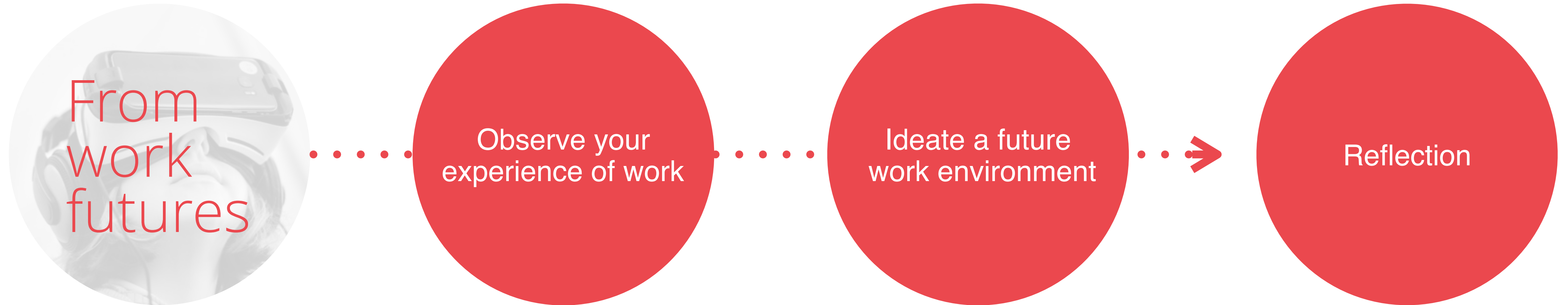


# Today's workshop

Design of future workplace experiences



# Agenda

## SHORT INTRO

1. The Future of Work: space + strategy
2. Get to know everyone on your table

## MINI RESEARCH

3. Define stakeholders and space elements that make you feel “good”, performative and comfortable

## IDEATION

4. Create the HMW statement and come up with a work environment experience  
Prototype!

## REFLECTION

5. Present and share + Q&A

## NETWORKING

6. Announces + Finish the pizza and talk design

Who we are –



Jinghang Huang

- Client Experience Lead at Deloitte Greenhouse
- Experienced workplace strategist
- Service design enthusiast
- Cat owner

## Who we are –

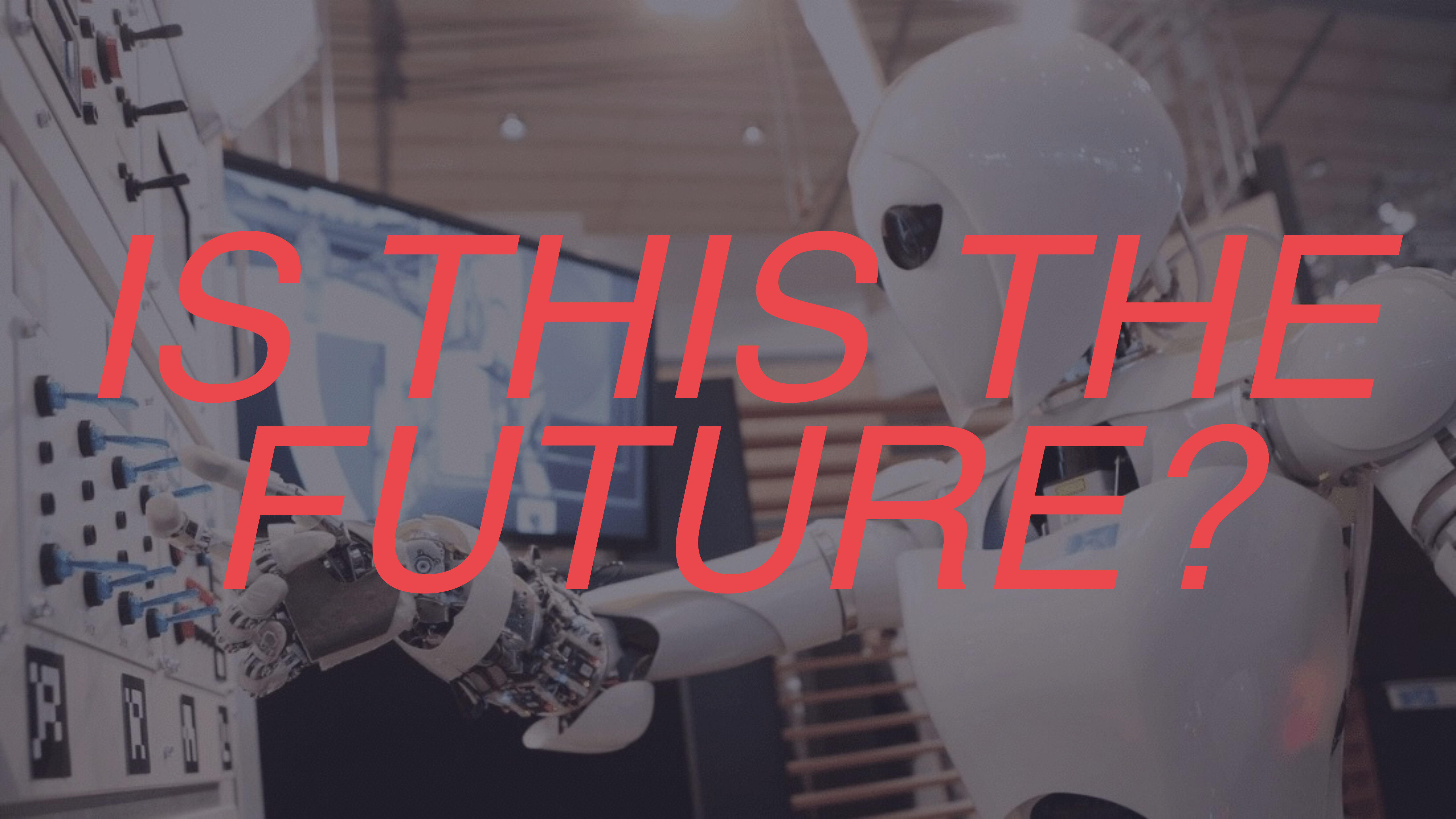


Antonio Iadarola

- NYC Service Design Network Chapter co-founder
- Service Design Short Courses co-leader at Central Saint Martins
- Associate Professor Design Thinking and Industrial Design at Beijing Institute of Design
- Co-founder of Studio Wé strategic and work environment design consultancy based in New York and Montreal



