

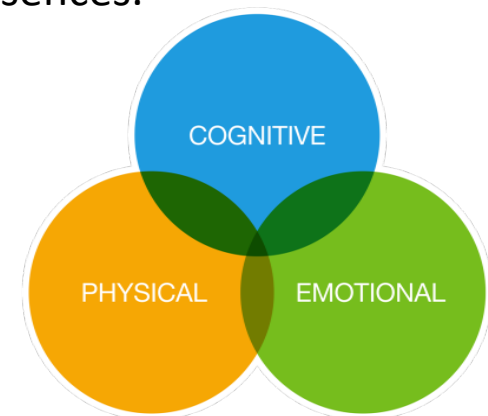
Steelcase[®]

WELLBEING THOUGHT STARTERS

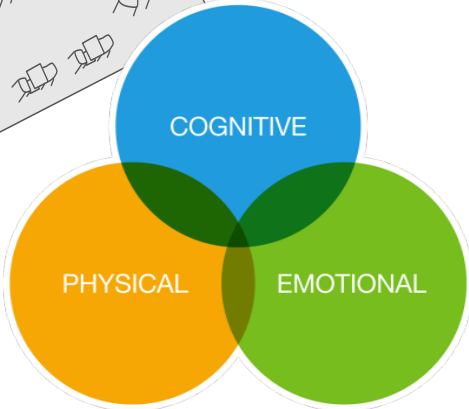
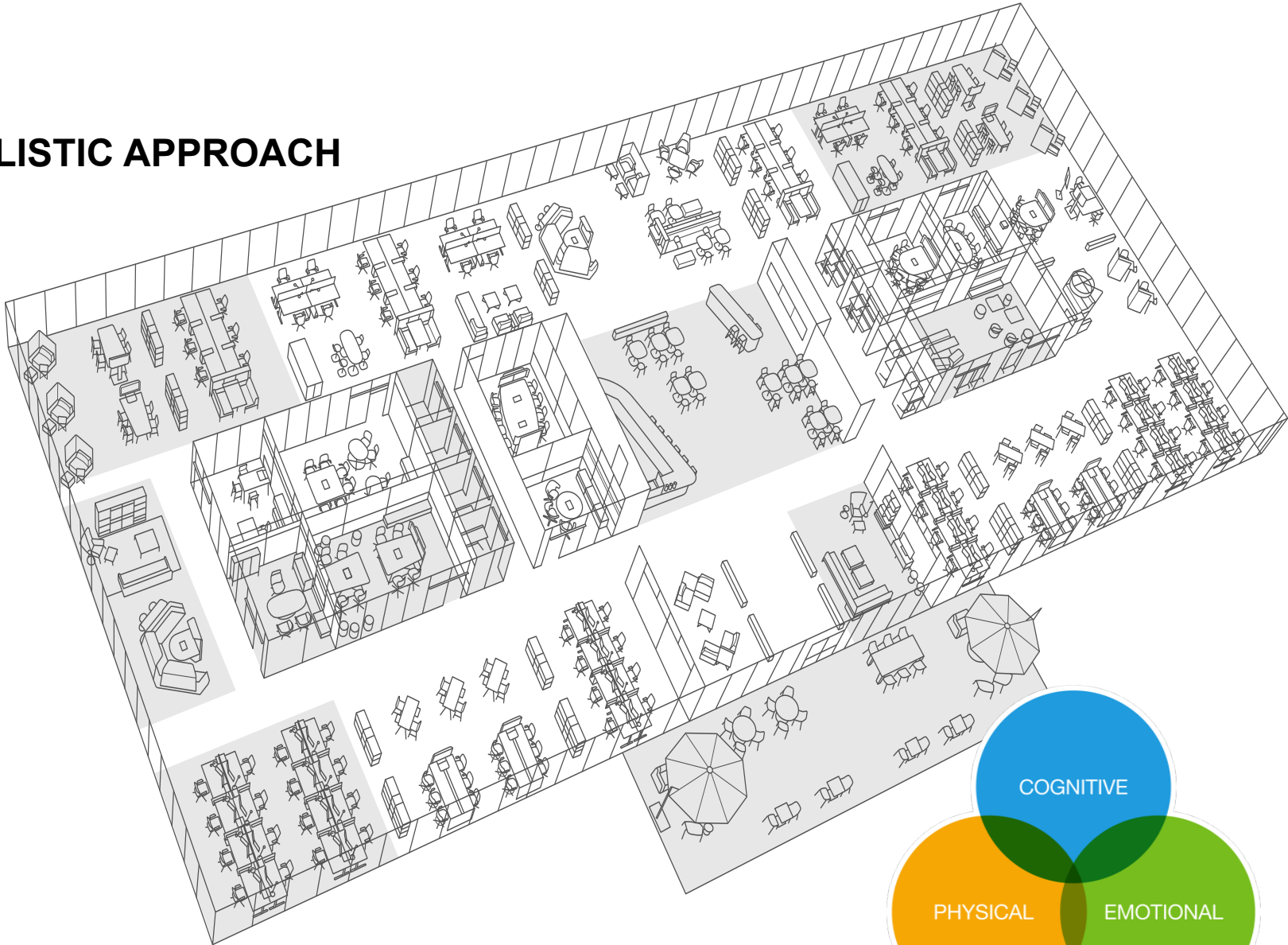
HOLISTIC APPROACH

