



Designing the Healthy Office

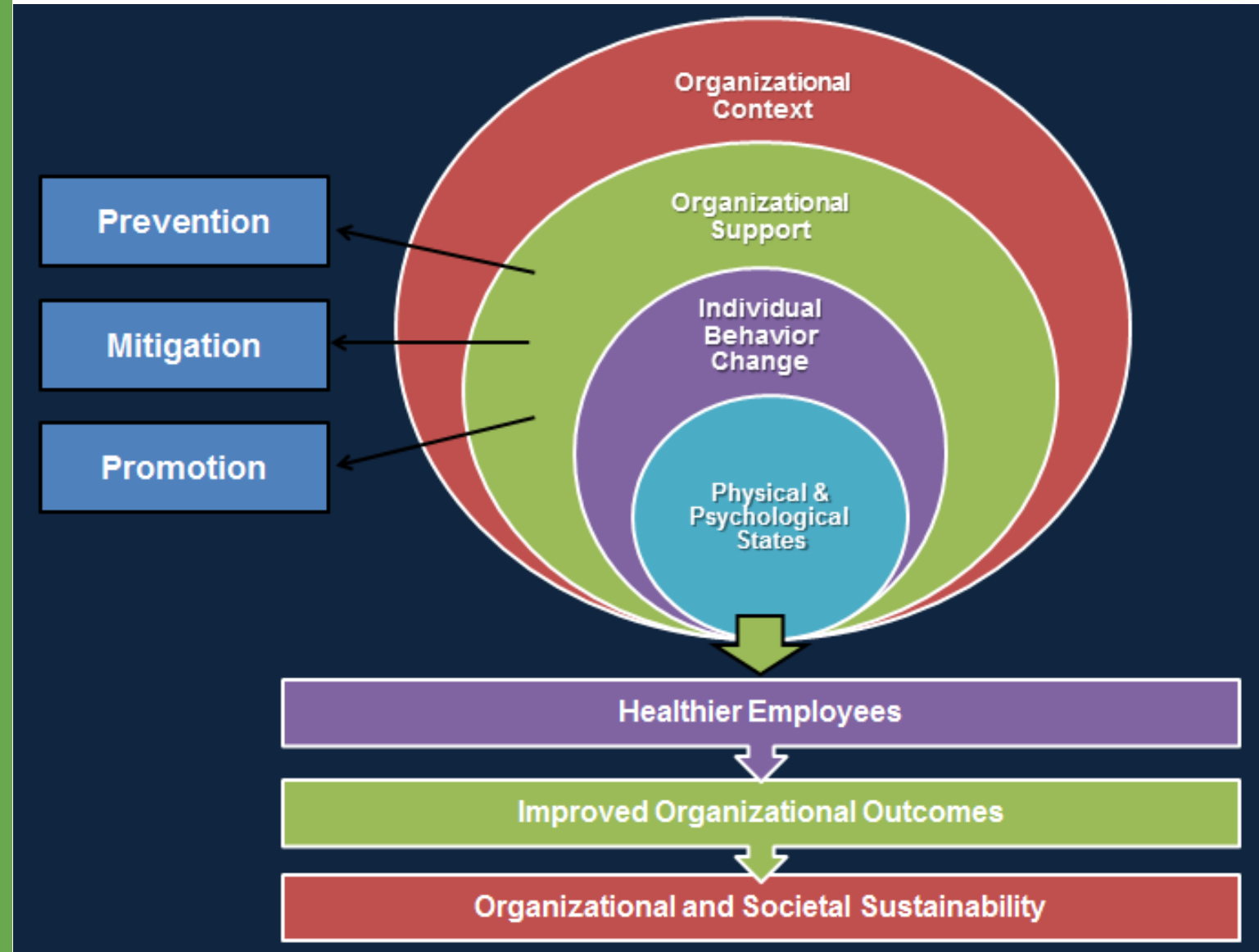
User Perceptions and Solutions

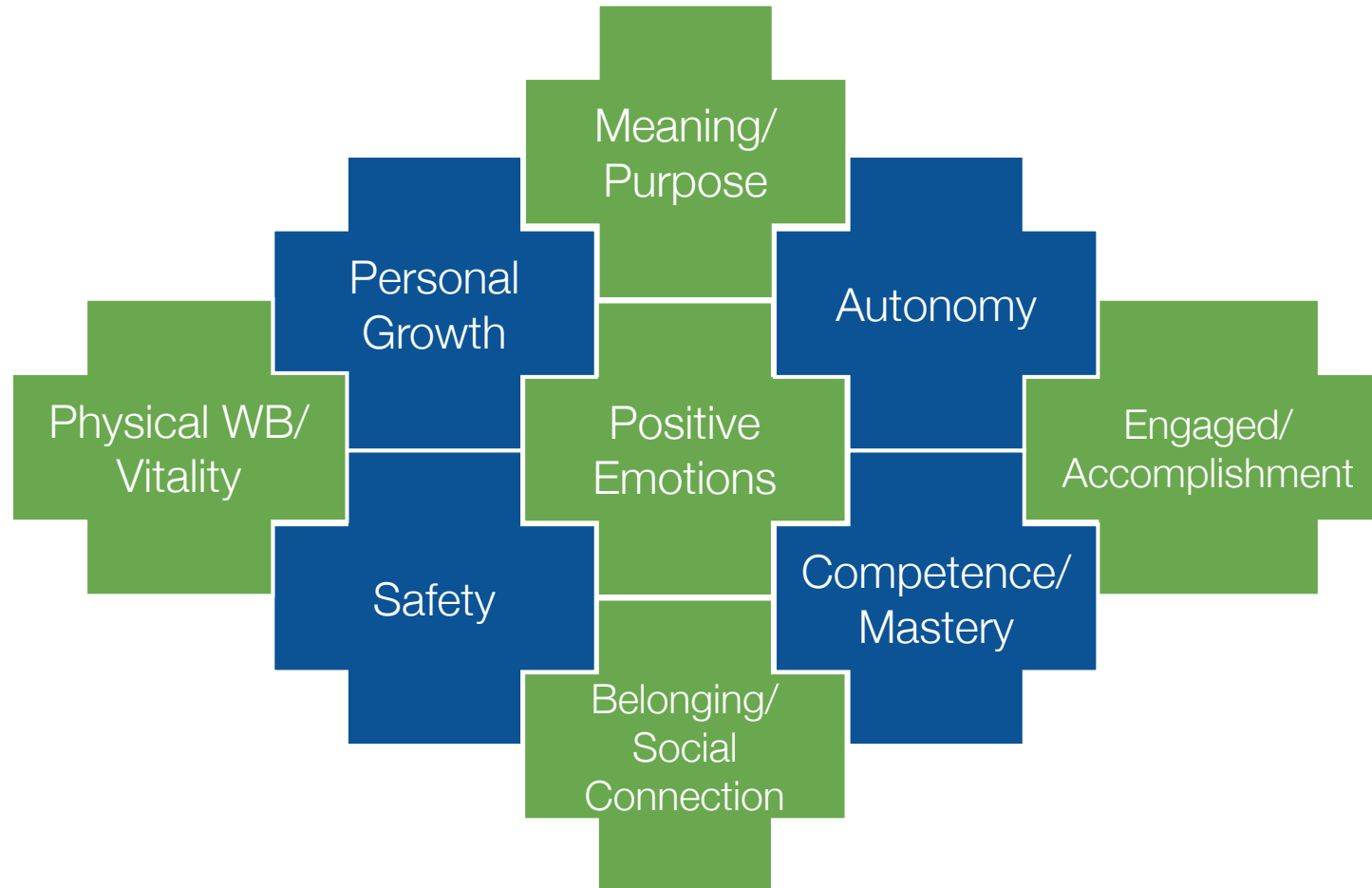


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An integrated
approach to
healthy
workplaces





How Does This Relate to Design?

