

dancker



Post COVID-19 **Adaptations @ Work**

Months into the great social-distancing experiment due to the COVID-19 pandemic, there are numerous questions and continued uncertainty on what comes next. One thing we know is that the return to office environments will happen.

No one has all the answers yet, and the good news is that we're all facing the same uncertainties together and can guide each other toward the answers.



At dancker, we focus on understanding what our clients need. We seized the opportunity to collaborate and share ideas with the smart, innovative and forward-thinking people that make up our client base. We pulled together a series of round tables and surveys to prepare for what comes next in the post pandemic workplace.

We reached out to 125 clients across our corporate and government verticals to participate. We heard from 70 through our round tables and online surveys.

The insights we are sharing in this document are a compilation of ideas expressed by professionals across Human Resources, Facilities, Real Estate and Construction, Project Management, Design and Workplace Strategy from multiple organizations ranging from small businesses to Fortune 100 companies.

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The Post COVID-19 Workplace

As we navigate this time of uncertainty and begin planning the return to work, it's important that we cut through the noise and think about the individual members of our organizations and communities who are looking to us for guidance and direction on how to return to a connected and social life.

For many of us, the return to work will serve as the guidepost for expectations for both near- and long-term rules to end physical and social distancing.

Returning to the workplace will happen in waves and it will be stressful for both organizations and workers. There's no clear path or one size fits all solution. Change will remain a constant. We all need to prepare for the long road ahead where we will discover what works and doesn't as we define the new normal.

WHAT COMES NEXT?

Businesses around the world are exploring and planning to adapt new practices that include reinforcing health and safety measures for all employees and physical distancing configurations for their work environments. At the same time we're grappling with how to integrate work from home policy changes with workplace strategy in a manner that is beneficial both to our organizations and our people.

Before we can answer what comes next, we need to ask better questions – to dig into the emotions, and the reasons why people are worried about going back to work or school – and we need to shift beyond our usual ways of thinking. Once we've uncovered the answers to what our people require to feel secure and valued, we can begin to explore the changes to implement for both the short- and long-term changes to our organizations and workplace environments.



We remain committed to be your trusted partner for the now, near and far.

Steve Lang | President & CEO | dancker



There is no one size fits all solution!

From industry to geography to size and demographics, every organization has unique challenges to contend with.

With a diverse client base across our enterprise, we understand that the COVID-19 industry impact varies greatly. Below is a summary of the multiple industries that our customers represent and how they are impacted by this pandemic.

Industries likely to see some expansion based on changing customer behavior and future growth projects.

- Grocery & Consumer Staples
- Medical & Biotech Supplies
- Urgent Care Facilities
- e Commerce
- Data Centers
- Technology Solutions
- Robotics
- Federal Government
- Government Contractors
- Infrastructure

Industries susceptible to significant disruption due to the duration and severity of the economic downturn.

- Legal
- Finance & Banking
- Accounting & Consulting
- Marketing & Advertising
- Consumer Technology
- Manufacturing
- Telecom
- Real Estate

Industries facing immediate challenges to their businesses from the shutdown.

- Restaurants & Dining
- Performing Arts & Sports Venues
- General Retail
- Travel & Tourism
- Hospitality
- Senior Housing
- Education
- Non-Emergency Healthcare
- Aviation
- Oil & Gas
- Co-working

COVID-19 Facts + Guidelines

The COVID-19 outbreak was characterized as a pandemic by the World Health Organization (WHO) on March 11, 2020. COVID-19 is a new disease caused by a novel coronavirus that has not previously been seen in humans.

THE BASICS

Coronavirus (COVID-19) is an illness caused by a virus that can spread from person to person. COVID-19 symptoms can range from mild (or no symptoms) to severe illness. The virus is thought to spread mainly from person-to-person in close contact (within 6 feet) through respiratory droplets when an infected person coughs, sneezes or talks.

SYMPTOMS OF COVID-19

People with COVID-19 have had a wide range of symptoms reported – ranging from mild symptoms to severe illness. Symptoms may appear 2-14 days after exposure to the virus. Consistent symptoms include:

- Cough
- Shortness of breath or difficulty breathing
- Fever
- Chills
- Muscle pain
- Headache
- Sore throat
- Loss of taste or smell

There is a prevalence of asymptomatic cases that poses a great challenge in containing this pandemic.

“*Logic does not prevail in a global pandemic. All rational thought process is completely gone. Now we’re talking about emotions and feelings and not science necessarily.*”

– Senior Director of Global Facilities
Manufacturing Company



Visit the US Centers for Disease Control and Prevention website for the latest and specific information on COVID-19.



Safety First: Planning for the Unknown

The debate over the effectiveness of the open plan office has been a trending topic for some time. The approach was meant to support collaboration and high levels of human interaction to fuel creativity, innovation, speed, and agility. These open plans now pose challenges for the post-COVID workplace as organizations look to limit physical interactions.

While many organizations prepared for employee safety in other ways, the workplace was not designed to mitigate the spread of disease.

Companies around the world were not prepared to think about the workplace as an environment that needs to adapt quickly to health risks that can arise unexpectedly. Going forward, they cannot take the risk that rapid transmission of a virus could cause a facility or even an entire business to shut down.

“ As we plan to return to work, we need to make choices carefully and responsibly. Employee safety and well-being must be paramount — people need to be safe and feel safe. ”

*- Human Resources
Fortune 500 Company*



*“ No employee should ever feel like they are being put at risk
because no job is that important.*

*I think that the only way we can look at this is from people’s
safety and well-being, because I don’t want to
be irresponsible and put someone in the hospital. ”*

*- Head of People and Operations
Technology Company
(focused on legal industry)*

While organizations have been focused on innovation and experiences that help their people feel most engaged, enriched and fulfilled for years, today's COVID-19 crisis has forced them to stop and focus on the most basic human needs. Using Maslow's Hierarchy of Needs as a guide, organizations have gone from the top of the pyramid of focusing on self-actualization to the very bottom of the pyramid to focus on health, safety and security. These fundamentals are now at the core of today's big questions and feelings of uncertainty.

We must first address these basic needs before any organization can begin to address connection and social belonging, which is why we want to return to the office or classroom, shopping mall or baseball stadium.

As social beings, humans want to feel like they are part of the team. Employees are looking for their companies to value them enough to prioritize their health, safety and security above all else.

