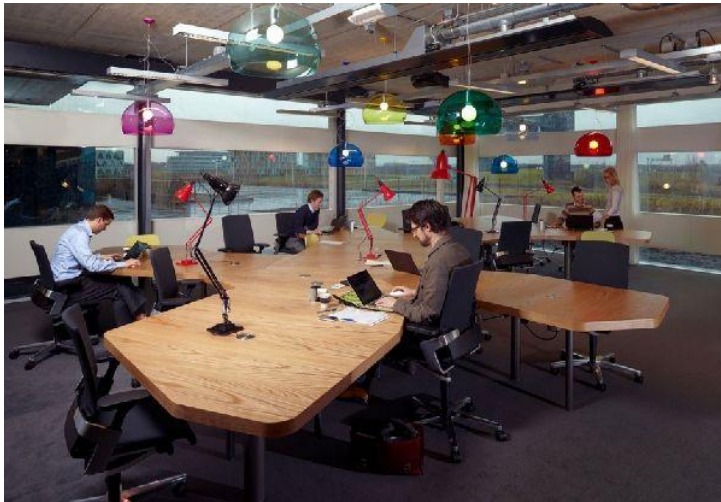




MSc Property and Facilities Management



Innovative Workplace Design

Innovation – what does it really mean?



...to make changes
by introducing
something new –
new practices or
ideas.

***The New Penguin English
Dictionary***

Innovative Workplaces



Innovative workplaces then must relate to new ways of working.

Ways of working that is compatible with the environment, building shell, environmental services and settings appropriate to the needs of the organisation or society.



Innovative Workplaces



Workplace design needs to consider:

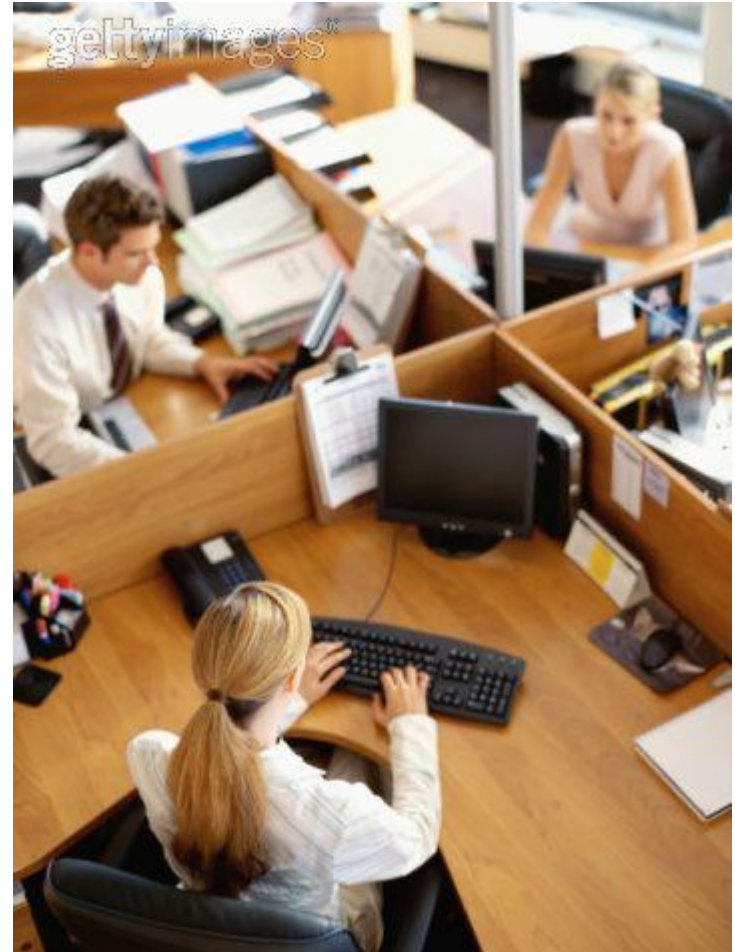
the use of multiple shared group work settings

highly mobile and nomadic work patterns



Innovative Workplaces

- Diverse task based spaces
- Extended and erratic periods of working
- Varied patterns of sometimes high density space use