Engagement:

*employees want to come to
work and are able to do
their best work*

(ICHW, 2015)

Drivers of need satisfaction:

- Comfort
- Connection
- Equity
- Flexibility
- Predictability
- Privacy
- Safety

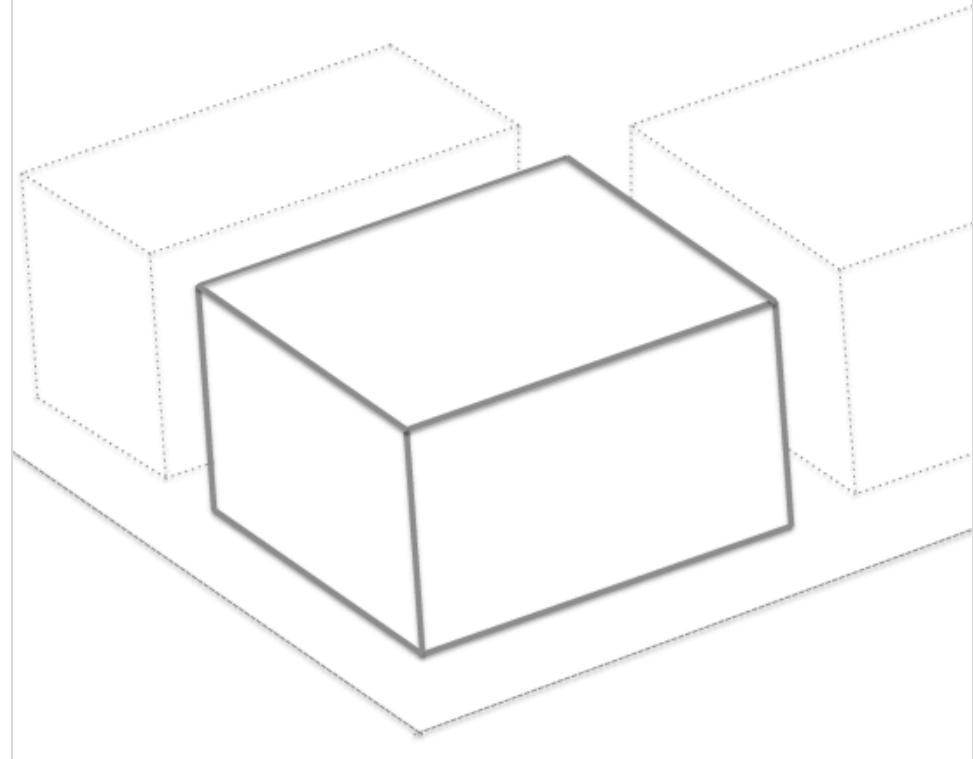
Study Overview

- Focus Group Methodology
- Individual and Group Process
 1. “Think about what connection **means** to you. What would make a space feel more connected? Using words and images, take 5-7 minutes to record your ideas.”
 2. Prompt 2: The Box (**spatial elements and qualities**)
- Data Analysis

Prompt #2:

Now that you’ve had a chance to hear from everyone in your group, we invite you to reflect on the gray box we showed you at the beginning of the focus group session.

Imagine that this gray box will become an office workplace. Tell us how it should be changed to become a healthy workspace that promotes your assigned driver (e.g., connection). Your proposals can be for any scale of design (desk, entryway, wall colors, shared spaces, inside, outside, etc.)

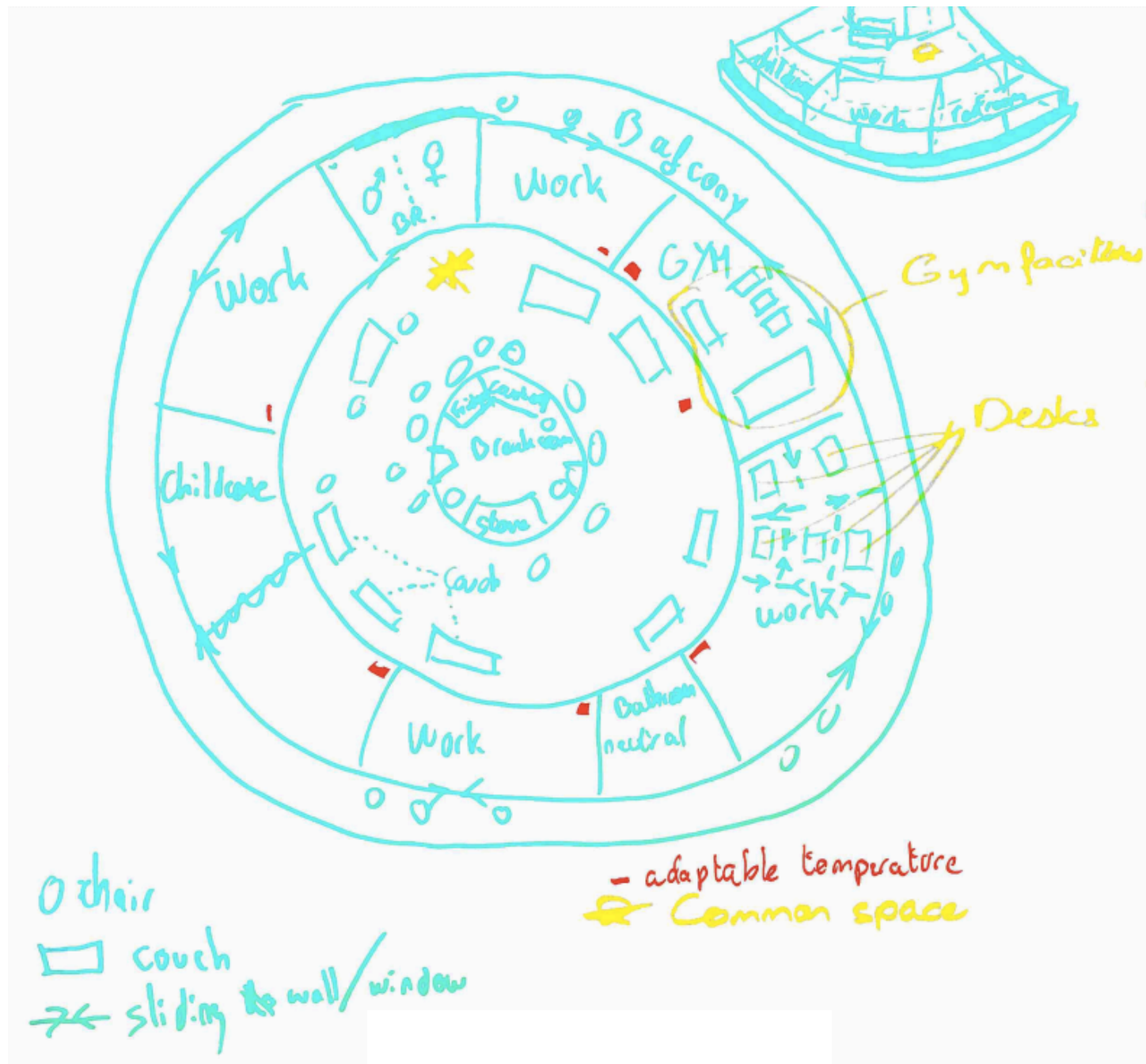


Comfort - *what*

- “Feeling good,” “**physical, mental, social**”
 - **Physical comfort**
 - A “clean, tidy, neat” space; right lighting; good temperature
 - Being able to dress like you want
 - Ergonomic chair and desk; a “good fitting chair” that reclines
 - Adjustable/moveable furniture; couch, bean bags; stretching room
 - **Mental** (“feel at ease; not come home stressed”; a “fun environment”)
 - **Social**
 - Able to receive good energy from the people around me
 - Relationships with coworkers fostered (social events); boss is accessible
 - Being able to talk about personal issues; being trusted and encouraged; no discrimination

