The New Normal

- A generation of workers changed
- A need for more resilient models
- Remote work is here to stay
- Redefined organizations

Now more than ever, the need for the workplace to be a human-centered, impactful business tool has never been more important.
Utilization: Why Go to the Office?

- **Robust collaboration** - small teams, technology, white boards, AI integration, brainstorming, paper output
- **Effective solo work** - tools, equipment, confidentiality, resources
- **Mentoring and Coaching** – career development, teaching, training
- **WFH Limitations** – size, ergonomics, families, loneliness
- **Culture** – purpose, mission, values
Utilization: What Will the Office Be?

• Three timelines
  Pre-Vaccine/Immediate
  Pre-Vaccine/Interim
  Post-Vaccine/Long term

• Human-centered solutions
• Solutions in one timeline support solutions for the next
• Robust resilience for next time
Strategy Shifts: Facility *WFH*

- Shift to **Work from Home** and **Work from Anywhere**

- Homes and Hubs

- Greater attention to ergonomics, technology, and equipment
Strategy Shifts: Facility *Social Distancing*

- Reduction in meeting room capacities to better accommodate small groups
- Larger circulation paths for distancing and increased quality
- Increased spacing of individual seats with emphasis on robust flexibility to allow easy change between open and closed spaces
- Impact of screens on the need to create compelling human-centric workspaces
Space Utilization & Metrics
Name of Chapter: Houston

Strategy Shifts: Facility *Common Space Use*

- Larger lobbies and reception to screen employees and visitors
- Food and drink as building amenities - not tenant provided
- Use of common work areas in lobbies or amenity floors
- Policy, procedures, and protocol that may affect quantities
Strategy Shifts: Real Estate Drivers

• Business Conditions

• Lease vs Own

• Impact on Lease Cycle

• Budget
Space Utilization & Metrics
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Metrics: Individual Seat Requirement Drivers

- FTE Count

- Seat Count

- Seat Sharing Ratio

- Minimum area per individual seat respecting six-foot rules
Metrics: Collaborative Seat Requirements

• Identification of meeting spaces and sizes

• Emphasis on more effective small groups

• Minimum need for large group settings – consider WFH

• All settings can maintain impact of six-foot rules
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**Metrics: New Hierarchy** reevaluate historical benchmarks

- Increased area per seat/Decreased area per employee
- Increased cost per seat/Decreased cost per employee

- Enhanced flexibility of workspace

- Workspace defined by human value (safety, effectiveness, compelling) vs operational value (efficiency, utilization, code)