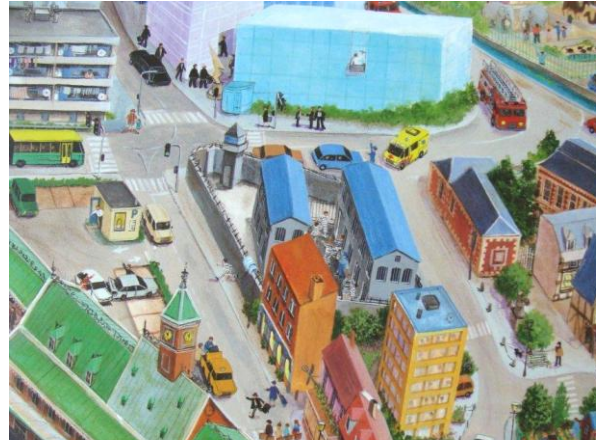
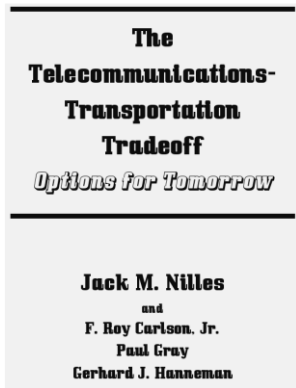


# New Ways of Working?!

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**“There is no doubt that there will be a  
 revolution in the office over the next  
 twenty years.”**  
 Business Week (1975)

**“We will be able to live in Tahiti if we  
 want to and still be able to  
 telecommute daily to our New York or  
 Frankfurt or Tokyo office”**  
 (Macrae, 1978)



**Three themes:**  
 (from a space planning perspective)

**Location**

(the office versus elsewhere)

**Use of space**

(shared space versus personal space)

**Layout**

(with walls versus without walls)

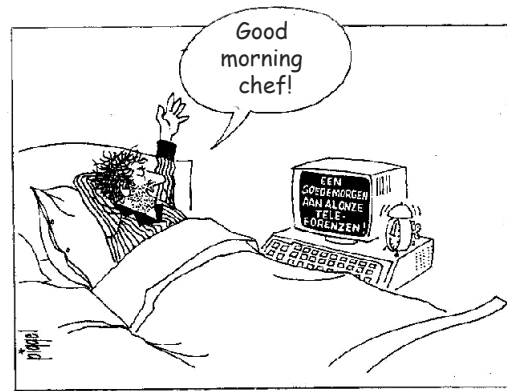
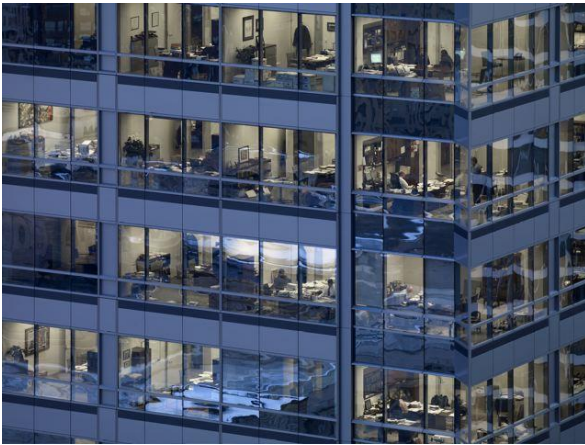
# Location (1/3) The office versus elsewhere?



### Efficiënter werken? Ga naar huis.

Werkzaamheden die niet nodig zijn voor thuis. De voorzijde van de auto is de meest gebruikte plek voor het werken. Het is belangrijk om te weten dat de meeste mensen niet thuis werken. Het is belangrijk om te weten dat de meeste mensen niet thuis werken. Het is belangrijk om te weten dat de meeste mensen niet thuis werken.





### Knowledge workers work at the office

[...]

They like flexibility, and they like to work at home occasionally. However, they know that to be constantly out of the office is to be "out of the loop"—unable to share gossip, exchange tacit knowledge, or build social capital.

(Thomas Davenport, 2005)

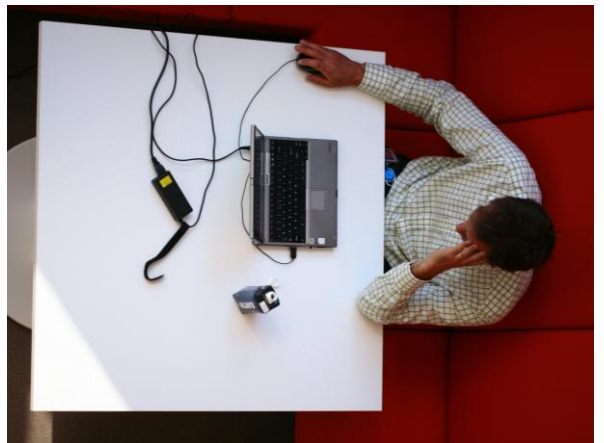
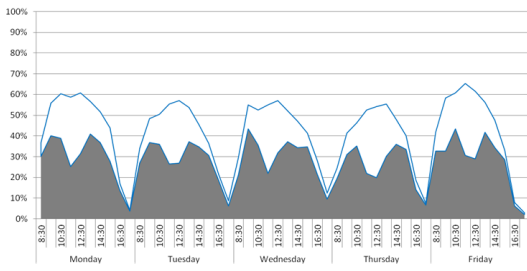


