The workplace can be more than just a container for work.
Early modern planning: order in response to surging demand

Levittown, circa 1950s

John Deere & Company 1964,
Today’s challenges: Concentration

Typical knowledge workers are interrupted every 3 to 15 minutes, and half the time they don’t return to what they were doing when the interruption has passed.

Engagement

Psychologists have found that people work harder and longer in a social context while reporting the work to be easier.

Collaboration

The **volume of ad hoc face-to-face interactions** within comparable teams correlates with measurable productivity indicators.

Open
Or both, and everything in between

- Private work
- Informal interaction
- Brainstorming
- Meeting
- Quiet

Central gathering space
Democratization of private space
Team rooms
Informal team space
Flexible seating
Quiet zones
Active work settings
Social hubs
University of Minnesota Academic Health Center

Different work styles

- **MOBILE CONNECTOR**: 86 NASF/person
- **TEAMER**: 119 NASF/person
- **RESIDENTIAL CONNECTOR**: 241 NASF/person
- **HEADS DOWN**: 108 NASF/person

Different workspaces

- **The Club**: This workspace helps re-energize faculty and staff who are always on-the-go. A mix of private rooms and shared, open workspaces ensures that mobile connectors have a comfortable, supportive and workplace.

- **The Team Space**: Teamers work best in groups, and this workspace enables informal, ad hoc work sessions as well as organized meetings. The team space provides high- and low-tech tools for collaboration and idea-sharing.

- **The Office**: A need for frequent interaction and a consistent home base characterize the faculty and staff who are Residential Connectors. This workspace has the highest degree of dedicated, personal space and lowest shared use.

- **The Quiet Station**: People who identify as Heads Down are well-supported working from an assigned quiet workstation for administrative responsibilities. Nearby open and enclosed space supports phone calls, meetings or group work.
Secure Club Storage
Space for personal effects—from winter coats to computer technology—is critical to support a productive workplace for those faculty and staff who spend most of their time elsewhere.

Privacy on Demand
Enclaves offer private workspace for meetings with colleagues, phone calls or concentrative work.

Informal Working
Soft seating and a supportive environment for personal technology make for a space supports activities ranging from solo work to conversations with colleagues over a meal.

Comfortable and Effective
Quiet desks enable busy mobile workers to touch down and finish work (whether for half an hour or half a day) anytime day or night.
California law school

Two of several new models being explored:

Traditional offices integrated with student spaces

Team-owned areas with shared group and private spaces
UCSF Mission Bay Campus

A conscious shift toward open offices to improve faculty collaboration by increasing visibility.

Universal open-office solution designed to facilitate and encourage ad hoc interaction.
UCSF Mission Bay Campus

A conscious shift to provide people the resources they need to increase productivity.

Universal open-office solution designed to facilitate and enable community and teamwork.
More open offices designed to increase natural light and circulation, improving access to colleagues.

A floor designed specifically for faculty to interact and share ideas.

Spaces dedicated to supporting several kinds of collaboration.

A faculty lounge designed around idea sharing, incorporating external monitors, and writeable surfaces.
Good workplaces are organized around the unique challenges, goals, and activities of an organization.

How do people work?
What activities do people do?
How do people need to interact with others?
Where do people work and how do they really use space today?
What kinds of information and resources do people use?

How does work need to be improved?
How does behavior need to change to achieve the organization’s mission more effectively?
What’s impeding the organization?
Where is there waste?
How could the organization operate differently in 10 years?

How can the workplace help?
How can the workplace foster new behaviors?
How can the workplace make existing behaviors easier?
How can the workplace change people’s work experience?
How can space be repurposed to eliminate waste?