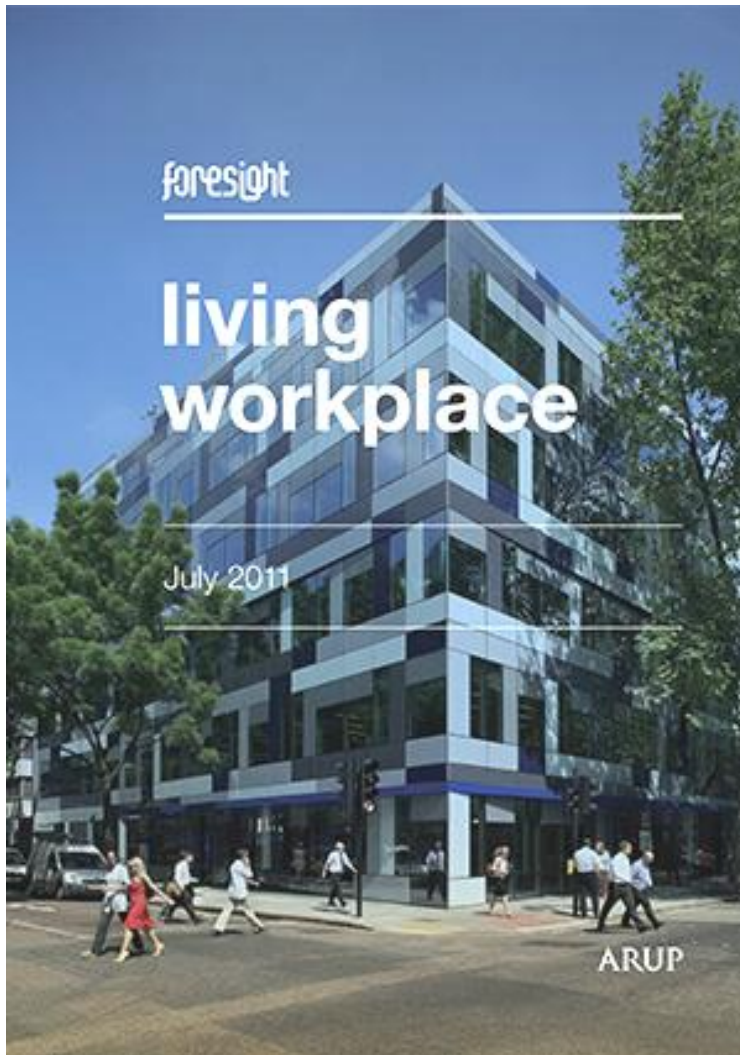


Innovative Workplaces



- More shared and temporary ownership of settings within the space combined with teleworking and homeworking.

