

February 2022

Hybrid Working Pilot

University of Glasgow – Gilmorehills Cloister Rooms

Validating choices

How will you test and refine your plan?



03

Key Milestones

04

01 Develop Pilot Concepts

12

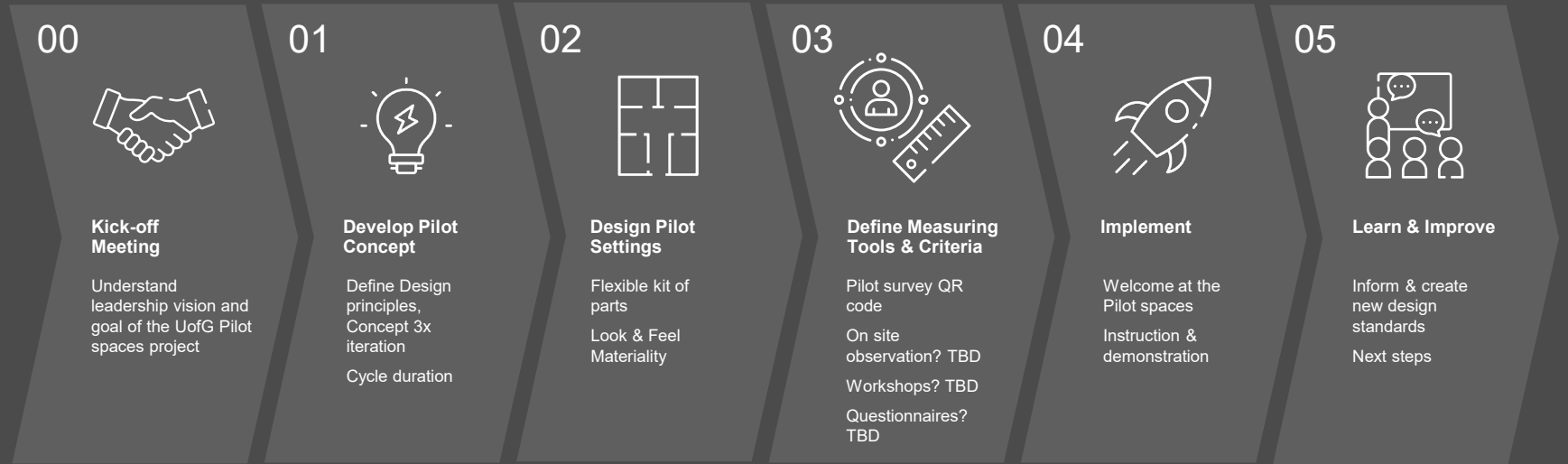
02 Design Pilot Settings

27

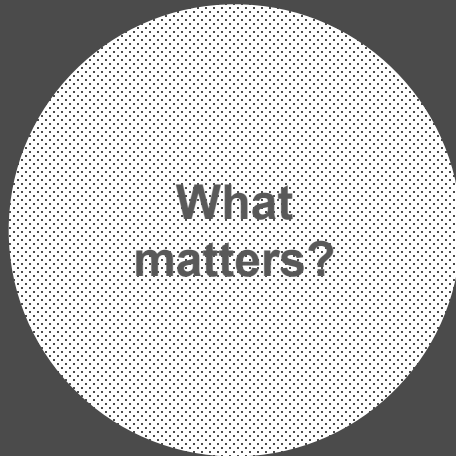
03 Define Measuring Tools

Key Milestones

- 07-11 Feb. Sign off and approval??
- Pilot will have a duration of 18 months (every 6 months space concept iteration)



a period of 18 months can produce meaningful feedback



People

Foster people to go out of comfort zone

Challenge users to try different ways of working & postures

Challenge space ownership (My territory Vs Common territory)

Design guiding principles & materials on how to use the spaces and which work modes will they be able to perform on them

Space

Provide "Mix of spaces" – drive for fluidity

Aim to make it purposeful – experiment and go beyond traditional behaviours and concepts

Transform into New Ways of Working concepts

Make it Purposeful:
aspiration for people to go to campus to work

Technology & Tools

Laptops for everyone ← flexibility

Mobile Power

Analogue Tools (Whiteboards)

We need intelligent & user-friendly booking systems

A/V - Interactive tools

How might we solve for personal belongings beyond laptops?