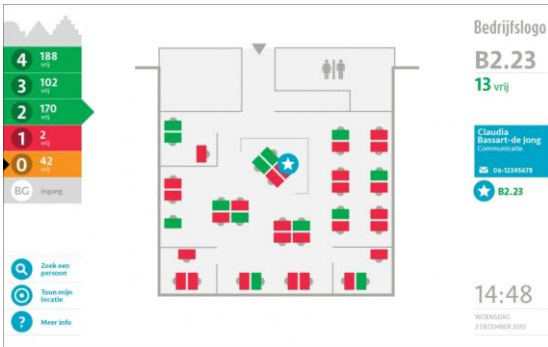


### Use of space (2/3) Personal space versus shared space?



### The undeniable business case?





Prerequisites for successful 'free seating'

- Freedom of choice**
- Good design**
- Good tools**
- Management commitment**

**...but don't be dogmatic**



**Average # of personal items per desk**

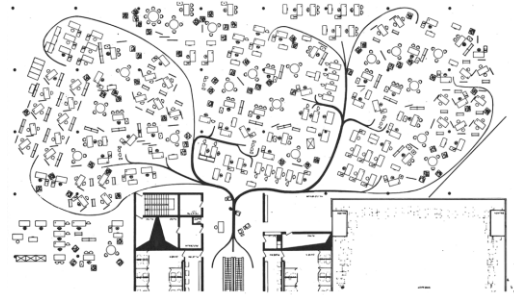
**Women: 17**  
**Men: 10**



Based on a study of 686 desks in 11 countries  
(Brandes and Erloff , 2011)

**Layout (3/4)**

With versus without walls





Effect  
**59-77% is satisfied about the increased communication**  
(Van der Voordt , 2005)



Effect  
**65% of employees is frequently distracted in open plan offices**  
(Brill et al, 2001)

Effect  
**“40% of the time, the person did not resume the task they were working on before the interruption”**  
Microsoft Research (2007),  
A Diary Study of Task Switching and Interruptions



Effect

**“Distractions are not just a plague on our work - sometimes they are our work. To be cut off from other workers is to be cut off from everything”**

(Mark, 2005)





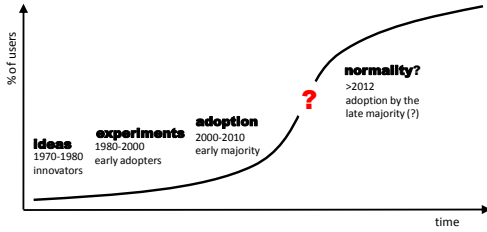
Conclusion 1:

**'New ways of working' is not new**  
(more likeley the 'new normal')

### From few, to many, to most?

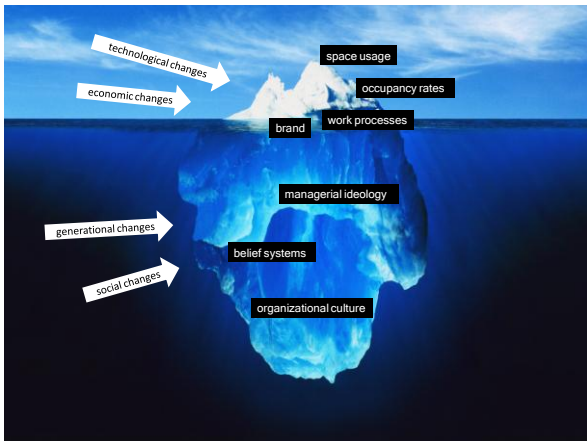
Conclusion 2:

**'New ways of working' is plural**  
(not a single dogma or success formula)



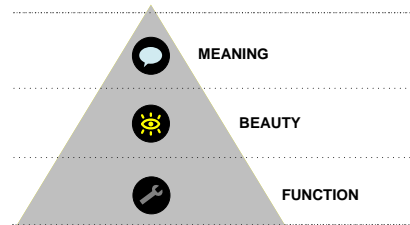
Main question:

**What works best?**  
(for your organization?)



Main challenge:

**To create offices with meaning**



**Thanks!**

**Interested in workplace research?**

(evaluation/benchmarks/case-studies/future studies/briefing/...)

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