1984

George Graves at Podium
Sources from IFMA
CHANGES IN WORK ENVIRONMENT OVER DECADES

The diminishing size of the cubicle didn't help its plummeting popularity. The average cubicle shrunk between 25% and 50% in size between the mid-1980s and mid-1990s, according to The Washington Post.
In 1984 ... the majority of focus was building, and people focus more about building running
In 1984 … there was no degree program for FM
TECHNOLOGY TRENDS
1970’s to 1990’s (JIVE, 2016)

1971 E-MAIL
1972 WORD PROCESSOR
1973 FIRST PERSONAL COMPUTER
1981 POST-IT INVENTED
1983 CAMCORDER
1984 APPLE MACINTOSH COMPUTER
1985 MICROSOFT WINDOWS SOFTWARE
1986 FIRST LASER PRINTER
1988 FIRST dot.com BUSINESS REGISTERED
1989 DIGITAL CELLULAR PHONES
1990 WORLD WIDE WEB
1994 PDAs
1995 DVDs
TECHNOLOGY TRENDS
2000’s to 2015 (JIVE, 2016)

- 2001: GPS
- 2003: SKYPE
- 2007: APPLE PHONE
- 2012: GOOGLE DRIVE (commonplace file-sharing platforms)
- 2013: MAINSTREAM COLLABORATION TOOLS AND APPS
- 2015: STANDING DESKS
In 1997, Steelcase survey found 93% of participants who worked in cubicles wanted to switch workspaces.
SPACE TRENDS

Area: USF/P
w/ amenities

Square Footage Workstation

Source: Jacobs Workplace Performance Strategies, 2018
Forces in the workplace

- Evolution/collaboration shifts
- Technology
- Employee engagement
- Business demands + globalization
- Health + wellness
- Brand
- Demographic

Space:
Your workplace is the body language for your organization
Revenue pressures
Demand for innovation
Speed of decisions
Global competition
Brand alignment
Global teams
Complex problem solving
Future of technology
Using cloud, Wi-Fi everywhere, power available, multifunctional furniture, touch displays, social networking, ad-hoc video conferencing, intelligent, integrated, intuitive solutions.

In 2005 1% of Americans owned a smart phone. In 2016 that number is 75%.

Sources: Jones Lang LaSalle (2016)
Technology has transformed the work environment and how information is shared.

Only 30% of U.S. employees strongly agree that they have the materials and equipment they need to do their work right.

Sources: Work and Stillman (2017)
Follow the Money

PRODUCTIVE SALARIES & BENEFITS 86.3%
ENERGY 0.8%
RENT 8.9%
ABSENTEEISM 2.7%
PRESENTEEISM 1.3%
UNPRODUCTIVE SALARIES & BENEFITS

SOURCES: US DEPARTMENT OF LABOR 2010, BLS 2011; BOMA 2010
Focus is shifting from building to the people
2020 INTO THE FUTURE

<table>
<thead>
<tr>
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<tbody>
<tr>
<td>VALUES</td>
<td>Security</td>
<td>Balance</td>
<td>Freedom</td>
<td>Stability</td>
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<tr>
<td>TECH</td>
<td>Adaptors</td>
<td>Adaptors</td>
<td>Digital Natives</td>
<td>Technoholics</td>
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<tr>
<td>ICONIC PRODUCT</td>
<td>TV</td>
<td>Desktop</td>
<td>Smartphone</td>
<td>Laptop</td>
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2020+ 8% 28% 33% 31%
PEOPLE ARE WORKING HARDER AND LONGER

Workers are putting in an average of nearly 4 more weeks of work annually.

The typical workweek has increased to 38.7 hours in 2015 from 38.1 hours in 1980.

A rising share of the population ages 65 and older is working from 12% in 1980 to 19% in 2015.