Comfort - *how*

- Plenty of breaks to stretch and walk; places to have a break and meet co-workers; breakroom “with amenities for stretching”; massage room
- Space for collaboration (“engaging and interactive”) *and* individual office spaces (“quiet and focused”) with completely enclosed walls for “real private work”
- Outdoor space for breaks and outdoor activities; ability to work inside or outside; safe neighborhood
- Amenities: feeling that you can have what you need whenever you need to; personal needs met
- Be able to design the room, customize workspace [user-generated]*
- **Other**: circular building; big entry; no interruptions/no bothering; clean; nap time; “floor is not hard”; a “homey” feel



- **Breaks:** break room in center; gymnasium
- **Private spaces**
- **Amenities:** in center; childcare; gym
- **User-generated:** adaptable temperature; sliding doors
- Circular building

neighborhood : - safe Comfort

- no crime

- upper-middle class

neighborhood

- no adjacent bldg.

rooftop garden

max 3 stories
to feel comfortable

glass

bin entry

spaces for meeting
breakroom

- Outside/beyond office:
safe neighborhood; no
buildings next door;
rooftop garden
- Other: Circular building

Connection - *what*

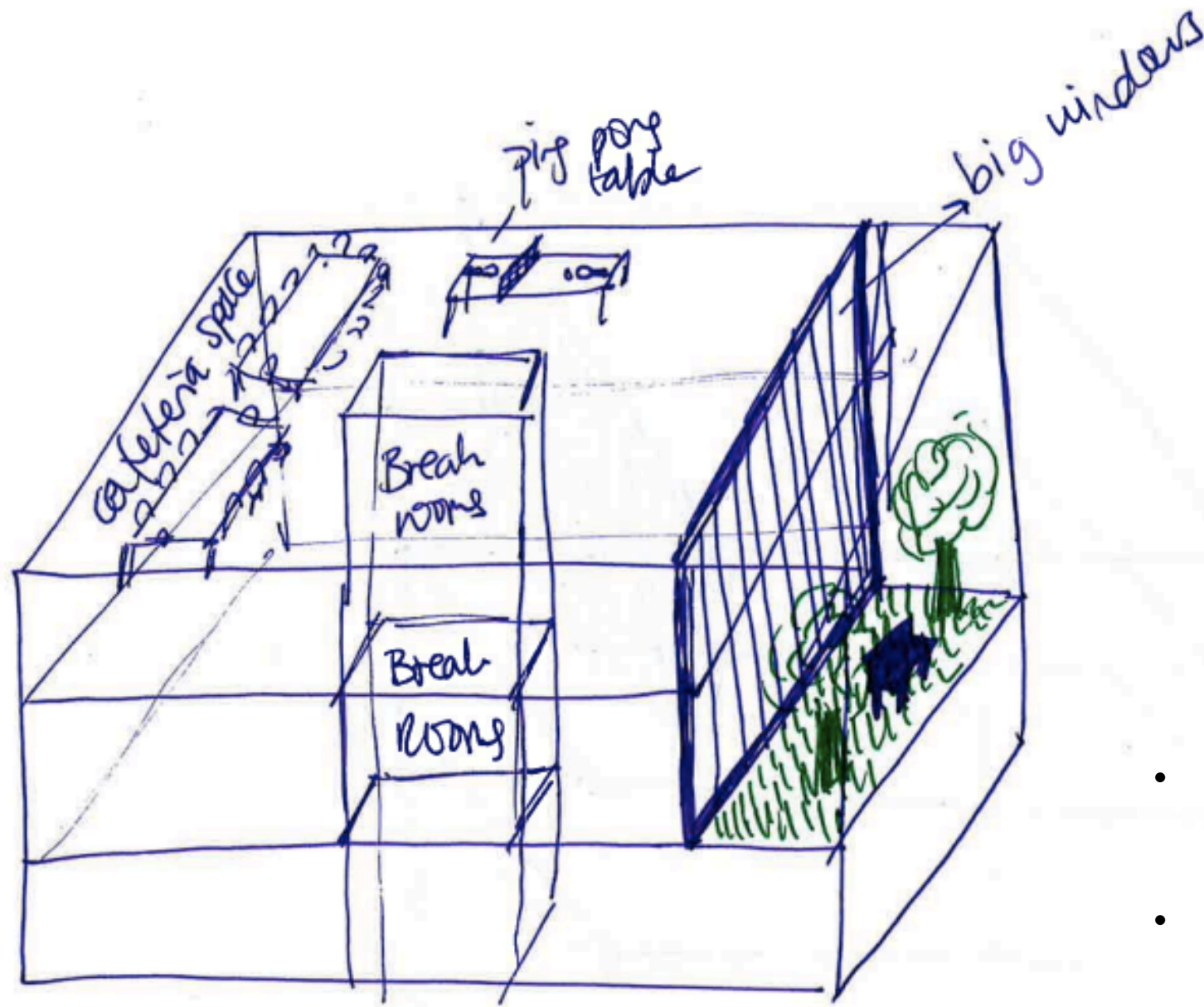
- **Community, communication, collaboration; recognition**
 - Connection to inside/outside; connection to management; connection between employees; connection of ideas
 - Connected to work visually, physically, mentally, and socially
 - Environment where voice is heard; recognition for efforts at and beyond work (work and non-work accomplishments); company is invested in you

Connection - *how*

- Connection to management, employees: sense of importance to group; proximity of people; sliding glass doors; can see and communicate with peers (*“without fear of being called out for talking to them”*)
- Connection of ideas, comfort to collaborate, communication (at and beyond work), teamwork; co-working spaces
 - *Yet, also “some privacy...space where I can be myself and do what I want”*
- Connection to outside: connection to “nature/health”; connection to the outer world; lots of windows/natural light
- **Other**: hexagonal workspaces, open plan, shared resources, beds (!), kitchens; work laptop “to connect from anywhere”