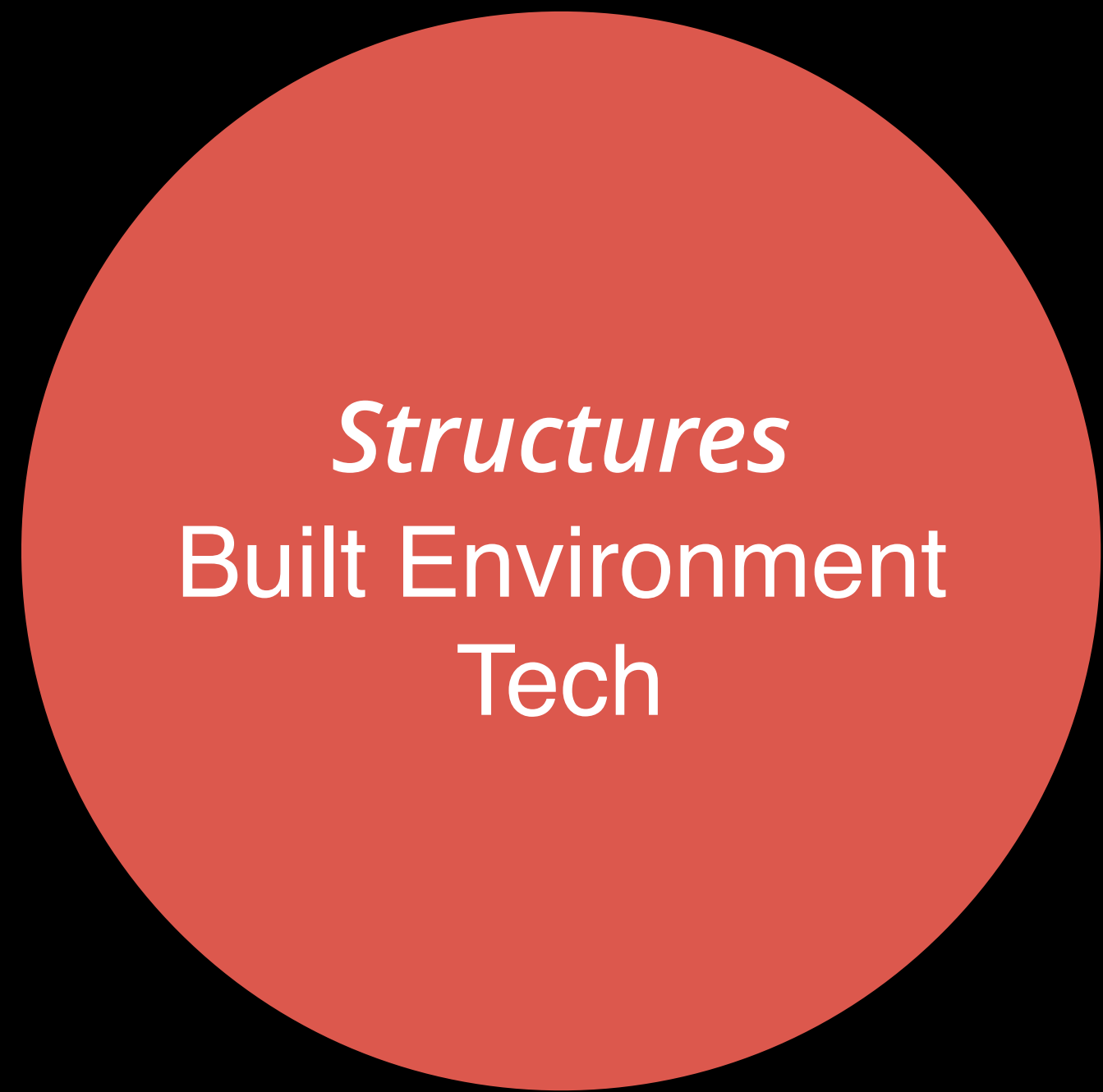
**Work**



*IS THIS THE  
FUTURE?*

“The technology is the easy part.  
The hard part is figuring out the  
social and institutional structures  
around the technology.”

