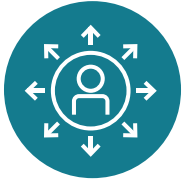


Navigating your future workspace post COVID-19



1. Be aware of external factors

Ensure that there is a known means by which to make decisions about the organization's response to external factors as it evolves, and establish new channels of communication to keep your people informed.



2. Determine who needs to come back

The physical workplace exists to support teams and enable them to work together effectively. This may guide decisions about who should return to the office and how they should be arranged within space.



3. Prepare protocols and policies

Formulate policies that provide flexibility and choice to employees while prioritizing wellness.



4. Leverage flexibility and diversity

As companies plan for a future in which fewer people come into work simultaneously, they should seek to de-densify spaces in ways that improve, rather than hinder flexibility and user experience.



5. Assess your building

At the moment, there is an unfortunate lack of official guidance on building operations for returning to office. While this may eventually change, easing the path to reopening buildings by providing a common set of criteria, for the moment each organization must find its own way.



6. Pay attention to communal areas

Shared facilities and amenities warrant special attention. Restrooms are critical to the user experience of spaces, and pantries offer refreshments and socialization.



7. Think about user experience

Improvements to the user experience of spaces, many of which we have long advocated, have become even more important now. Technology investments can make a building perform better for people while also improving public health.



8. Prepare contact-tracing strategies

For maximum effectiveness, this should be paired with protocols aiming to confirm wellness, such as front-door health screenings. Screening systems that aim to identify possible COVID patients.



9. Build trust

Ensure that there is a known means by which to make decisions about the organization's response to external factors as it evolves, and establish new channels of communication to keep your people informed.



10. Leverage tele-working

Use this opportunity to evolve your workplace strategy. Those who return to the office will likely do so with new perspectives on workplace and how to be effective within a distributed organization.

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