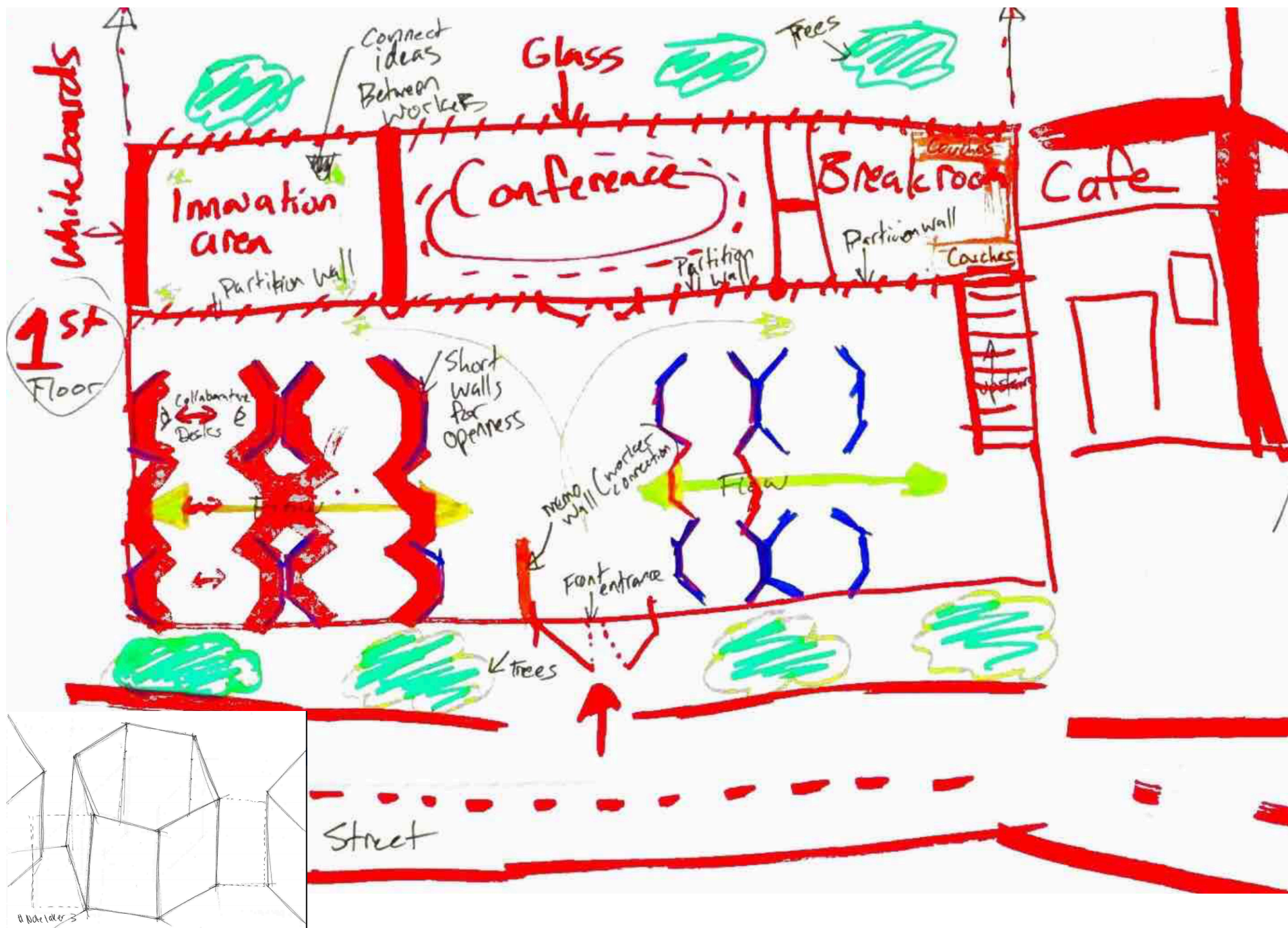


- **Management/employees:** cubicles face common area; sociopetal seating
- **Outside:** trees
- **Collaboration:** collaborative seating (yet private offices)

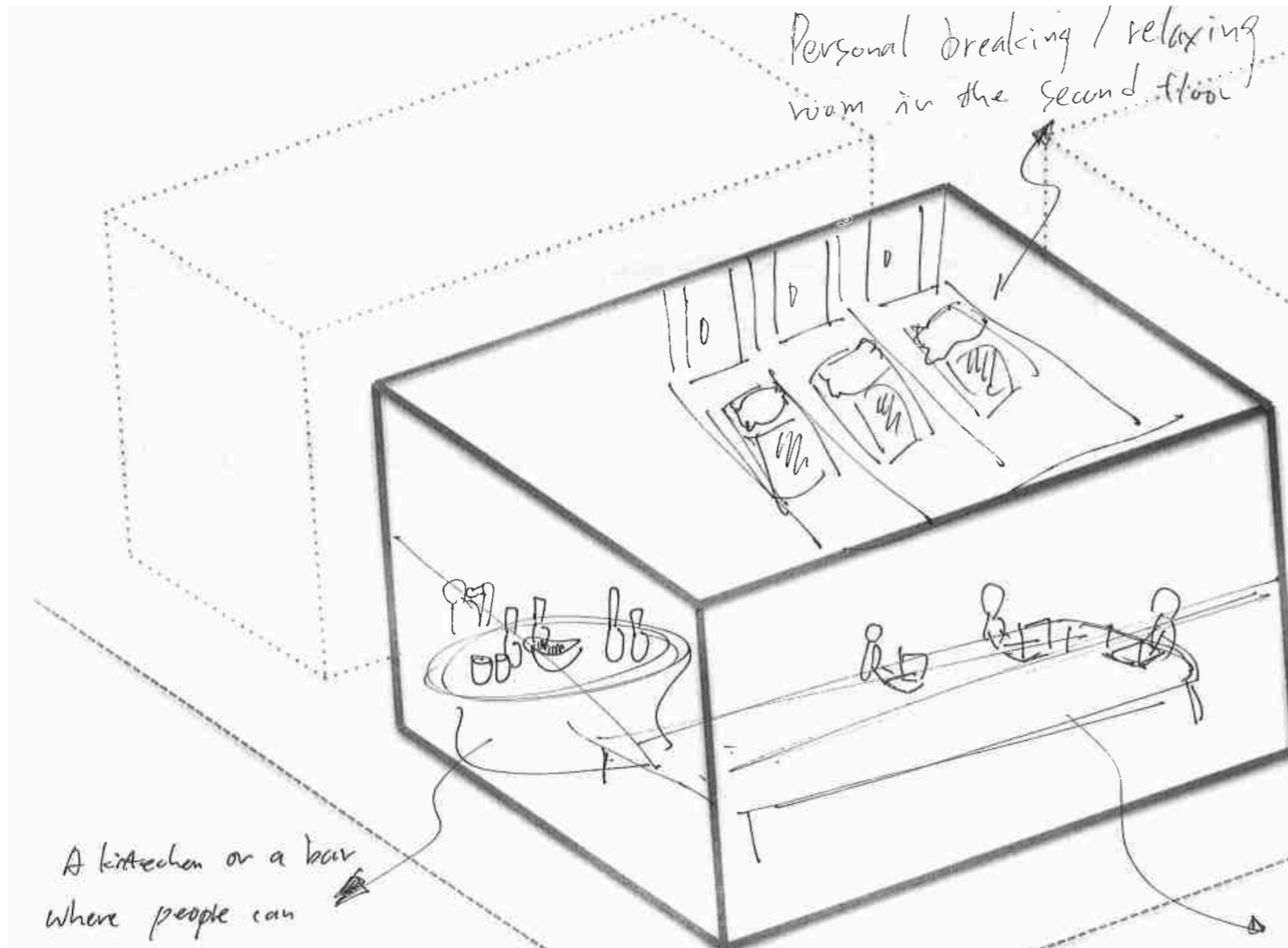


- having open air spaces (connection to nature, health)

- **Management/employees:** ping pong table, cafeteria, break rooms
- **Outside:** windows, outdoor area, "open air spaces"
- **Other:** "connection to health"



- **Management/employees:** break room, couches; short walls; memo wall
- **Outside:** trees; glass
- **Collaboration:** innovation area; café; collaboration desks



Beds and
kitchen – eat
and sleep
together!

