CoreNet NorCal Pop-Up 5/7/20

CoreNet NorCal delivered on its commitment to innovative content delivery with a brand new event format, the "Pop-Up". Designed to provide up to the minute thought leadership in the ever changing COVID-19 landscape, the first Pop-Up: **Welcome Back to the Office** was moderated by Program Committee Co-Chair Julia Campbell, Partner, Quezada Architecture and attracted a virtual crowd of over 400.

Gensler Principals, Natalie Engels and Randy Howder shared insights gained from their work with top corporate clients as well as from within their own firm. Declaring that work and place have been "consciously uncoupled" by the crisis, they provided a step by step guide outlining suggested strategies to be implemented *now, soon and later.* They also presented their work on three new workplace models and articulated why they believe the workplace will remain a powerful catalyst for organizational success.

Please find their remarks summarized below and click here to view the program in its entirety.

Questions we are all being asked
What rules and policies will we come out with?
How well will culture be sustained?
How will we foster inclusion and support?
What digital tools are needed?

Organizations need to plan and implement strategies to address NOW, SOON and LATER

NOW

    Top of Mind
- Who will return and why?
- What will they expect?
- How do we identify ways to support them?

    Considerations
- Evaluate furniture inventory
- Survey leadership
- Survey employees
- Create communications plan
- Evaluate use of space / digital tools
- Communication with landlord

    Create tool kit for each stage and location
- Make sure preconditions have been met
  - Community

- - Building
  - Office
- Gradual return to office
  - Limited capacity – essential staff
  - Gradual increase – flexible shifts
  - Max capacity

Help each other prepare
- Welcome back care package
- Temporary signage
- Preparedness tips
- Field guide to safely communicate
- List of local businesses and services

SOON

Flexible short term, protocol and furniture based solutions

Top of mind
- Making people feel safe
- Impact of commutes
- How much change will people tolerate, need and expect?
- Managing expectations of returning workforce

Considerations
- Return in stages
- Collaborate virtually
- Identify metrics changes
- Coordinate with colleagues
- Implement professional cleaning protocols
- Partner with sanitation team
- Prioritize physical proximity
- Re-assign shared desks

Workplace adjustments
- Open collaboration
  - Rearrange furniture for socially distant collaboration
- Workstation configurations
  - Remove desks / adjust occupancy
- Community Kitchens
  - Cleaning routines
  - Switch to individually wrapped snacks
  - Social distancing

Ease Arrival
- Directions to entry and floor access
- Clear navigation ques
- Status boards (in/out/open)
- Friendly messages
- Road map to the day ahead
- Inviting "be well" oasis points

LATER

Relay on data, design for use scenarios (low threat / elevated threat)

Top of Mind
- New best practices – models and protocols
- Use of technology to help pivot space
- Planning for mobile workforce

Considerations
- Rethink office design
- Build special analytic models
- Explore automation / voice activation
- Learn from healthcare
- Flexible designs
- Infrared fever screening systems
- Investigate air purification systems
- Explore scenarios
- Maintain adequate budget

Exploring new spaces
- Mudrooms – welcoming space more like home
- Collaboration Corridors – bring new meaning to hallways
- Neighborhoods – promoting multiple work postures
- Officles – hybrid between office and cubicle

Toolbox – to set tone for the future (a crisis is a terrible thing to waste)
- Workplace and facility transformation
- Tools and technology
- Organizational alignment
- Change management and communications

Extend the welcome
- Feedback forum

- Music that says "hey we made it"
- Wave to open doors and signage
- Reminders you respect work / non-work boundaries
- Grab and go station for journey home

Three new models - creating an optimistic workplace future
- New Neighborhood
  - Self-determination / collective action
    - ✓ Response to threats
    - ✓ Semi-public flex zone
    - ✓ 30 person collective
- Meet Market
  - The workplace is no longer for "working"
    - ✓ Destination for deliberate activities
    - ✓ Reconfigurable team space
    - ✓ Layers of privacy
- Digital Wonderland
  - A protective overlay on existing space
    - ✓ Sensor technology
    - ✓ Touchless fixtures
    - ✓ Predictive analytics