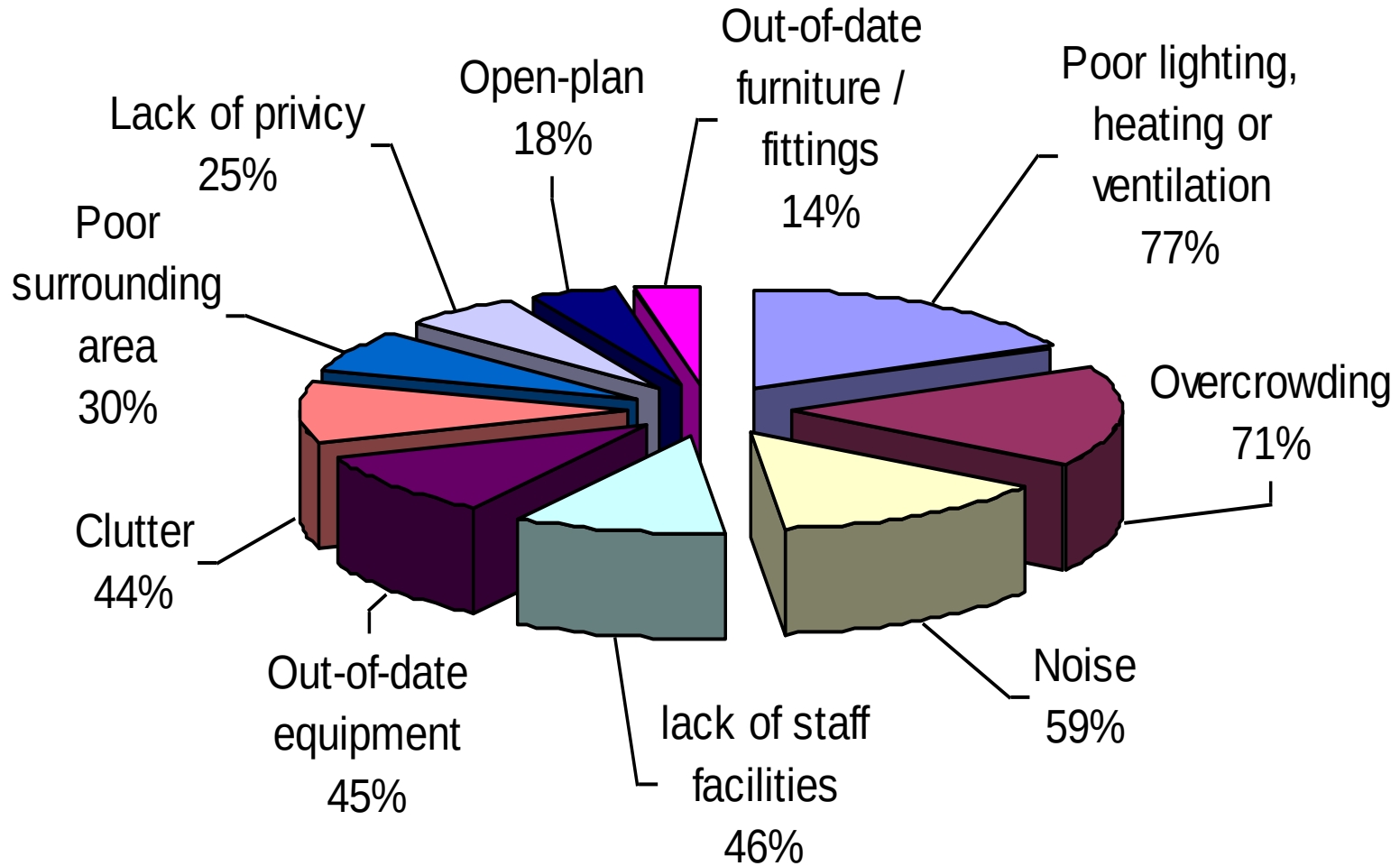
Innovative Workplaces



Why has this need for innovation come about?

- Technological reasons.
- Social and cultural reasons.
- Economic reasons.

Top Ten Office Turn-offs (HSBC)



Population: 2200 online respondents (HSBC 2005)

Innovative Workplaces

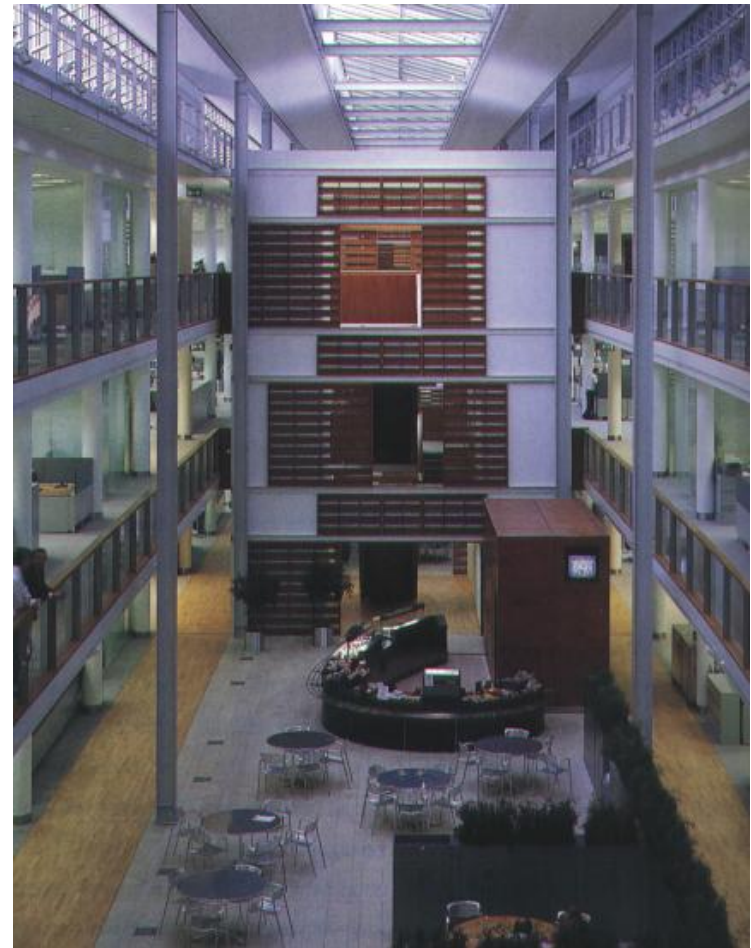
The agenda for innovation

- Facilities management
- Workplace design
- Environmental challenges



Innovative Workplaces

- Building skins and shells
- New / existing buildings
- Building types
- Location