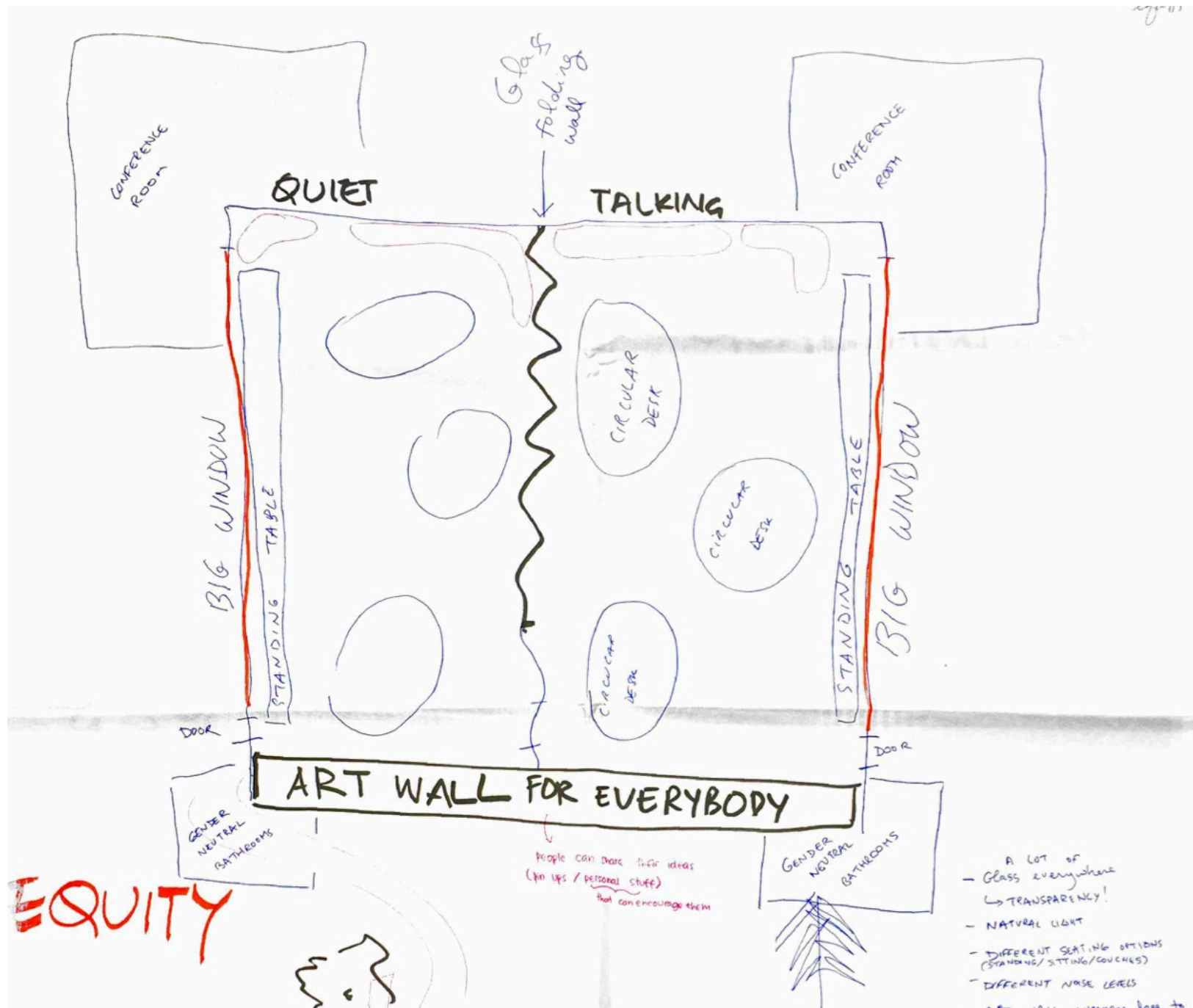
Equity - *what*

- Equity is about **equal opportunity**; respect **for all** occupations
- Fairness, **equal allocation of resources**
- **Options and choice**
 - Private, but not too private
 - Creative freedom
- **Sharing** spaces, feelings, interests
 - Management is responsive
 - Giving people a say
 - Feeling listened to
- No boundaries, **transparent**

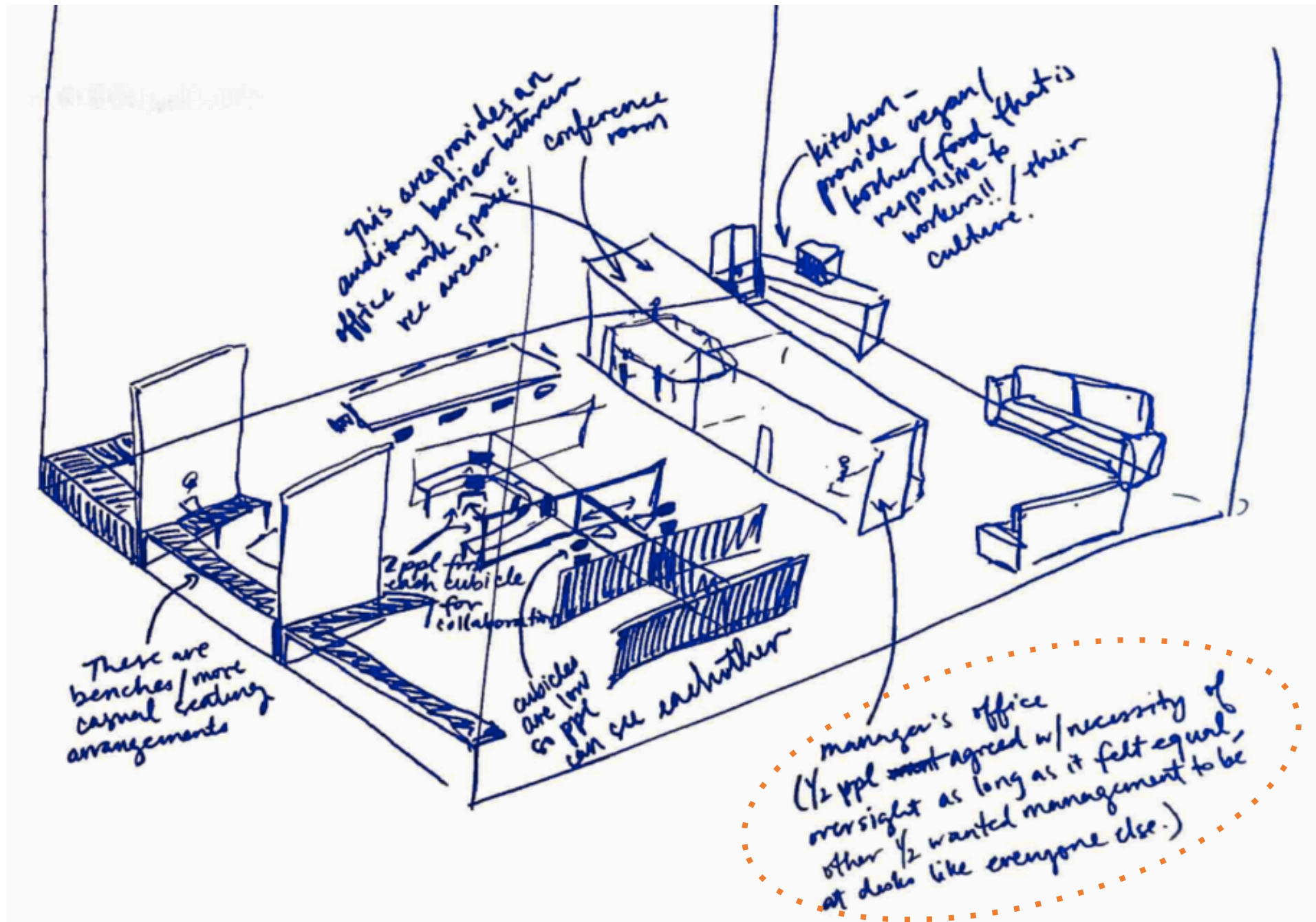


Equity - *how*

- Equal allocation of resources/space: have the same (type, size) facilities, chairs, desks, offices*; equal access to communal resources (e.g., lighting, windows, views); “equal freedom from distraction”
- Visually display incentives (and hierarchy?*)
- Options and choice: seating (sitting/standing desk choice), noise levels, food; open floor space (“*designated space = unequal*”)
- Sharing spaces, feelings, interests: conference spaces as places “to freely share creativity”
- No boundaries, transparent: windows, skylights, glass, personal space
- Other: white walls, round or “diamond layout” tables



