SCOTTISH FUTURES TRUST

# Workplace of the future

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# 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"**
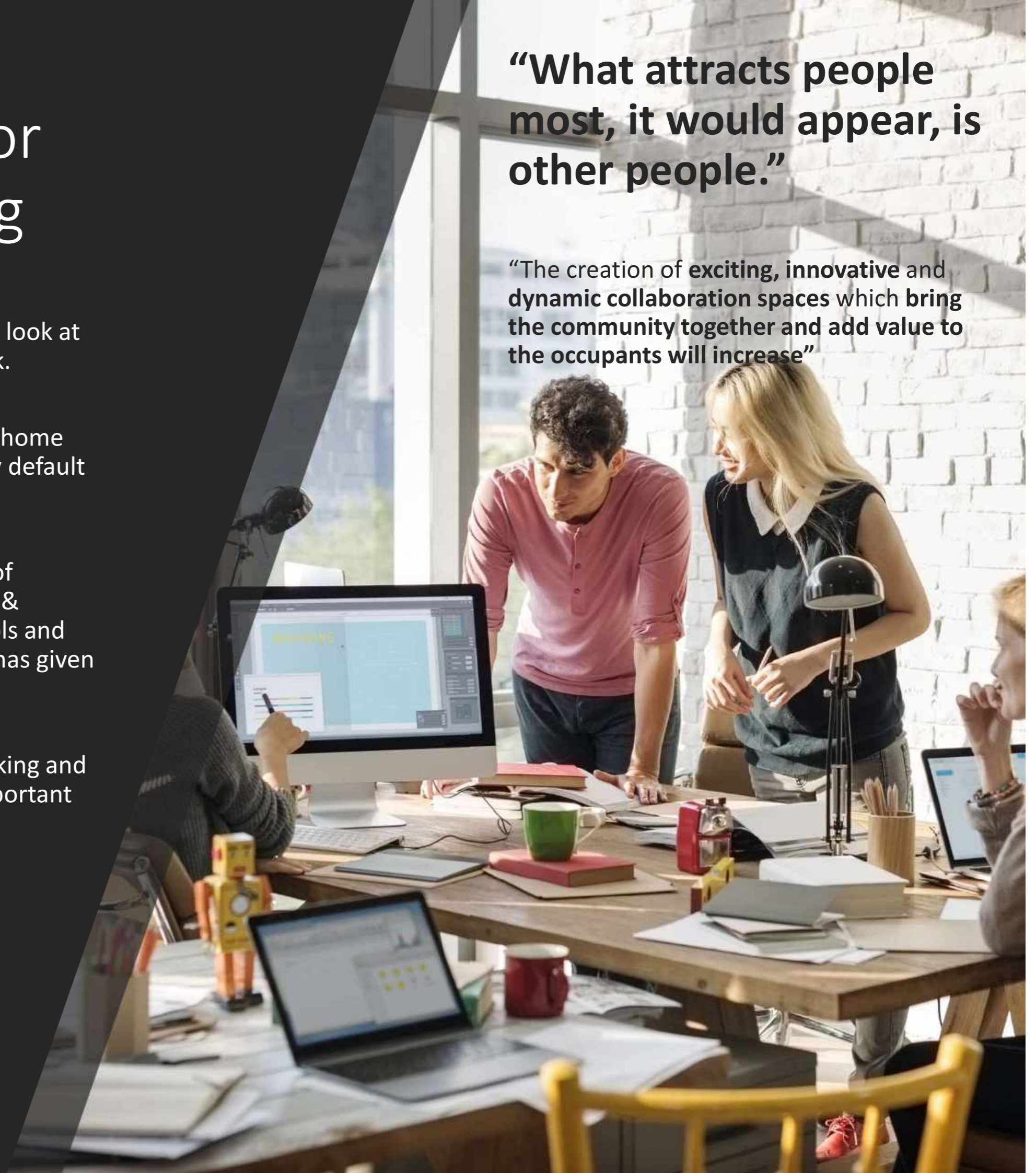
# Re-thinking the workplace – its purpose

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.

