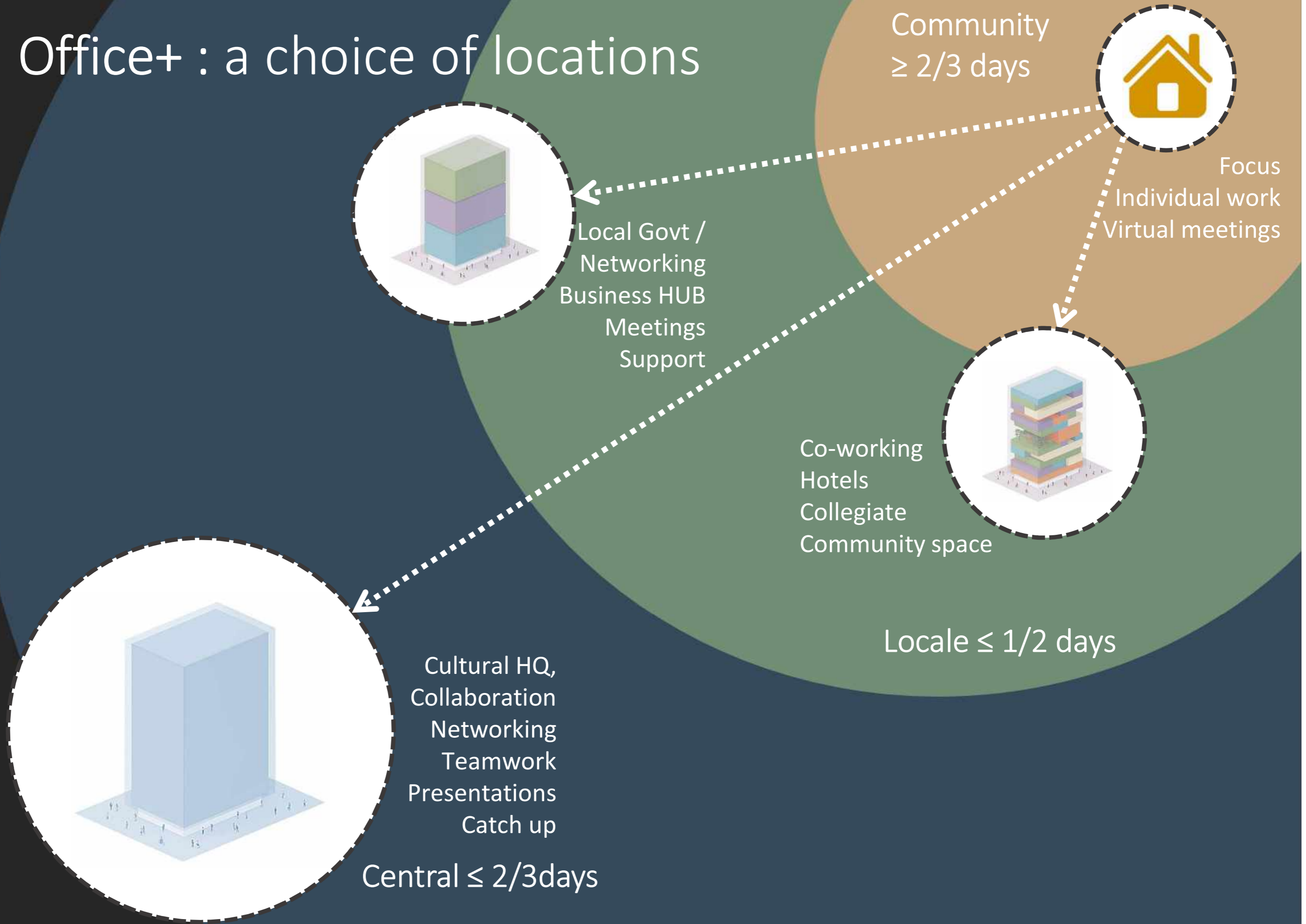
Improved:

- TRUST
- AUTONOMY
- CULTURE
- PERFORMANCE
- ADAPTABILITY
- SPACE EFFICIENCY



	MOST IMPORTANT	LEAST IMPORTANT
ACTIVITIES	Collaborative and creative work: 60%	Call handling: 6%
	Informal social interaction and events: 52%	Audio and Video conferences: 10%
	Team meetings: 42%	Individual focused work: 11%
WORKSPACES	Standard desk with screens: 66%	Hot desks, project desks, and benches: 28%
	Meeting rooms: 62%	Personal and shared storage: 33%
	Break-out and innovation zones: 53%	Quiet rooms for working alone or in pairs: 34%
SERVICES	Tea, coffee, and other refreshment facilities: 85%	Bicycle racks: 19%
	Car and motorbike parking: 71%	Shower facilities: 23%
	Grab and go shops (e.g. Benugos, Tuck shop): 65%	Mail and post room services: 23%

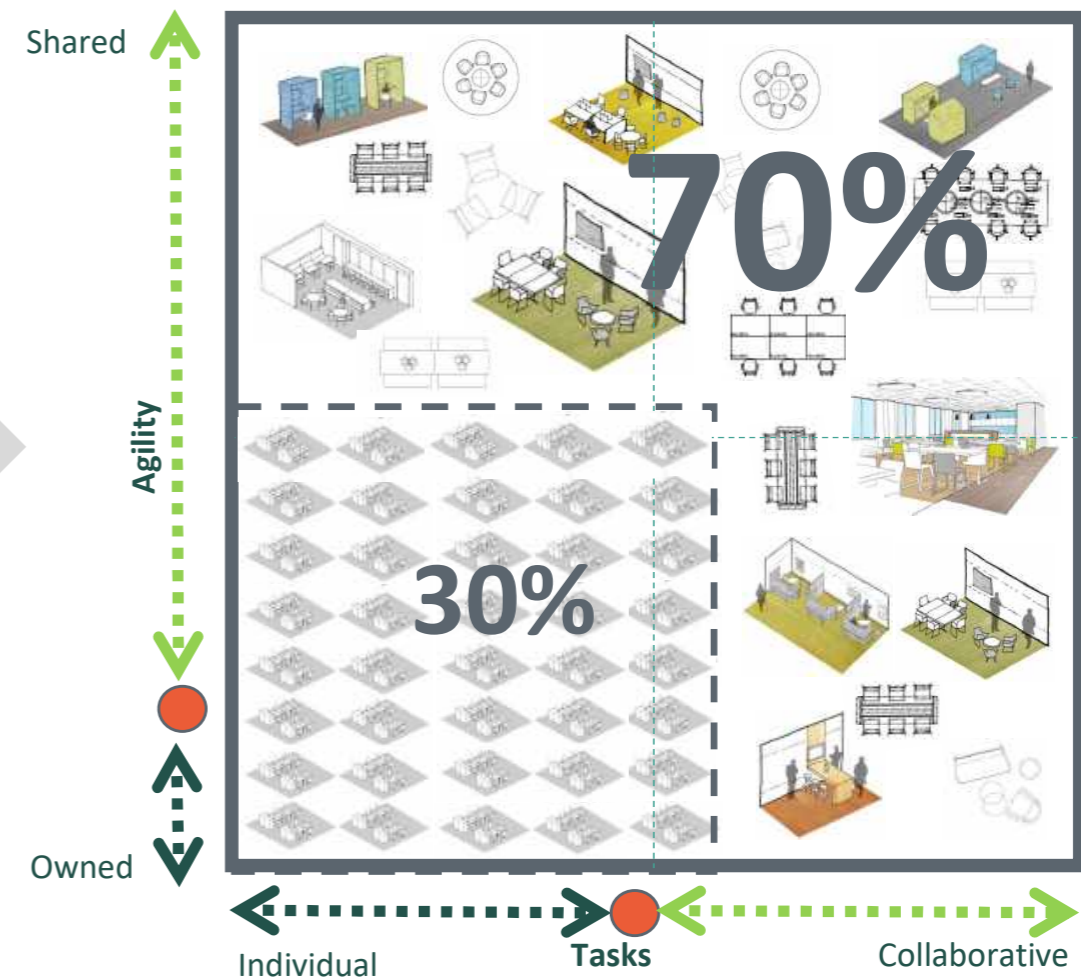
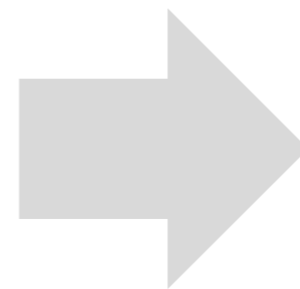
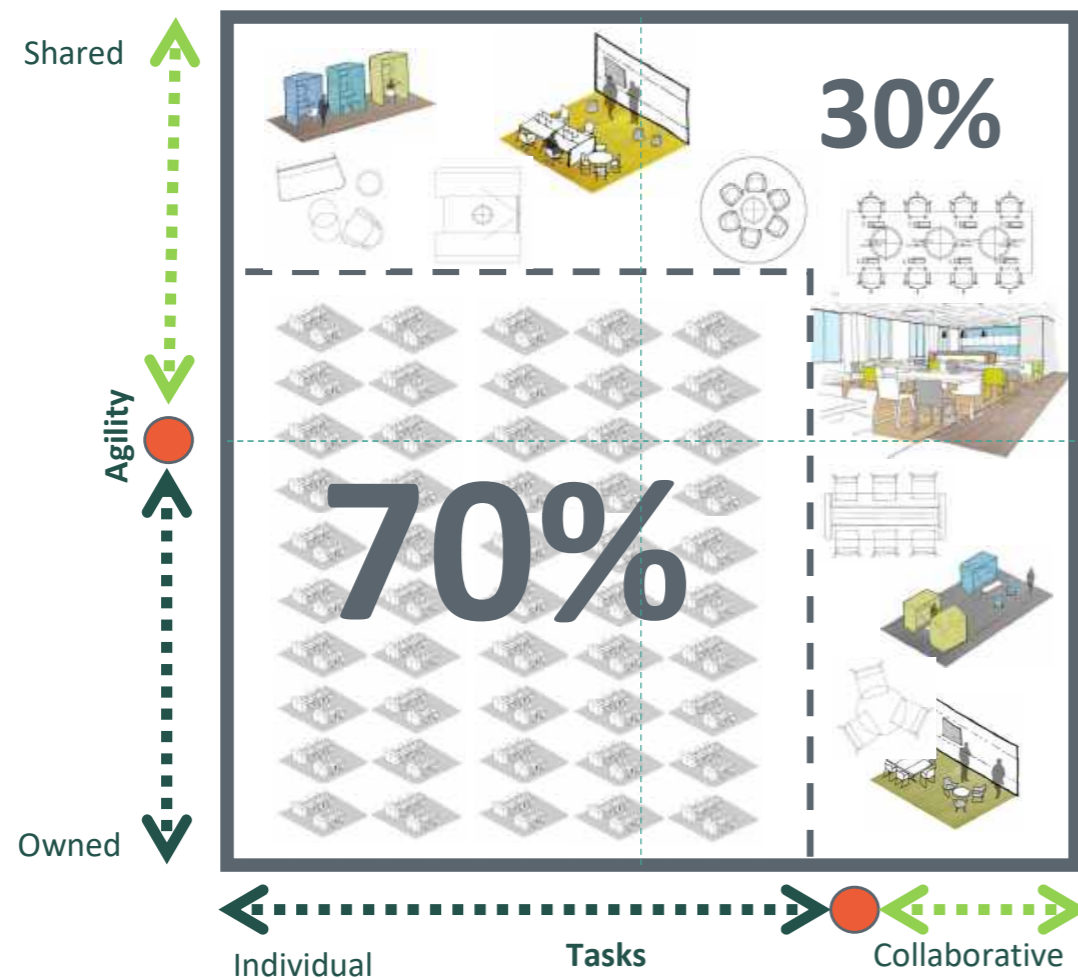
Office+ : a choice of locations