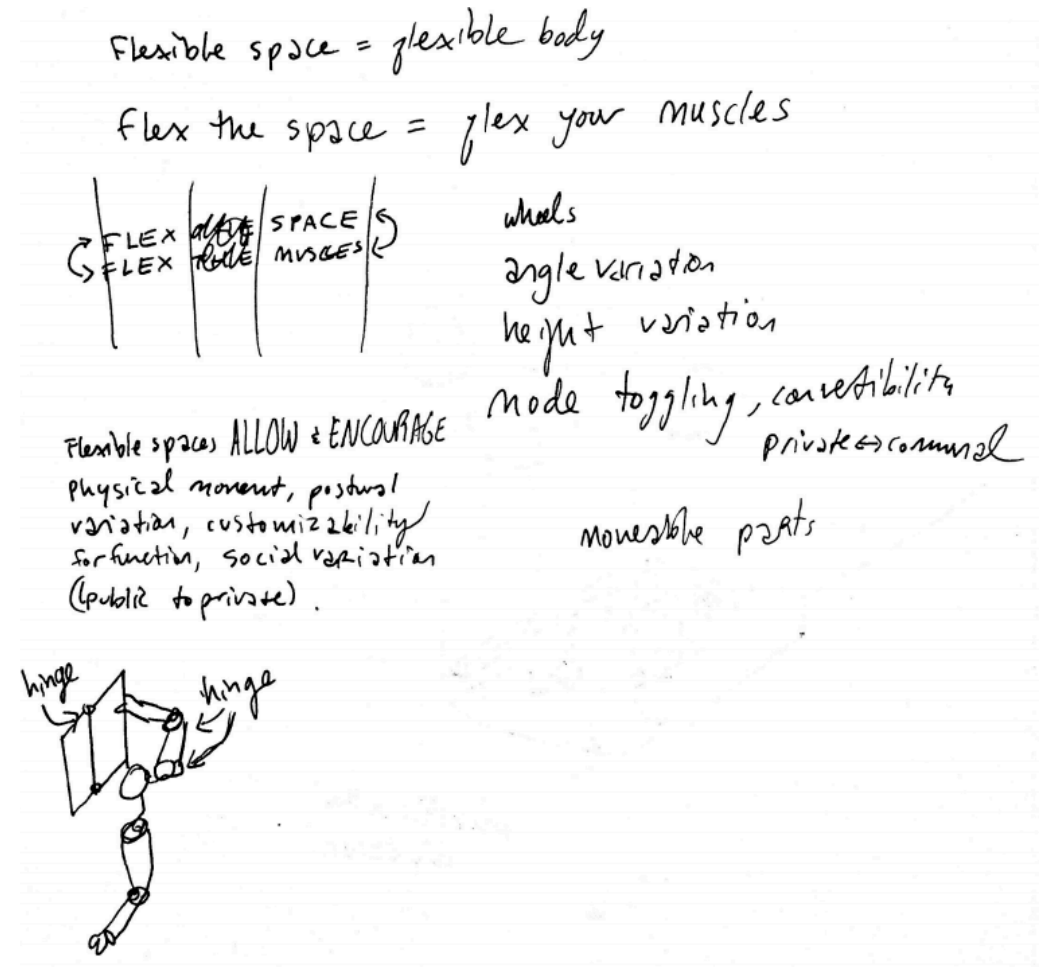
- **Equal allocation:**
divide in half by noise levels (freedom from distraction); gender neutral bathrooms
- **Options:**
standing/sitting
- **Sharing:** art wall
- **Other:** circles



- Equal allocation: auditory barrier
- Options: food options
- Sharing: benches, cubicles arranged for collaboration
- Equal opportunity:*

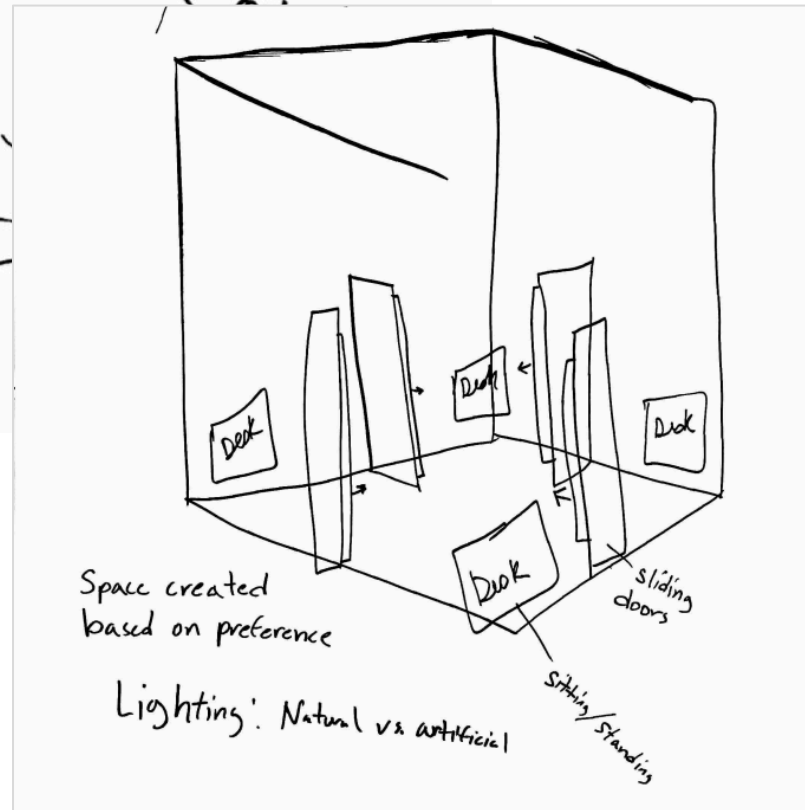
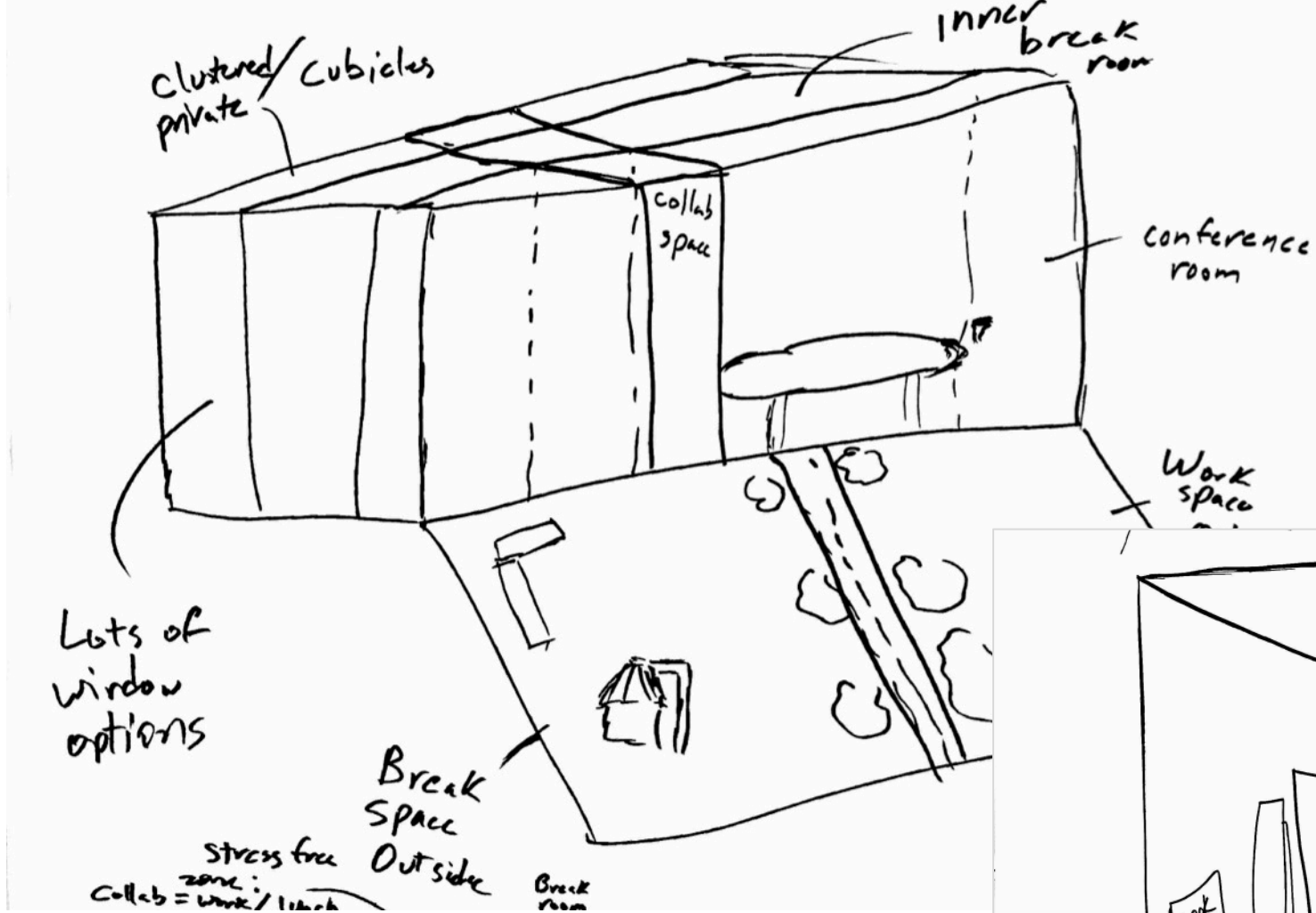
Flexibility - *what*