- John Seely Brown



LEARN



*FoW*

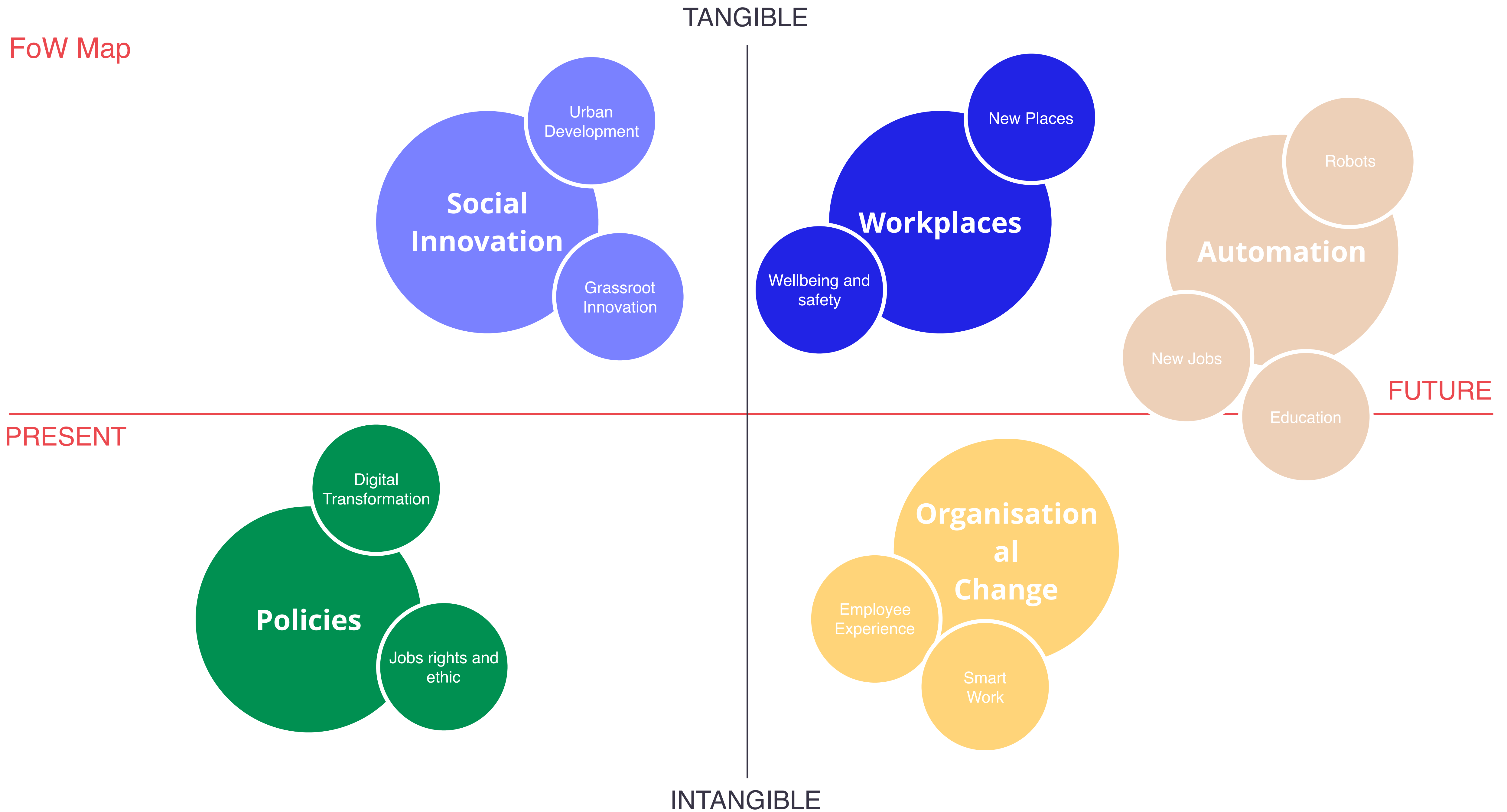


ADAPT AND INFLUENCE





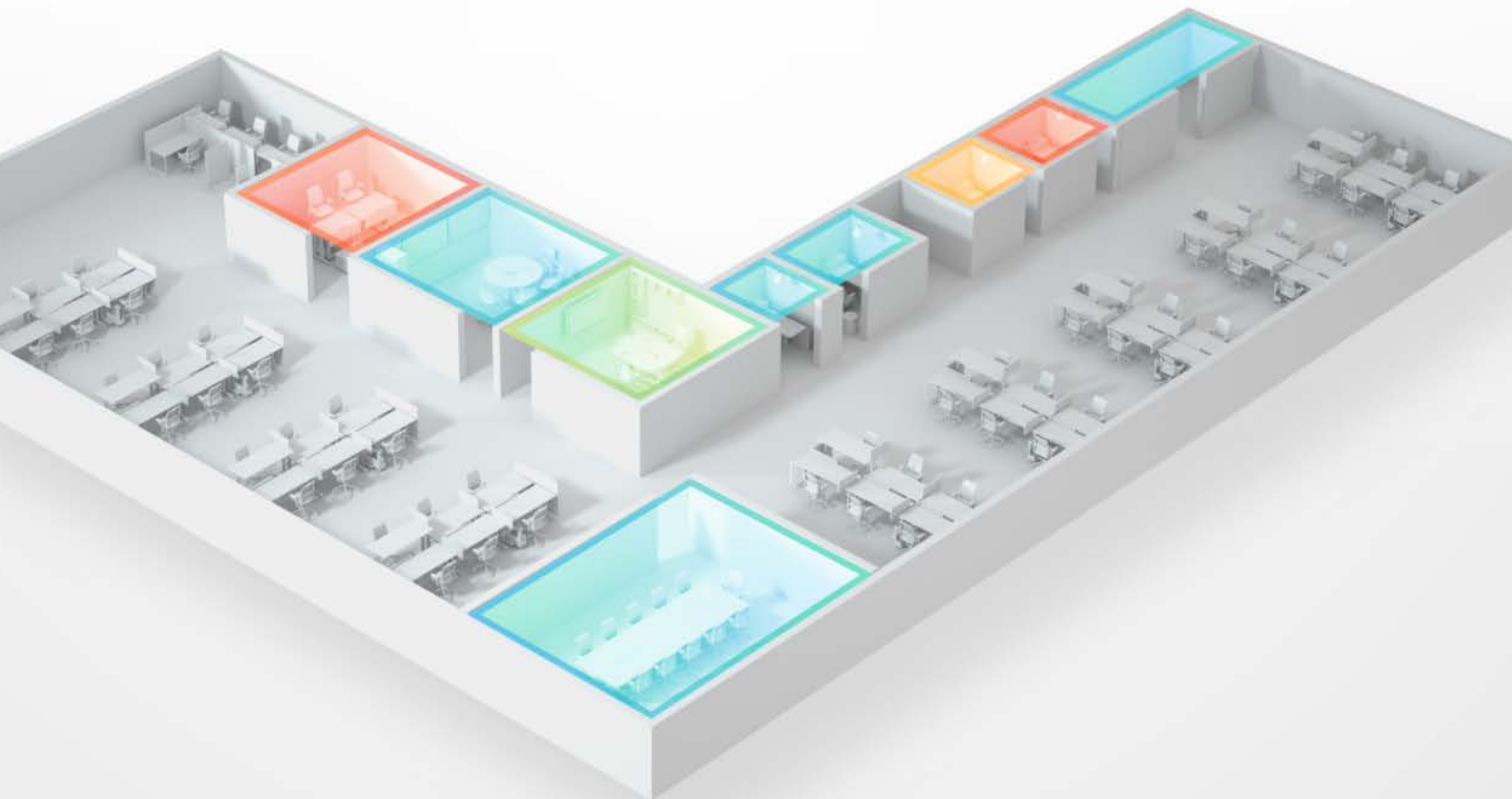
FoW Map





# Collaborative work spaces

Coworking is going beyond a place to a movement, as the corporate world is now adopting coworking environments as a way to attract young talents and boost collaboration.



# Technology for the workplace

The main areas where technology is applied on the workspace are seamless communication; behavioural data analysis and automation of the physical environment.



