Choosing the Right Alternative Work Strategy
methodologies and considerations

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reduce that real estate footprint

• eliminate costly leases
• pursue consolidations
• increase occupancy rates
• offset reductions in inventory when new space is acquired
This challenge is also an opportunity to make a big impact.
AN OPPORTUNITY

For the workplace to be a tool that achieves business goals.
WORKPLACE IMPACT:
Lower workstation panel heights and moveable and reconfigurable furniture promote serendipitous team interaction.

RESULT: Connections increased by 250%.
RESULT: Distance reduced by 35%.

A desire to connect employees to one another and streamline work processes (goals) is achieved through improved team adjacencies and visual connections (strategies).
CUSTOMER SATISFACTION

WORKPLACE IMPACT:
Provide flexible workspace that allows teams to build meeting spaces within their work area to promote communication.

Increased customer base by 12%

Reduced customer complaints by 5%
AN OPPORTUNITY

For the workplace to be a place where employees thrive in their work.
### GSA’s WORK PATTERN MATRIX

<table>
<thead>
<tr>
<th></th>
<th>Desk Bound</th>
<th>Internally Mobile</th>
<th>Externally Mobile</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Concentrative</strong></td>
<td>![Desk Bound Icon] &gt;75% time at their own desk</td>
<td>![Internally Mobile Icon] &lt;75% time at their own desk</td>
<td>![Externally Mobile Icon] &gt;25% outside the office</td>
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<tr>
<td></td>
<td>&gt;50% desk time working individually</td>
<td>&lt;25% desk time working individually</td>
<td>&gt;50% desk time working individually</td>
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<tr>
<td><strong>Interactive</strong></td>
<td>![Desk Bound Icon] &gt;75% time at their own desk</td>
<td>![Internally Mobile Icon] &lt;75% time at their own desk</td>
<td>![Externally Mobile Icon] &gt;25% outside the office</td>
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<tr>
<td></td>
<td>&gt;50% desk time communicating with others</td>
<td>&lt;25% desk time communicating with others</td>
<td>&gt;50% desk time communicating with others</td>
</tr>
</tbody>
</table>

GSA Public Buildings Service
Typical Day
• Works at desk
• Uses headset for short calls
• Break room to pick up lunch
• Gets file from high-density file room
• Personal call in focus booth
• Desk work, spreads out files

Profile
>75% time at their own desk
>50% desk time working individually
Typical Day
• Goes through e-mails at desk
• Meeting in conference room
• Lunch with boss in cafeteria
• Returns to desk
• Team meeting in conference room
• Private chat with employee

Profile
<75% time at their own desk
<25% outside the office
>50% desk time communicating with others
EXTERNALLY MOBILE / INTERACTIVE

Profile
>25% outside the office
>50% desk time communicating with others

Typical Day
• Meeting at client’s office
• Work at nearby café
• Meet coworker and client
• Return to office with coworker
• Ad hoc meetings with team
• Work on reports with coworker

GSA Public Buildings Service
AN OPPORTUNITY

For the workplace to be at the office, at home, and all the spaces in-between.
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Mobile in the Office

Where work used to happen

The Office Space

Home
Telework Center

Telework
Technology created new places to work

- Client Site
- Conference Site
- Coffee Shop
- College Campus
- Public Park
- Mobile in the Office
  - On a Plane
  - In a Car*
  - On a Train
  - Public Library
- The Office Space

*while not driving
Leveraging mobility to reduce real estate
AN OPPORTUNITY

For employees to shape their workplace and achieve positive change.
WorkPlace Considerations

Work Spaces
- Space Standards
- Features & Performance
- Office Environment

Human Performance
- Internal Communication
- Organizational Growth
- Culture Improvements

Business Processes
- Performance Measures
- Staff Work Patterns

Real Estate
- Location
- Site & Building Attributes
- Financing Goals

Supplies & Equipment
- Furniture
- Fixtures and Equipment
- Support Services

Technology / Telecom.
- IT Infrastructure
- IT Services
- Telecommunications
**Customer Change Management Core Team (CM Core Team):**
Directs the work provided by GSA and the Consultant.

**Customer Change Management Trainers (CM Trainers):**
Trained by GSA / Consultant to deliver the Change Management Program.

**Consultants:**
Develop the Change Management training curriculum. Guides initial efforts.

**Change Management Champion Teams (CMC Teams):**
The team of customer representatives responsible for guiding the Agency through the Workplace Transition.

**Task Groups (TG):**
Address specific areas as Policies, Operations, Occupancy Protocols, Communications, IT, Culture, Brand, etc.
AN OPPORTUNITY

For GSA to collaboratively identify and create these workplaces for its customers.
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