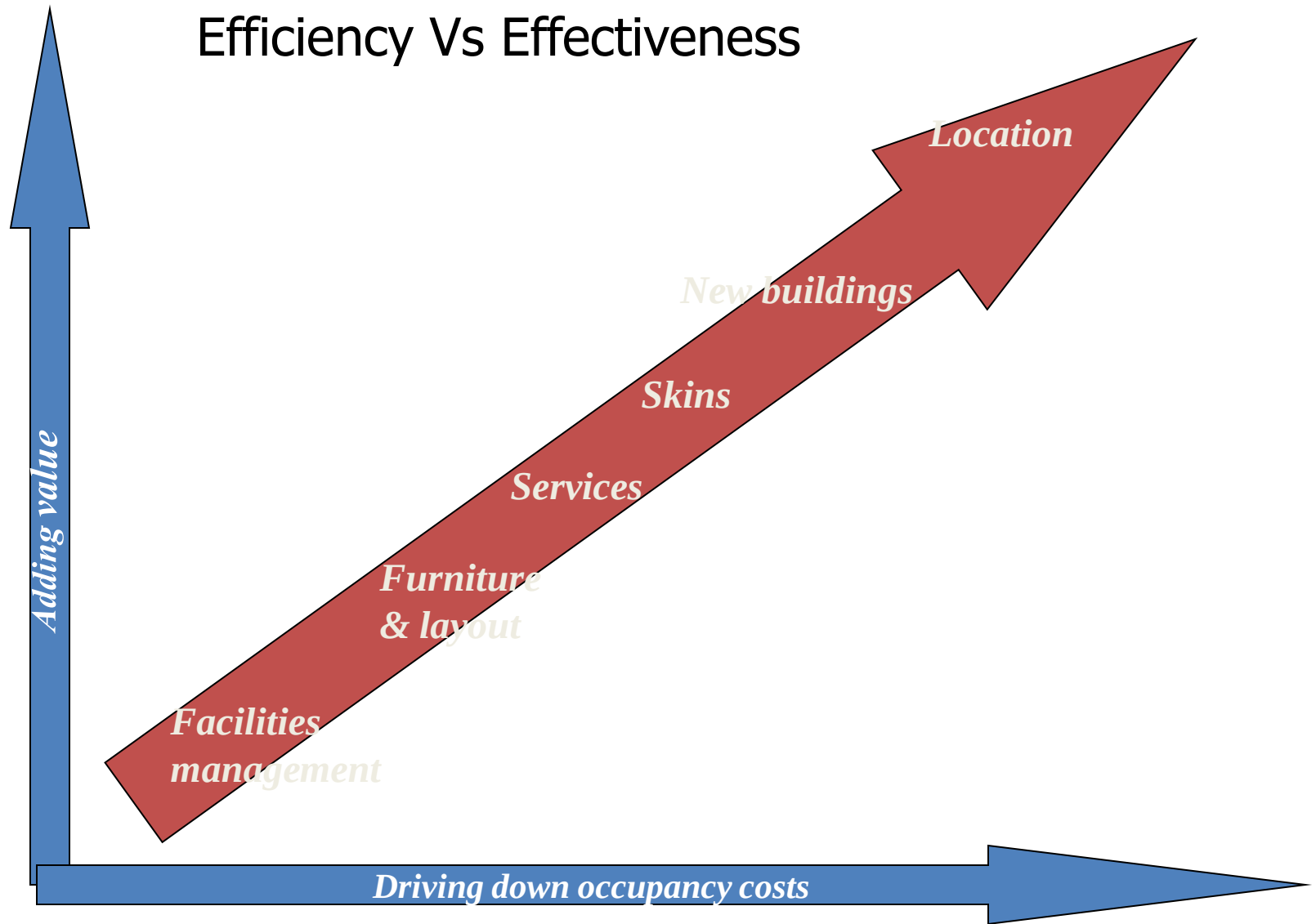
Innovative Workplaces

Work place design
will need to consider:

- Effectiveness
- Efficiency
- Expression



Efficiency Vs Effectiveness



Adapted from: Duffy, the new office



Alban Gate, London
Architect: Terry Farrell

Innovative Workplaces

Development of FM techniques and procedures will need to include:

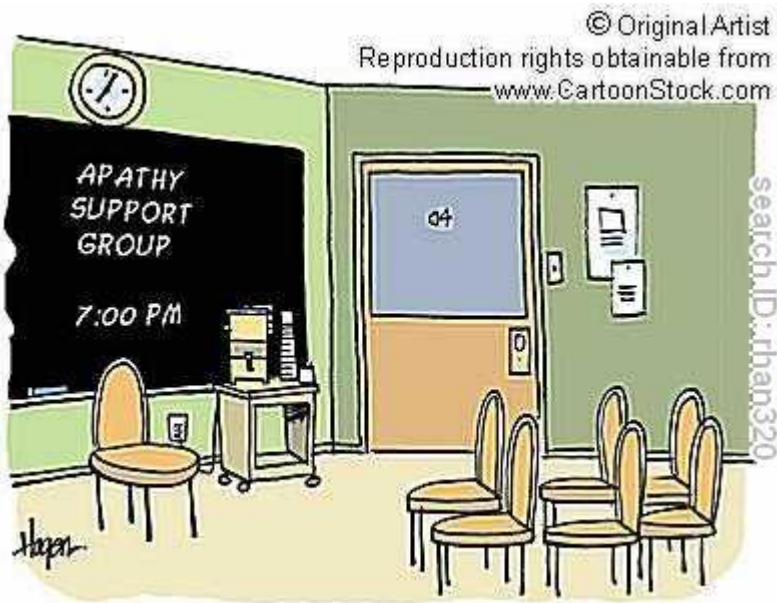


Better understanding of costs in use

Better reporting procedures

Innovative Workplaces

- Better monitoring procedures



Development of the practice of post-occupancy evaluation.

Innovations in Working Environments

- Improved computer-aided facilities
- Bar coding
- Costs of occupancy
- Supplier links





Innovations in Working Environments

- More efficient space use
- Time-shared workstations
- Computerized simulation
- Acceptability
- User requirements

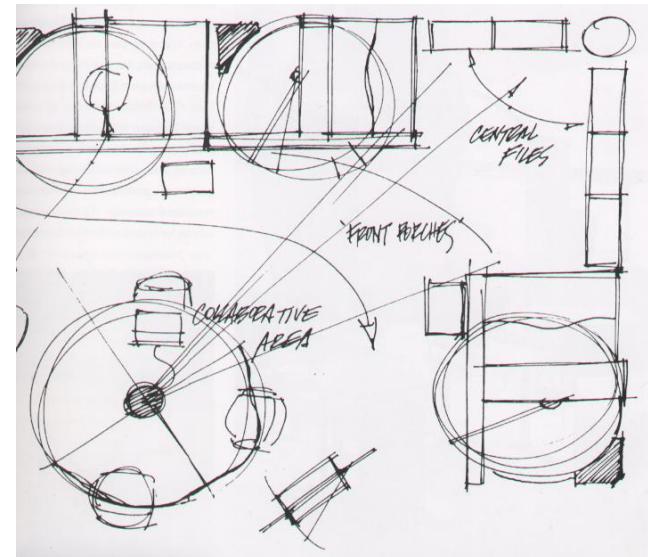


Innovations in Furniture Design and Layout



- Adaptability
- Communication
- Safety

- Modular units
- Combi-system
- Interactive workstations
- Flexibility
- Zoning





Operational facilities!



Innovations in Service Distribution

- Wireless technology
- Intelligence
- Hitching posts
- Networking
- Mobility



Innovations in Environmental Design



- Expose the internal building structure
- Natural ventilation
- Water cooling
- Mixed-mode

Innovations in Environmental Design

- Control
- Lighting
- Integrated interior



Innovations in the Design of the Building Skin

- Solar gain
- Accessible atriums
- Buffer spaces





Catering for
the needs of
the occupants





Carl Zeiss, Jena, Germany



Networking

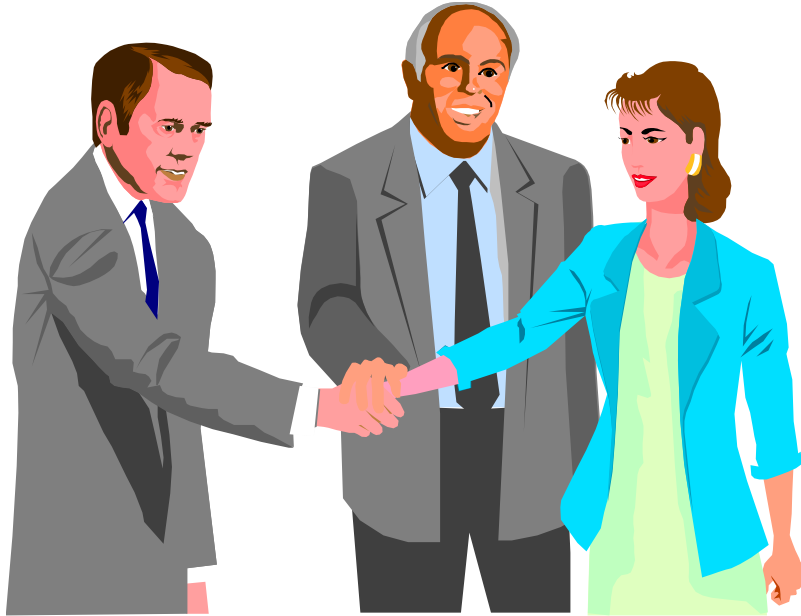
Move Towards a More Flexible Way of Working



Introducing flexible working is not simply a nice idea, it allows organisations to...