Spaces



Number of Events



Peak Usage

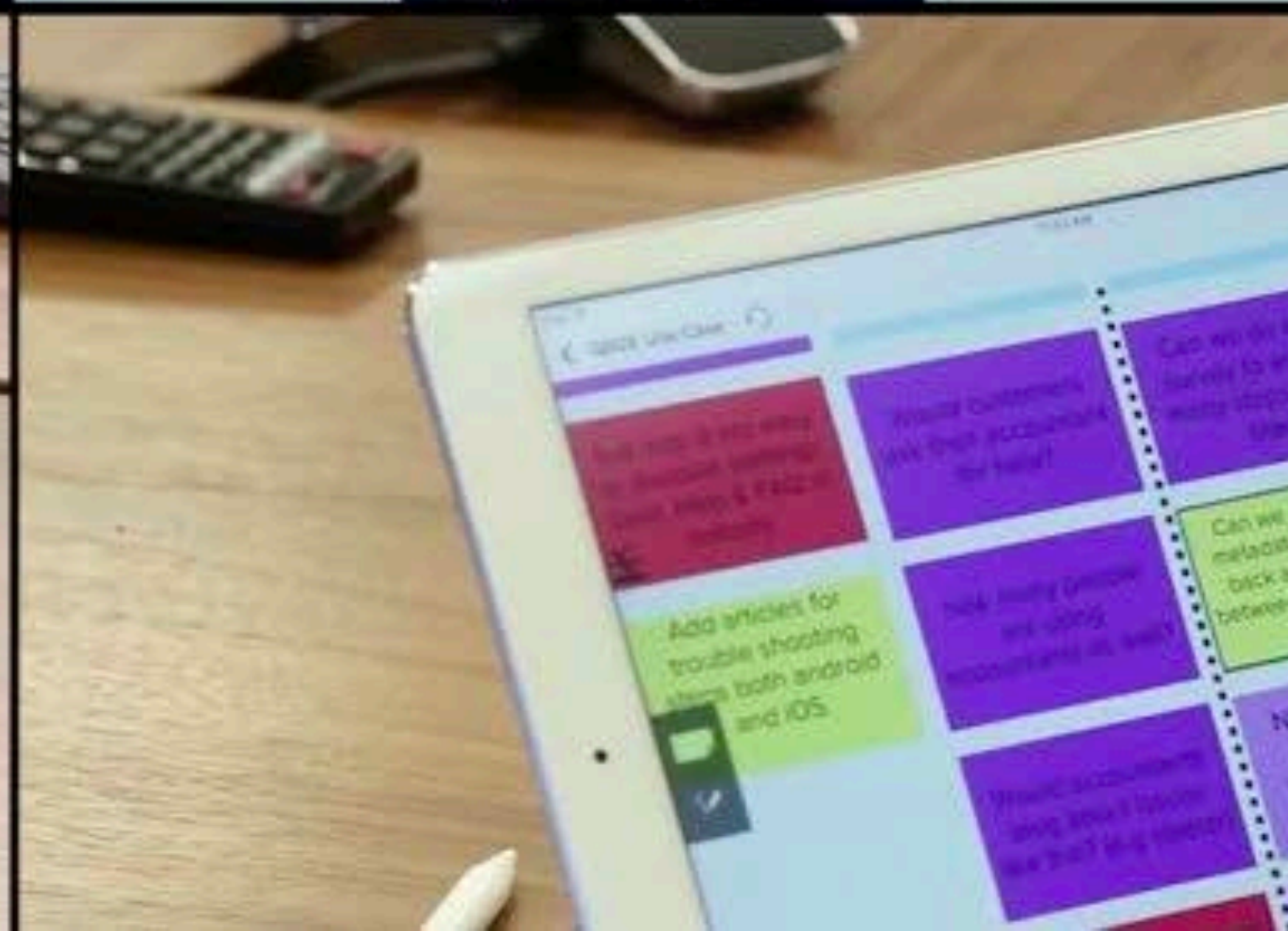
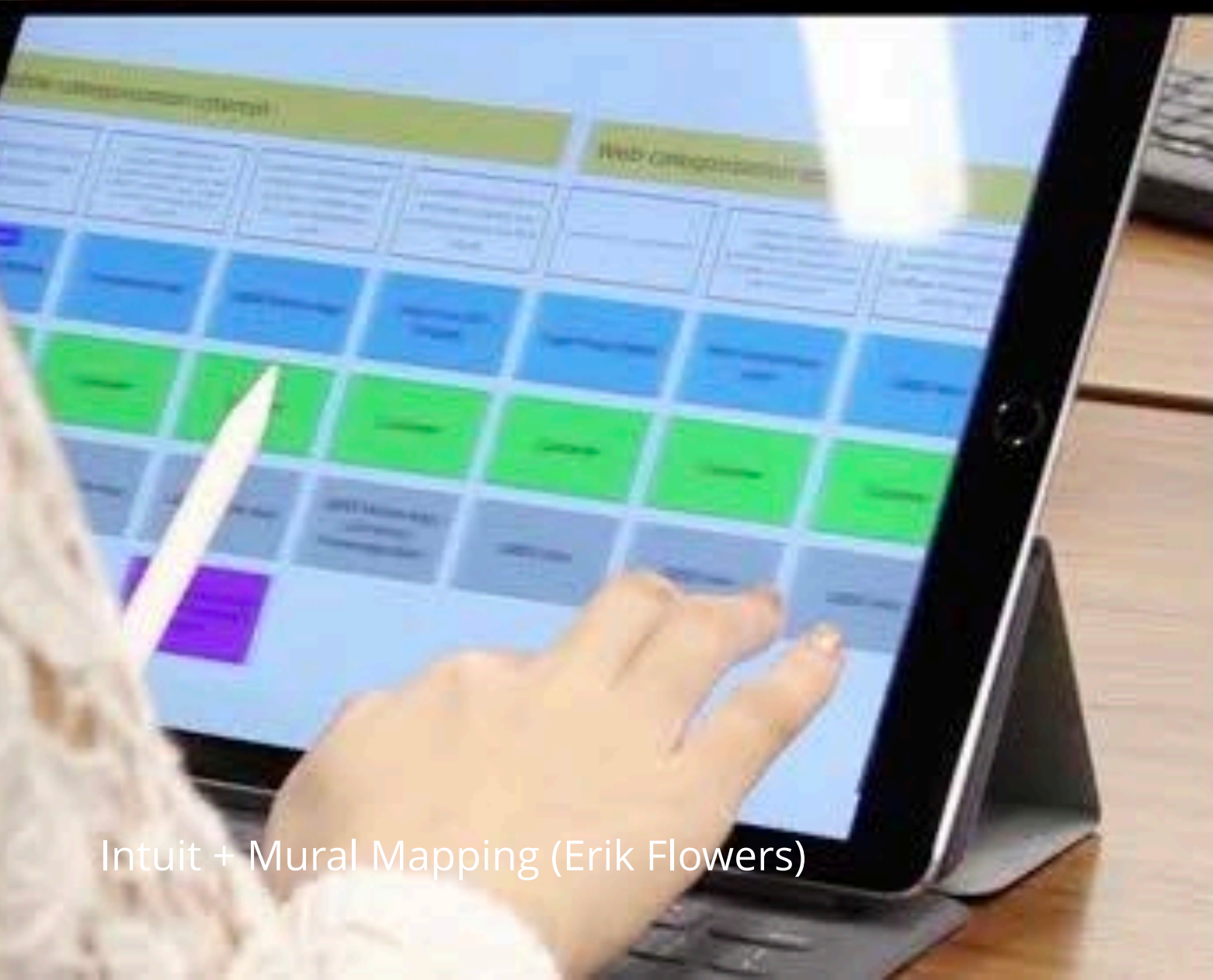