UofG Working Concept

HYBRID WORKING is the ability to vary place of work (University, remote hub, home, combination) - usually by prior arrangement. It tends to be a mix of working at the University, as well as at another location, usually the employee's home address.

AGILE WORKING is the ability to work anywhere in the University when on campus

FLEXIBLE WORKING is the ability to work flexibly throughout the week (or over a longer period), while accommodating various working patterns, location and/or the number of hours worked, subject to the organisational requirements of any given role.





How might UofG empower people to change and adapt their working behaviours to hybrid and agile working model?

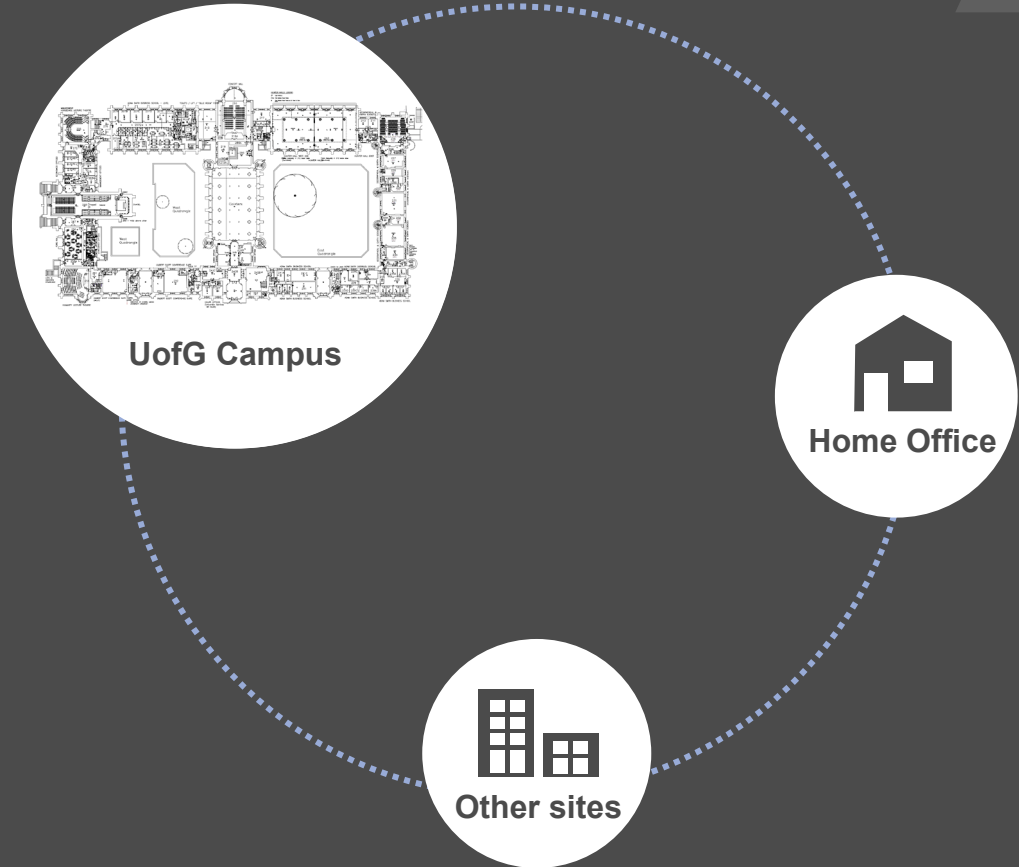
How might UofG motivate their staff to use the *new space models* and use them properly to satisfy their needs?

How will users be able to properly work when partly on campus and remote at same time?

What is the Hybrid / Agile / Flexible Working spatial context?



The UofG Ecosystem





Explore new space **typologies** for...

People need spaces to support the range of things they're doing throughout their day at work.

