

How should we think
about the future?



unwork





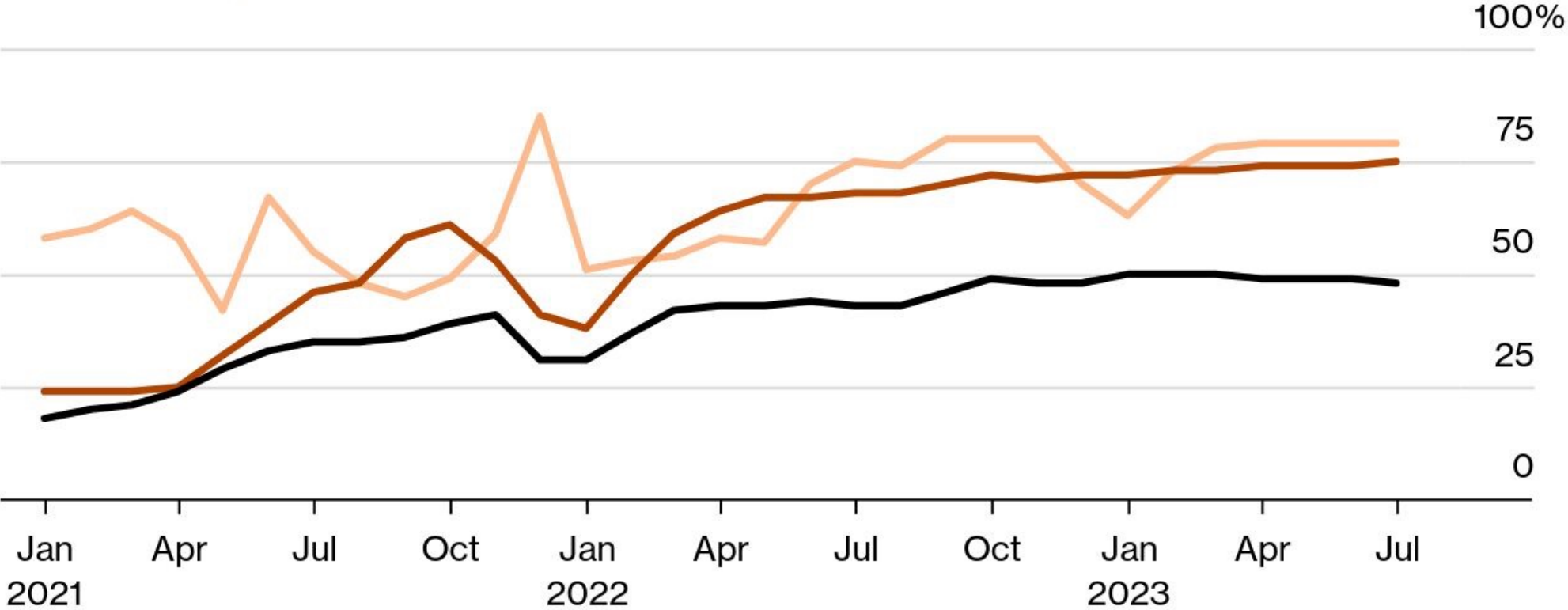
An aerial photograph of a large, vibrant playground structure in a public square. The structure is primarily blue with prominent orange slides and climbing elements. Numerous people, including children and adults, are seen interacting with the equipment. The surrounding area is paved with grey tiles, and a building with a sign that reads 'SWEET NETS' is visible in the upper right. The text 'MANDATE' and 'MAGNETIZE' is overlaid in large white letters across the center of the image.

MANDATE
MAGNETIZE

Global Office Occupancy

The US lags far behind Europe and Asia in return-to-office rates

Americas Europe Asia-Pacific



Source: Jones Lang LaSalle

Note: Figures are compared to pre-Covid levels. Data for Europe includes the United Kingdom.

Attendance

FIGURE 10: If your hybrid program requires employees to work in the office, is employees' office attendance tracked?



Source: CBRE Workplace & Occupancy Benchmarking Program, 2023.

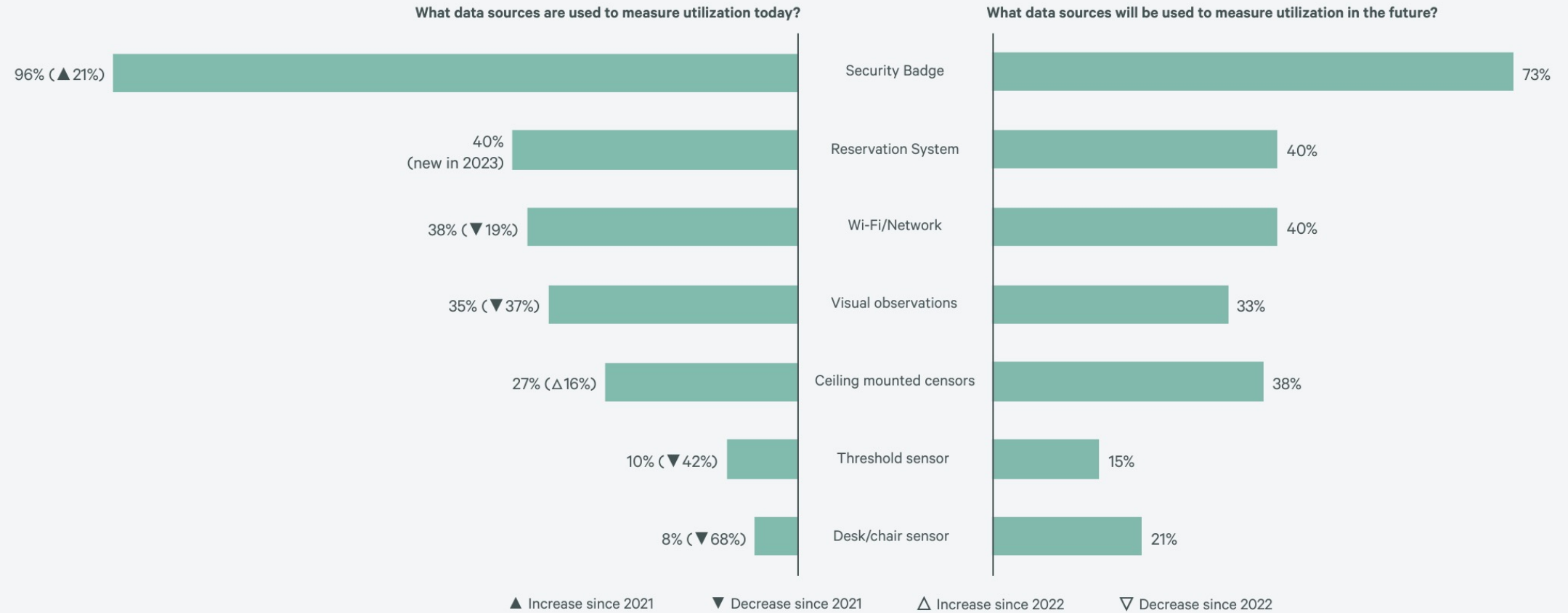
FIGURE 11: Are there consequences for employees who do not follow hybrid policy requirements?



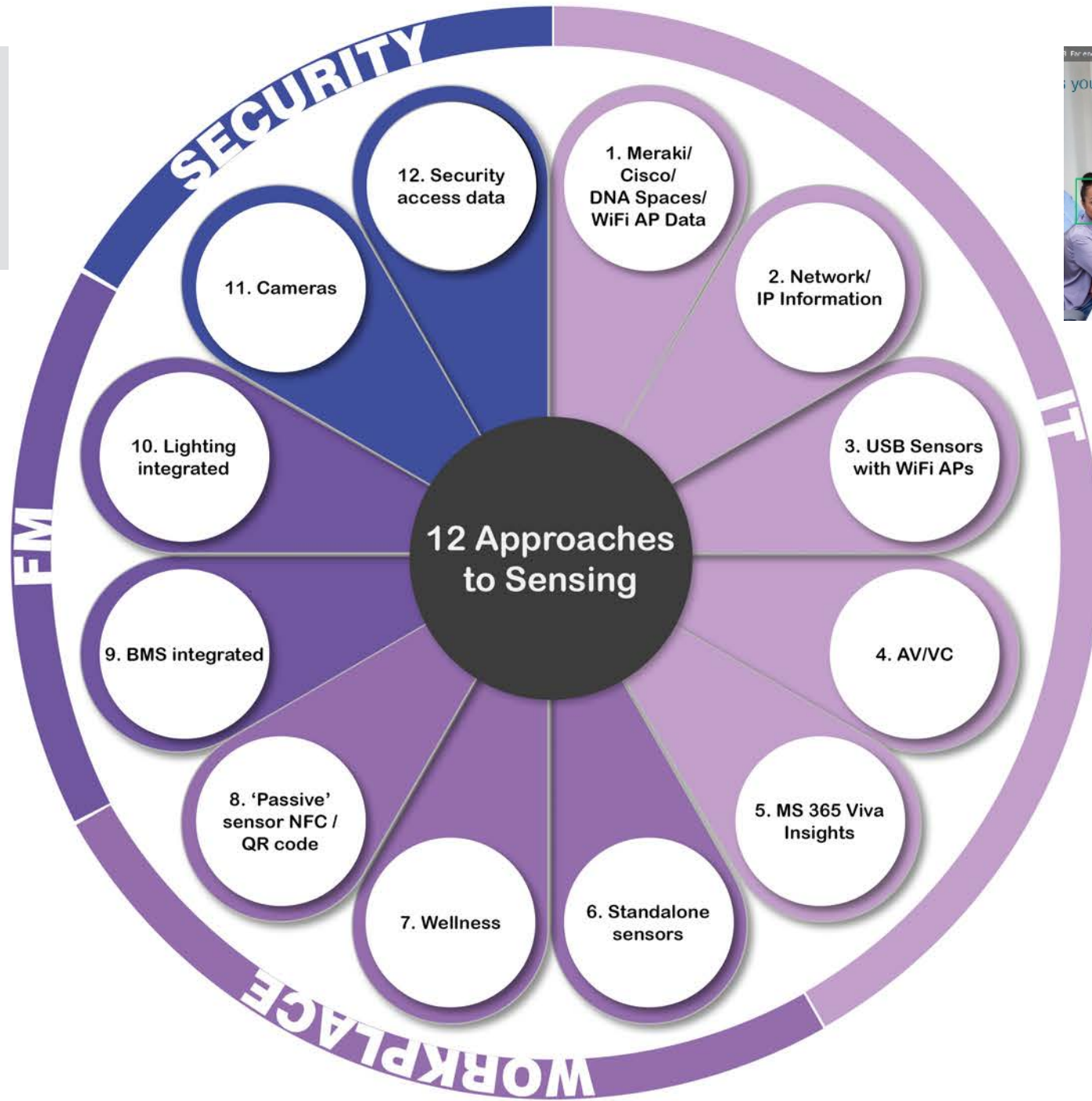
Source: CBRE Workplace & Occupancy Benchmarking Program, 2023.