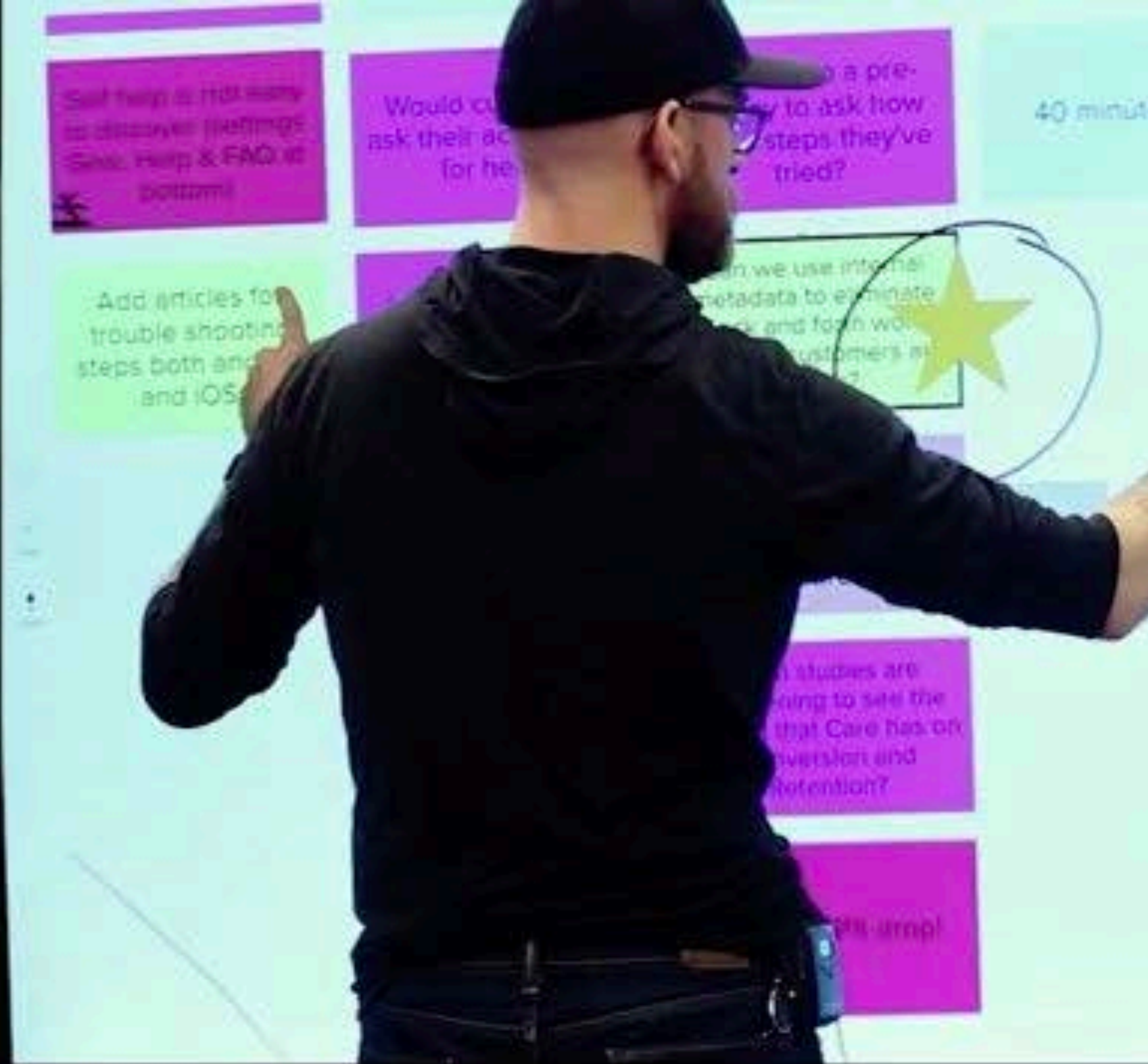
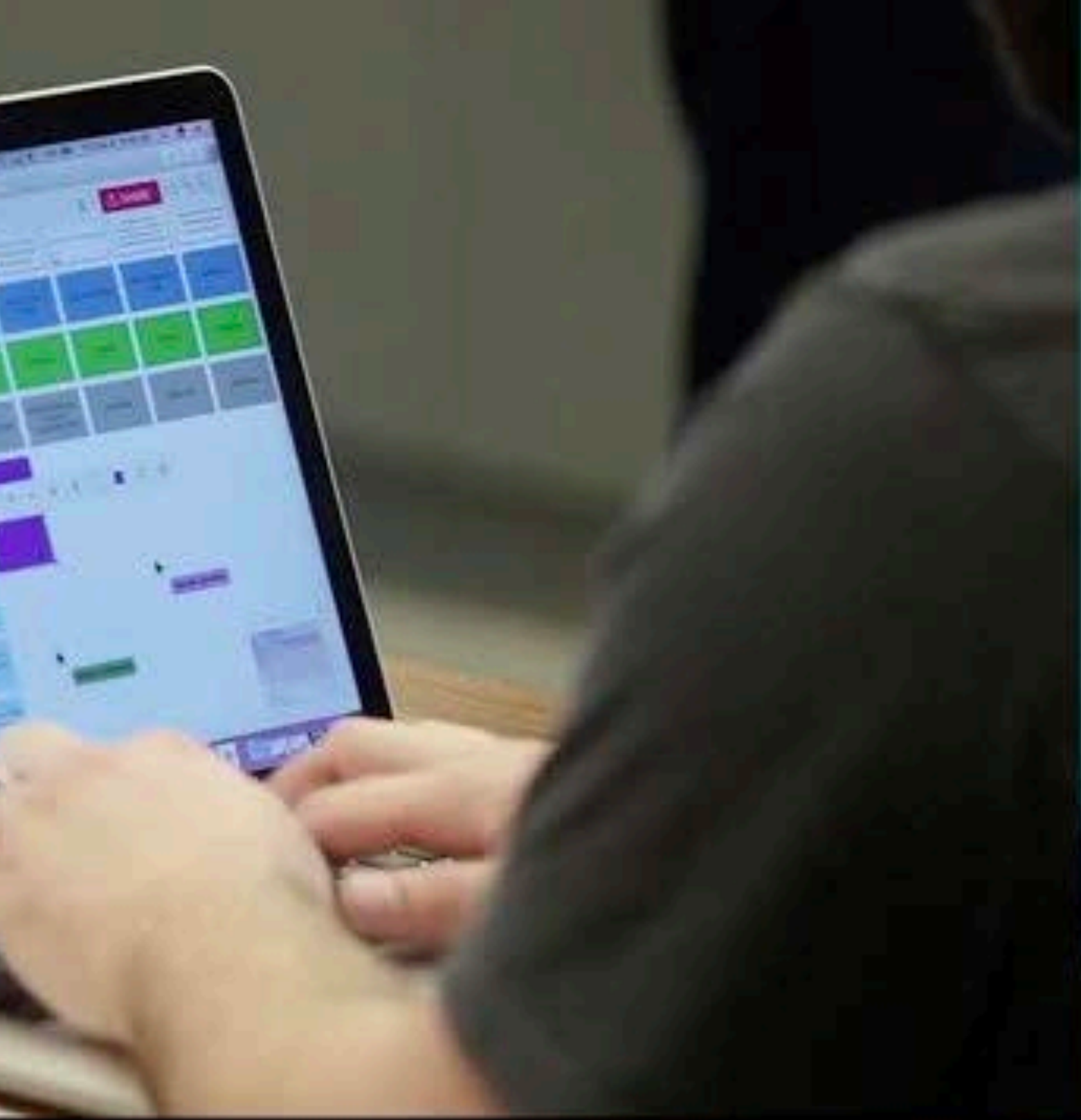
- Steelcase