Office+ : a rebalance of space $\geq 40\%$ NIA reduction

From this

..... to this

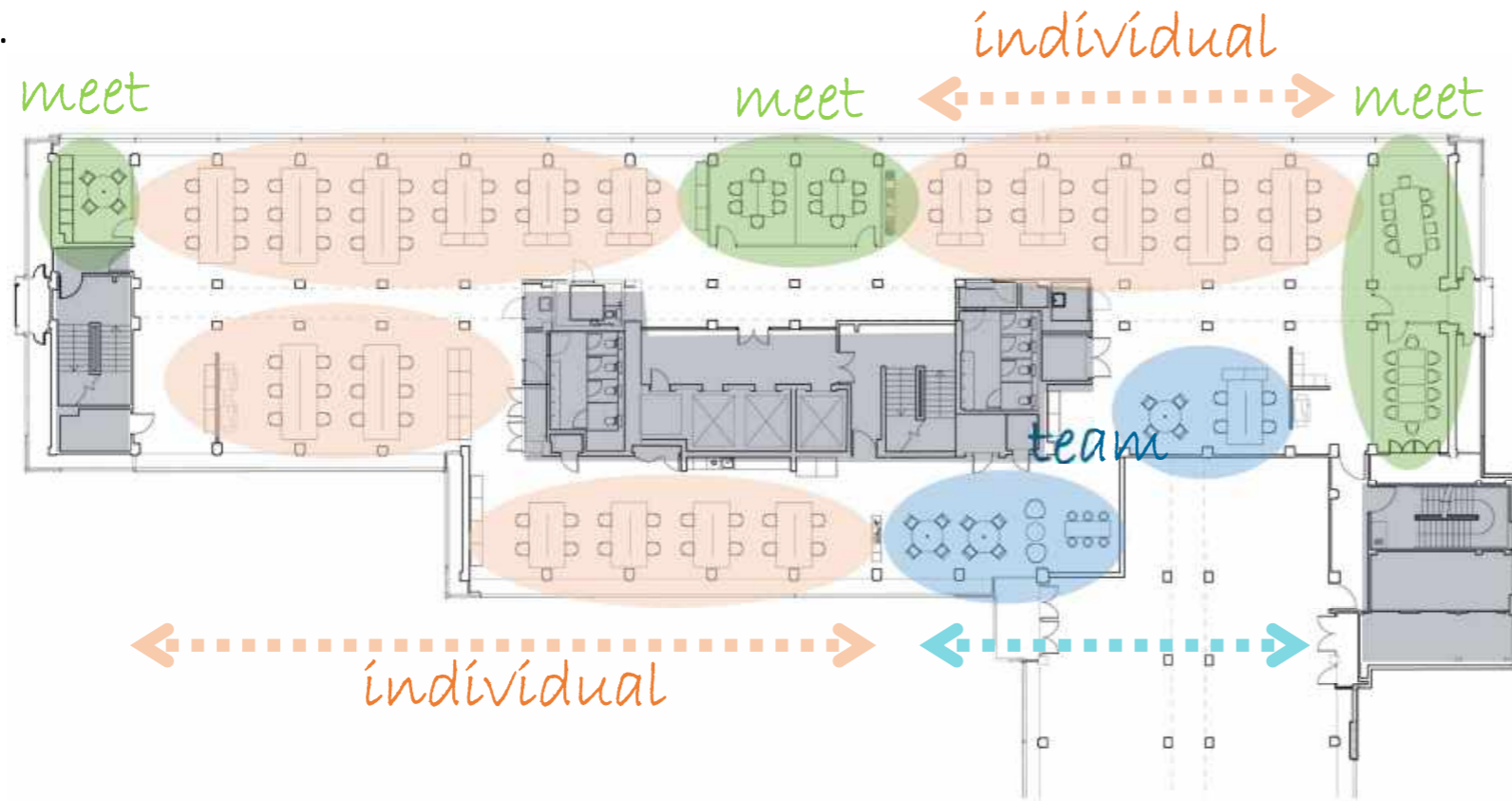


- smarter working supported through a variety of settings
- 70 : 30 – individual / collaborative
- flexible settings supplement desking