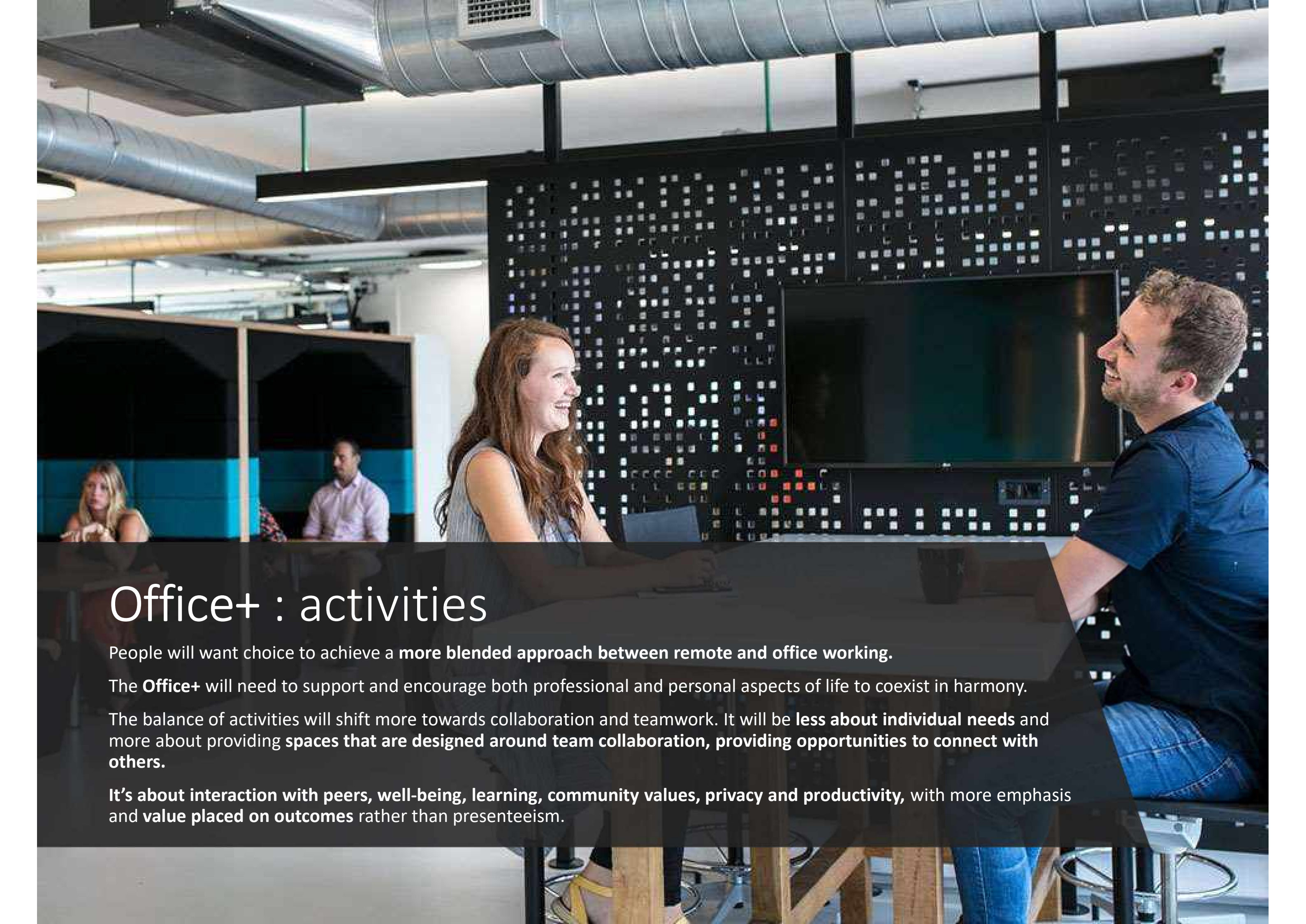**Space to meet and network supplemented with space to take that 'Team's' call.**