# Employee Experience

Organisations are increasingly paying attention to employee experience to retain their workforce and enable continuous learning.

- Google, Tel Aviv



# Future Skills

Future workforces will have to acquire new skills and integrate technical expertise with the understanding of human-centred applications



**OBSERVATION**  
SOCIAL MODEL

Look

Think

**Action  
Research**

Probe

**DESIGNABLE  
ELEMENT**

**Adapt**

**React**



*Has work ever  
been designed  
holistically?*



# *Policies & Governance*

**-Chez Panisse**

Cozy kitchen and sabbatical to write books and research for chefs



# Processes & Methods



## What is Civic Service Design?

"Service design" refers to the practice of creating, better understanding, and improving upon programs at any stage; we use "civic service design" to mean applying the tools and methods of service design to government-run or funded programs.

Too often, in the public sector and elsewhere, "design" is mistaken for "how it looks." As a result, design is dismissed as ancillary to an initiative, something only to be added in the rare moments of spare time or budget. In reality, design is a process that informs how a product, program, or service truly works. It takes into account many factors, including the context in which it operates; the needs of potential clients; the resources available; the skills and expertise of staff; and the physical, organizational, and cultural environments, among others.

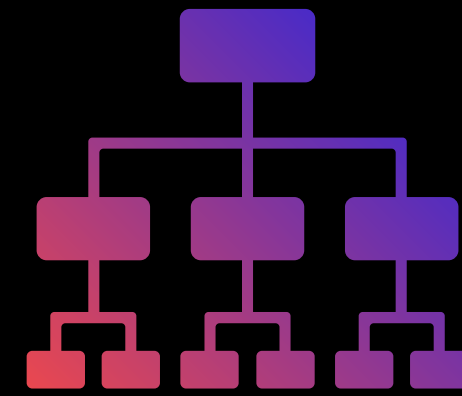
"Civic service design" is a discipline that develops solutions that are rooted in the needs and holistic experiences of people affected by public services. It involves people, processes, communications and technology as part of the solution. As described in this guide, service design methods can be applied to setting the stage, talking with people, seeing services in action, connecting the dots, trying things out, and focusing on impact.

Service design has emerged worldwide, and there are a wide range of resources, networks, and centers dedicated to the field. This guide is designed to help you get started with civic service design. It provides specific, actionable tools and techniques, tailored to the needs of the people who develop and deliver public programs.

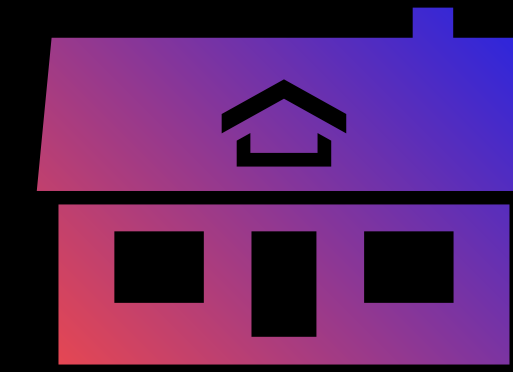
Many government agencies already apply service design practices, whether they are called by that name or not. This guide is based on the work in New York City, and it is designed to be updated as best practices and templates over time.