- Cultural, spatial, bodily
- Inviting, calm, peaceful, warm*
- A lot of choice
 - No set spaces (function, role)
 - Flexible space = flexible body (*movement, postural variation*)
 - Movability; “makeshift privacy”
 - Open access; free
- Abstract processes encouraged
- Multiple resources, tools, modes of expression



Flexibility - *how*

- **Inviting**: bright and inviting lighting (skylights, glass doors, windows, changing lights); music; garden; high ceiling
- **Options**
 - No set spaces (*unprescribed* space – can work anywhere); “not tied to a desk”
 - Flexible bodies, postural variation (sit, stand, kneel, lay down), “possible movement in space”
 - Movable furniture, adjustable lights
 - Carpet and rugs (vs. hard floors) – “carpeted space invites floor sitting”
 - Furniture for relaxation, lounging
- **Multiple resources and modes of expression**: blackboards and computers; multiple entrances and exits
- **Open**: no clock; outdoor space; storage on walls; open space



- **Inviting**: natural lighting, windows
- **Options**: movable (sliding) walls; work and break spaces outside; individual and collaborative spaces; sit/stand
- **Open**: "space created based on preference"

FLEXIBILITY Aug 7 2016

Wind down

glass door

makeshift privacy

movable wall is whiteboard But thick, some privacy

WHEELS

ABSTRACT (purpose)
encouraged (allowed)
(natural flexibility)

Height adjustable circular tables
of varying circumferences

CARPETED NOTHING
space: allows floor sitting
invites
+ SPONGEY → encourages

SHARED
Supplies
blankets
pens
earplugs

tools
which
facilitate
personal
comfort
in
shared
space

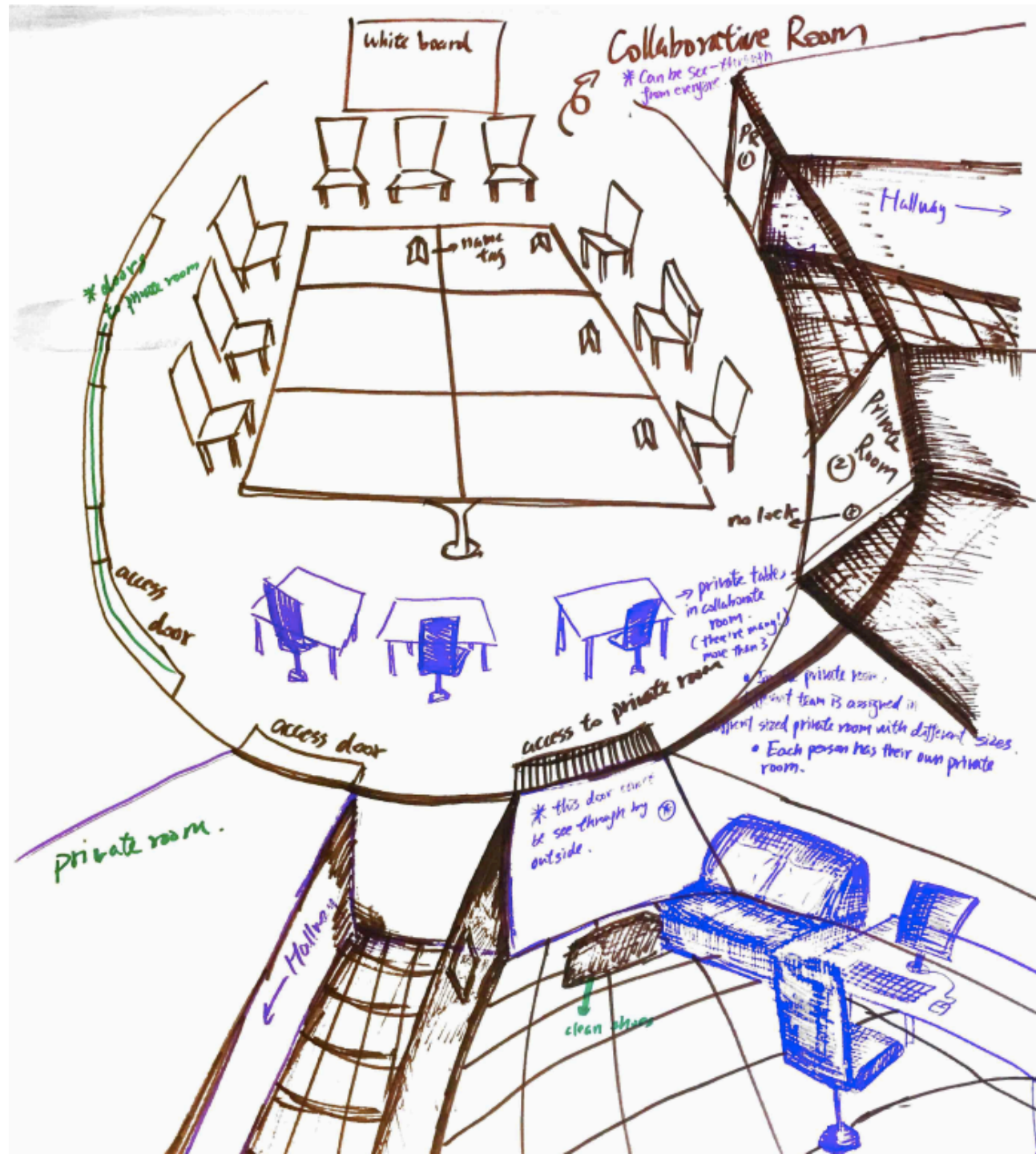
- Options: different postures (carpeted space to encourage); furniture (and tree!) on wheels*
- Multiple resources: shared supplies

Privacy - *what*

- **Digital, personal, spatial privacy**
 - Having spaces for both collaboration and privacy* (*question of the default; “being able to progress on work without collaboration”*)
 - **Digital:** log in codes, passwords, privacy screens
 - **Personal space:** your space is respected; you can deal with your private life; personalize space; making the space my own (like private property); no looking over shoulders or sneaking up
- You have a **choice** in when to show/reveal your work; **turn on/off communication** depending on needs
- **Comfort:** a safe space, relaxation, customization