As we think about workplace wellbeing as being about creating and sustaining a healthy physical and mental state over time in a supportive physical and social environment, we quickly come to the realization that no single space can do this alone. Designing for workplace wellbeing is about a lot more than finding space for an exercise or yoga room!

It requires thinking about the entire workplace as an ecosystem of different spaces for different activities, needs and preferences – dynamic spaces that together give workers that all-important choice and control, assuring that their physical, cognitive and emotional wellbeing is supported by the building blocks that we just discussed: a palette of places, a palette of postures and a palette of presences.



HOLISTIC APPROACH



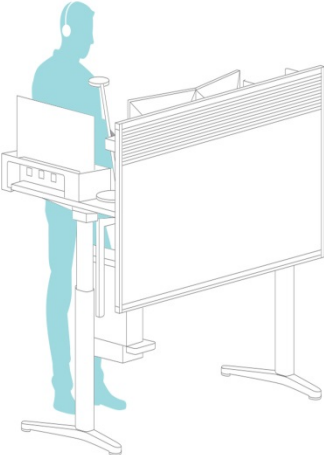
RESIDENT NEIGHBORHOOD

Here's an environment of owned individual workspaces within a zone that supports a range of needs, from focused work to collaboration to touchdown tasks, allowing workers to choose where they feel most productive.

Physical wellbeing is supported with height-adjustable worksurfaces and seating that easily adjusts to support individuals and the various technologies they use. Frequent movement also creates cognitive alertness. Workstations are compact, yet people's emotional needs for individualization are recognized with personal storage cubbies that also create boundaries, plus thoughtful worktools and amenities, like individual task lights and hooks and caddies that keep bags nearby but off the floor.

Everyone has storage space a few steps away from their workstations, another way to encourage movement. These areas can also be places for quick collaborations and social connections. Gallup's work has shown that having a friend at work is essential for engagement. *In terms of brain chemistry, connecting with others releases oxytocin, a pleasure chemical. What's more, one recent experiment showed that when people speak to others about an idea, many more parts of their brains are activated than when they're just thinking alone about an idea. (Your Brain at Work). There's growing evidence that social connections are a primary cognitive need, and safe, trust-filled connections with others are vital for health and for healthy collaboration.*