POLICY

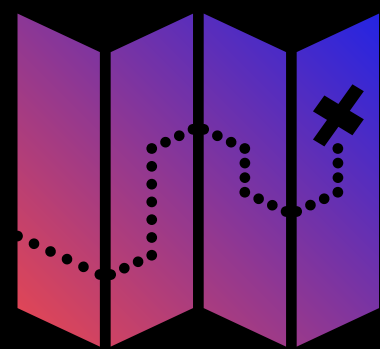


GOVERNANCE

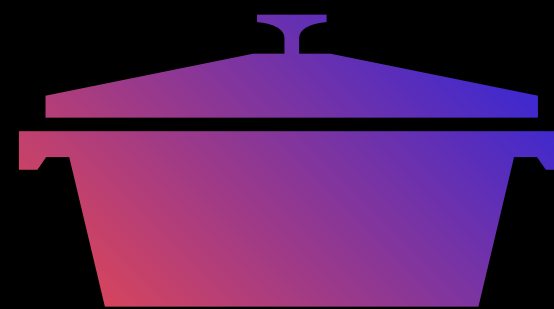


SPACE

# *Designable Elements*



PROCESS

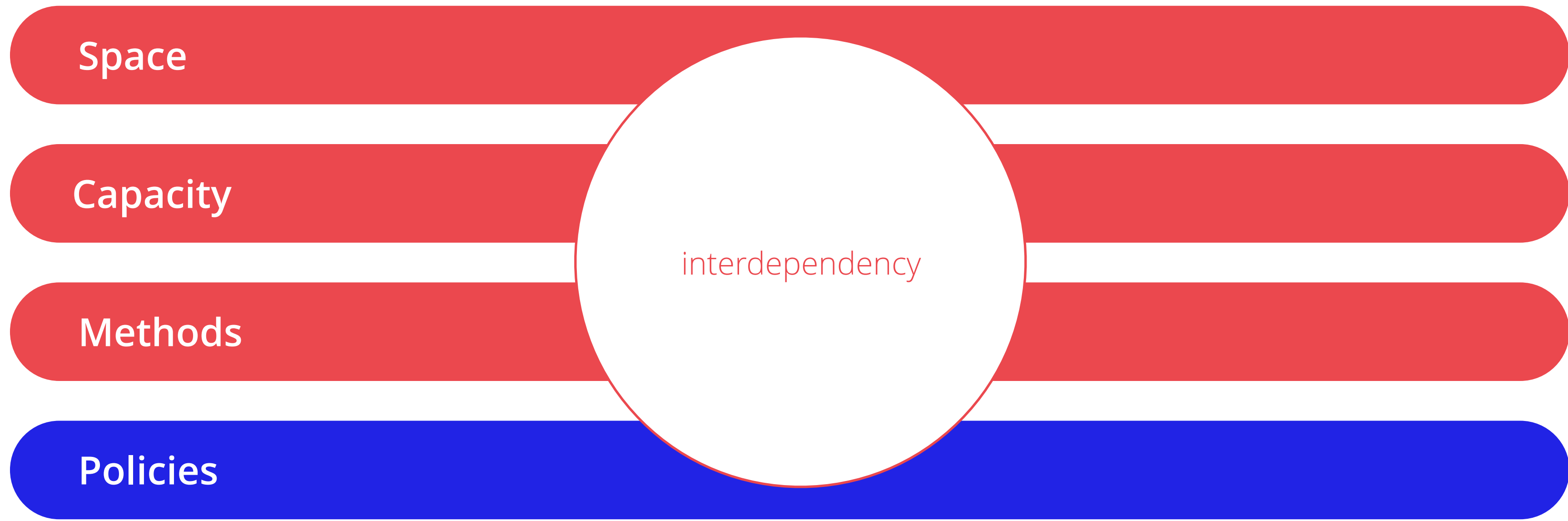
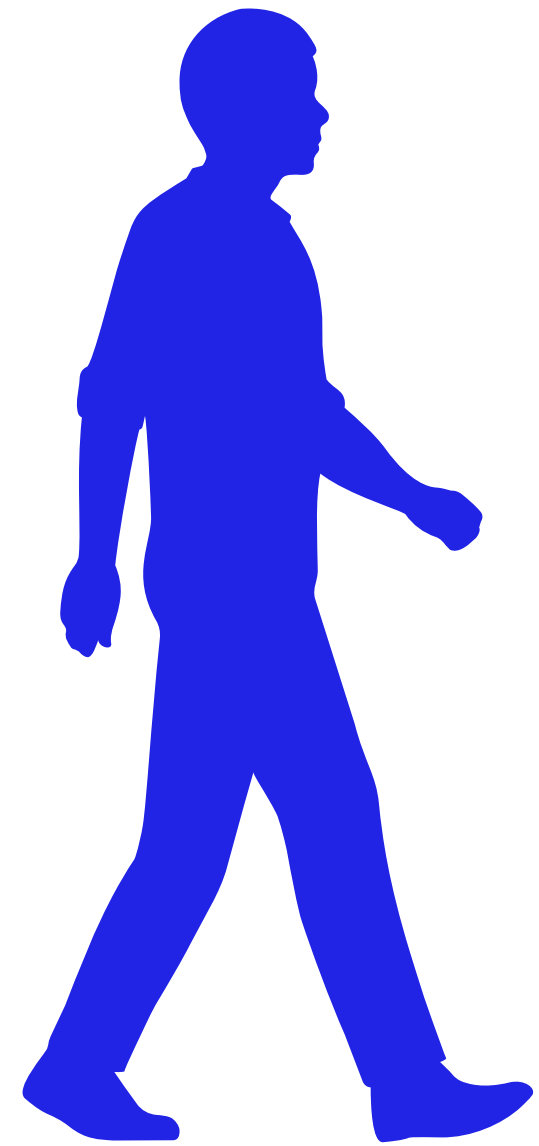