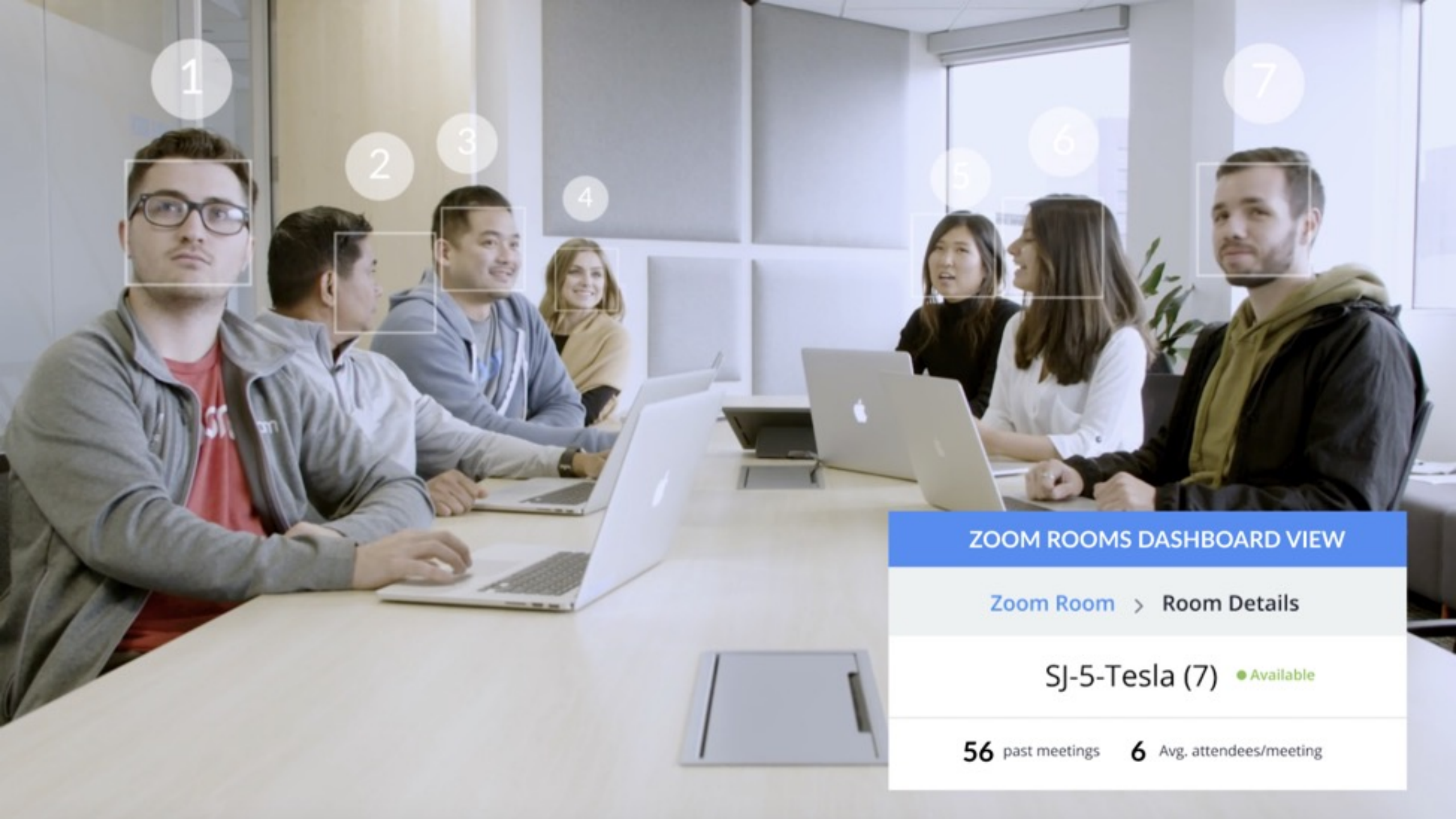
Measuring utilisation

FIGURE 8: Sources of utilization data now and in the future



Source: CBRE Workplace & Occupancy Benchmarking Program, 2023





1

2

3

4

5

6

7

ZOOM ROOMS DASHBOARD VIEW

[Zoom Room](#) > Room Details

SJ-5-Tesla (7) ● Available

56 past meetings 6 Avg. attendees/meeting

Your Network becomes a Sensor

With
CISCO SPACES



Cisco Catalyst Access Points

Sensor for ...

- Occupancy
- Air Quality, Temp, Humidity
- As a BLE Gateway



Webex Room Devices

Sensor for ...

- Room Occupancy
- People Count
- Ambient Noise



Cisco Catalyst Switches

Sensor for ...

- Wired IoT Gateway
- Occupancy & Energy analytics



Webex Navigator

Sensor for ...

- Temperature, Humidity
- Indoor Air Quality



Cisco Meraki Access Points

Sensor for ...

- Occupancy
- Meraki Things gateway



Webex Desk Pro's

Sensor for ...

- People count, Ambient Noise,
- Temperature, Humidity, Indoor Air Quality



Meraki Things

Sensor for ...

- Temperature, Humidity, Air quality



Wired & Wireless Third Party Sensors

Sensor for ...

- Occupancy, Co2, Temp, Humidity, air quality, noise levels, etc.





WORKTECH™ ACADEMY

HOW WE'LL WORK TOMORROW...

The world's leading knowledge platform and community exploring the future of work

WORKTECH ACADEMY
HOW WE'LL WORK TOMORROW

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PEOPLE Academy Reporting
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WHAT'S NEW

DESIGN Jeremy Myerson
Extinct: the work objects that become obsolete before we do

PEOPLE AECOM
Reinventing the wellness wheel: designing for six areas of wellbeing

TECHNOLOGY Academy Reporting
How can technology and design collaborate on hybrid?

PLACE Brad Robichaux and Stephanie Wood
Guide to calculating the space you're really going to need

PLACE Jeremy Myerson
Isn't it time to rethink office space valuation metrics?