RESIDENT NEIGHBORHOOD

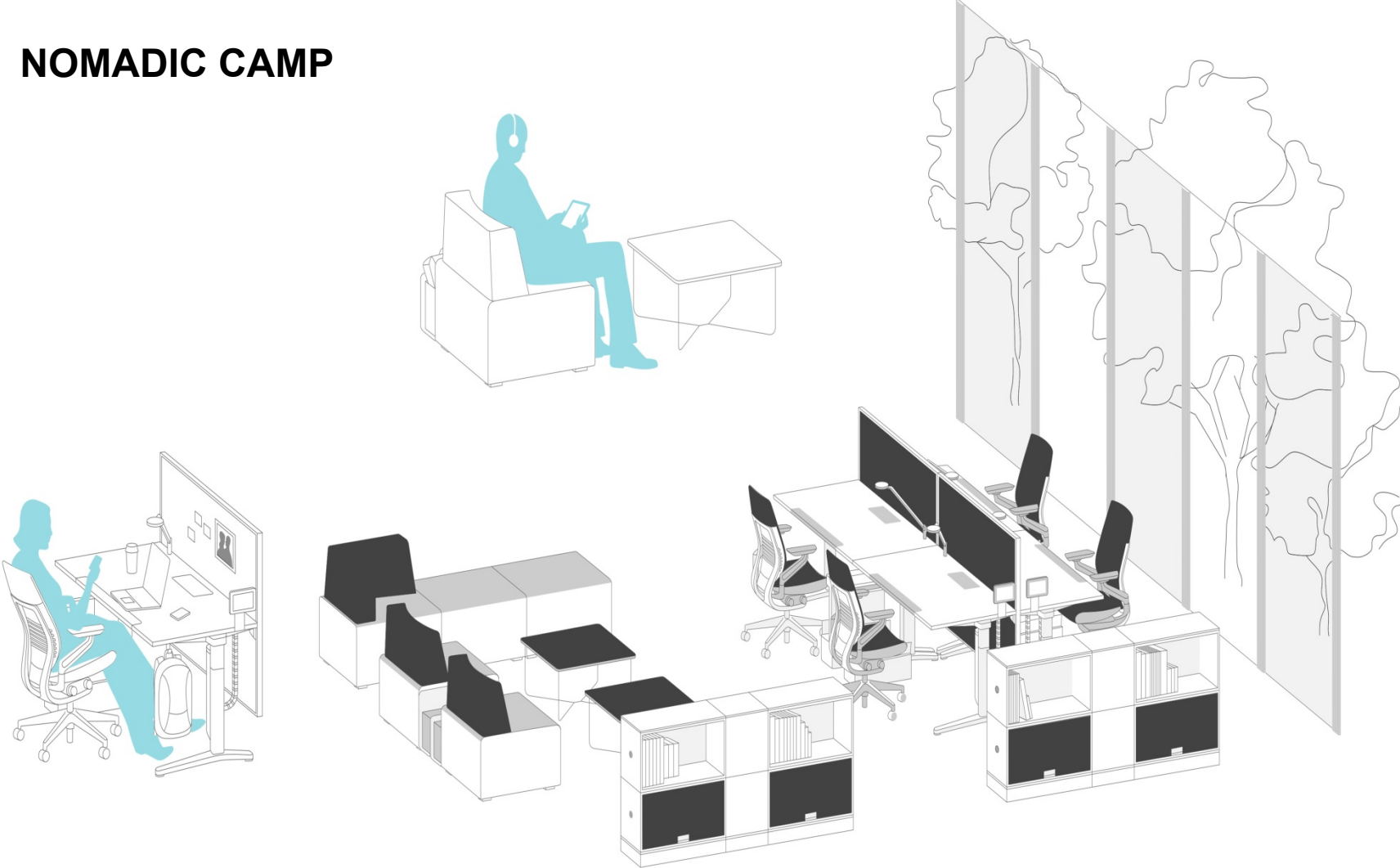


NOMADIC CAMP

Alternative work strategies and mobility impact people's connectedness to co-workers and the organization. This makes it more important than ever to provide opportunities to connect socially and host mobile workers in ways that facilitate a sense of belonging, community and connection to the brand and culture.