- improve the use of their assets
- reduce the legacy they take forward with them (their baggage)

Move Towards a More Flexible Way of Working



- Retain both the loyalty and knowledge of their staff
- Retain their ability to compete with their competitors.



Source: <http://positivesharing.com>

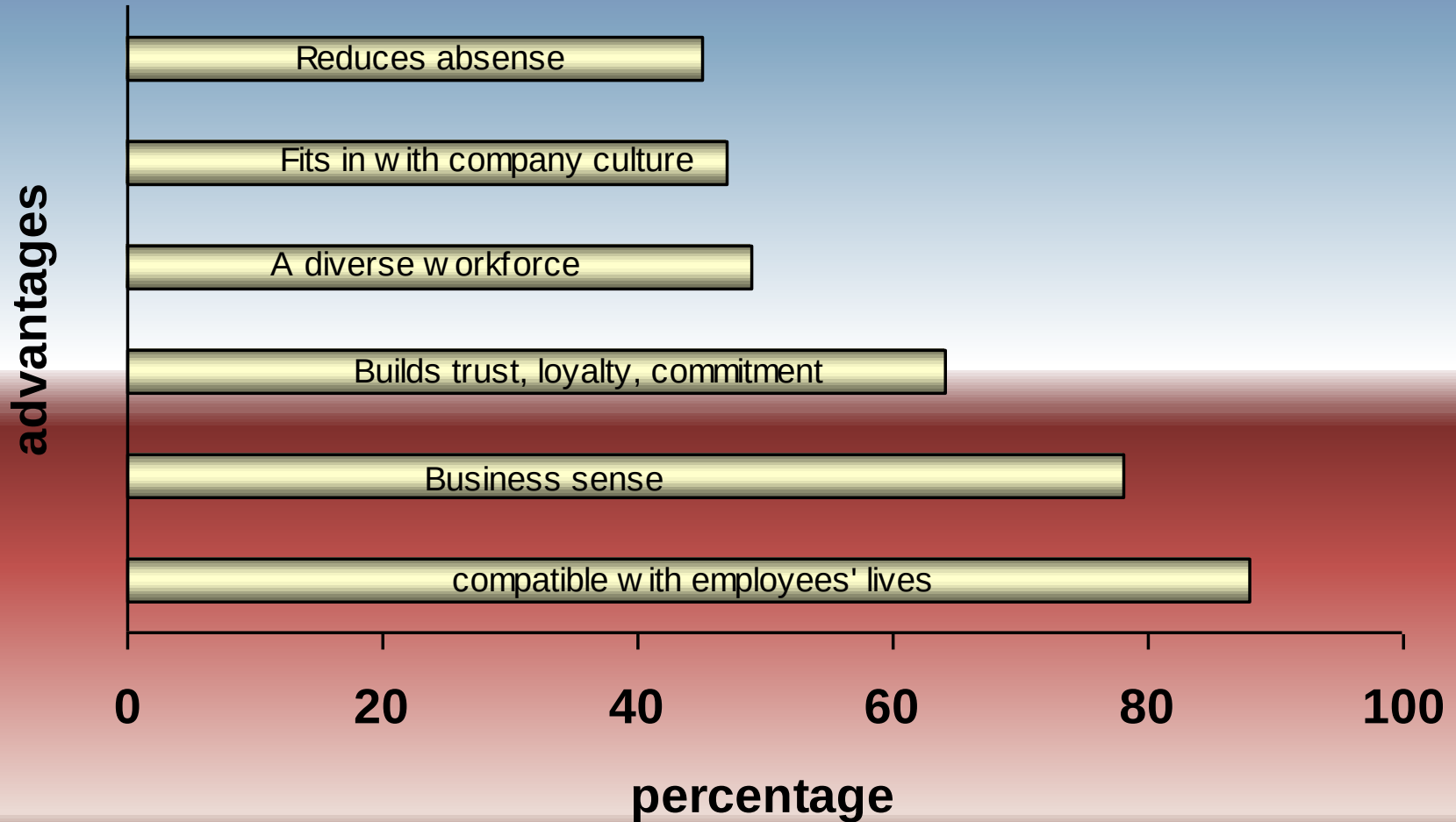
Move Towards a More Flexible Way of Working



Flexible ways of working include;