PLACE Academy Reporting
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From space-centric to human-centric
EXPLORING NEW VALUATION METRICS FOR THE NEW WORKPLACE

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Rethinking the workplace post COVID-19

THE FUTURE LEGAL WORKPLACE
DESIGNING FOR RESILIENCE IN THE LEGAL SECTOR

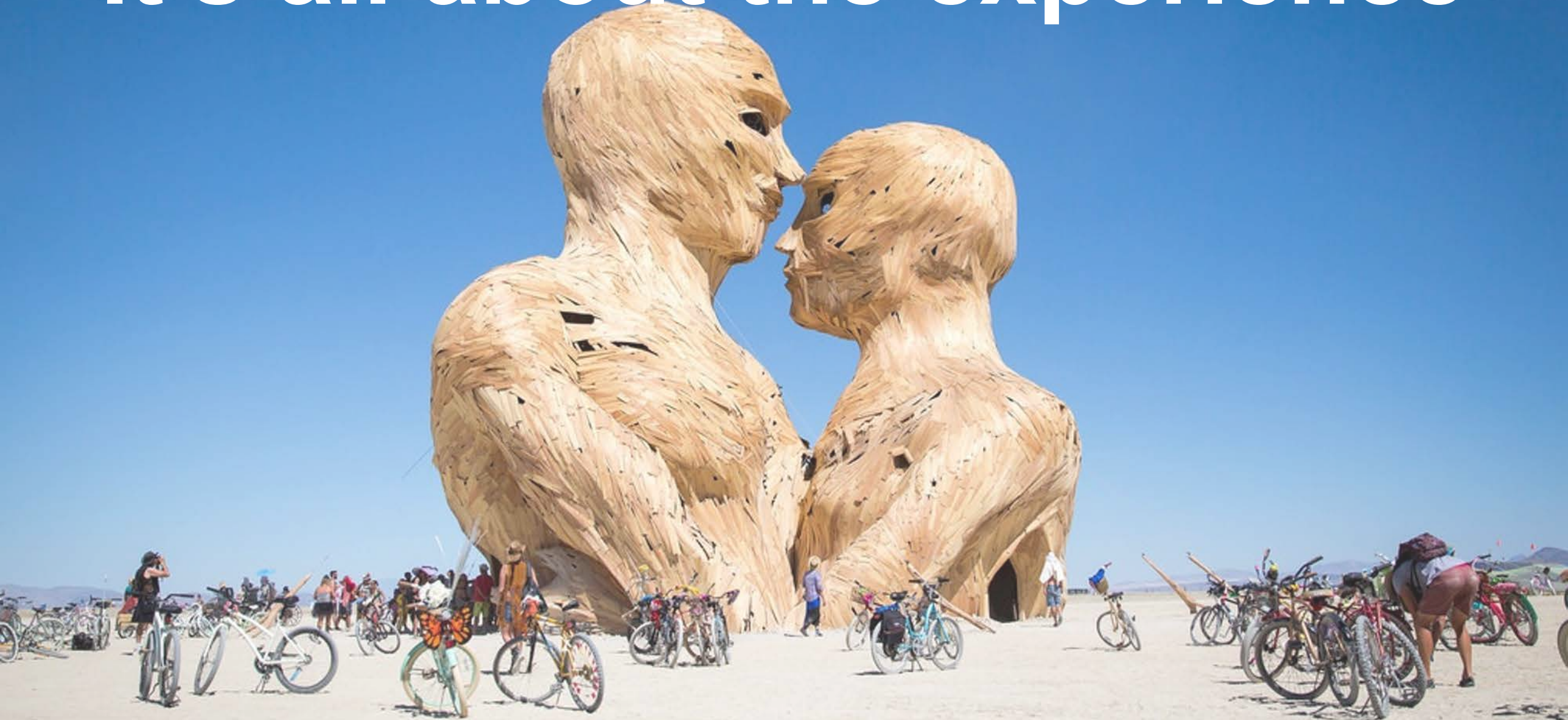
AN INCLUSIVE PAPER BY WORKTECH ACADEMY

Liberated Work
Taking a long-term lens on the future of corporate workplaces.

A PAPER BY HUB WORKTECH ACADEMY



It's all about the experience





**PROCESS AND
SUPPORT**

**PEOPLE &
CULTURE**

EXPERIENCE

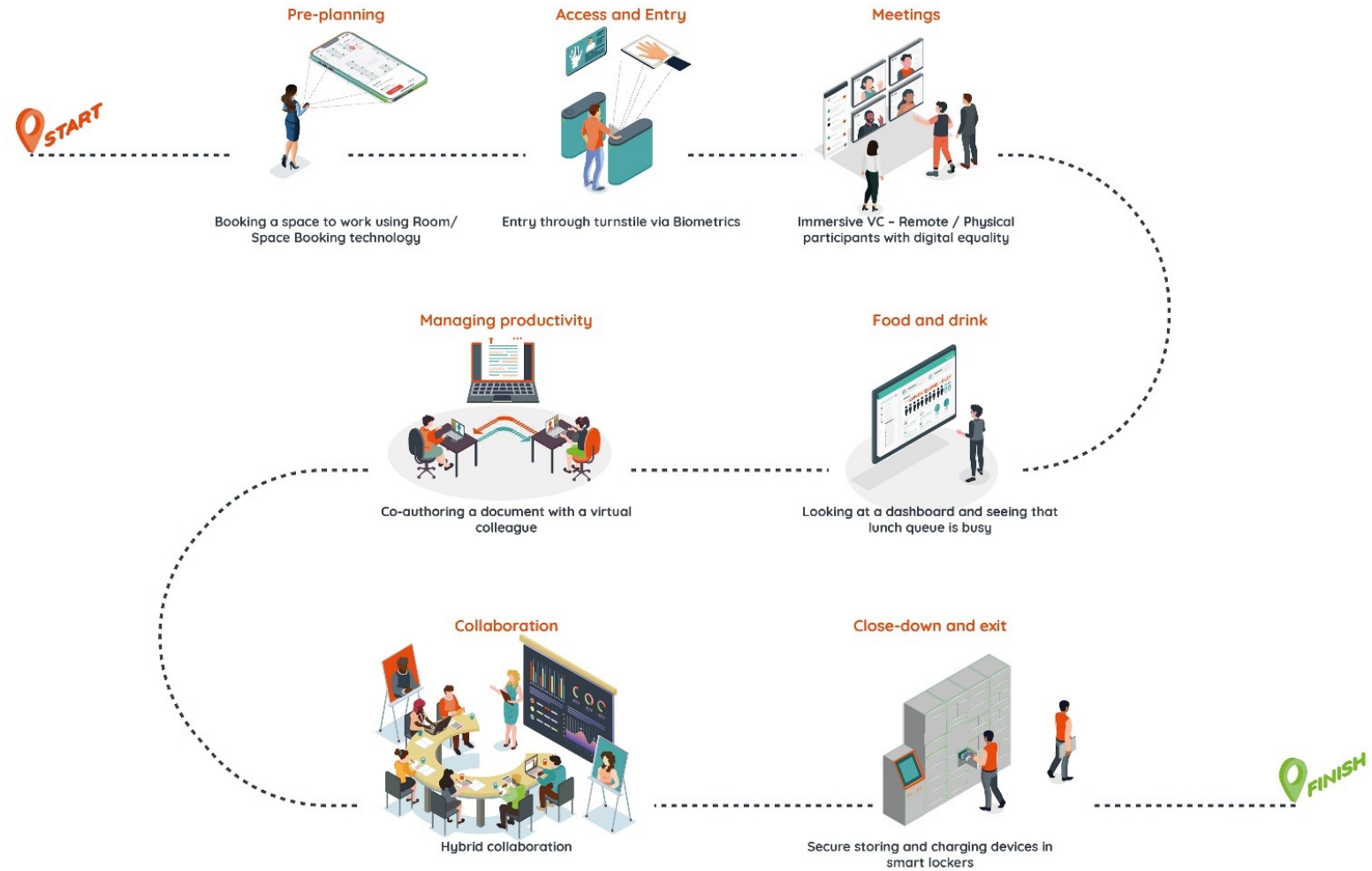
WORKSPACE

TECHNOLOGY

“What is my week in the office looking like?”



Shaping your Perfect Day



MY SCHEDULE

< JULY 2021 >



ests Manage Settings Analytics

ork From Home Working From Different Location

	WED	THU	FRI
2	3	4	5
	49 12	49 12	49 12
9	10	11	12
	49 12	49 12	49 12
16	17	18	19
	49 12	49 12	49 12
23	24	25	26
	49 12	49 12	49 12
30			

● Available Desks

Name	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Sarah Curtis ... >	●	●	●	●	●	●	●
David Wonger...>	●	●	●	●	●	●	●
Derek Smith ... >	●	●	●	●	●	●	●
Anna V ... >	●	●	●	●	●	●	●
Anna V ... >	●	●	●	●	●	●	●
Sarah Curtis ... >	●	●	●	●	●	●	●

9:41

WORKSPACE Now
Best day to come to the office: Friday
 Most of your team is in the office on Friday.
 There's also after work drinks!