When you create a workplace that brings together people, place and technology, you can give people choice and control over where and how they work.

We know giving people choices about how and where they get their work done, goes right along with employee engagement and satisfaction.



Social Space



Personal Space



Learning Space



Collaboration Space

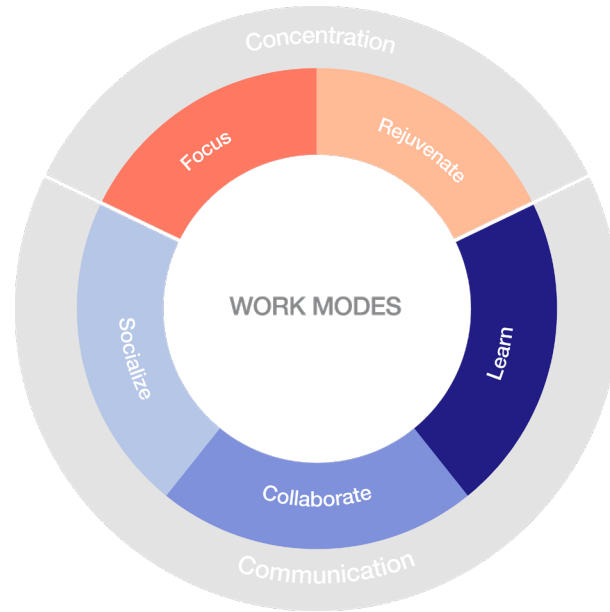


Understand people's **activities**...

People work individually and together.

They need to change their behaviours and focus on their different work activities rather than react/focus on personal wishes.

People have the choice & control to choose the right space depending on their current work activity and to apply activity based working protocols.





Be aware about **locations**...



In-Person

All participants are in the office, face-to-face



Hybrid

Some participants are in the office; some join from a remote location



Virtual

All participants connect from remote locations



Give the space a new **identity**.

- What is it?
- What is it for?
- What is the added value of specific spaces?
- Why do I want to go there?
- What are the parameters to choose the right space?





New Design Principles Form the base of our work



Me + We

Equally support team and individual work
Allow for quick shifts between working alone and together
Balance 5 key space types:

- Personal
- Personal Virtual Support
- Collaboration
- Learning
- Social



Fixed to Fluid

Multi-modal spaces support multiple purposes and modes of work
Adaptable spaces: Highly mobile furniture, power, technology and space division
Flexible architectural elements allow for multiple ways to reorganize space
Tools to manage personal belongings beyond laptops



Context

Location often determines use. Give users choice and control of spaces.
Enclosed “me” and open “we” spaces provide a range of individual privacy and control options
More open team spaces with flexible boundaries



Braiding Digital + Physical

Increased video use in “me” and “we” spaces
Inclusive experiences for those remote and physically present
Smart, sensing technologies for data-driven and AI-driven experiences