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.**
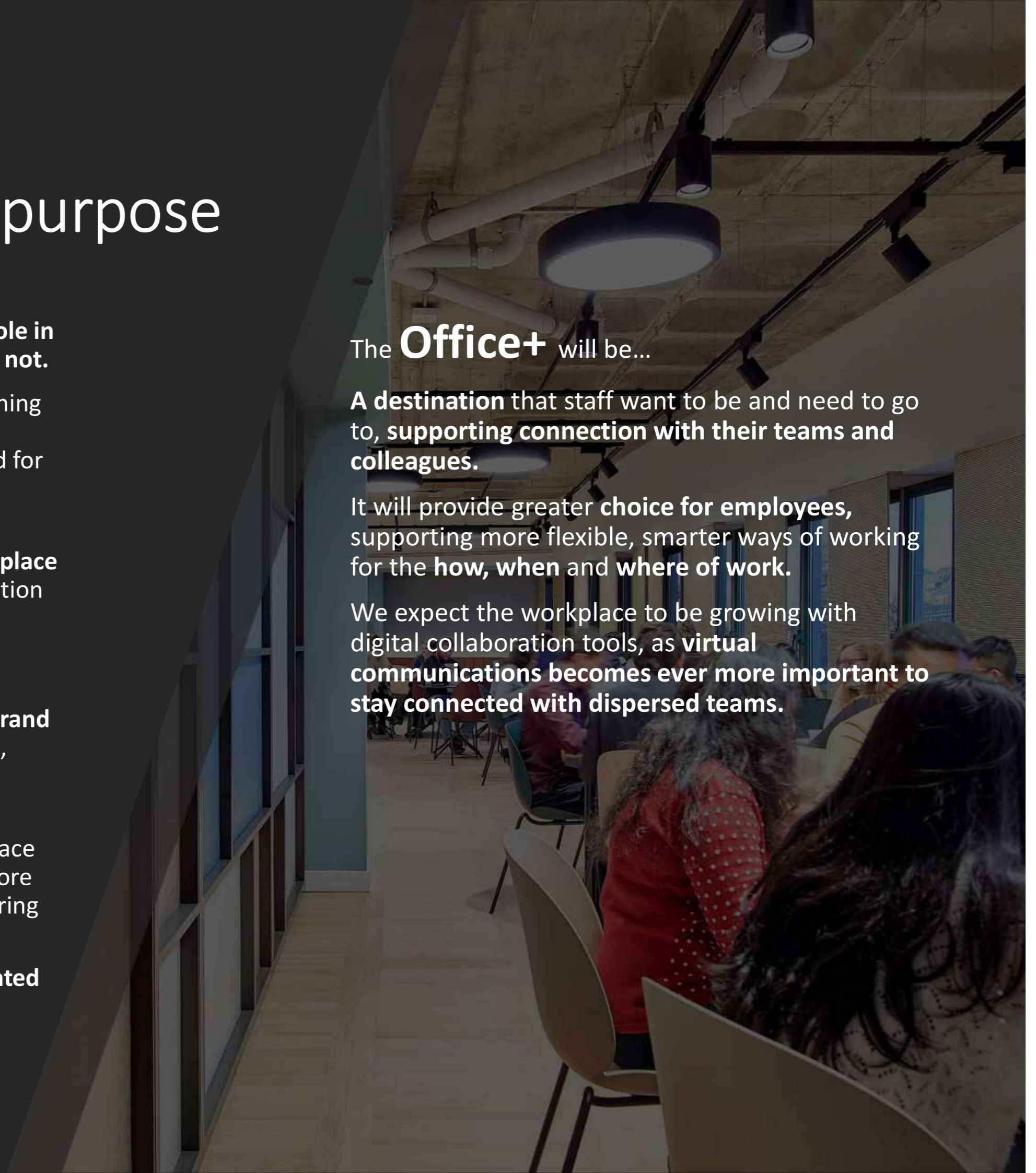
# Office+ : activities