“ You need to be very flexible because there is no right, there is no wrong. We're just looking at if people come back, how do I make them feel comfortable. ”

- Director of Facilities
Pharmaceutical Company



Work From Home: The Results of a Global Experiment

The COVID-19 pandemic created a global test on the efficacy of remote work. All those we spoke to attested to working from home being successful and confirmed it will be an option going forward, even in the most traditional of organizations.

Leaders are changing their attitudes, recognizing that their people are productive and effective while working from home. Employees are enjoying the greater benefits from having more choice and control over where and how they work and the ability to better balance work and life.

The positive impact on wellness, productivity, cost savings and the environment are impossible to ignore. Most organizations are revising their work from home policies and planning for a significant percent of their workforce to do so even when social distancing is no longer required.

“You’re absolutely going to have more work from home, not only have so many people been wanting it for a long time, we now have literally worldwide justification that it works.”

- Director of Facilities & Operations
Technology Company (focused on Education)

HOW TO MAKE A WORK FROM HOME UTOPIA

By Amanda Ramos, Carolina Montilla, Tatiana Gurovich, and the Gensler Innovation Team - innovation@gensler.com

Unsuspected realities can prompt us to hack our lifestyles and fundamentally change the way we work, connect with others, and even how we understand ourselves. This visualization includes a compilation of work from home "dos and don'ts" based on the new dynamics we have seen, read, and experienced first-hand. We continue to discover that while the space we inhabit greatly impacts our work, the culture we create is what brings meaning to our collective experience.

UTOPIA ZONES:

- KITCHEN TOP CHEF:** This is a social portal to the rest of the world. Human nature and imagination come together to create new ways to stay connected through morning coffee chats, virtual happy hours, online cooking classes, and fun tutorials. Sharing virtually through common activities creates a new sense of community.
- BATHROOM OOO:** In a true Utopia, a private room would always be available for taking calls; however, when that luxury is not available, a bathroom can temporarily be repurposed as a quiet phone room (when cameras aren't required, of course).
- BEDROOM BALANCED:** A designated unplug zone for quiet time and analog or non-work related activities like reading books, meditating, or just hiding away in a private zone.
- GARAGE MAKE:** Not only just for cars, space can be louder, dynamic, and also flex as a workshop, makerspace, online classroom, music rehearsal studio, video production studio, and much more.
- FAMILY ROOM BOND:** A place where family comes together over new activities and games. As the new center for family planning, coordination and entertainment, space becomes repurposed as a multitasking playground. During the day, a television screen can serve as a second monitor for online classes or virtual work sessions; after hours, movie night is always an option.
- VESTIBULE INSIDE OUT:** This in-between space for food and package delivery has minimal contact and disruption. Stoop, porches, and front steps can become community libraries or places to drop off care packages and exchange supplies.
- OUTDOOR BREATHE:** Big or small, ground-level or elevated. This is a space to get some sun, breathe fresh air, and remind our human selves that the world is still spinning out there.
- VIRTUAL PLATFORMS TOGETHER ALONE:** New interactions happen by leveraging video-enabled platforms—from birthday celebrations to weekly team meetings. The idea of being virtually together has never been more relevant.
- DINING ROOM WORK IMMERSION:** Repurposed as a new home office with new rules for on-air/off-air periods and home working. Computers are set up for work during the day, ensuring adequate ergonomics and connectivity. Interruptions are limited and there are sufficient boundaries and lighting for on-camera situations. Windows can be used as whiteboards, ergonomics can be hacked with cushions and books, and a family-size dining table can be shared by multiple family members or roommates.
- VIRTUAL PLATFORMS ALONE ALONE:** Too many uncoordinated platforms or meetings without purpose. People chatting or ringing from different channels or inadequate sound quality. No fun programming for special meetings or casual coffee chats.
- DINING ROOM WORK DISRUPTION:** A messy environment without proper rules, tools, and boundaries creates disruptive situations for people on- and off-camera. Children, partners, or roommates caught off guard can make for some awkward interactions.
- OUTDOOR SUFFOCATE:** Cluttered, unenjoyable space prevents a real connection to the outdoors and limits the sense of revitalization needed when taking a short mental break from the work environment.
- VESTIBULE OUTSIDE IN:** No clear designated space for drop-offs could lead to frustrated calls and interruptions from delivery people during important meetings.
- GARAGE MESS:** Cluttered space and disorganized storage that can't be used for any designated activity. There are no list of tasks and any planning. Very distracting during on-camera meetings.
- FAMILY ROOM BATTLE:** Space feels like a battlefield, and chaos is the name of the game. With no rules, no ownerships, and no set schedules, all boundaries blur into uncontrolled disruption.
- BEDROOM NO BOUNDARIES:** Working from home becomes working from bed—pajamas and all. Being plugged in and working at all times with boundaries, plans, or schedules makes it difficult to disconnect and enjoy quality time with family and friends.
- BATHROOM TMI:** Blurring boundaries in this private, never meant to be shared room could lead to some embarrassing moments. Leave yourself reminders to turn off your camera or audio during those private times.
- KITCHEN CHOPPED:** Being alone for activities that are normally social—sharing a meal or going for coffee—adds to the feeling of loneliness and isolation.

PEOPLE WHO LIVE WITH PARTNERS AND CHILDREN ARE 2X MORE SATISFIED WORKING FROM HOME.

HOW TO MAKE A WORK FROM HOME DYSTOPIA

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Read More: How to Build Culture Virtual World - Gensler blog

Even before the coronavirus outbreak forced businesses across the world to adopt a remote work policy, there were over 5 million U.S. employees working from home at least half the time.

While the mass shift to telecommuting was unexpected and chaotic for some, the many benefits of working from home need to be considered as part of any return to the workplace plan.