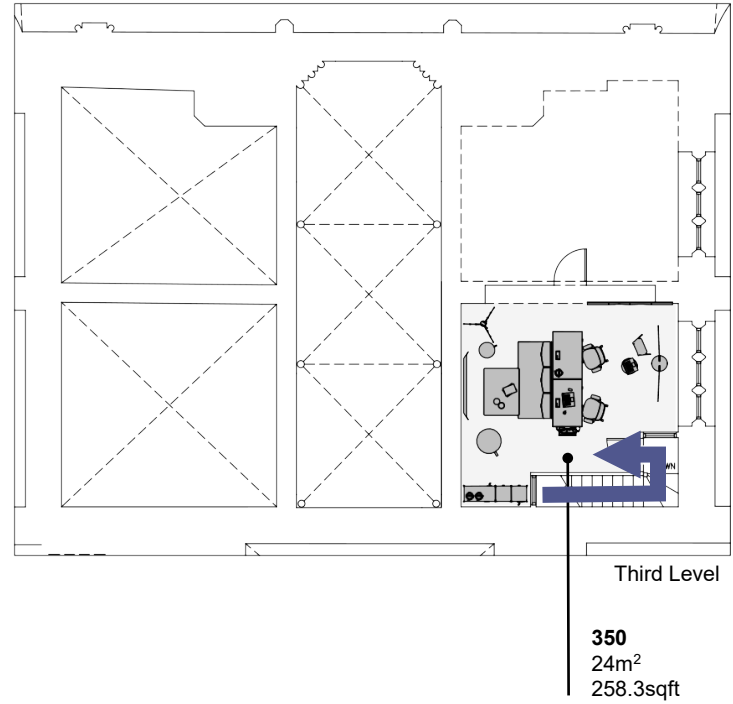
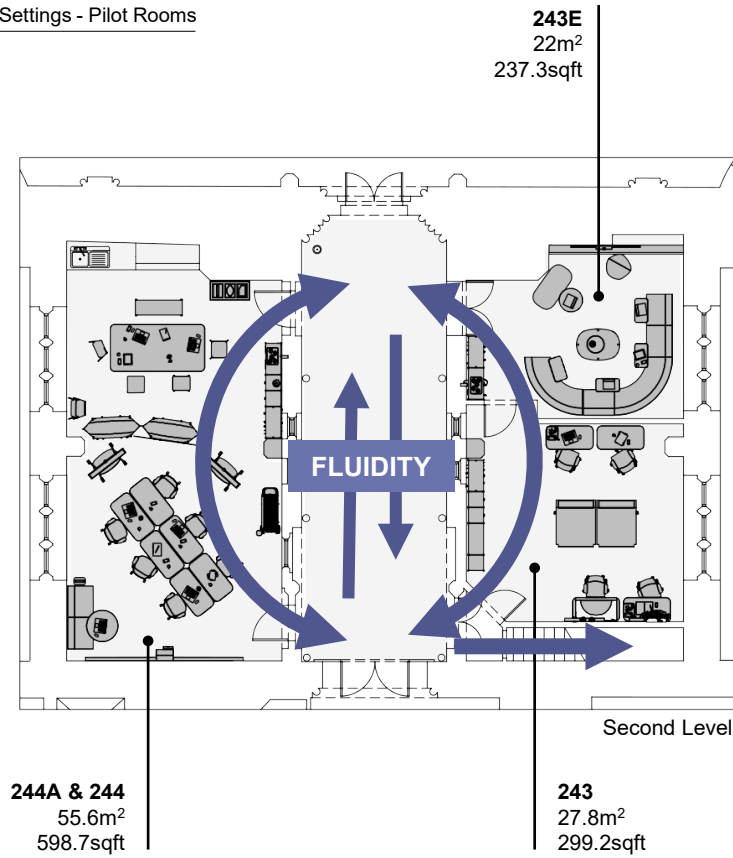


Permission

See users as normal human beings.
People need to feel that it is okay to adjust the space based on their needs, yet many times it is not an option or feels like it is not acceptable.