Office shifts

This week 1/2

01 JUN	Monday	+
02 JUN	Tuesday	+
03 JUN	Wednesday	RB ✓
04 JUN	Thursday	RB MC +3 +
05 JUN	Friday	RF +

Next week 1/2

08 JUN		
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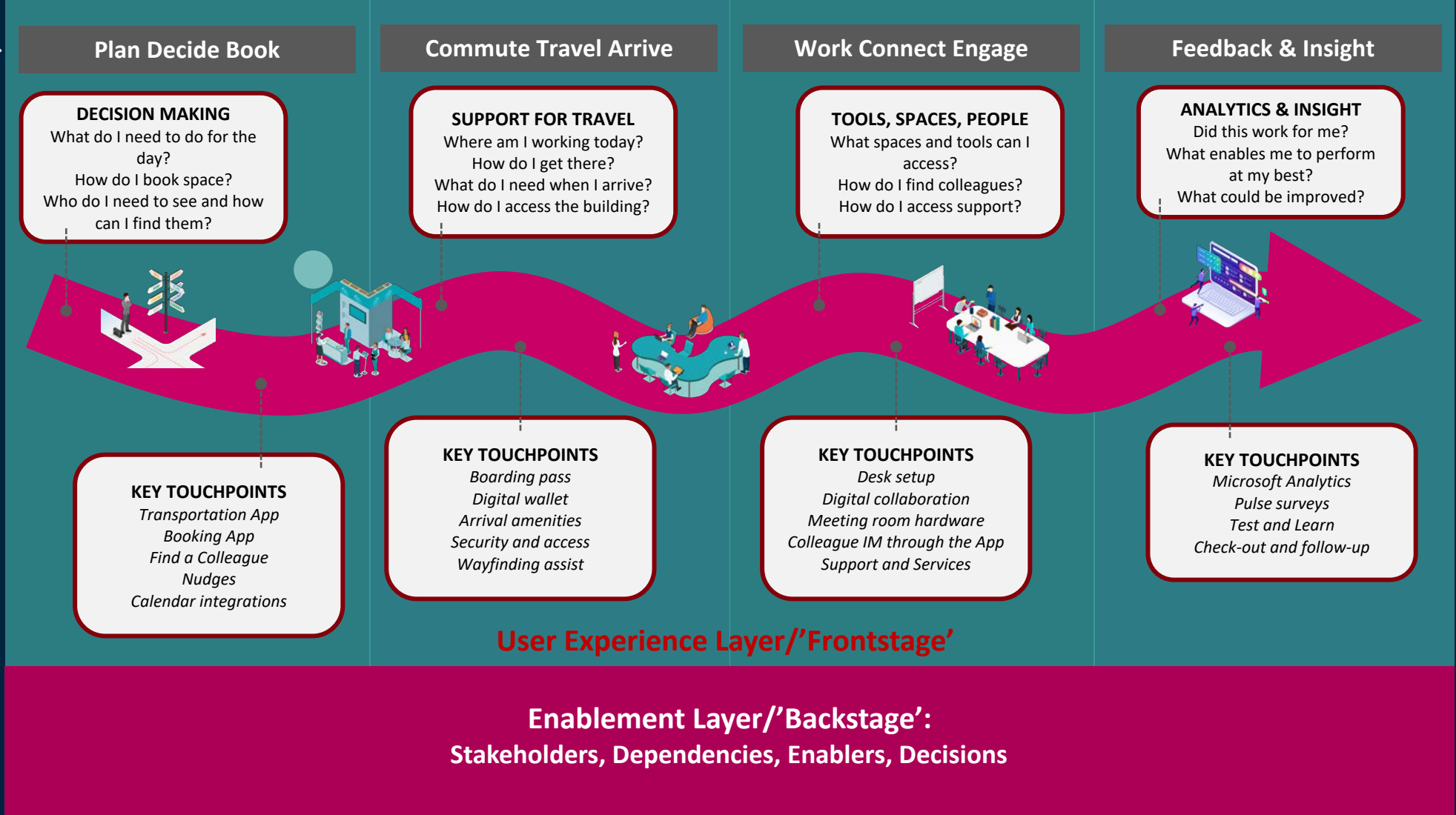
Experience Map

Identifying Key Moments →

Defining the Journeys ↓

Colleague

Visitor



DAY IN THE LIFE OF AN EMPLOYEE

	Pre-commute	Building arrival & Access	Individual worksettings	Use a meeting room Client meeting	Use a meeting room Internal	Breakout & Support	Informal meetings	Exit
JOURNEY	Plan Travel Book Space	Building Access Travel to Floor Arriving to Floor	Wayfind to Desk Check-in Docking down	Invite & Booking Welcome Meeting/Presentation	Finding a space Collaboration & VC	Breakout IT Support	Collaboration & people finding Space finding Information sharing	Prep for next day Leave for Home
TOUCHPOINT	Mobile device Mobile device	Mobile device Building Systems Building Systems	Onfloor Digital Kiosk Mobile device Worksetting	Mobile device Mobile device In-room Tech Worksetting	Mobile device In-room Tech Worksetting	Mobile device Onfloor Digital Kiosk Mobile device	Mobile device Mobile device In-room Tech	Mobile device Building Systems
ACTIVITY	<ul style="list-style-type: none"> Check transport – long delays, so book a cycle rack instead and get ready to leave as you have a client meeting in the office today Book a preferred desk and smart locker using the Modo App 	<ul style="list-style-type: none"> Touch in using mobile device as access card Pre-order your usual coffee to be picked up on the way - your loyalty card auto updates While waiting for the lift, check the media feed for the latest news and events Arrive on floor - digital 'daylight' mitigates it being a dull morning 	<ul style="list-style-type: none"> Check the location of your desk and the closest print station, then wayfind to it Arrive and dock down at a monitor, logging into VDI for instant access to files Send a document to print from mobile device, and use it to access follow-me print at the print station 	<ul style="list-style-type: none"> Send the invite and book an appropriate room, receiving a reservation reminder a day in advance Pre-book catering Auto-notification that visitor has arrived, go to greet them at reception Wirelessly connect to share presentation with AI support on-hand if needed 	<ul style="list-style-type: none"> Check the air quality in the closest meeting rooms and book the one with the lowest CO₂ levels Receive AI user guide on mobile device based on room location Auto-on VC for remote participants Book digital whiteboard for collaborative work, with 360 degree camera 	<ul style="list-style-type: none"> Check the lunch menu and cafe queue, then head down to the cafe Whilst in the queue, double check the loyalty promotions and double check the social wall On the way back upstairs, use your mobile device to log a ticket for an IT issue that had arisen in the morning 	<ul style="list-style-type: none"> Need to meet a colleague to discuss a joint piece of work, so use people location to see where they are, then check to see if there's an available meeting booth close by Suggest that you both meet there so that you can review information together, pulling the content up on screen 	<ul style="list-style-type: none"> Message your team regarding a piece of work that needs doing the next day Use Modo App to book into an exercise class the next morning Check the weather before deciding whether to cycle home, then book a desk close to where your team will be working for the following day
EXPERIENCE	<p>CONVENIENCE</p> <p>ENGAGEMENT</p> <p>CONNECT</p>	<p>CONVENIENCE</p> <p>ENGAGEMENT</p> <p>CONNECT</p>	<p>CONVENIENCE</p> <p>ENGAGEMENT</p> <p>CONNECT</p>	<p>CONVENIENCE</p> <p>ENGAGEMENT</p> <p>CONNECT</p>	<p>CONVENIENCE</p> <p>ENGAGEMENT</p> <p>CONNECT</p>	<p>CONVENIENCE</p> <p>ENGAGEMENT</p> <p>CONNECT</p>	<p>CONVENIENCE</p> <p>ENGAGEMENT</p> <p>CONNECT</p>	<p>CONVENIENCE</p> <p>ENGAGEMENT</p> <p>CONNECT</p>
SPONSORSHIP		<p>Access System</p> <ul style="list-style-type: none"> Technology Corporate Security <p>Lighting</p> <ul style="list-style-type: none"> Technology Facilities Management CRE 		<p>Visitor Management System</p> <ul style="list-style-type: none"> Technology Corporate Services Corporate Security 	<p>Environmental Sensors</p> <ul style="list-style-type: none"> Technology CRE Facilities Management 			



USER SEGMENT: SALES & TRADING

EXPERIENCE WISHLIST:

- Close-by, relevant collaboration spaces
- Easy screen and team visibility
- Easy to book spaces
- Equitable collaboration opportunities
- Excellent sound and lighting for client calls
- Easy access to power in all spaces
- High-speed support for tech issues
- Easy tech and furniture adjustments

PRIMARY PAIN POINTS TODAY:

- Cramped workspace with minimal adjustability
- Lack of clear sightline to my team
- Camera angles and lighting on calls
- Having to readjust settings
- Easy access to meeting rooms/ ability to book easily
- Rightsized rooms with recording capability
- Speed of problem resolution
- Access to secure storage

KEY:

- EMPLOYEE COMPUTE
- COLLABORATION & COMMUNICATION
- HELP & REQUEST
- APPLIED RESEARCH & IOT
- CAO
- IBM DESIGN

MICRO SCENARIO

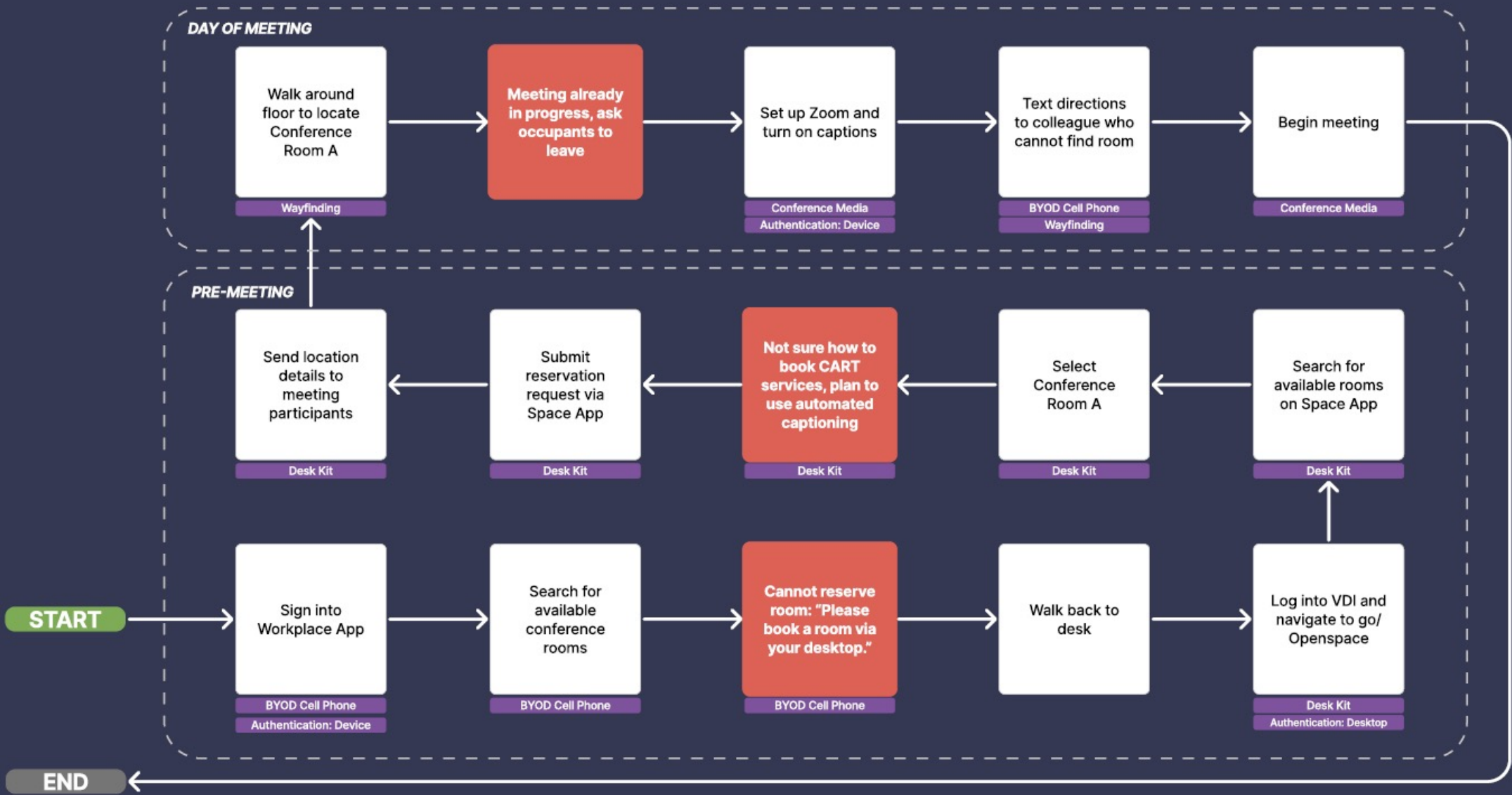
INNOVATION

	PLAN MY DAY	ARRIVE AT HQ3	NAVIGATE TO WORKSPACE	CHECK IN	MORNING MEETING	COFFEE	AD HOC MEETING	WORKING WITH TEAM	GETTING HELP	AT DESK MEETING	CLIENT MEETING	PACK UP AND EXIT
DOING	<ul style="list-style-type: none"> Gets out of bed and uses the MyWorkspace app on her cellphone to ensure a seat close to a key colleague Checks her schedule and sees a client visit booked in later that day in addition to her regular morning meeting 	<ul style="list-style-type: none"> Arrives at the office and checks the app on her cellphone to get directions to her desk Uses the app to badge in through the security turnstiles - it's tied into the elevator and sensor systems to an elevator car is waiting as she enters the elevator lobby 	<ul style="list-style-type: none"> Uses the app navigation feature to find her workspace after dropping her coat in a secure locker She notices that the digital signage is showing her client's company information in absence of their visit 	<ul style="list-style-type: none"> Arrives at her desk and uses her mobile badge to unlock the personal storage at her workstation for the day and drop her bag off Places her phone on the integrated charging pad on the desk and sees the desk control to raise the desk to a comfortable standing height Logs into her VDI session and gets straight to work as the application windows are already in her preferred location 	<ul style="list-style-type: none"> She meets Jim and walks to the morning meeting space, which is flexible and open The MD briefs the team on upcoming market trends and today's client visit, supported by two large video screens to share content 	<ul style="list-style-type: none"> She heads to the onfloor cafe with Jim to pick up coffee and snacks The cafe is fitted with sensors that recognize her selection and automatically charge her card on file 	<ul style="list-style-type: none"> They need a quick strategy conversation to prep for the client meeting and check the room availability indicator lights above each door They spot a green light and head for that room - the room sensor recognizes that two people have entered and the light automatically changes to amber. They don't scan in via the QR code because it's such a short meeting; if they had, the light would have turned to red 	<ul style="list-style-type: none"> They head back to their workstations to start their trading day She encounters a situation that needs some discussion - the height of the monitor means that she can see across the trading floor to quickly assess whether people are available She gets Jim and the two of them head over to her managers office, closing the door for confidentiality 	<ul style="list-style-type: none"> After lunch, her monitor starts to malfunction. She requests help via the Assistant and a ticket is automatically routed to the tech team The tech retrieves a spare monitor and quickly finds her desk using the People Finder in My Workspace. Using the quick disconnect he quickly gets the new monitor in place 	<ul style="list-style-type: none"> She joins a Zoom call from her desk to prep for the client meeting. It's being recorded for regulatory reasons. Some colleagues have joined from a room - it works fine as the cameras track the speaker and she can still see an overall view of the room to gauge reactions 	<ul style="list-style-type: none"> She gets a notification on her desktop and mobile phone that her client has checked into the building She heads to the elevator lobby to greet them and is delighted with their response to the personalized signage They head to the client meeting room where her team has already pulled up the content they need to share via the Zoom sharing key 	<ul style="list-style-type: none"> After the meeting, she heads back to her desk to retrieve her bag, using her phone to access her locker before heading out She heads to the elevator which is waiting for her, bringing up tomorrow's events on the MyWorkspace app while she travels down
THINKING	"How can I make best use of my time today?"	"I love how easy it is to get into the building - it's a perfect start to my day"	"I really like the personalization to my client - they'll be impressed when they arrive"	"I used to have to set up my preferred desktop management every week - it's much quicker this way"	"I feel included and informed about everything that I need to know"	"I don't even need to think about my order - I can just focus on my conversation"	"I need quick access to a vacant space - I don't want to have to waste time wandering around"	"I need to quickly be able to see which colleagues are available"	"I'm relieved that didn't take too long - I was only offline for ten minutes. The on-site tech bar and quick access trader desks really help"	"I really need to be able to see and hear everyone clearly including the people who are joining from a conference room - this is an important call"	"Quick and easy setup in client meeting rooms is critical - we want to create a great impression."	"I'm glad I can plan tomorrow on the way out - there I don't have to think about it while I'm at home."
FEELING (BUILDING PRINCIPLES)	INTENTIONAL ENERGIZED	ENERGIZED WELCOME	PROUD	SUPPORTED COMFORTABLE	ENERGIZED	SUPPORTED	SUPPORTED CONNECTED	CONNECTED COMFORTABLE	SUPPORTED	CONNECTED COMFORTABLE	PROUD ENERGIZED	CONTENT
PHYSICAL TOUCHPOINTS												
DIGITAL TOUCHPOINTS												
MEASUREMENT	<ul style="list-style-type: none"> PES 	<ul style="list-style-type: none"> PES Sensors/guar count 	<ul style="list-style-type: none"> YES Locker utilization data 	<ul style="list-style-type: none"> PES Check in time 	<ul style="list-style-type: none"> Occupancy data/heatmaps Environment data 	<ul style="list-style-type: none"> Queue time 	<ul style="list-style-type: none"> Occupancy data/heatmaps Environment data Movement data 	<ul style="list-style-type: none"> Occupancy data/heatmaps Environment data 	<ul style="list-style-type: none"> PES 	<ul style="list-style-type: none"> PES Zoom data 	<ul style="list-style-type: none"> Occupancy data/heatmaps Environment data Client feedback 	<ul style="list-style-type: none"> PES
GAP ANALYSIS												
PRODUCTS/PRODUCT LINES	<ul style="list-style-type: none"> CALENDAR SCHEDULERS WORKPLACE APP, BOOKING SYSTEM 	<ul style="list-style-type: none"> SENSORS, SMART BMS, ELEVATORS WORKPLACE APP SMART LOCKER 	<ul style="list-style-type: none"> DIGITAL SIGNAGE 	<ul style="list-style-type: none"> VDI, DESK HARDWARE 	<ul style="list-style-type: none"> CONTENT SHARE SYSTEMS 	<ul style="list-style-type: none"> SENSORS 	<ul style="list-style-type: none"> AVAILABILITY INDICATOR 	<ul style="list-style-type: none"> VDI, DESK HARDWARE DESK DESK 	<ul style="list-style-type: none"> ASSISTANT HARDWARE ASSIST 	<ul style="list-style-type: none"> CONFERENCE 	<ul style="list-style-type: none"> CONFERENCE, VIDEO SIGNAGE 	<ul style="list-style-type: none"> SENSORS MYWORKPLACE APP
OWNER PRODUCT OWNERS	<ul style="list-style-type: none"> CAO (Workplace App) CAO Operations (Booking System) CCC Team (Calendar scheduling) 	<ul style="list-style-type: none"> CAO (Workplace App) Applied Research and IoT within EC (Sensors, Smart BMS, Elevators) 	<ul style="list-style-type: none"> CAO (Workplace App) CRE/CAO (Smart lockers) Enterprise Video and Voice (Digital Signage) 	<ul style="list-style-type: none"> Workplace (VDI/Desk hardware) CAO (Workplace App) 	<ul style="list-style-type: none"> Enterprise Video and Voice (Content share screens) 	<ul style="list-style-type: none"> Applied Research & IoT (Sensors) 	<ul style="list-style-type: none"> Applied Research & IoT (Availability Indicator) Enterprise Video and Voice (Availability Indicator) 	<ul style="list-style-type: none"> Workplace (VDI/Desk Hardware) CAO/CRE (Desk) 	<ul style="list-style-type: none"> Workplace (VDI/Desk Hardware) Help and Request/Onsite Support (Hardware assist) Collaboration Integration and Intelligence Team (Assistant) 	<ul style="list-style-type: none"> Workplace (VDI/Desk Hardware) Enterprise Video & Voice (Conferencing) CAO (Workplace App) 	<ul style="list-style-type: none"> Workplace (VDI/Desk Hardware) Enterprise Video & Voice (Conferencing, Digital Signage) CAO (Workplace App) 	<ul style="list-style-type: none"> Applied Research and IoT (within Employee Computer) CAO (Workplace App)
DECISIONS & ACTIONS	<ul style="list-style-type: none"> Does this segment need to book a desk or are they assigned? What is the experience for employees who may not have a cellphone supplied? Are there judges/automated intelligence to support decisions? 	<ul style="list-style-type: none"> How are location-based services provided? Is there an opportunity around augmented reality for wayfinding assist? 	<ul style="list-style-type: none"> Is digital signage interactive or does it only present pre-loaded information? 	<ul style="list-style-type: none"> Is storage assigned or bookable with the desk? 	<ul style="list-style-type: none"> What type of room/technology combination would best support this type of meeting? 	<ul style="list-style-type: none"> Could the technology provide nudges e.g. "now is a good time to visit the cafe." 	<ul style="list-style-type: none"> How is room availability best communicated to users? Do they need to actively check in or does the building do it for them? 	<ul style="list-style-type: none"> How do we enable colleagues to easily locate key people in a hybrid environment? How can we make quick and easy reconfigurations? Can data provide nudges for less urgent issues e.g. "now is a good time to visit the tech bar" 	<ul style="list-style-type: none"> What do colleagues need at their desk to effectively join Zoom meetings (camera, audio, lighting)? 	<ul style="list-style-type: none"> How to make client journey: In-lobby - how do they access the building, what information can be surfaced to them, can they make advance requests e.g. need space for a call, Wi-Fi, parking? 	<ul style="list-style-type: none"> Zoom 	<ul style="list-style-type: none"> Zoom
VENDORS												
BEST PRACTICE EXAMPLES	<ul style="list-style-type: none"> 22 Bishopsgate, London 	<ul style="list-style-type: none"> 22 Bishopsgate, London 30 Farringham Street - Facial biometric readers are installed by the elevators to permit access 	<ul style="list-style-type: none"> The EDGE uses digital lockers provided by vecos and integrated into Maps app CXApp wayfinding to desk 	<ul style="list-style-type: none"> Cisco - humanscale mobile check in 	<ul style="list-style-type: none"> Accenture USA - Microsoft Surface Hubs on Steelcase 	<ul style="list-style-type: none"> PWC Amsterdam - Albert Heijn food to go concept 	<ul style="list-style-type: none"> EBRD - condos panels outside meeting rooms showing availability with a green light 	<ul style="list-style-type: none"> Accenture - Dublin workstation floor Microsoft Dublin workstations 	<ul style="list-style-type: none"> Stack San Francisco - genius tech bar and lockers 	<ul style="list-style-type: none"> Poly sensors tracking who is speaking in a meeting 	<ul style="list-style-type: none"> Design meeting room, Zoom screens 	<ul style="list-style-type: none"> Nurture digital lockers accessed through an App (Mobo App)