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

social

teamwork

networking

collaboration

brainstorm

focus

flexible

1:1 catch up

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!**

collaboration tools

room / desk booking

virtual reception

environmental controls

digital signs / displays

ai advancement

wi-fi

monitoring & analysing utilisation

# 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

# Office+ : a choice of locations

Community
≥ 2/3 days

Focus
Individual work
Virtual meetings

Local Govt /
Networking
Business HUB
Meetings
Support

Co-working
Hotels
Collegiate
Community space

Locale ≤ 1/2 days

Cultural HQ,
Collaboration
Networking
Teamwork
Presentations
Catch up

Central ≤ 2/3days
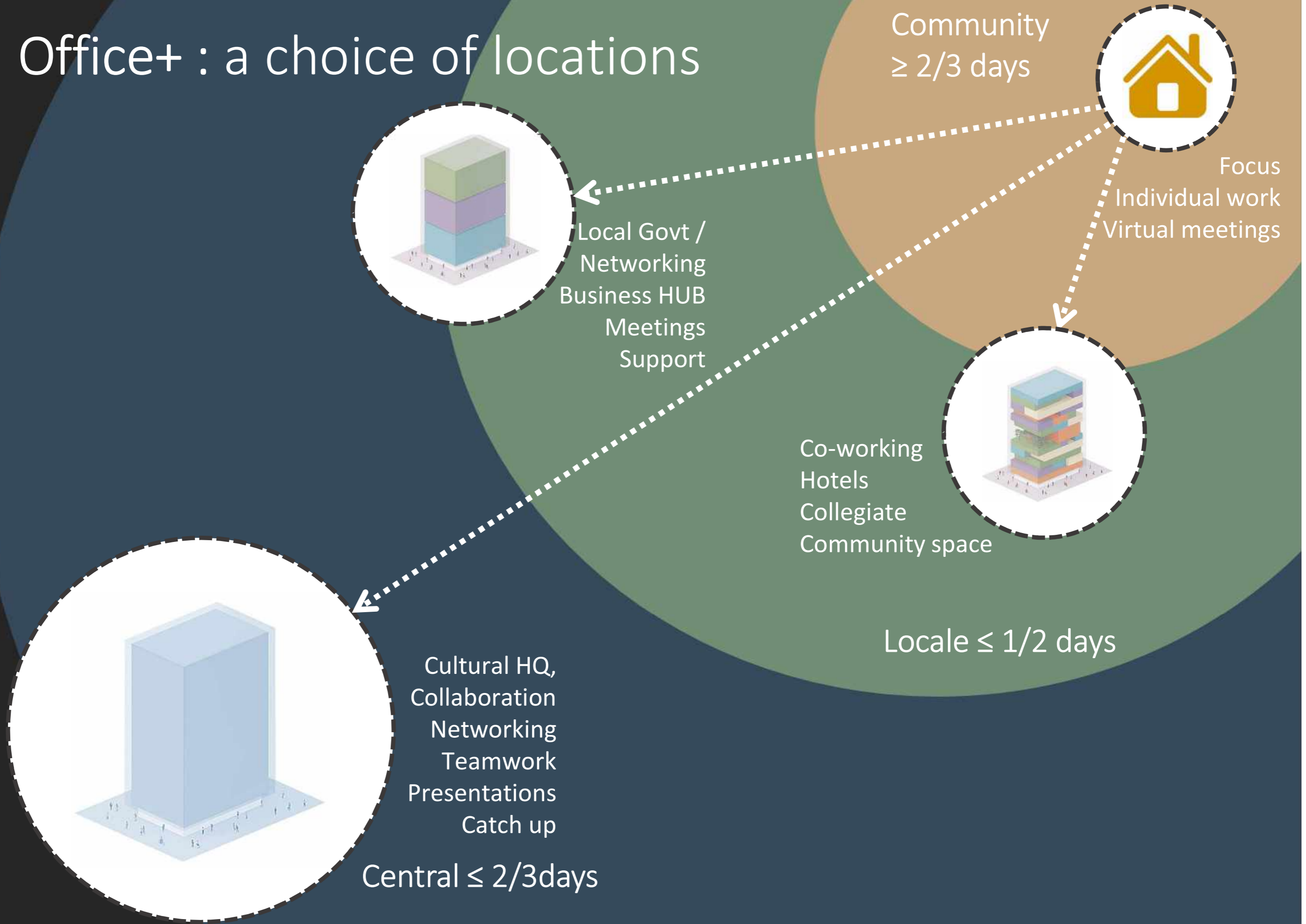
# Office+ : a rebalance of space ≥40% NIA reduction