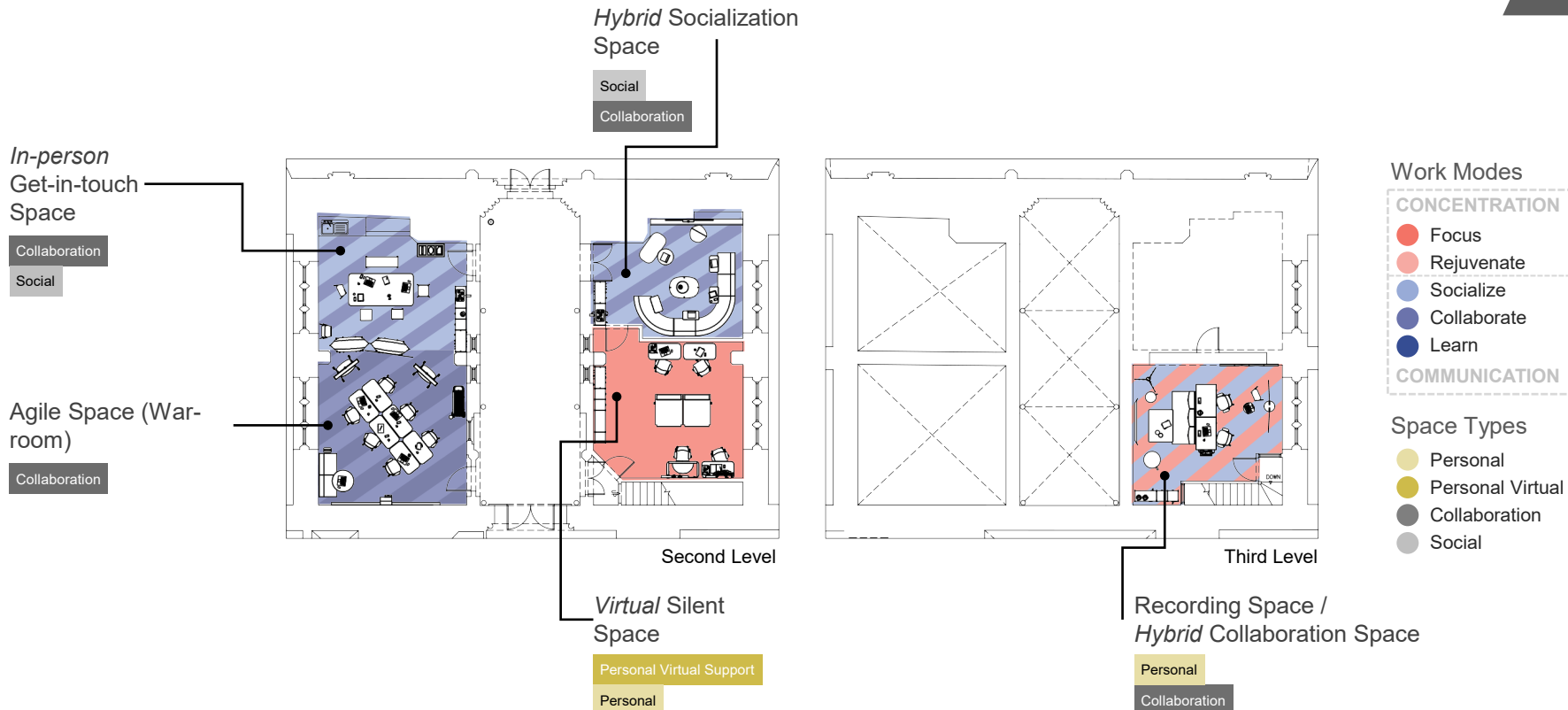


Design Pilot Settings - Pilot Rooms





Design Pilot Settings – Ecosystem of Spaces





In-person Get-in-touch Space

Collaboration

Social

“Grab a cuppa tea and enjoy a meaningful moment”

An informal space where you can meet impromptu, to collaborate and socialize with others in the same place.

Work Activities

- I meet with my peers
- I share some thoughts and ideas on my projects
- I share with you content on my desk
- I exchange knowledge with others
- I can store my personal belongings



USAGE



PRIVACY



DURATION

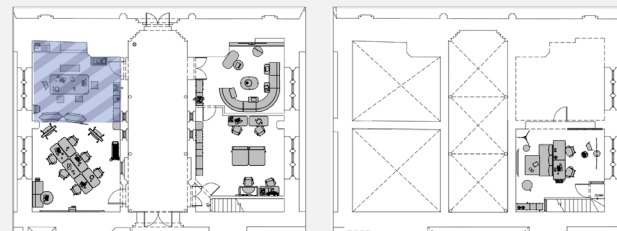


POSTURE



GROUP SIZE

1-2 People 2-6 People +6 People





Agile Space (War-room) V0

Collaboration

“Let ideas flow easily.”

This setting is engaging in person and hybrid teammates with multiple displays and cameras. The mobile monitor stand lets remote teammates be moved around the space based on how they are working.