**WORKFORCE CHANGES**
Skills & Traits

## How and what they learn

<table>
<thead>
<tr>
<th>Skills &amp; Traits</th>
<th>Work experience</th>
<th>Formal education</th>
<th>Life experience</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interpersonal skills</td>
<td>35%</td>
<td>8%</td>
<td>38%</td>
</tr>
<tr>
<td>Critical thinking</td>
<td>46%</td>
<td>19%</td>
<td>18%</td>
</tr>
<tr>
<td>Written and spoken communication</td>
<td>30%</td>
<td>42%</td>
<td>12%</td>
</tr>
</tbody>
</table>

**Critical skills**

- **Computer technology**
  - Extremely important: 40%
  - Very important: 45%
  - Somewhat important: 12%
  - Total: 85%

- **Work with people from many different backgrounds**
  - Extremely important: 35%
  - Very important: 49%
  - Somewhat important: 12%
  - Total: 85%

- **Training in writing and communicating**
  - Extremely important: 37%
  - Very important: 48%
  - Somewhat important: 13%
  - Total: 85%

- **Access to training to keep skills up to date**
  - Extremely important: 33%
  - Very important: 49%
  - Somewhat important: 16%
  - Total: 82%

- **Training in math and science**
  - Extremely important: 22%
  - Very important: 47%
  - Somewhat important: 26%
  - Total: 69%

- **Knowing a computer or programming language**
  - Extremely important: 23%
  - Very important: 41%
  - Somewhat important: 26%
  - Total: 64%

- **Mastering social media**
  - Extremely important: 10%
  - Very important: 27%
  - Somewhat important: 40%
  - Total: 37%

- **Knowing a foreign language**
  - Extremely important: 10%
  - Very important: 25%
  - Somewhat important: 43%
  - Total: 36%


Workers who rely heavily on interpersonal skills, critical thinking and good communications skills report that they acquired these skills in different settings.
Create a dynamic and responsive environment that engages the physical, emotional, intellectual and aspirational elements of work:

1. Inspire a Greater Purpose
2. Spark New Connections
3. Support Diversity
4. Promote Well-Being
Why am I here?
INSPIRE A GREATER PURPOSE // ENGAGEMENT

70% of employees in America are disengaged. Why go to the office? If meaning and purpose infiltrate the workplace, employees will seize it.

Only about 4 in 10 employees know what their company stands for and what makes its brand different from its competitors'.

Source: “Why Your Company Must Be Mission-Driven,” Gallup News
A Network of Limitless Connections.
SPARK NEW CONNECTIONS // FACE-TO-FACE

Creating space for social contact will build strong business relationships and promote trust among team members.

Those who had an opportunity for 15 minutes to chat and socialize with coworkers showed a 20% increase in performance.

Source: “Why You Need to Actually Talk to Your Coworkers Face-to-Face,” FastCompany.com
SPARK NEW CONNECTIONS //
A PHIGITAL WORLD

It’s no longer work/life balance; it’s phigital. For Gen Z, the real world and digital work overlap. Virtual is reality.

91% of Gen Z say that a company’s “technological sophistication would impact their decision to work there.”

Source: Gen Z @ Work, David and Jonah Stillman
Support Diversity

Maximize Human Potential.
Balancing Collaboration with Focus

Find your productivity sweet spot. The optimal level of ambient activity for productive work is informed by the individual, task and environment.

70 decibels or the equivalent to a normal conversation at 3’ is the ideal level of ambient sound for creative thinking.

The Power of Introverts in a World that Can’t Stop Talking

SUSAN CAIN

28 perkinswill.com
CELEBRATE DIVERSITY

CHOOSE YOUR OWN ADVENTURE

While a highly structured, tightly scheduled workplace may be perceived to foster productivity, a more relaxed, unstructured environment unlocks creativity.

97% said their best ideas come to them while in the shower, on vacation, taking walks, enjoying a glass of wine, or just doing nothing.

Source: The Workplace of the Future: Connected, Collaborative, Creative, Cisco Blogs
Employees who can move to different areas while working are 1.3 times more likely to be engaged than employees who cannot.

Source: “State of the American Workplace,” Gallup
adjective

1. Able to move quickly and easily.
Co-working could account for 30% of corporate office portfolios by 2030.

Sources: JLL (2018)
Maximize Human Potential.
Americans, on average, spend approximately 90% of their time indoors.