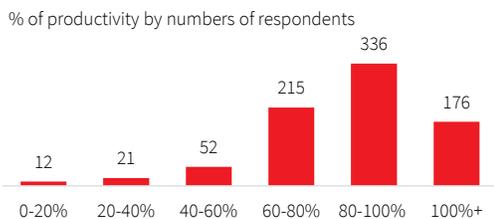
STATISTICS YOU NEED TO KNOW

- Employees who work from home are more productive
- On average, telecommuters make more money than non-telecommuters do - but they would accept less
- Employers offering work from home flexibility experience less turnover
- Large companies are more likely to offer work from home flexibility than smaller companies
- Working from home benefits help bring young talent through the door
- Telecommuting employees are happier and less stressed
- Full-time telecommuters save over \$4,000 each year
- Employers who offer at least part-time telecommuting saved over \$44 billion per year
- Employees who work from home significantly reduce carbon dioxide emissions contributing to corporate social responsibility goals

The number of regular telecommuting employees (excluding the self-employed population) has grown by 173% since 2005. Prior to the COVID-19 pandemic, one study estimated that by 2028 73% of all departments will have remote workers. Because most organizations have not seen a significant drop in productivity during this global exercise, it seems telecommuting is only going to get more popular in the future.



How would you evaluate your personal productivity when working from home?



How would you evaluate your work-from-home arrangements?



Finding: Employees believe that they are generally almost as productive as in the office, but some are missing a few key items which would help them be more productive.

[Learn More: Workplace Experience Survey Highlights - JLL](#)

Resources:

- <https://www.forbes.com/sites/cognitiveworld/2020/03/09/a-deep-dive-into-remote-work-for-our-future-of-work/#60c102141843>
- <https://news.gallup.com/poll/306695/workers-discovering-affinity-remote-work.aspx>
- <https://www.census.gov/programs-surveys/acs/>
- <https://www.surepayroll.com/resources/blog/productivity-prohibitors-how-to-stop-them-in-their-tracks>
- <https://people.stanford.edu/nbloom/sites/default/files/wfh.pdf>
- <https://www.aftercollege.com/cf/2015-annual-survey>
- <https://www.slideshare.net/PGI/state-of-telecommuting-2014-pgi-report/1>
- <https://www.owlabs.com/state-of-remote-work/2019>
- <https://globalworkplaceanalytics.com/telecommuting-statistics>
- <https://www.flexjobs.com/blog/post/survey-flexible-work-job-choices/>
- <https://www.gallup.com/workplace/283985/working-remotely-effective-gallup-research-says-yes.aspx>

3 in 5

U.S. workers working from home now prefer to continue to work remotely as much as possible once health restrictions are lifted

54%

of office workers say they'd leave their job for one that offers flexible work time

60-80%

is the reported ideal amount of time to work off-site for optimal engagement

*Is Working Remotely Effective?
Gallup Research Says Yes*

The Return to the Office

Based on OSHA/CDC guidelines and advice from experts across multiple industries, there are some basic steps to take now as we begin to prepare for the return to our workplaces.

We are organizing key insights into a three phase approach to safely and successfully change our work environments.



NOW - RESTORE TRUST + CONFIDENCE
Prepare your team and facilities to meet new standards and protocols.



NEAR - RETURN TO THE WORKPLACE
Create spaces that are safe for employees and customers to return to.



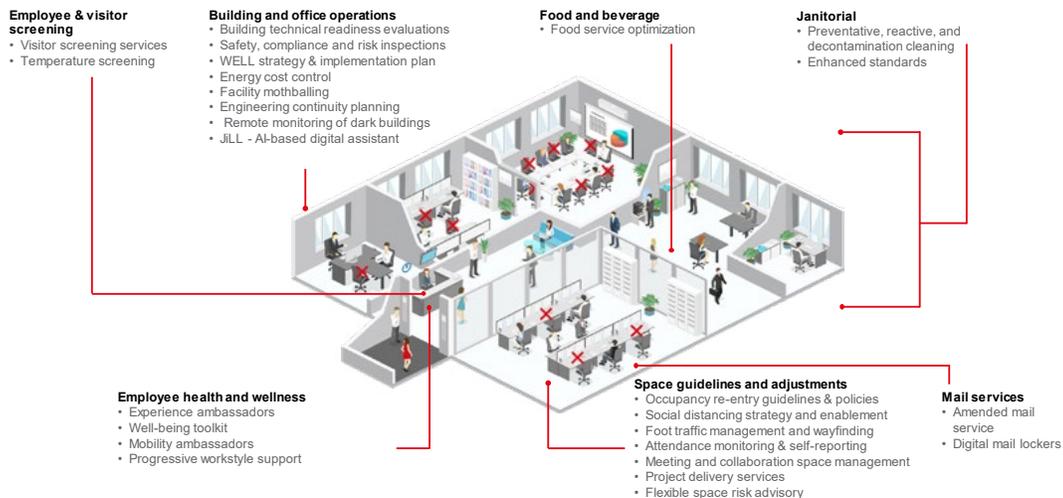
FAR - RECOVER + TRANSFORM
Plan for a transformation to a new normal once inspired by the lessons learned during the crisis.

“ We’re giving people choices and at first it’s going to be a lot of choice for people to say go where you feel comfortable, do what you think is right. We have the tools and the means for you to still be connected. But we believe that most people are going to at the end of the day, want to be back in the office, working with peers, because that’s where the knowledge is being shared most directly. ”

- Architect
Pharmaceutical Company

A holistic approach to re-entering your workspace

Prepare your workspace and your people to safely and efficiently resume operations





RESTORE TRUST + CONFIDENCE

Everyone will return to work changed in some way. Infection control is the number one priority because employees will not return to an office that doesn't feel safe.

Considerations:

- Set-up a Pandemic Response Team (PRT)
- Develop new employee protocols and communication plans
- Create and reinforce sanitization and disinfection protocols
- Determine personal protective equipment (PPE) Guidelines



RETURN TO THE WORKPLACE

Adopt new practices that include reinforcing health and safety measures for all employees and physical distancing configurations for office space.

Considerations:

- Apply a common sense approach that adheres to governmental and global health guidelines.
- Focus on solutions that support physical distancing, such as adding barriers, and cleaning and safety measures.
- Ensure changes for the short-term will work for the long-term.



RECOVER + TRANSFORM

The workplaces of the future will not only be safer, but more resilient and adaptive than ever to ensure you reclaim your business and competitiveness.

Considerations:

- Explore opportunities to add flexibility to the built environment and organizational structure to easily adapt to future economic, climate and health disruptions.
- Aim for aspirational and transformational changes to do things better.

Why the Office Still Matters

While productivity has remained high during this pandemic and being forced to work from home, there is a consensus that people are missing the social interactions and collaboration of their workplace environments.