Work Activities

- We generate and evaluate ideas amongst peers
- We share some thoughts and ideas on our projects
- We capture and make thoughts visible at the whiteboards
- We learn through iteration or iterative cycles
- We can charge our equipment everywhere



USAGE



PRIVACY



DURATION

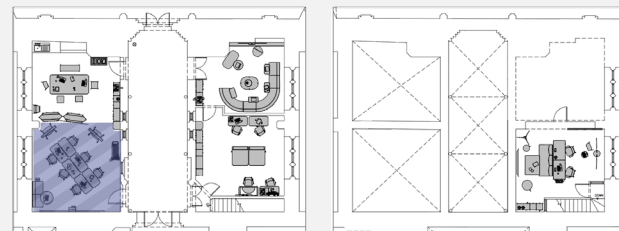


POSTURE



GROUP SIZE

1-2 People 2-6 People +6 People





Agile Space (War-room) V3

Collaboration

“Let ideas flow easily.”

This setting is a project collaboration space for *in-person* engagement. It offers a broad range of posture choice, so everyone is welcome to join. Analogue and digital supports are available to share ideas and content.

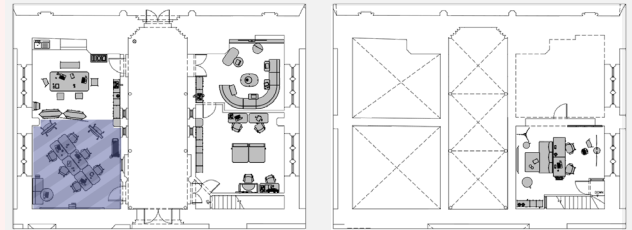
Work Activities

- We generate and evaluate ideas amongst peers
- We share some thoughts and ideas on our projects
- We capture and make thoughts visible at the whiteboards
- We learn through iteration or iterative cycles
- We can charge our equipment everywhere



Changes report:

- Space became an *in-person* collaboration area.
- 4 high tables were swapped for seated height ones while maintaining their reconfigurable aspect.
- Chairs and stools are mixed between a task and lighter seating options to test user preferences.
- Perching bench was swapped for a lounge space in the corner so space now offers whole seating height palette.



USAGE			
PRIVACY			
DURATION			
POSTURE			
GROUP SIZE	1-2 People	2-6 People	+6 People



Hybrid Socialization Space

Social

Collaboration

“Enjoy each others company”

A comfortable lounge setting with a social, informal vibe. Both in-office and remote colleagues experience a change of pace and can see and be seen by others to make important social connections. The large-scale monitor and personal devices support a variety of views.

Work Activities

- We celebrate a cosy moment together
- We come together as a team in person and remote
- We have a comfortable space to address sensitive topics
- We bring our personal devices
- We can store our personal items



USAGE



PRIVACY



DURATION

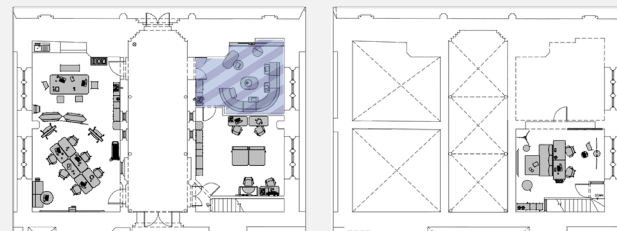


POSTURE



GROUP SIZE

1-2 People 2-6 People +6 People





Virtual Silent Space

Personal Virtual Support

Personal

“Break out from the crowd and get focused for a while”

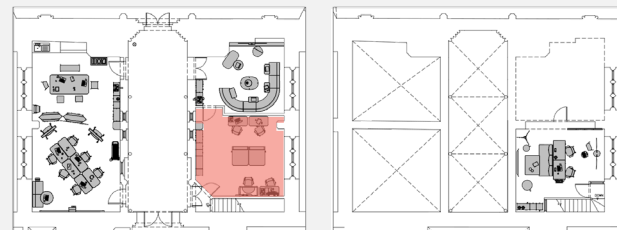
Individual focus spaces. Phone booths, focus nooks and screens provide a range of privacy options for individuals to choose from depending whether they need to do concentrative work, participate or listen in on a virtual meeting and using their personal devices.