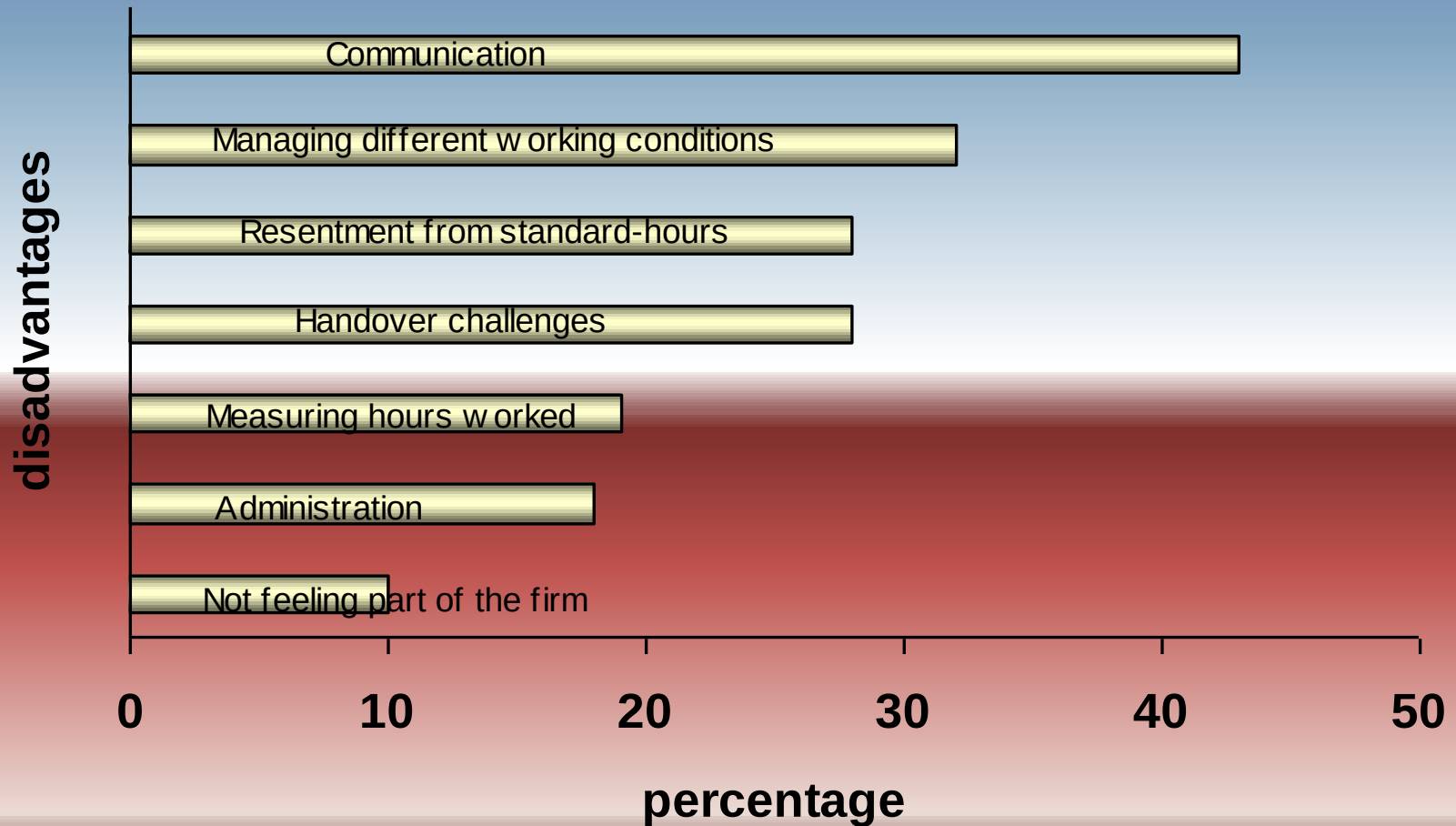
- Teleworking
- Homeworking
- Hot-desking
- Location independent working