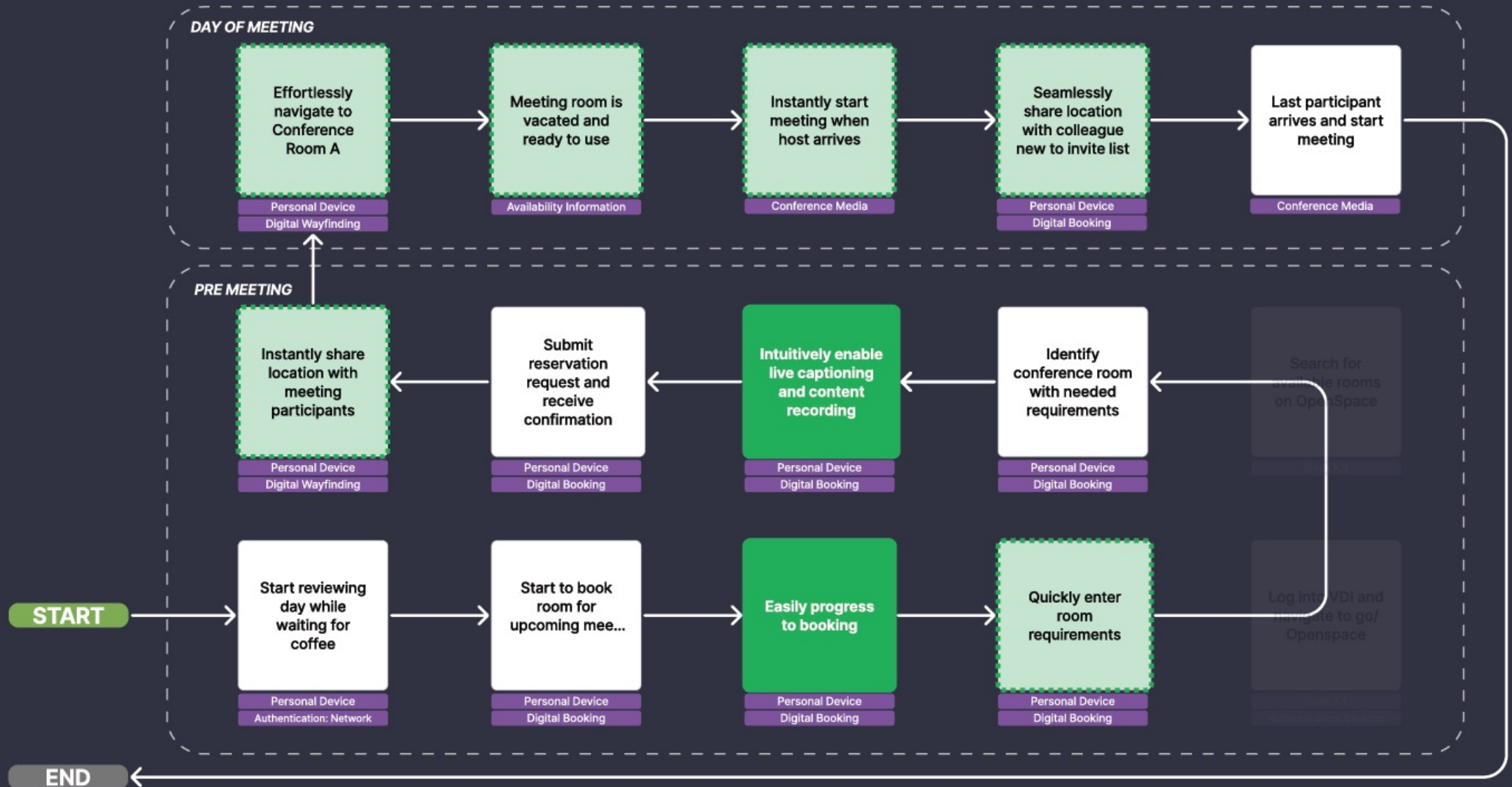
Task: Conference Room Booking

User Segment: All Employees



Task: Conference Room Booking

User Segment: All Employees



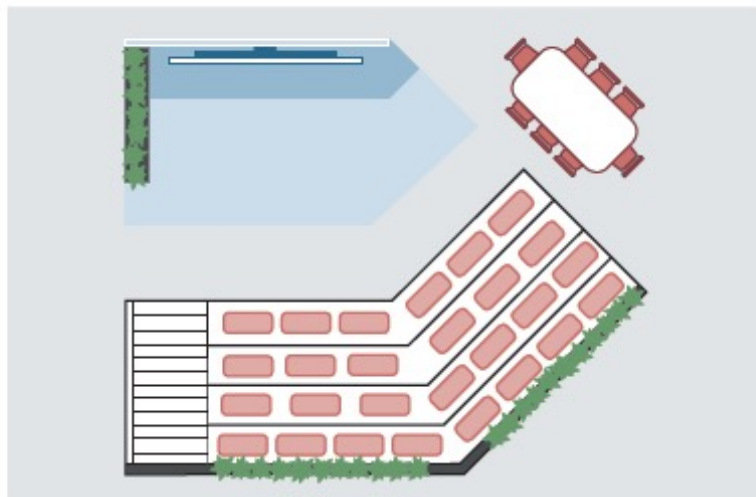
A large, intricate metal sculpture of a dragon-like creature, possibly a 'Dragon' by the artist 'The Dragon' at Burning Man. The sculpture is made of dark, weathered metal and features a long, thin tail with a tuft of feathers, a large head with prominent eyes and a wide, toothy mouth, and a body covered in detailed scales and mechanical parts. Several people are climbing on the sculpture, some standing on top with their arms raised, while others are climbing the sides. The scene is set in a vast, open, sandy area under a bright, hazy sky, with many other people and bicycles visible in the background, suggesting a large festival or gathering.