From this ......                                                             ......... to this
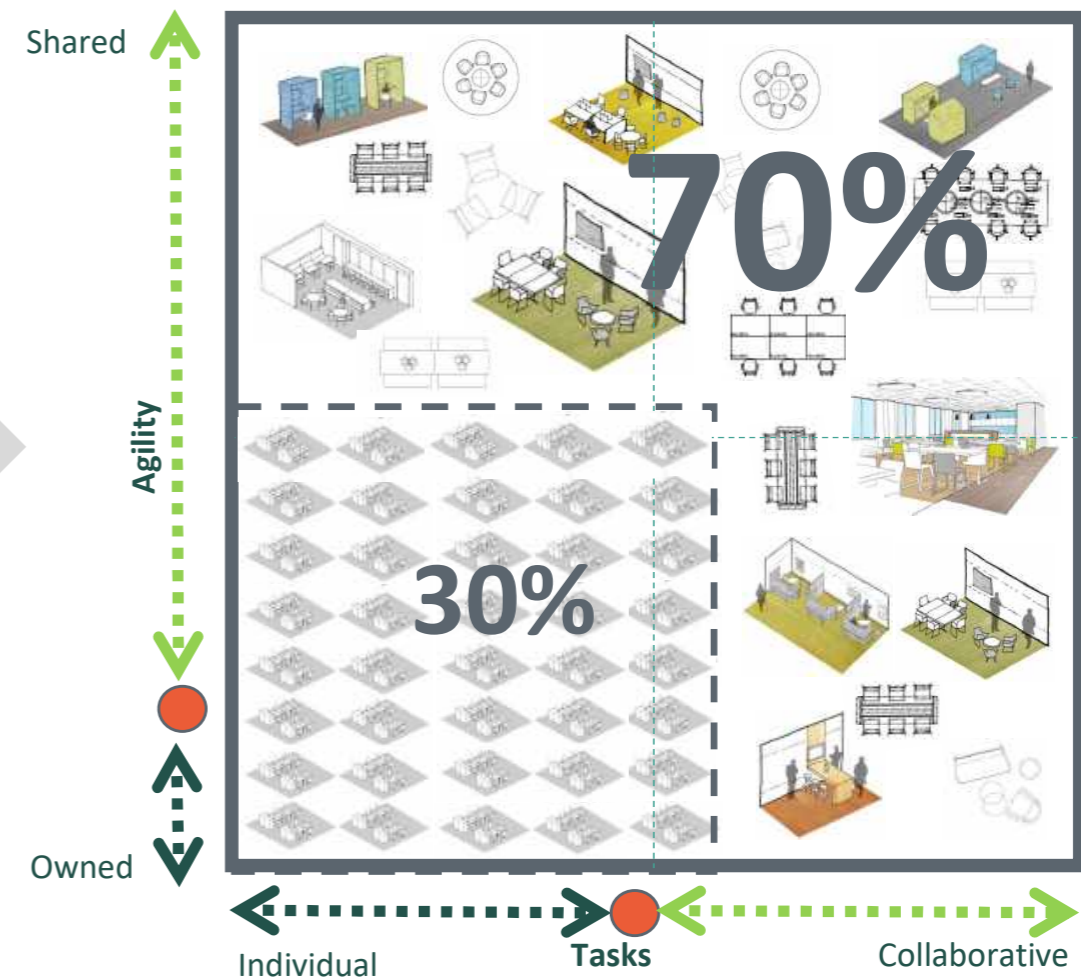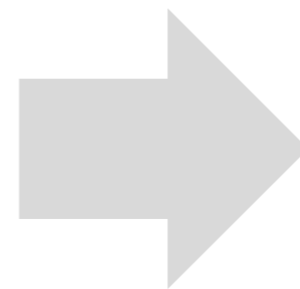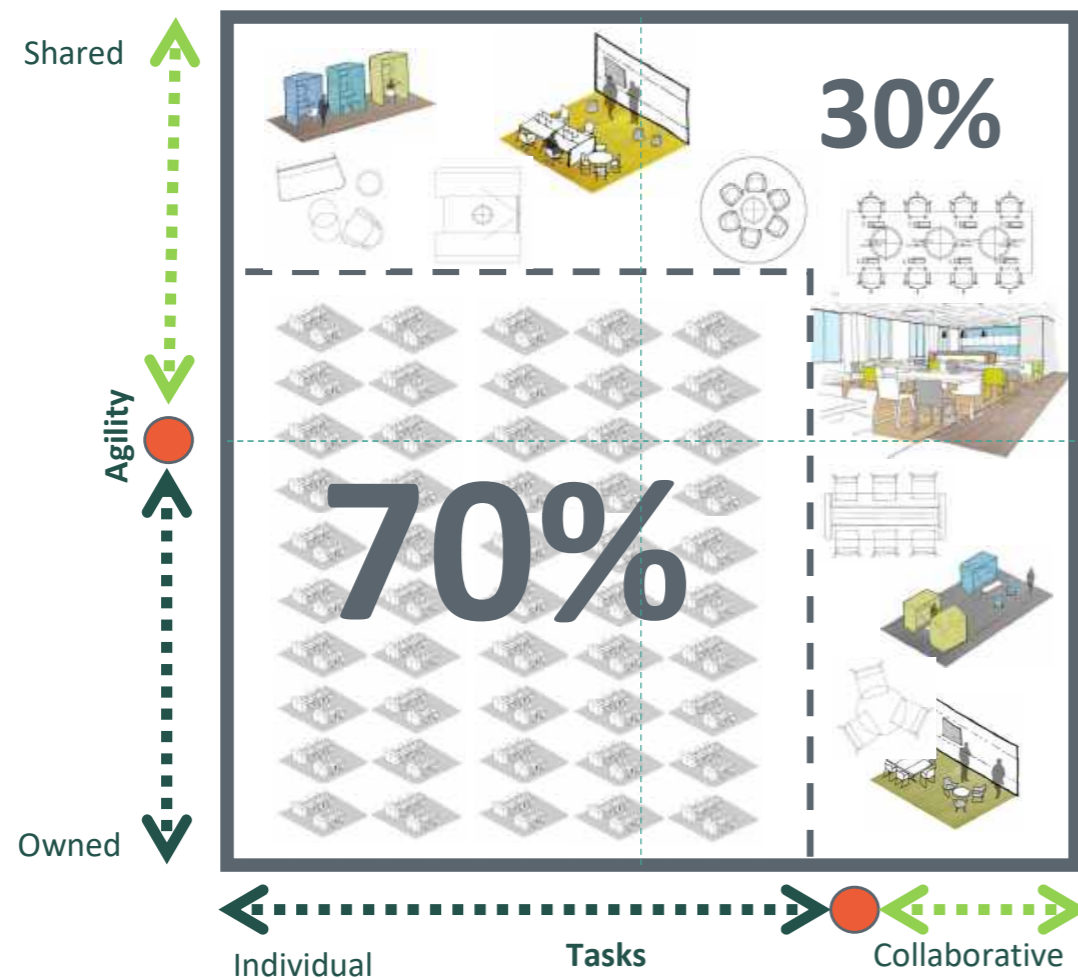


- smarter working supported through a variety of settings
- 70 : 30 – individual / collaborative
- flexible settings supplement desking
- space allocated to teams / ownership of space

- 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....