- space allocated to teams / ownership of space

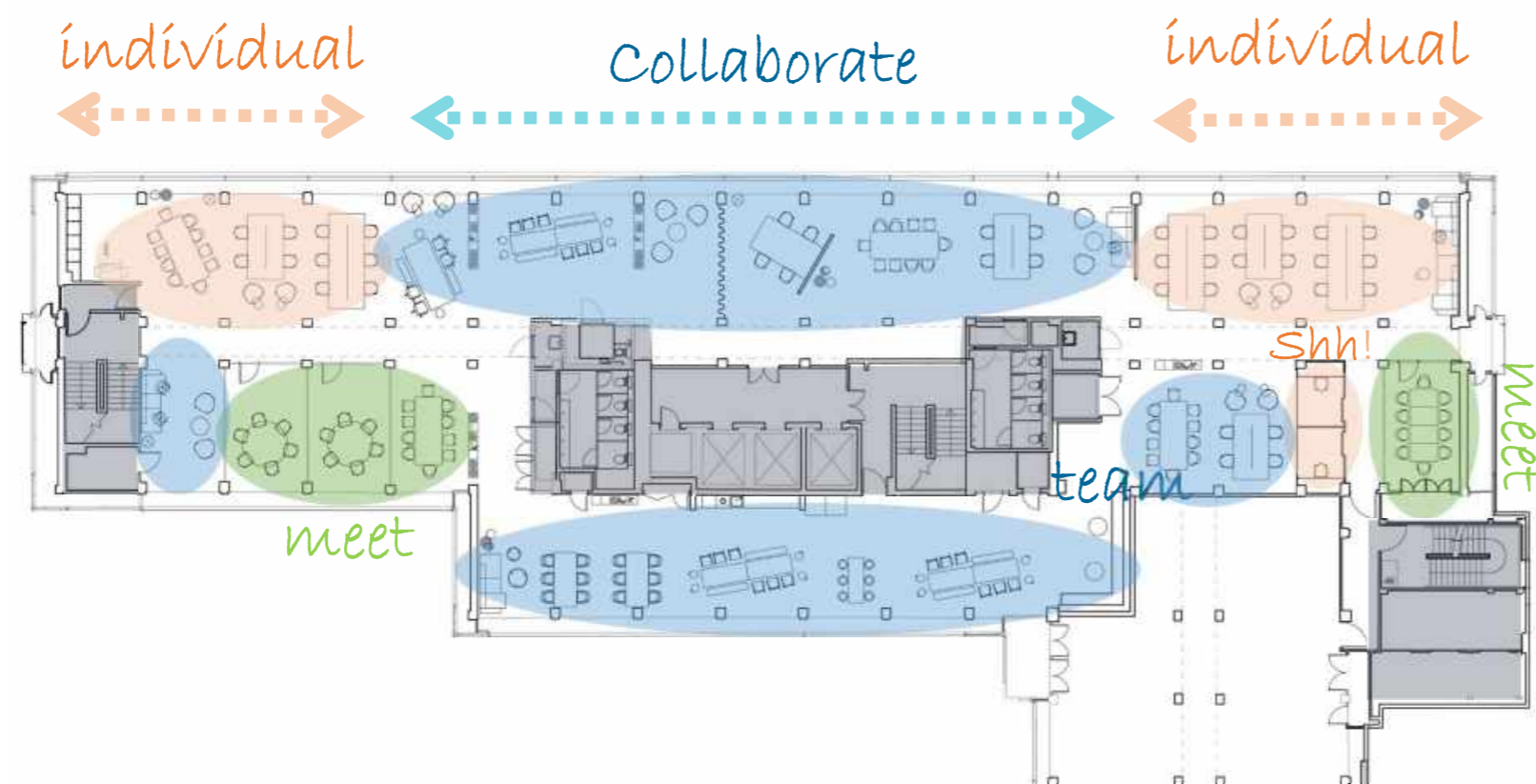
- desk demand reduces
- 30 : 70 - individual / collaborative
- space generally 'Shared' by all – team neighbourhoods
- flexible furniture & space / shared tables
- multi-function teamwork / flexible breakout