METHOD



TOOL

# Workspace



*PERSONAL  
ROUTINE*

*PERSONAL  
FUTURE*

*FUTURE OF  
ORGANISATION* →



APPRECIATE

Community  
Consultation

KERNEL

Shared  
Vision

KICKSTART

Learning  
by Doing

ADAPTATION

Real Use  
Observation

- AKKA Architects



STRATEGIC  
DEFINITION

LISTENING  
ACTIVITIES

CONCEPT  
DESIGN

DEVELOPED  
DESIGN

TECHNICAL  
DESIGN

HANDOVER  
AND CLOSEOUT

LEGACY



LISTENING

CREATING

MAKING

PREPARATION  
AND BRIEF

CREATING  
ACTIVITIES AND  
PROTOTYPING

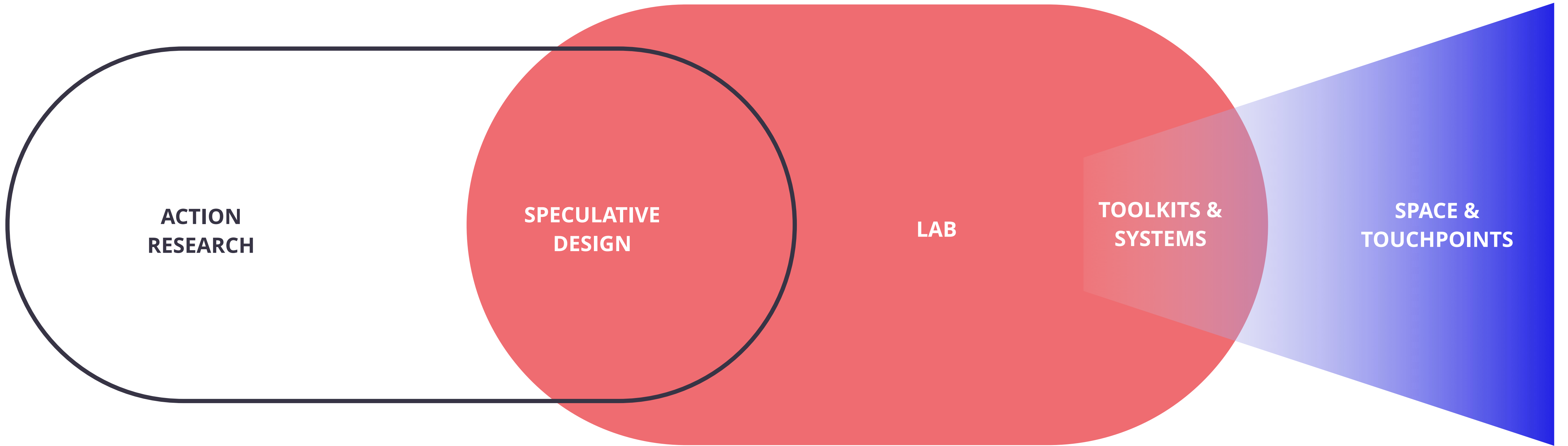
COMAKING

CONSTRUCTION



- Studio TILT

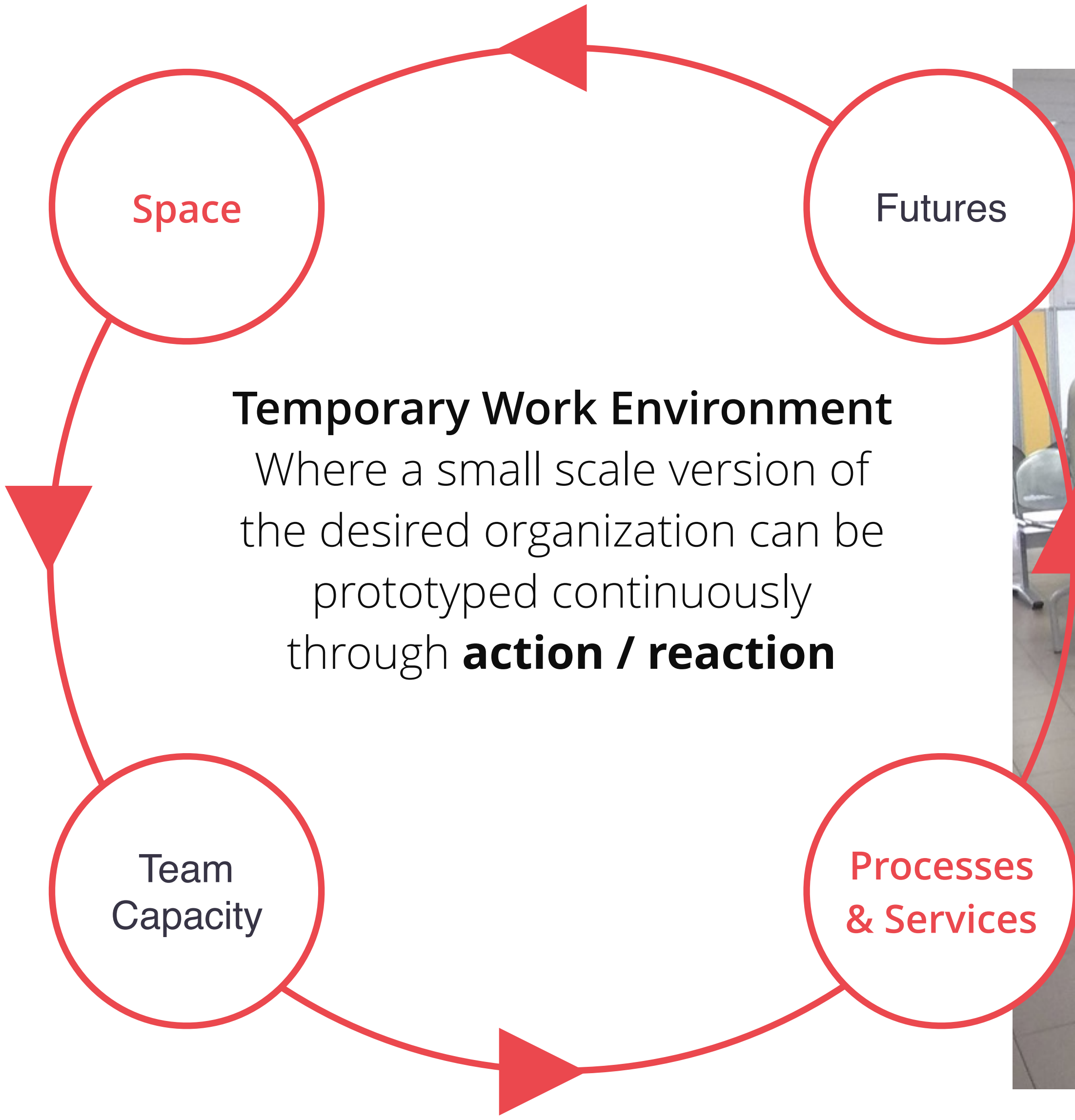
Work Design Framework



Mapping  
Work Model

Temporary Work  
Environment

Expanded  
Patterns



# Activities





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**ServDes.**

Service Design  
& Innovation  
Conference.

18-20 JUNE 2018

**PROOF  
OF  
CONCEPT**

MILANO

Collaborative  
Architecture

Knowledge  
Transfer

Services Shaping  
Space

Multi-channel  
Environments

Shared  
Ownership

Reflection

A black and white photograph of a person with short hair, shown in profile from the chest up. Their mouth is wide open in a shout or yell, directed towards a professional studio microphone. The microphone is mounted on a boom arm and is protected by a circular pop filter. The background is a plain, light-colored wall. The overall tone is dramatic and focused on the act of vocalizing.

Announcements

SURVEY

The Future of Work is \_\_\_\_\_

*Follow up 2mins survey at: <https://goo.gl/forms/pH7krhaF6SOCtAkt1>*

RESEARCH

Studio Wé is looking for facility and coworking managers to interview!

*FREE CONSULTATION IN EXCHANGE!!*

## COMMUNITY

We are looking for writers and content creators for our Medium blog.

*HELP US CAPTURING AND SHARING YOUR INSIGHTS!!*

NEXT EVENTS

???

*IF YOU HAVE AN EVENT IN MIND, WE CAN HELP.*