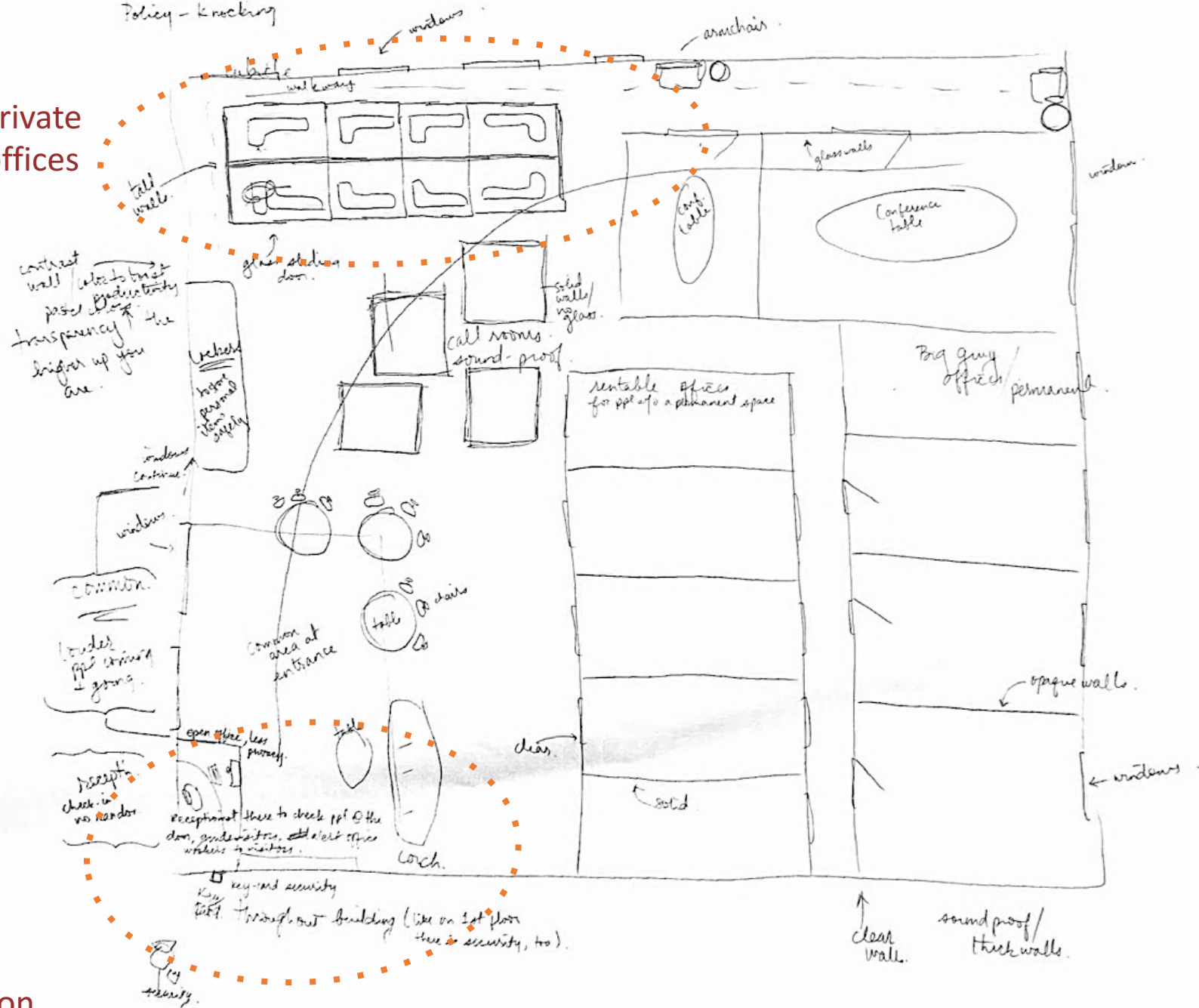
Privacy - *how*

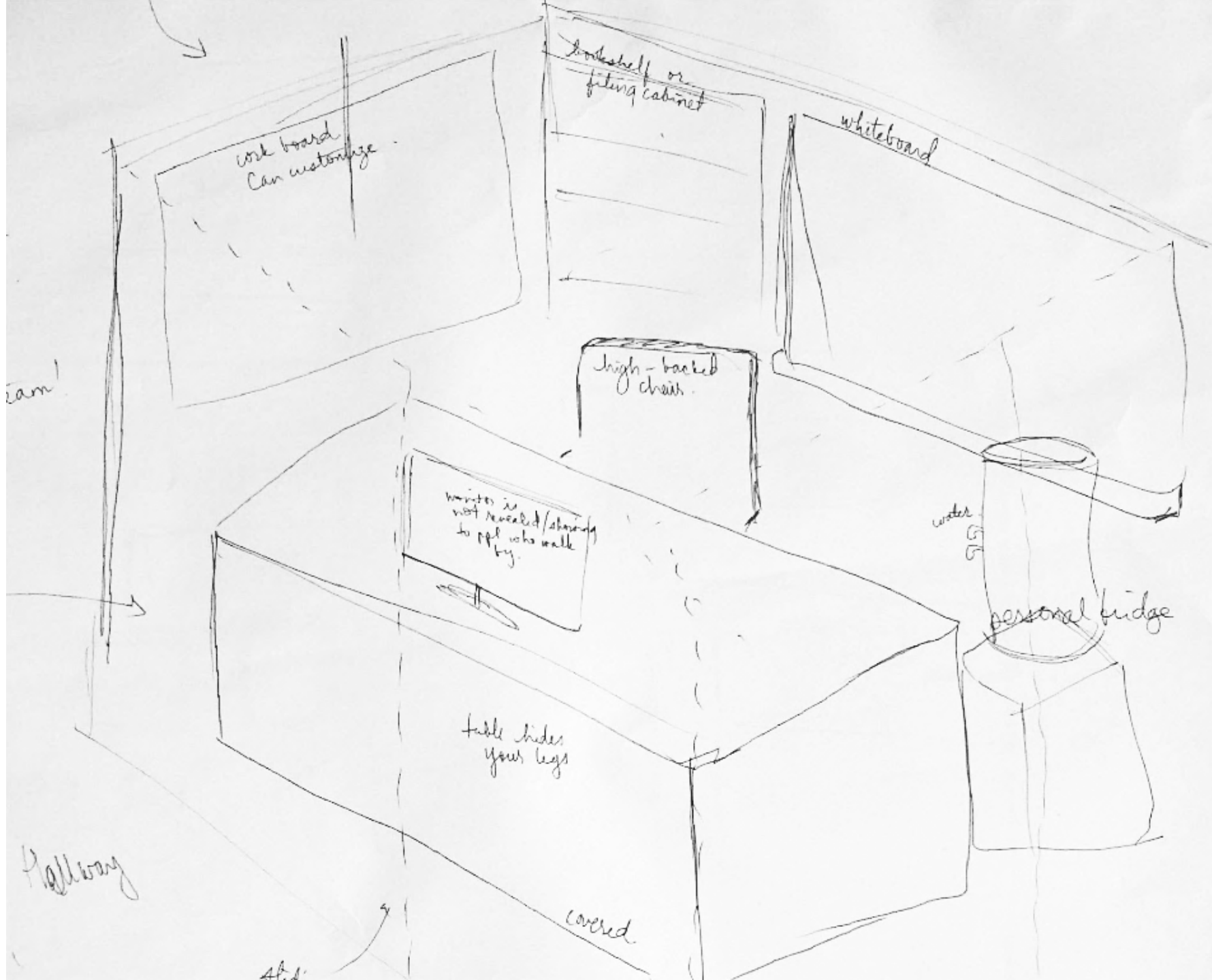
- Spaces for both collaboration and privacy: private rooms (which can't be seen through) and collaborative spaces (which can be seen through)
- Personal space
 - **Controlling access**: doors, closets; high walls and seat backs; tables that hide your legs; key card access; opaque windows/shutters; can see who is coming; private offices; soundproof ("ensuring confidentiality"); reception desk
 - **Personalization**: personalization; cubicle or office has amenities in it (personal fridge, water cooler, white board)
- Comfort: sofa, comfy chair, "personal comfortable chair"
- **Other**: pastel colors, nature, garden area, music (without disturbing others), hexagonal workstations ("*round tables not great for private work*")



- Collaboration and privacy: pathways to collaboration; private spaces (can't see in); private tables in collaborative room
- Comfort: chairs

Reception
area





Private offices

- **Personal space:**
high backed chair;
desk hides legs;
personal resources
(water cooler)

Discussion

- Interrelation of 7 drivers (privacy, comfort*)
- Common themes
 - **Nature** (comfort, connection, flexibility, privacy)
 - **Posture** (comfort, equity, flexibility)
 - **User-generated design** (comfort, equity, flexibility, predictability)
 - **Shapes** (comfort, connection, equity), colors (connection, predictability, safety)
 - **Break room** (comfort, connection, flexibility)

Discussion

- Conflict and overlap
 - Break rooms as social space vs. refuge (connection vs. comfort or privacy)
 - Walkway to limit vs. connect (privacy vs. connection)
 - Predictability vs. unpredictability (lead to new ideas)
 - Tension between open and closed spaces (defaults*)
- Implications
 - Methodology: Unique way to identify design correlates (and ultimately make workplaces meet needs and promote worker health)
 - Findings: Perceptual and behavioral implications of office space → impact need satisfaction
- Next steps

Thank you!

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*Initial findings published on our website!