Sources: The National Human Activity Pattern Survey (NHAPS)
Wellness is the next Trillion Dollar industry as employers invest in healthy living programs and employees take more responsibility for optimizing their own health.

59% of workers are physically depleted, emotionally drained, mentally distracted, and lacking meaning and purpose.

Source: What is Quality of Life at Work? HBR.org & The Energy Project
PROMOTE WELL-BEING // NEUROSCIENCE & DESIGN

Science will play a role in devising dynamic responses to environmental elements such as color, acoustics, and lighting to optimize performance for all human conditions.

The World Health Organization states that 20% of an individual’s health status is a direct result of the quality of their environment.
PROMOTE WELL-BEING

59% of workers are physically depleted, emotionally drained, mentally distracted, and lacking meaning and purpose.

STRATEGIES AND SYSTEMS

1,200+ LEED ACCREDITED PROFESSIONALS

32 FITWEL AMBASSADORS

22 WELL ACCREDITED PROFESSIONALS

58 RELi ACCREDITED PROFESSIONALS
SHAREHOLDER VALUE

“Face to face interaction decreased by an average of 69%”

“Email exchanges, as before, increased by an average of 36%”

“Benefits of enhanced ‘ease of interaction’ were smaller than the penalties of increased noise level and decreased privacy resulting from open-plan office configuration”
ARE WE MEETING PERFORMANCE EXPECTATIONS?

Access · Adjacencies · Architecture · Sound · Light · Temperature
BRAIN BASED DESIGN
NEURO-ARCHITECTURAL INTERACTIONS

1. LIGHT Visual System
2. SOUND Auditory System
3. LOCATION Spatial Awareness
4. ACTION Movement + Memory
5. COGNITON Thinking + Performance
Neurodiversity as a Competitive Advantage

Some people with an autism possess exceptional skills in areas such as science, mathematics or technology.

Microsoft launched a pilot program to hire people with autism. In the months since the program began, Microsoft has hired 11 new employees who have autism.

Sources: Microsoft Official Blog (2016)
Flexibility + Adaptability

Work is changing faster than workplace.
Change Management

CHANGE MANAGEMENT CIRCA 1998

“As part of our commitment to employee morale, anyone who isn’t near a window is being given this scale model of the downtown skyline and three pigeons.”
FOCUS OF FACILITIES MANAGEMENT IS SHIFTING

• Tactical Decisions
• Reactive to business unit demands
• Reduce discretionary spending
• Focus on core business
• Improve capital and balance sheet management
• Supplier divided service provisions
• Focus on input specifications

Manage to cost

• Strategic planning
• Proactive corporative executive led initiatives
• Leverage the best business aligned functions
• Support business
• Manage risk-adjusted capital spending
• Integrated service delivery
• Focus on output/outcome and people

Increase efficiency and scalability

Source: ISS World Services, 2013
TOMORROW.... WHAT'S NEXT?
Now and in future …
Internet of Things (IoT)
TECHNOLOGY TRENDS
Current to Future (JIVE, 2016)
By 2025 more than 50% of the total time spent on labor will be handled by machines.

Nearly 50% of companies expect that by 2022, automation will lead to some reduction in their full-time staff.

Sources: The future of jobs 2018 (2018)
New technology doesn't always mean the loss of jobs. We're going to gain jobs as well, but it's guesswork which jobs we'll gain.

New jobs could include operating artificial intelligence-based technology and old jobs could be augmented by it.

Sources: Forbes (2016)
The top skills show that workers will need a mix of social and cognitive skills in the future.

Top 6 skills:
1. Judgement & Decision Making
2. Fluency of Ideas
3. Active Learning
4. Learning Strategies
5. Originality
6. System Evaluation

Sources: Nesta (2013)
Driverless vehicles could eliminate mass transit and potentially eliminate daily commuter traffic.
Workers will spend more time on activities that machines are less capable of, such as managing people, applying expertise and communicating.

THANK YOU!

A special thanks to my contributors

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And to IFMA!