Work Activities

- I connect virtually with remote teammates
- I read and study content
- I create content
- I store my personal belongings
- I bring my personal devices



USAGE			
PRIVACY			
DURATION			
POSTURE			
GROUP SIZE	1-2 People	2-6 People	+6 People



Recording Space / Hybrid Collaboration Space

Collaboration

Personal Virtual Support

“Take advantage of a high-performing ambiance”

A multifunctional space setting that support generative, evaluative or informational sessions with remote people or colleagues. Diverse postures options to give choice and control. IT equipment and acoustical space elements allow for virtual learning recording and training.

Work Activities

- I record my virtual lessons
- We connect with our remote teammates
- We read and study content
- We create content
- I store my personal belongings
- I bring my personal devices



USAGE



PRIVACY



DURATION

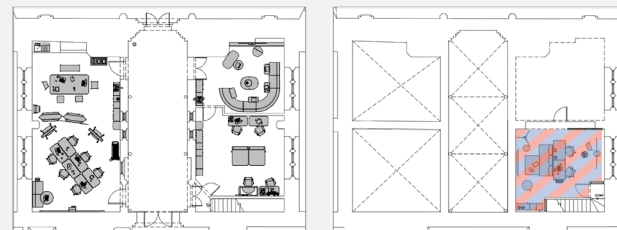


POSTURE



GROUP SIZE

1-2 People 2-6 People +6 People





Iconography Explained

USAGE

These icons help to indicate that spaces can be booked through outlook or that they are designed for ad-hoc use.

Bookable



Not Bookable



Impromptu



PRIVACY

Indicates that spaces are located in the open-plan areas, are partially open or fully enclosed rooms.

Open



Semi-open



Enclosed



DURATION

Indicates that the space can be occupied for short, medium or long periods of time.

Short



Medium



Long



POSTURE

Indicates the different postures available to support different work modes.

Lounge height



Desk height



Stool height



GROUP SIZE

Indicated different spaces to accommodate a range of group sizes throughout the floors.

1-2 people



2-6 people



+6 people



Design Pilot Settings

Live the High Tech Live

Be better organized and make space booking easy 😊





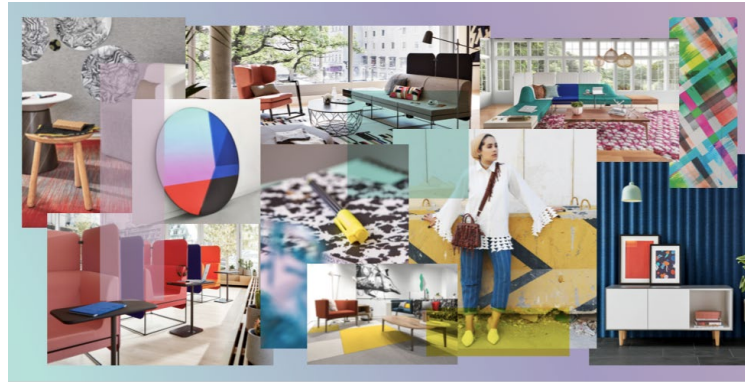


Design Pilot Settings



Materiality & Colours Impact

Look & Feel of the space creates a strong spatial identity.





Etiquette + Protocols

Starting approach and evolving during pilot evolution - learning by doing - which informs final space protocols.

- Space booking rules
- Clean desk policy (leave the space as you found it)
- Space utilisation (e.g. lockers can't be used overnight and on demand)
- Eating & drinking

FAQ – possible questions from pilot users and answers to be provided

- How and when should I/we book my/our space?
- Where do I store my personal belongings?
- Where can I store my coat?
- Where will team storage go?
- Can I leave work on the writable worksurfaces?
- Where can I get a hot/cold beverage and/or snack, eating my lunch?
- Where can I find recycling and waste bins on the floor?
- Who do I go to with questions about the space? (FM, Pilot representative)
- How and where do I connect with my colleagues remote? What options do I/we have?