Individual Focussed Work
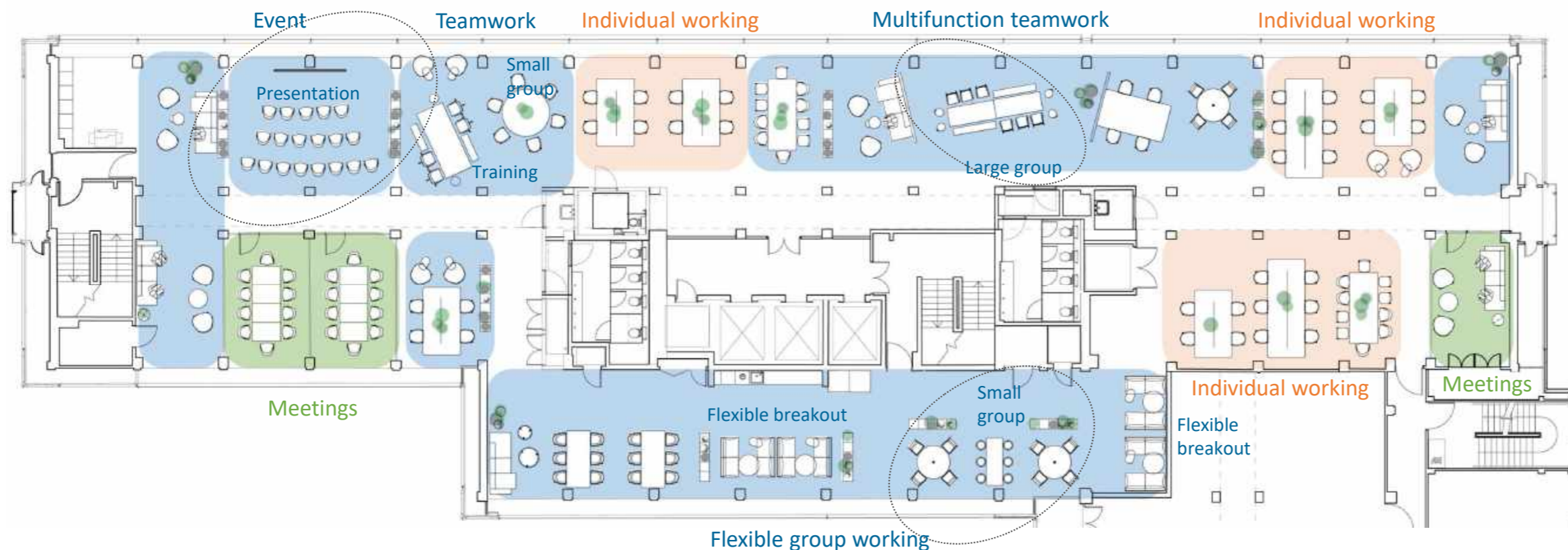
Collaboration

Meeting Zone
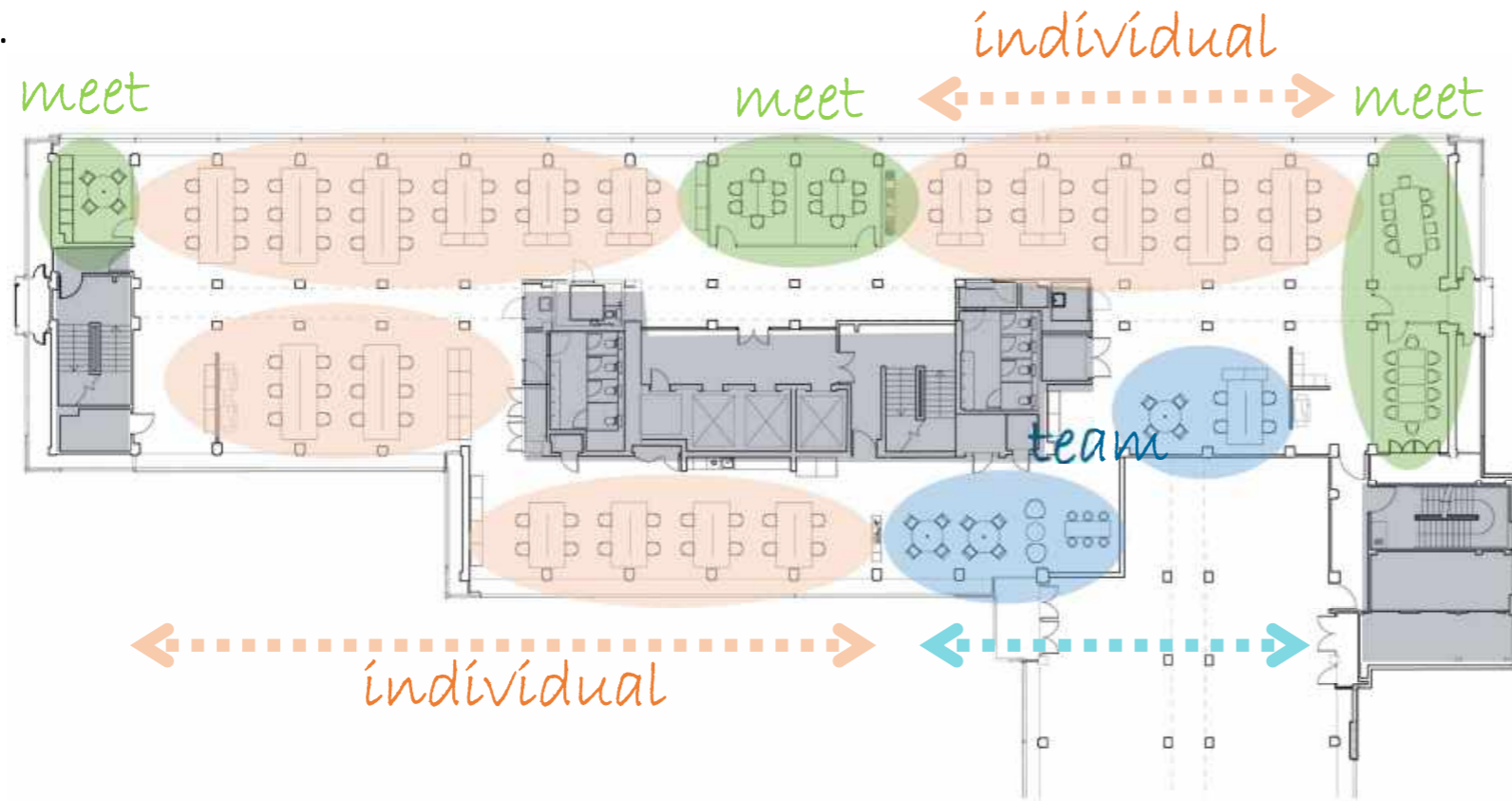