Advantages of Flexible Working



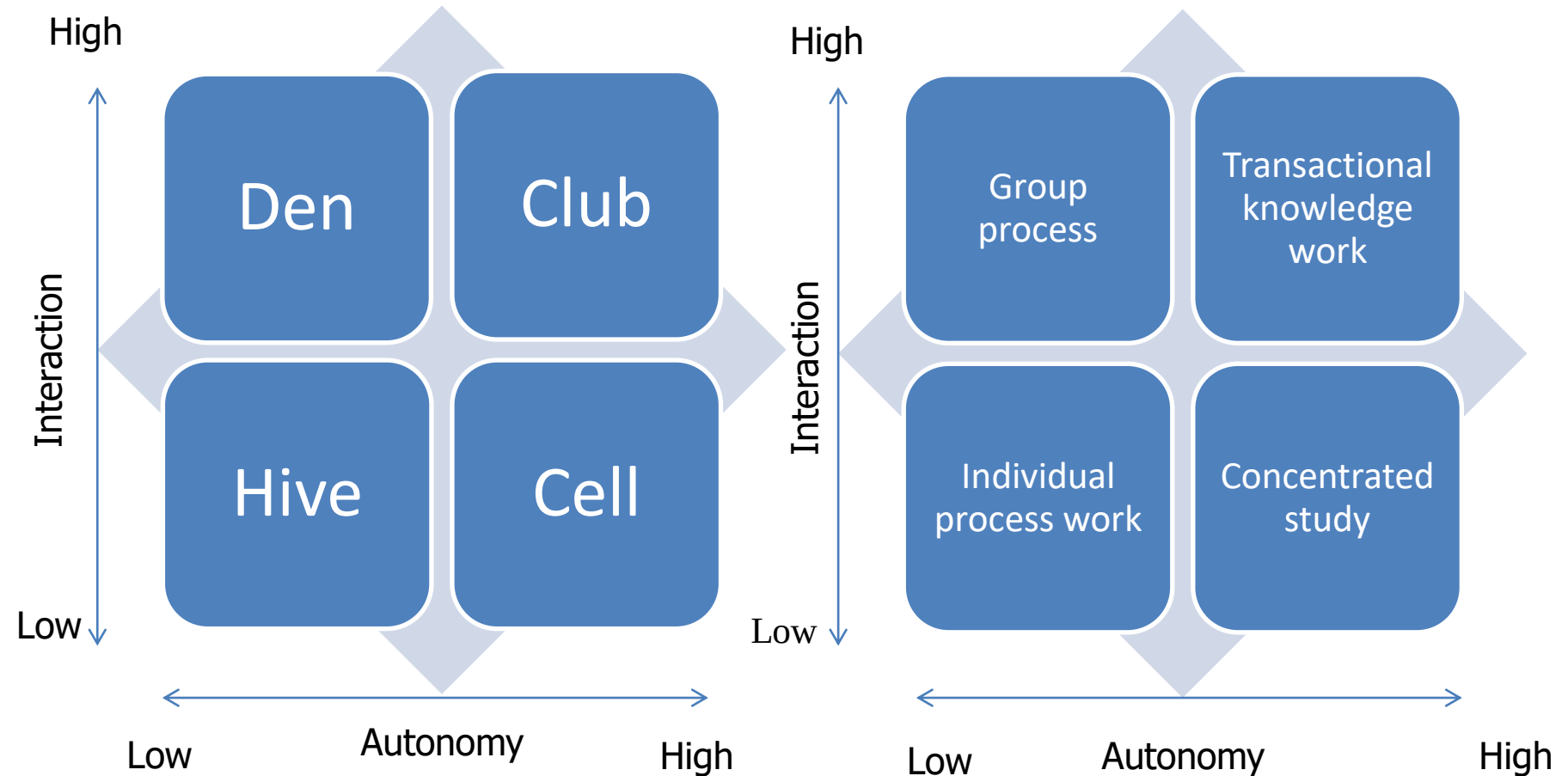
Source: *Flexible Work Patterns, Managing Best Practice*, The Work Foundation

Disadvantages of Flexible Working



Source: Flexible Work Patterns, Managing Best Practice, The Work Foundation

The Hive, Cell, Den and Club Models



Innovative workplaces

Emotional intelligence?



The ability to restrain negative feelings, such as anger and self-doubt and instead focus on positive ones such as confidence and congeniality, to show competency in optimism, conscientiousness, motivation, empathy and social competence.

Innovative workplaces

Emotional intelligence?

- As much about management as it is about design.
- About introducing compassion and humanity.



Cognitive intelligence yes, but also emotional intelligence

Innovative workplaces & EI

- Organisation's needs
- Readiness and motivation
- Individual
- Care
- Choice



- Participation
- Goals and values
- Expectations

Making Workplaces Better Places to Work

- Management
- Diversity
- Character, quality and continuity
- Adaptability
- Ease of movement and legibility
- Sustainability



Source: Cabe 2005



Better Places to Work

Chiswick Park, London

Source: Cabe 2005



Better Places to Work



**North Wiltshire District
Council, Chippenham**

Source: Cabe 2005



Workshop



You are responsible for the design of a multi-task workspace within an organisation intent on improving the productivity of its workforce.

Put forward key design factors that would need to be considered.