LET'S CREATE...
MAGICAL^x SPACES



AGORA

PLACE



EXAMPLE



Royal Bank of Scotland, London

SAFARI: BLOOMBERG

PURPOSE

The Agora is designed for intentional, purposeful collaboration, although it can be used ad hoc when not required. It supports all hands review, bringing the whole team together to present and discuss.

PEOPLE



TIME



SPACE



CHARACTERISTICS

Formal	<input type="checkbox"/>	Informal	<input checked="" type="checkbox"/>
Fixed	<input checked="" type="checkbox"/>	Adaptable	<input type="checkbox"/>
Alone	<input type="checkbox"/>	Together	<input checked="" type="checkbox"/>
Quiet	<input type="checkbox"/>	Buzzy	<input checked="" type="checkbox"/>
Bookable	<input type="checkbox"/>	Non-bookable	<input checked="" type="checkbox"/>
Perch	<input checked="" type="checkbox"/>	Inhabit	<input type="checkbox"/>
Concentrate	<input type="checkbox"/>	Collaborate	<input checked="" type="checkbox"/>
Public	<input checked="" type="checkbox"/>	Privileged	<input type="checkbox"/>
Open	<input checked="" type="checkbox"/>	Private	<input type="checkbox"/>

TECHNOLOGY



EXPERIENCE

- Light and open with a feeling of equality / lack of hierarchy
- Express organizational values and identity
- Comfortable but not designed for long-stay
- Biophilia and natural light
- Acoustics - buzzy but controlled
- Cabanas and Spanish steps to

ADJACENCY: CENTRALLY LOCATED TO TEAMS

CAMPFIRE

PLACE

Connect/Discuss: The team huddle is a space that enables teams to connect, discuss and collaborate in an immersive hybrid environment.



TECHNOLOGY

- Digital Display
- Smartboard
- Wireless Content Sharing
- 360° camera
- Directional speakers
- Microphone
- Laptop
- Mobile
- Wi-Fi
- Power
- Booking panel

EXPERIENCE



PURPOSE

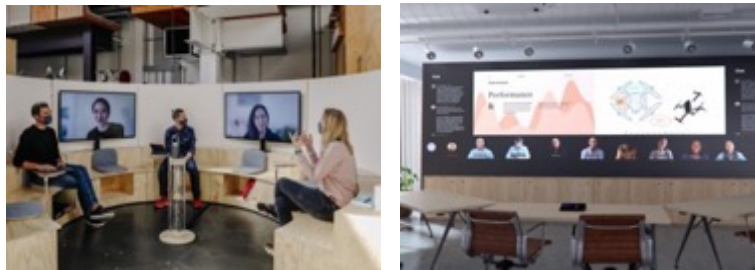
This team space is ideal for highly focused, relatively short bursts of collaboration such as project updates and discussions, team goal setting and planning. The space can accommodate on-site and remote participants and creates an equal environment for all users.



FURNITURE

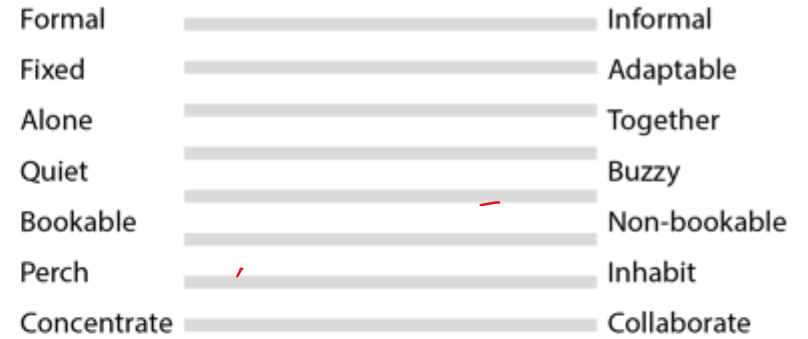
- High table
- Stool
- Adjustable tables
- Soft seating
- Bespoke

INSPIRATION



Teams Room

CHARACTERISTICS



ACOUSTICS & LIGHTING

- Moderate noise
- Directional speakers
- Sound Absorbing
- Sound masking
- Curtains
- Ambient light
- Colour Changing

SERVICE & SUPPORT



ADJACENCIES

- Informal Meeting spaces
- Workstations
- Other Team Spaces



The new metric

$\vec{E} = \sum_{i=1}^N \vec{E}_i$ $\lambda = \frac{h}{p}$ $h = 6,63 \cdot 10^{-34} \text{ J}\cdot\text{s}$ $A = p(V_2 - V_1) = \frac{m}{\rho} \lambda T h$ $Q = \Delta U + A$ $c = \frac{dP}{dt}$ $C = c \cdot \mu$ $S_2 = S_1 \cdot \dots$

$\rho = mg$ $C = \frac{\epsilon_0 \epsilon S}{d}$ $L = \mu \mu_0 n^2 V$ $T_0 = 2\pi \sqrt{\frac{m}{k}}$ $\chi = \ln \frac{A(t)}{A(t_0)}$ $v_k = \frac{A}{h}$

$R = \sigma T^4$ $T = \frac{2\pi}{\omega}$ $x = pT$ $\Psi_n = \sqrt{\frac{2}{l}} \sin \frac{n\pi x}{l}$ $\omega = \sqrt{\omega_0^2 - \beta^2}$

$x = A \cos(\omega t + \alpha)$ $\omega = 2\pi\nu$ $\Phi = BS \cos \alpha$ $E = mc^2$ $h\nu = A + \frac{mv_{ma}^2}{2}$ $\Delta m > 0$ $\Delta m < 0$ $C = c \cdot \mu$

$\sigma = 5,67 \cdot 10^{-8} \frac{\text{W}}{\text{m}^2 \cdot \text{K}^4}$ $W = |\Psi|^2$ $p = \frac{mv}{\sqrt{1 - \frac{v^2}{c^2}}}$ $E = h\nu = h \frac{c}{\lambda}$

$R = \alpha \sigma T^4$ $x = A_0 e^{-\beta t} \cos(\omega t + \alpha)$ $\beta = \frac{r}{2m}$ $\Delta N = N \frac{t}{\sqrt{\pi}} e^{-\frac{t^2}{\Delta t}}$ $u = \frac{v}{v_0}$

$\lambda_m = \frac{b}{T}$ $b = 2,9 \cdot 10^{-3} \text{ m}\cdot\text{K}$ $\rho = \frac{W}{tSc} = \frac{1}{c}$ $\Delta m = Zm_p + Nm_n - m$ $\langle Z \rangle = \sqrt{2\pi d^2 n} \langle v \rangle$

$\varphi = \arctg \frac{A_1 \sin \alpha_1 + A_2 \sin \alpha_2}{A_1 \cos \alpha_1 + A_2 \cos \alpha_2}$ $\lambda = vT$ $k = \frac{2\pi}{\lambda}$ $\rho = \frac{1}{c} \sqrt{W_k(W_k + 2E_0)}$ $\omega = \sqrt{\omega_0^2 - 2\beta^2}$ $\lambda = \frac{h}{p}$ $\varphi = \frac{W}{q_0}$

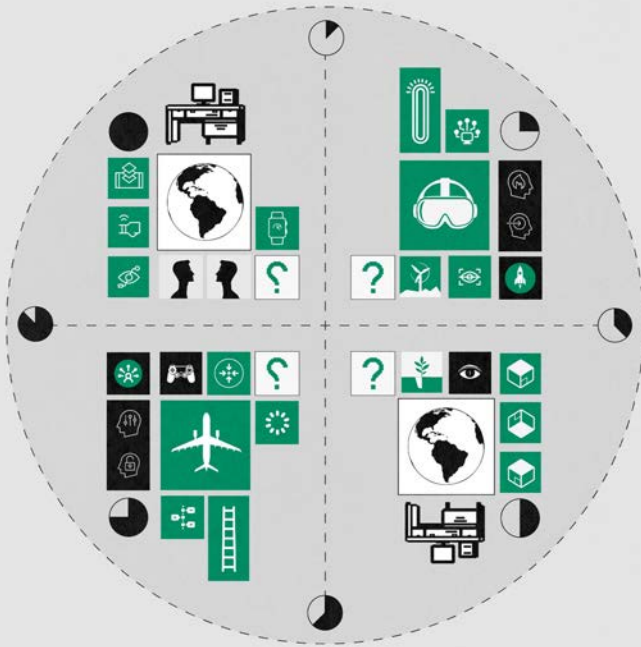
$\Delta s = m\lambda_0, m = 0, 1, 2, \dots$ $\xi = A \cos(\omega t - kx)$ $E_n = \frac{h^2}{8mL^2} n^2$ $t_0 = \frac{r_0}{m}$ $\lambda = \frac{h}{p}$ $\varphi = \frac{W}{q_0}$