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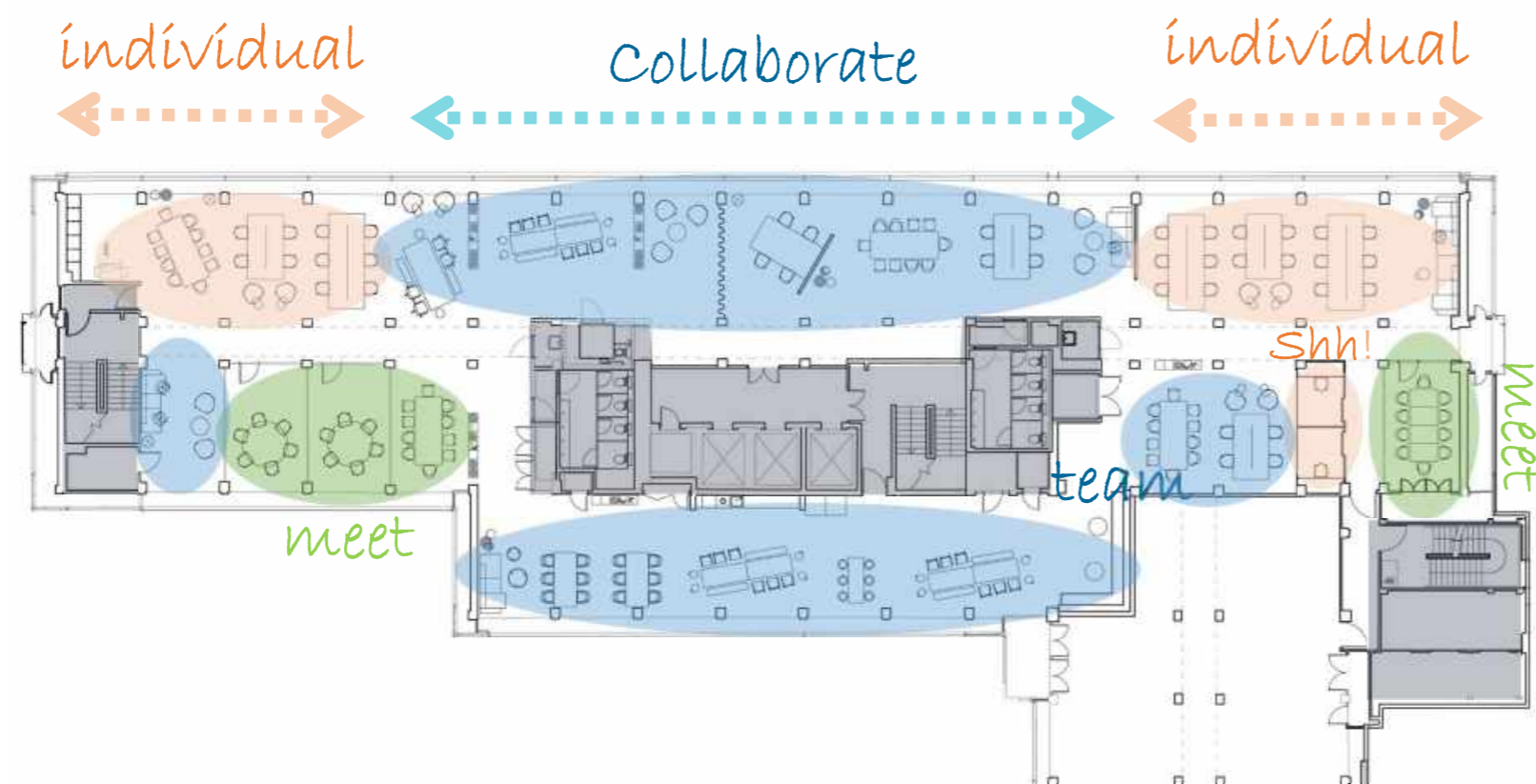