SOCIALIZATION IS AN INNATE HUMAN NEED

Human beings live and thrive in groups. While governments and organizations have been quick to implement measures to isolate people in the effort to suppress the spread of a contagion, everyone is eager to find the proper balance of basic safety needs and the social needs at work and in life.

Technology has allowed people to remain connected virtually and share meaningful information, insights and ideas. However, it cannot replace the ease of knowledge sharing and the impromptu collaboration and sparks of innovation that occur with the accidental meetings in the office, water cooler, and break rooms.

Humans are their most creative and innovate selves when they are face-to-face with peers in shared physical environments that promote comfort and support ideation development. dancker has focused on co-creating destinations where people want to work, learn and heal with our clients and their design partners. We continue to believe that the offices of the future will be great destinations that serve our clients, their organization and their people well. These spaces will play an important role in building culture, community and innovation.

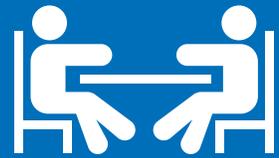
“Social distancing in the office is not human. Current recommendations won't work for the long term.”

- Director of Facilities & Operations
Technology Company (focused on Education)

dancker Survey Results:

What do your employees miss the most about the workplace?

Face-to-face time



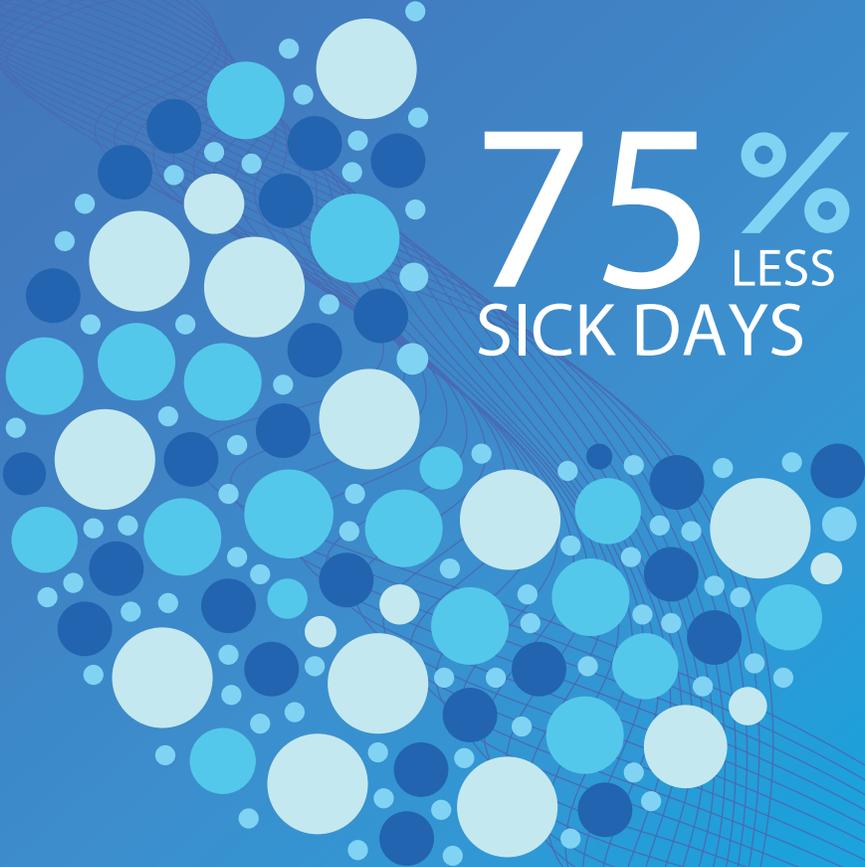
In-person collaboration



Fewer distractions
(children, doorbell, etc.)



Employees with a high
sense of belonging take



75%
LESS
SICK DAYS

According to Forbes 2019 article,
Belonging at Work is Essential.

The Future Office: Four Emerging Trends

As we study industry news and review the insights gained from conversations with our clients, we see four major trends emerging:



None of these trends are radically different to what we were experiencing pre-COVID-19. In fact these changes were already happening prior to this global health crisis. What we are seeing is an increase in the speed of acceleration in adopting the changes across a wider range of organizations. These changes are being dictated by the need to

address current fears of the immediate crisis and the recurrence of an infectious disease pandemic.

We don't want to lose sight of our goals to get back to the top of the pyramid, so we need to focus on the positive learnings from this COVID-19 experience to implement changes.

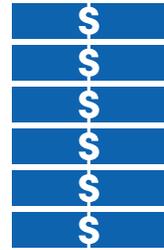
A Renewed Focus on Well-being

Health and wellness must be our number one priority, so we need to start with our people in mind first and foremost.

When teams struggle with fear and uncertainty, their psychological state suffers resulting in poor health, poor performance, and an increased risk for illness.

Humans are inherently social creatures and have been challenged by restrictions and the impact of social distancing. Successful offices and workspaces support health and wellness while promoting interactions that drive productivity and creativity. Social interaction is core to team building and the development of effective working relationships. If we don't solve for people's basic needs then we're not going to be able to achieve our goals as an organization. Emotions are running high, so we have to plan for the perception as much as the reality.

