



A COVID-19 Virtual Ideation Experience

Space Utilization & Metrics
Name of Chapter: Houston

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.



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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



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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**



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Strategy Shifts: Facility *WFH*

- Shift to **Work from Home** and **Work from Anywhere**
- Homes and Hubs
- Greater attention to ergonomics, technology, and equipment



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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



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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



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Strategy Shifts: Real Estate Drivers

- Business Conditions
- Lease vs Own
- Impact on Lease Cycle
- Budget



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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



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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)