*"Supporting different activities every day"*

# Office+ : ensuring adaptability
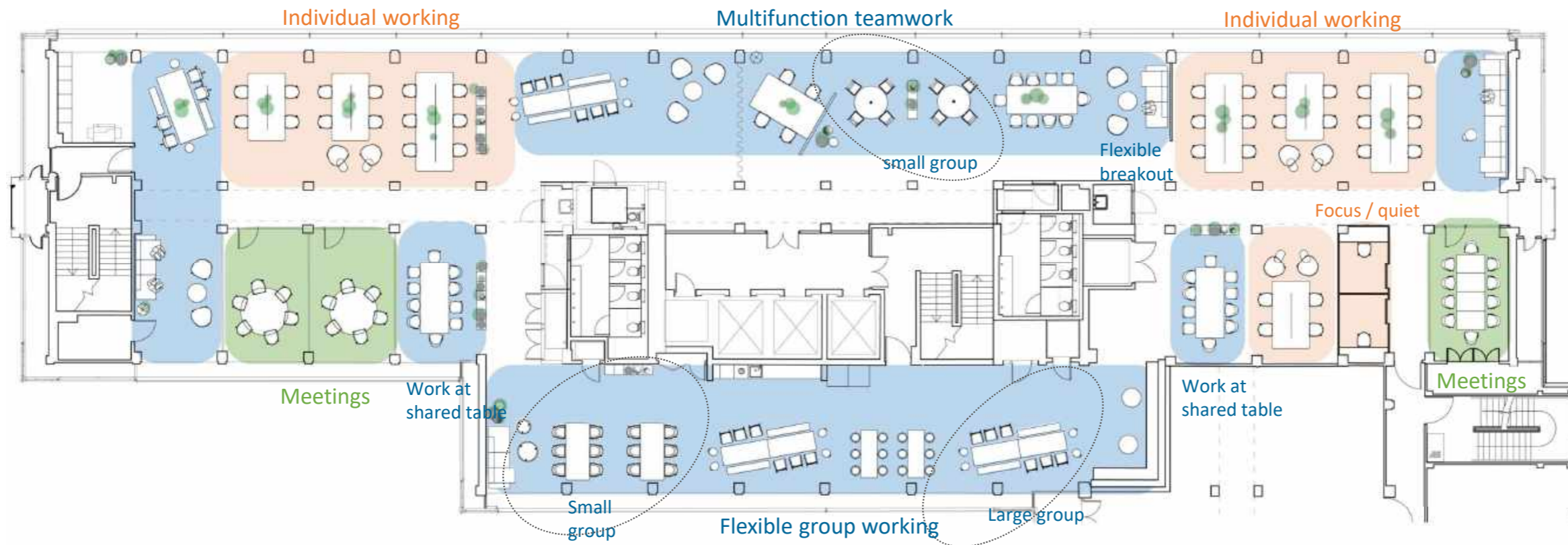


'supporting a variety of needs and group sizes'

'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