Every \$1
invested in
**corporate
wellness**

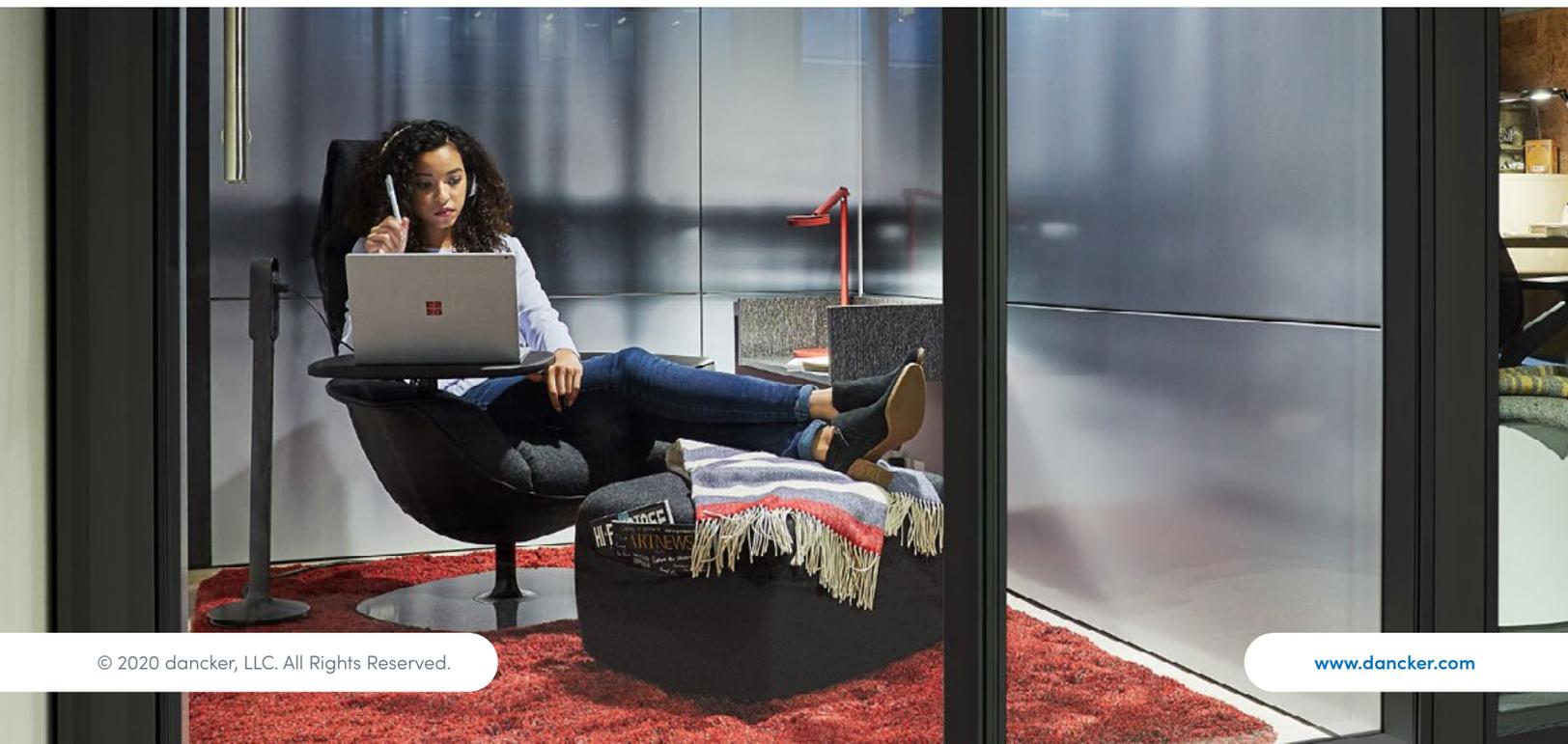


\$

**Yields \$6 in
corporate
savings**

“ We’ve been talking about how this is going to be an evolution of work life balance. The new normal is to take the time for yourself. We’ve been told block off lunch on your calendar, get away from the computer, get outside, set your end times and you’re beginning time. ”

- Workplace Architect
Fortune 500 Company





NOW

- Focus on basic needs of health, wellness and safety first
- Address mental health concerns as anxiety rises as people plan their return to the office
- Establish protocols that ensure confidence in safety measures being deployed
- Get employee feedback and be flexible and understanding of those desperate to return to the office and those fearful to do so
- Communicate early and often
- Expectations need to be shared, understood and followed or you will break down trust and confidence for all. A training program on new protocols and procedures before the return to work may help.



NEAR

- Ensure the building and workspace are safe, resilient and ready
- Establish proper PPE protocols
- Monitor and adjust protocols and workplace guidelines
- Support remote workers as much as those returning to the office
- Implement social distancing plans
- Promote stand-up meetings over sit-down meetings to reduce contact areas
- Consider welcome back kits with a printed FAQ guide and protective/cleaning supplies
- Focus on brand and culture and finding ways to reinforce both with distributed teams



FAR

- Adopt holistic wellness programs that offer wide range of services while also communicating your organization's commitment to employee safety and wellness
- Add spaces that encourage movement and offer stress relief such as yoga or meditation rooms
- Explore options to incorporate biophilic design elements to clean the air and increase oxygen levels as well as increase the flow of natural light
- Adjust floor plans to include more water stations and multiple pantry zones to keep employees hydrated and eliminate crowding.



Human-Centric Changes to the Built Environment

Humans are social beings and once they trust that adequate safety measures are in place, they will seek healthy environments to come together, connect and share as a community.

Our collective mission in this crisis is to co-create workplaces that are healthy, safe, productive, and most importantly, foster human connections.

The current crisis is promoting the adoption of agile working. It also highlights the value that a well-designed and flexible office plays for most organizations.

dancker survey results

Space Types by Importance

- 1 Workstation**
- 2 Meeting/Huddle Rooms** with technology for video conferencing
- 3 Conference Rooms**
- 4 Cafeteria/Cafe Spaces**
- 5 Meeting/Huddle Rooms** (1-3 people) without technology for video conferencing
- 6 Open Collaboration Areas**
- 7 Private Offices**
- 8 Touchdown Areas**
- 9 Wellness/Respite Spaces**
- 10 Focus Areas** Single Occupancy Spaces
- 11 In-between Spaces**



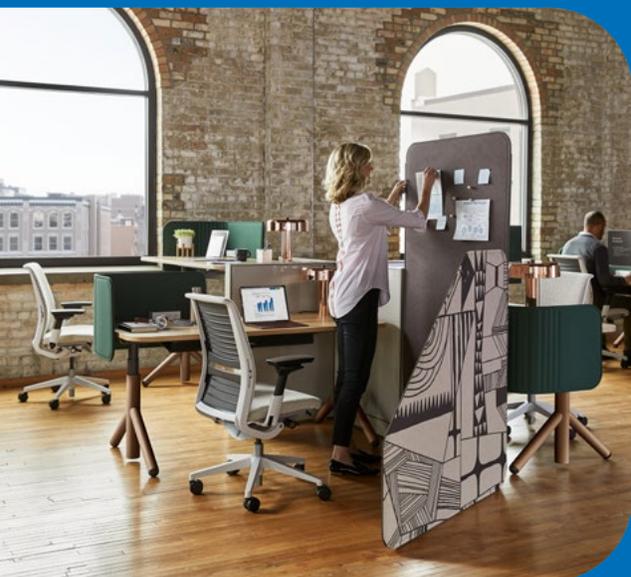
NOW

- Be cautious where you choose to invest. Buying now without a long-term outlook could lead to buying again later.
- Layer in the tools and technologies that help people feel safer.
- Provide the training and support required to simplify the adoption of new tools.