Office+ : a rebalance of zoning

From this....

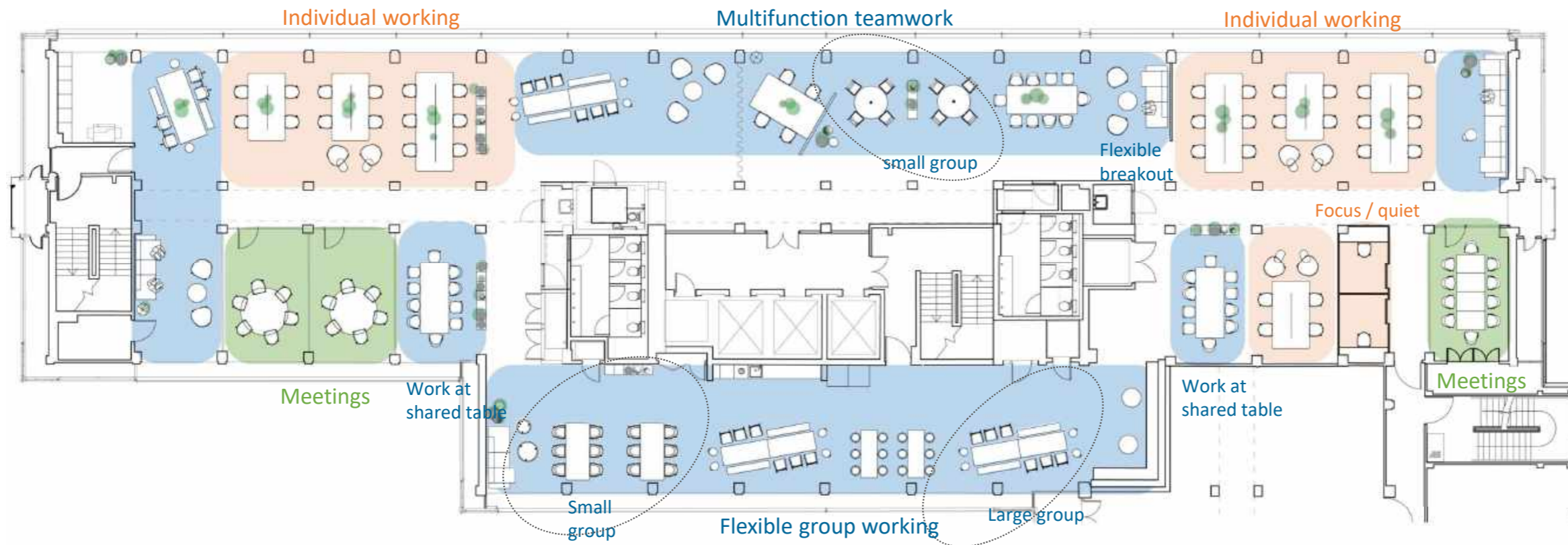


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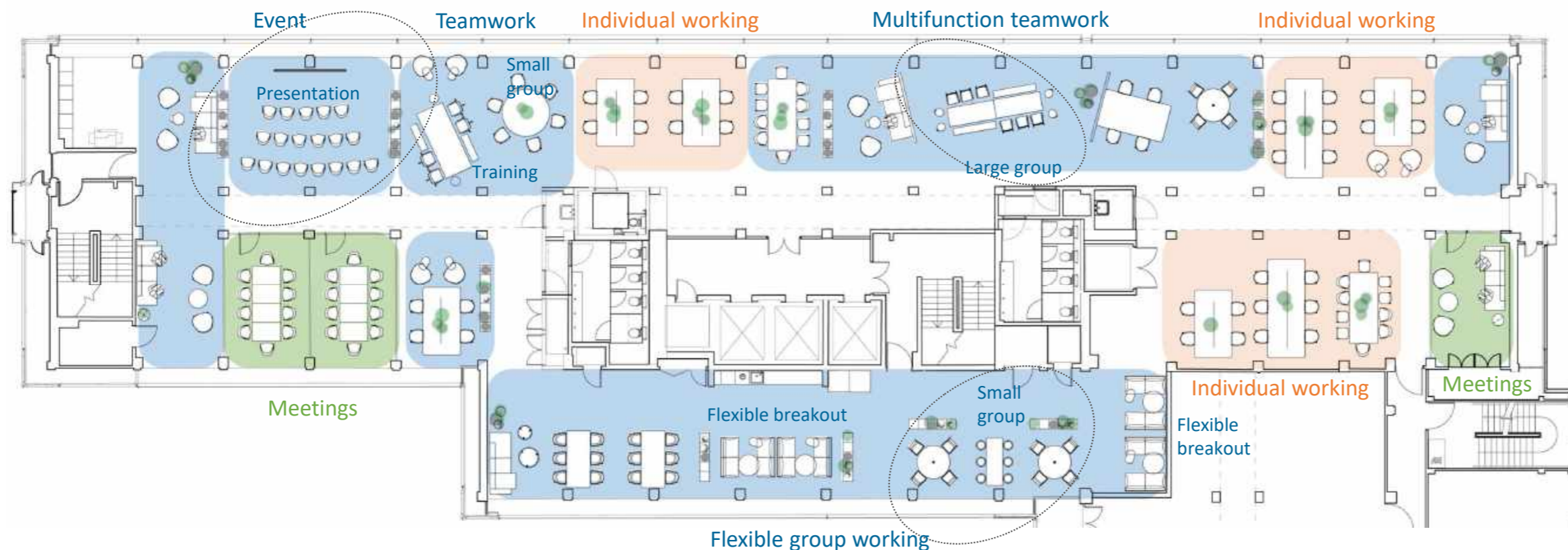


“Supporting different activities every day”

Office+ : ensuring adaptability



'supporting a variety of needs and group sizes'



'using furniture & space flexibly'

Office+ :
how it could
look....






Office+ : how it could look....

Office+ : supporting systems and policies

- Communications
- Technology to support communications
- Consider new options apps

Employee communications



Engage employees to manage change

Microsoft 365
Connect and communicate with people across your organization
<https://aka.ms/CompanyCommunications>

Keep people informed with news and announcements

Foster two-way dialogue between leaders & employees with open discussions
Create compelling communications with consumer-grade simplicity
Integrate video & content that looks great across devices

Reach people in the apps they use every day

Mobile notifications drive attention to critical alerts
Schedule, approve and target communications based on roles, locations
Support your global workforce with multilingual news
Reach everyone, including Firstline workers

Office+ : a rebalance of diaries

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
SALES	150	150	150	150	150
CRM			98	98	98
COMMERCIAL	72	72		72	
FINANCE+HR	22	22		22	
ADMIN	10	10		10	
SETTINGS	403	403	403	403	403
AVAILABILITY	149	149	5	51	156
			SURGE		