Pilot Space Navigation

SOCIAL SPACES



In-Person

Get-in-touch Space

“Grab a cuppa tea and enjoy a meaningful moment”

Semi-private space that hosts 6+ people

- ▲ Meet impromptu and to socialize.
- ▲ Celebrate something together.
- ▲ Have quick conversations about work.
- ✓ **Reservation:** not required
- ✓ **Food and drinks:** allowed
- ✓ **Storage:** daily for personal belongings and coats
- ✓ **Use duration:** short to half day periods



Hybrid

“Socialisation Space”

“Enjoy each others company”

Private space that hosts 6+ people

- ▲ Socialize with team members in a meaningful way.
- ▲ Cosy atmosphere fosters in-person & remote informative collaboration.
- ✓ **Reservation:** required
- ✓ **Food and drinks:** only drinks
- ✓ **Storage:** temporary for personal belongings and coats
- ✓ **Use duration:** short to half day periods

COLLABORATION SPACES



Hybrid

“Agile Space” (War-room)

“Let ideas flow easily.”

Semi-private space that hosts 6+ people

- ▲ Generative and evaluative collaboration is supported.
- ▲ Highly engage with people face to face.
- ▲ Reconfigure the space based on your needs.
- ▲ Analogue and digital work activities are supported.
- ✓ **Reservation:** required
- ✓ **Food and drinks:** only drinks
- ✓ **Storage:** work materials storage
- ✓ **Use duration:** half day to full day periods



Hybrid

Recording Space / Hybrid Collaboration Space

“Take advantage of a high-performing ambiance”

Private space that hosts 4-6 people

- ▲ Collaboration is supported on its various modes: informative, generative and evaluative.
- ▲ Record your virtual material without external disruptions.
- ✓ **Reservation:** required
- ✓ **Food and drinks:** not allowed
- ✓ **Storage:** temporary for personal belongings and coats
- ✓ **Use duration:** short to half day periods

FOCUS SPACES



Virtual

“Silent Space”

“Break out from the crowd and get focused for a while”

Private space that hosts 4-6 people

- ▲ Do focused work.
- ▲ Isolate from distraction and noise.
- ▲ Join a virtual meeting without disrupting other people.
- ✓ **Reservation:** required
- ✓ **Food and drinks:** only drinks
- ✓ **Storage:** daily for personal belongings and coats
- ✓ **Use duration:** half day to full day periods

Pilot Behaviour Guidelines

Choosing a Place to Work

- The pilot provides variety of different types of spaces to work in, so try to utilize the space wisely and embrace the ability to work in different types of spaces. **Pick what's appropriate rather than what's familiar.**
- Use the focus rooms and closed spaces whenever you need to have some privacy (e.g. call, a specific work subject). **Please note they are not meant to be monopolized as private office.**
- Use the flexible collaboration room for engaging activities with people in person. **Creating a sense of inclusion and belonging for all participants.**
- Move to the social space / breakout area available to allow for informal conversations and to catch up with others. **Connect with colleagues around the office.**
- Room Booking will be made through Outlook (e.g. GoBright), for all defined bookable spaces; social spaces are on a first-come first-serve basis. **Schedule transparency.**

Housekeeping

- Project areas contain mobile furniture to adapt the environment to our team needs. **Please return furniture to its original location after use.**
- **Leave all spaces clean and tidy after use.** Take all personal items and rubbish with you or deposit it in the designated recycling container.
- **Please don't lunch nor eat hot foods at your working desks,** except in the social spaces

Your Wellbeing

- Research shows that **changing postures throughout the day** is physically energising and mentally stimulating, supporting different work modes and overall wellbeing.
- **Take regular breaks,** use the sit-to-stand desks to adjust your posture, and walk around and explore all the new spaces.

Where Am I

- **Share your Outlook calendar with your team.** Update your calendar to show your whereabouts including working from home or if you are at another UofG location.
- **Develop a system for communicating who will be in person and who will be remote.** Make this available to all so people can plan the best possible collaboration experience.

Everything
is changing.
We can help.

Thank you.

Steelcase