NEAR

- Ensure workplace design aligns with your updated occupancy strategy based on social distancing guidelines.
- Consider re-purposing underutilized meeting rooms, common areas or cafes.
- Ensure social distancing by de-densifying your space.
- Identify potential risk areas based on pinch points and congregation hot spots.
- Plan for and manage congestion in common areas like elevator banks, cafeterias and fitness centers.
- Incorporate touch-less technologies for restrooms, trash receptacles, etc.
- Limit on-site meetings with clear guidelines and support virtual meetings.
- Consider investments in technology to support and keep teams connected, and employees productive.
- Ensure changes support social belonging and connection.



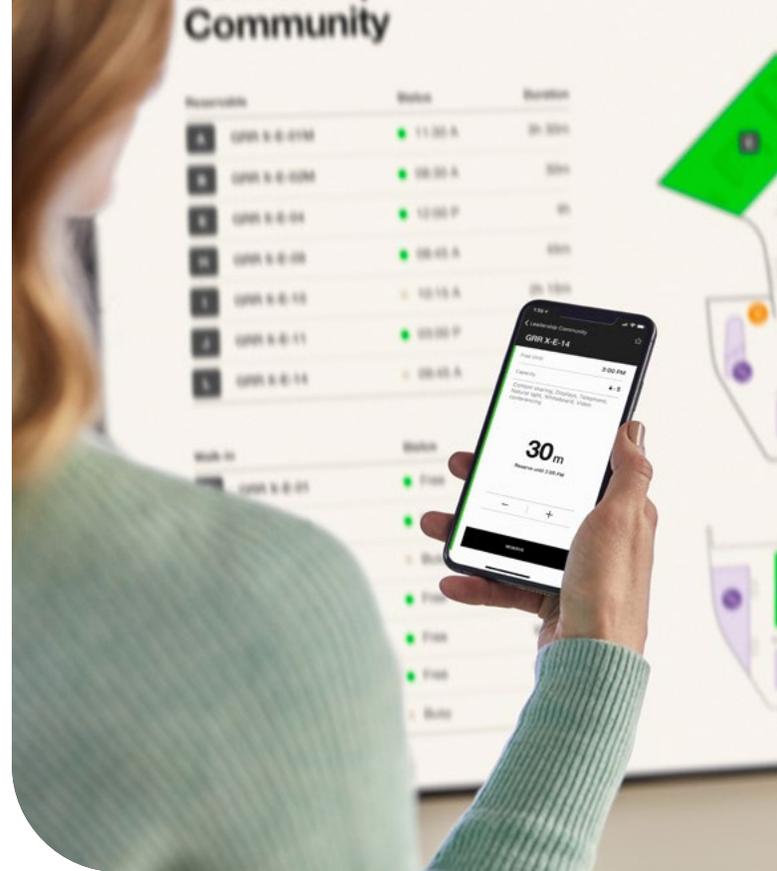
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- Reevaluate real estate needs as everyone settles into their new routines - are more people working from home, meaning need less real estate or does it stay the same to support social distancing needs in the workplace?
- Redefine balance and maximize flexibility.
- Install LED Disinfecting Lighting to sanitize break area surfaces, food preparation areas, or bathroom counters.
- Replace fixtures and furniture to focus on "easy-clean" and durable materials.
- Implement separate HVAC systems to limit recycled air or invest in air filtration systems.
- Provide outdoor space as a socially responsible alternative for large gatherings.

Digital Transformation

Almost overnight, organizations had to shift to working remotely in the effort to stop the spread of COVID-19. Not everyone was ready for this digital transformation but most have found that it was quite easy to maintain business continuity.

Help people optimize their workspace wherever they are – at home or in the office. When teams are working from both places, make sure the office helps the people at home feel connected.



“Technology today makes it so easy. We are so far ahead of where we were even two or three years ago that it makes this a lot easier. I can't imagine having to do this in the dial up days!”

- IT Director
Consumer Products Company

Five minutes of employee productivity gained a day



\$300,000

Saves a company \$300k per every 10 employees



NOW

- Evaluate current technology and identify gaps in capabilities.
- Implement occupancy data and space utilization sensors to prioritize data-driven building operations with real-time monitoring.
- Deliver employee-facing apps that build trust and confidence in the workplace.
- Empower employees to use their personal devices, cutting down on the need for shared IT devices like AV equipment.
- Move away from printing and paper handouts and embrace continued digital sharing.
- Host virtual all-staff meeting and training sessions to highlight what's been done to update work spaces and what the new procedures will be moving forward.



NEAR

- Continue to leverage communication platforms that link employees working in different locations that support informal chats as well as company announcements.
- Replace touch screen technology and employ more "zero-touch" solutions like motion and voice sensors or smart technologies linked to mobile devices (coffee & tea machines, washroom faucets, soap dispensers, doors, lighting fixtures, and storage lockers).
- Leverage digital screens to remind staff of new policies, updated cleaning procedures, and best practices in germ mitigation.
- Consider Live Map solutions to show spaces that are occupied or available.



FAR

- With increased numbers of remote workers and clients, the physical workplace will require more widespread video conferencing rooms and noise reduction methods in the open environment.
- Expand technology kits available to all employees to include personal use wireless headset and an allowance for monitors or other basic equipment to outfit a home office to help reduce friction and anxiety and support a more productive work experience.
- Explore digital collaboration tools and other tools to keep distributed teams connected and engaged.



Organizational + Behavior Transformations

Success is messy. Take the time to listen and learn to ensure a successful transformation to the new normal that will achieve the full potential of your people and your organization.

Beyond the digital transformation forced on everyone during the pandemic, in this crisis there is the opportunity to move organizations forward in unique and innovative ways. Organizations can take positive learnings from this time to find and adopt better ways of doing things and supporting their most valuable asset - their people.

“ We’re putting our energy into trying to think about how we can change the built environment drastically when we need to be thinking about how to do digital collaboration better. Those are the types of things that we need to get better at because that’s going to stick after this. We should probably be putting more of our attention there, rather than getting everybody back into the office. ”

- Workplace Strategy Leader
Consumer Products Company



NOW

- Establish a clear vision on change.
- Lead by example.
- Design your organization for change, to support change.
- Implement a solid and agile change management process.
- Update policies and provide training.