$A_p = \frac{f_0}{2\beta \sqrt{\omega_0^2 - \beta^2}}$ $W = \frac{1}{2} m \omega^2 x^2$ $\rho = \vec{p}_1 + \vec{p}_2 + \dots + \vec{p}_n$ $\langle E \rangle = \frac{3}{2} kT$ $\sigma = en(u_n + u_p)$ $\lambda_K = \frac{hc}{A}$ $\vec{E} = \frac{F}{q_0}$

$M = Fv$ $\Delta \varphi = \frac{2\pi}{\lambda} \Delta x$ $\rho = nkT$ $E_2 = \frac{5}{2} \cdot \hbar \omega (n=2)$ $E_1 = \frac{3}{2} \cdot \hbar \omega (n=1)$ $E_0 = \frac{1}{2} \cdot \hbar \omega (n=0)$ $R_{\text{H}} = \frac{35}{8} \frac{r}{ne}$ $n = \frac{h}{ne}$ $W = mgh$ $F_{\text{H}} = nN$ $\frac{8kT}{\dots} = \sqrt{\frac{8RT}{\dots}}$

$\eta = \frac{1}{3} \rho \langle v \rangle \langle \lambda \rangle$ $U = \frac{1}{2} \frac{m}{\rho} \rho T$ $\frac{dV}{T} = \frac{m}{\rho} R = 2M$ $v = \frac{N}{N_0} \cdot \frac{m}{\rho}$ $\phi(x)$ $\frac{r}{ne} = \frac{h}{ne}$

THE WORLD OF WORK IN 2024



No 20

RETURN ON EXPERIENCE

Experience makers will be worth the investment

We conclude our review of key trends for 2024 with one of the biggest emerging themes of the new workplace – experience. We predict that this year there will be less talk of ROI (Return on Investment) and more focus on ROE (Return on Experience).

According to Katherine Harvey, Global Consultancy Director at Unwork, familiar space-centric office

metrics will come under threat from new ways to evaluate and measure the workplace. These metrics will be more experiential and human-centric, aimed at understanding what is really working to pull people back to the workplace.

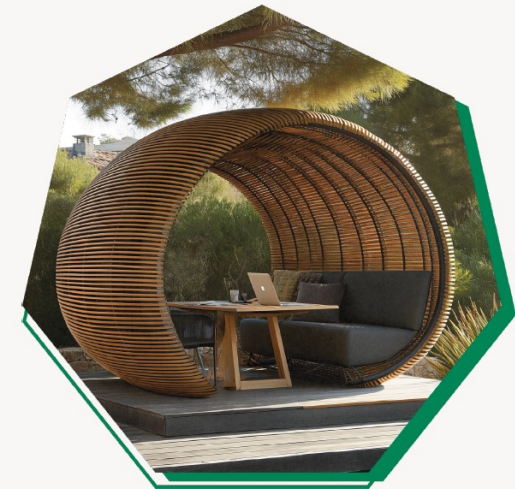
In tandem with this, there will be growing investment in ‘experience makers’ inside larger companies to support the employees experience throughout the day – from ensuring the tech is working to rearranging spaces to support different collaboration modes to making sure the right catering is available.

Many experience makers will be recruited from the hospitality sector to ensure that customer service is at the heart of what they do.

Investing in experience can take many forms. Some are discussed

in this report, from fixing the commute and focusing on extreme biophilia to smart technologies, scentscapes and e-gaming consoles. Katherine Harvey of Unwork adds a new ingredient to the experience mix: working terraces, which have become one of the most popular factors for new office searches.

Terraces where employees can meet and work in the warmer months are the latest highly desirable amenity. Thought to be a hangover from COVID-19 lockdowns, they provide a facility to work in the open, getting some sunshine and fresh air whilst catching up with colleagues or clearing emails is a big attraction to office tenants and staff. Decent outdoor wi-fi, and lots of great planting are a must. A beehive or two are optional.



Key Components of the Employee Experience

Entry Experience



Technology



Spaces



Food and Drink



Comfort



Wellbeing



Social

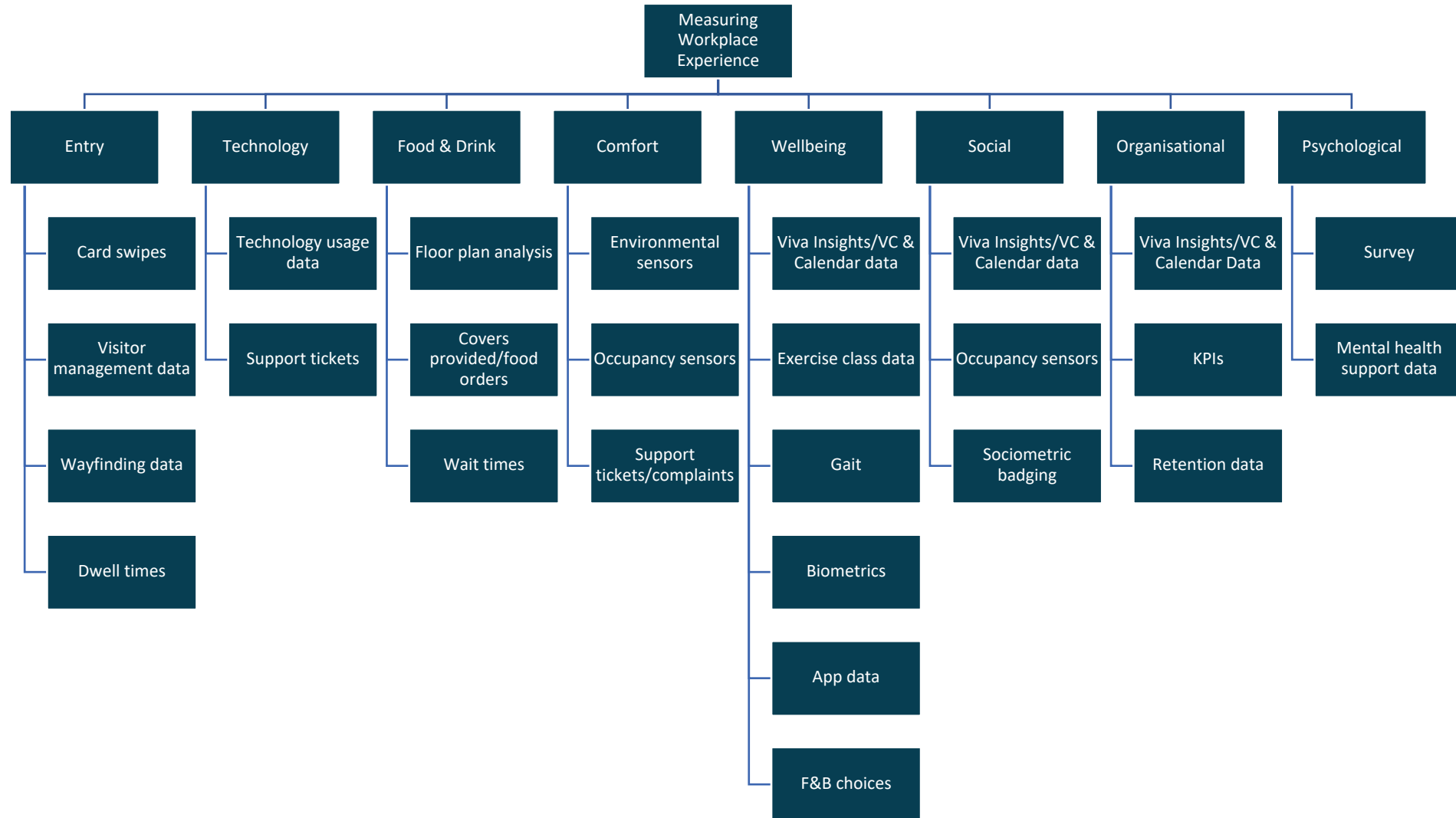


Organisational



Psychological

Entry Experience



תודה
Dankie Gracias
Спасибо شكراً
Merci Takk
Köszönjük Terima kasih
Grazie Dziękujemy Děkojame
Ďakujeme Vielen Dank Paldies
Kiitos Täname teid 谢谢
Thank You Tak
感謝您 Obrigado Teşekkür Ederiz
Σας ευχαριστούμε 감사합니다
Bedankt Дěkujeme vám
ありがとうございます
Tack

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