NEAR

- Explore ways to help employees beyond pay through creative and unique benefits that are opportunities to strengthen culture and brand.
- To engage with all employees - remote and on-site - host regular virtual meetings and/or happy hours to boost morale and encourage socializing.
- Consider adding lockers to house personal items, assuring employees their things are safe, clean and protected while also allowing cleaning staff full access to workspaces.
- Stay open minded about new ideas and new ways of working.



FAR

- Focus on brand and culture.
- Explore positive learnings and changes during the crisis.
- Decide what changes are meaningful and that should be made permanent.
- Continue to evolve and explore opportunities to be better.



Rethinking Workplace Guidelines

The modern workplace provides the infrastructure needed to foster relationships, build communities at work and allow people to achieve more.

Responses which are appropriate in one location or organization may not be suitable in another. Recent experience and cultural context will be hugely important, and organizations will require customized solutions rather than a one size fits all approach.

Every organization needs to evaluate how to best support the varied work modes - focus, socialize, learn, collaborate, and rejuvenate - needed to do their best work. For the near term, we must understand what 6' social distancing means for each of those work modes and their settings. One thing that is consistent across all our round table conversations is the exploration of tech-enabled, flexible and agile spaces.

“ I just hate to lose everything that we've gained in the past 10 years in terms of trying to have more energy efficiency, collaboration and engagement. ”

- Project Manager | Government Agency

Be sure to reference in CDC and OSHA Guidelines and comply with your state's executive orders and mandates from authorities having jurisdiction.



Now: Retrofit

The first wave of workers returning to the office will be critical staff who support teams and service clients that can not work remotely. During this phase, there will be a portion of the workforce that will continue working from home.

Organizations need to retrofit their workplace, based on a common-sense approach that adheres to governmental and global health guidelines, including physical distancing, adding barriers, cleaning and safety measures.

As we plan to return to work, we need to make choices carefully and responsibly. Employee safety and well-being must be paramount – people need to be safe and feel safe.

“ We need to be the change agents driving the new ways of working in the office and at home. We don't want to undo what has been done recently only to have to undo it again when the crisis is over. ”

- Director of Design Construction
and Project Management
Fortune 500



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Our sales team is ready to provide you thought starters and solutions for your safe return to the office.



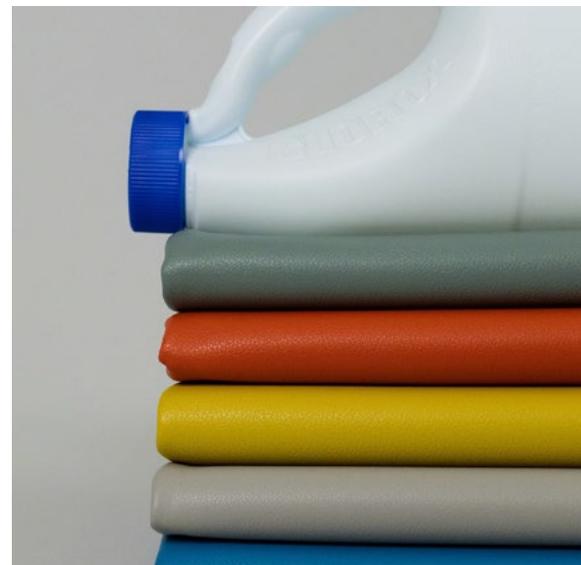
LIVE MAP & WORKPLACE ADVISOR



SANITATION STATIONS



SOCIAL DISTANCING SOLUTIONS



CLEANING PROTOCOLS



Near: Reconfigure

Phase Two is when organizations may be ready to bring back most or all of their workforce. They need to build on what is learned from our experiences and science.

Organizations can begin reconfiguring the workplace with new ways to lay out space and change work settings to offer longer-term solutions for enhanced safety and productivity.

CHOICE + CONTROL OVER HOW WE WORK IS MORE CRITICAL THAN EVER

We must be careful not to “fix” the office in a way that weakens community, creativity, productivity or innovation.

“ We’re going to adapt to the sort of the things that we’re doing now. We’re going to make adjustments because things that you think in the theoretical may not work out in the absolute when you get on the ground, and then we’ll make timely announcements. ”

- Director , Administration
Political Organization



[Cushman & Wakefield Video](#)



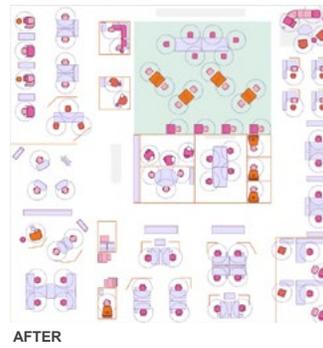
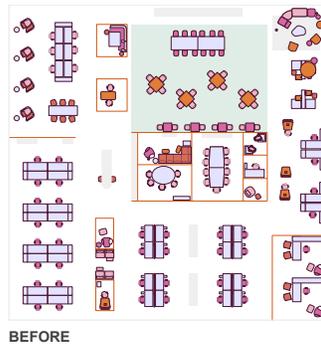
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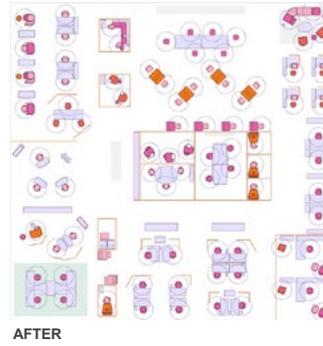
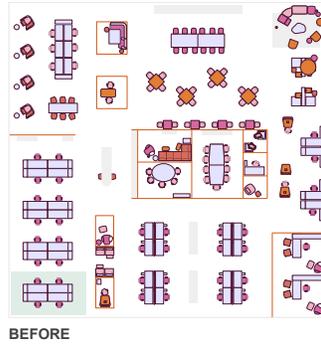
[Gensler Tips for Signage & Wayfinding](#)
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Our design team is ready to work with you to explore options to reconfigure existing spaces that will work in the new post-pandemic world.

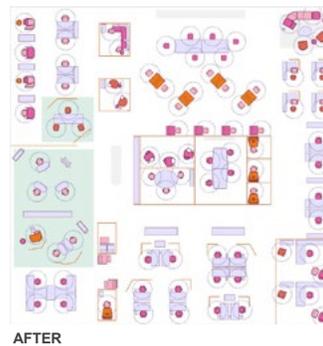
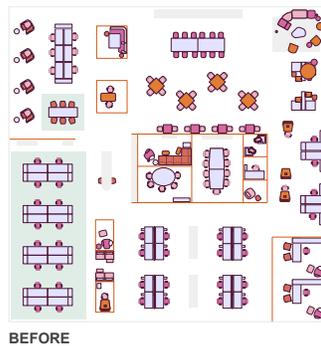
Density



Geometry



Division





Far: Reinvent

Long-term solutions implemented need to be holistic and consider furniture applications, materials, technology, space planning, as well as behaviors and protocols.

We need time to understand how people are feeling, what science is learning and the technologies that are emerging to fully comprehend the future workplace.

Ultimately, we need to refocus on how to retain and attract talent with the full transformation to “the new normal.”

The new workplace needs to be designed with an even deeper commitment to the well-being of people, recognizing that their physical, cognitive and emotional states are inherently linked to their safety.



“The office will always be needed because people need personal interaction. However, pre-COVID utilization studies consistently show that on average 50% of the space was used with a peak of 70% (which is what we have been designing for). Moving forward, we will likely design spaces for the 50% or even lower.”

-Senior Project Manager
Pharmaceutical Company

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We are here to help you with your short- and long-term needs to co-create the destinations where you and your people want to be.



Office as a Destination



Home Office Solutions that Work

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Integrated Interior Solutions

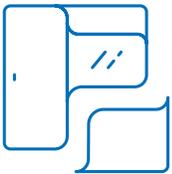
Founded in 1829, dancker has weathered many crises in our storied history. We have grown into an industry leader aligned with the strongest global manufacturing partners. Our team provides seamless integration of interior solutions to co-create a destination where people want to be.

To help clients and their design partners achieve their design vision and goals, we leverage strategic alliances with a broad range of leading manufacturers to specify solutions that deliver smart, flexible, and fully functional spaces.

As your one-source provider, we handle everything from planning and product comparisons to specification and order entry to installation and move-ins to day two support and services.

Our dedicated team combines decades of experience and extensive industry knowledge to deliver consistency, quality, and accountability at every stage.

OUR INTEGRATED SOLUTIONS INCLUDE:



**Architectural
Solutions**



**Commercial
Furniture**



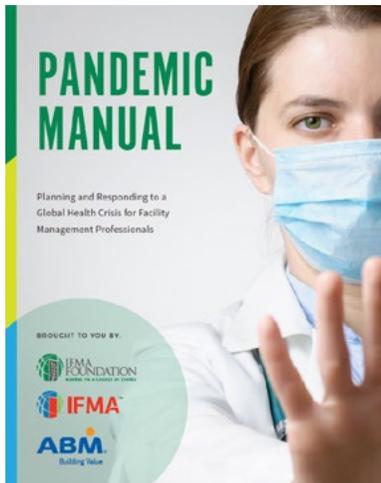
**AV Integration
Solutions**



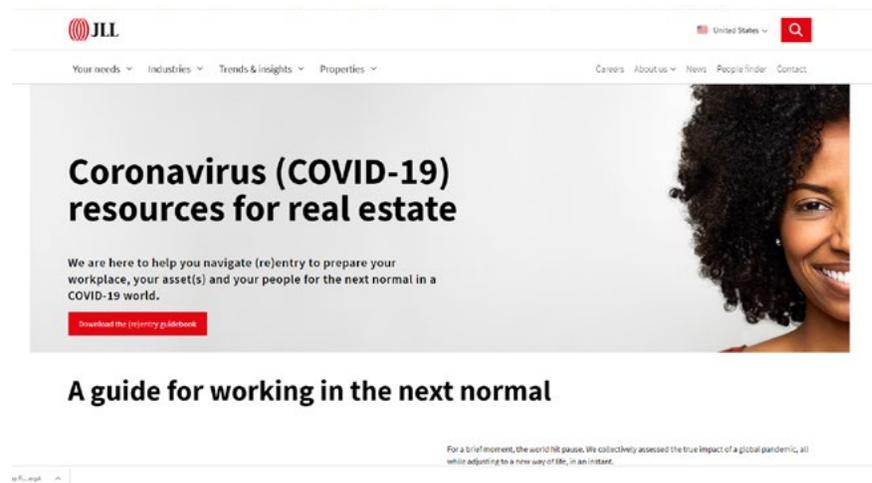
**Logistical
Services**

Additional Resources

IFMA



JLL



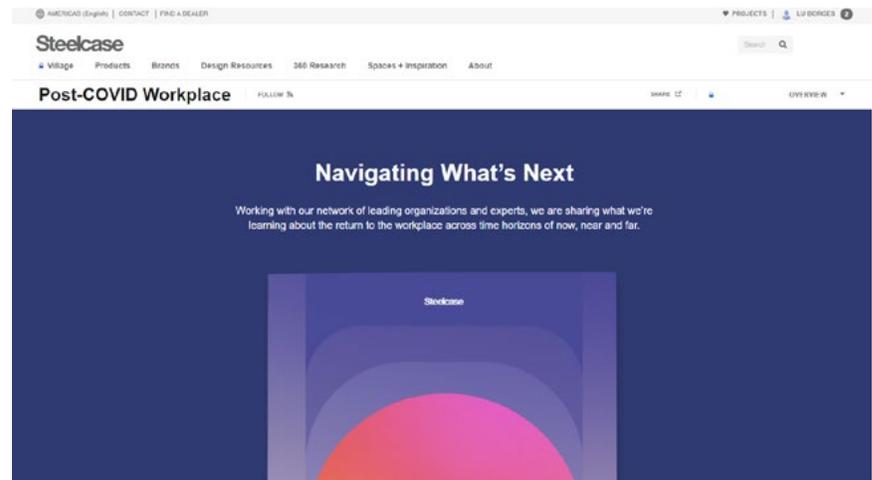
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Post COVID-19 Adaptations @ Work

We are excited to continue our dialogues with forward-thinking clients and partners.

Together we will ideate what comes next to shape our futures.

For more information, sign up for our newsletters and follow us on social media for our latest thinking and insights.