This area provides a variety of settings that welcome mobile and visiting workers and accommodates various work modes: focus, collaboration and socializing. Here, mobile workers have everything they need for peak performance: connections to others and connections to technology. There is a palette of settings and posture options – workstations and a lounge area -- giving the choice and control that immediately reduces stress. Natural light and a pleasant view increase the appeal of this space, communicating to mobile workers that they are equally as important and valued by the organization as building residents.

NOMADIC CAMP



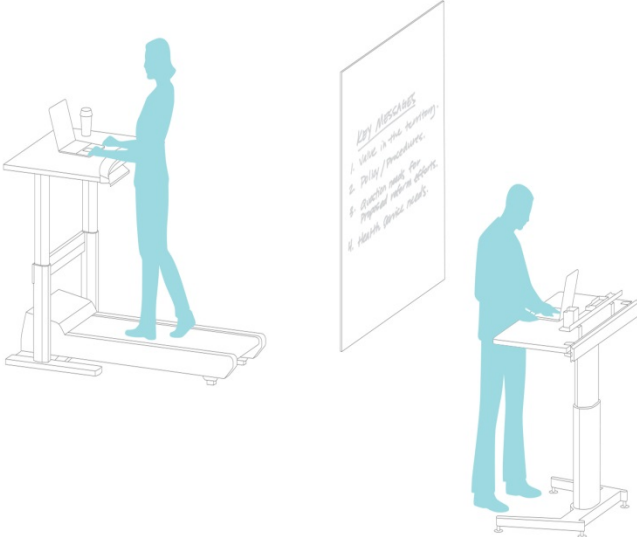
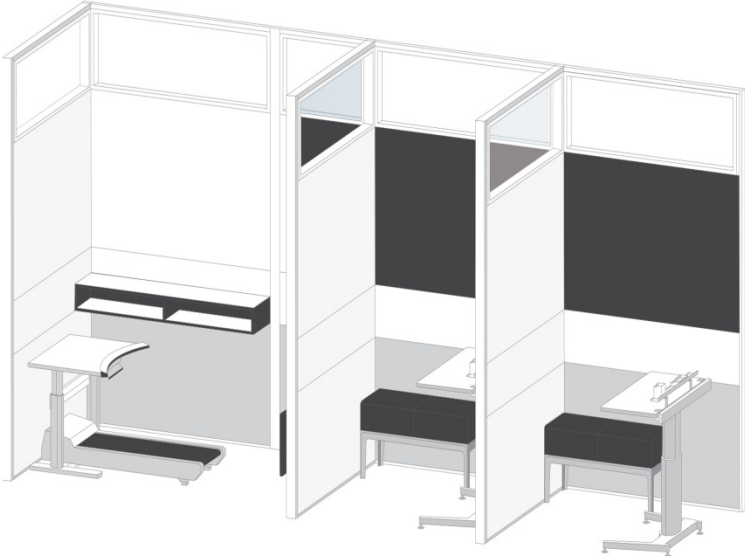
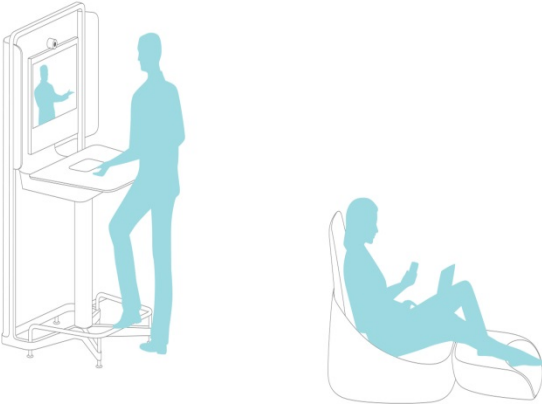
ENCLAVES

Creating small privacy spaces like these that are adjacent to open plan or shared workspaces is an investment that pays off in many ways. In terms of cognitive wellbeing, they are quiet havens: places to go when your brain needs to focus. Our research has shown that 95% of workers say having access to quiet, private places for concentrated work is important, but 41% don't have this access. Similarly, 95% say they need quiet, private spots for confidential conversations, but 41% don't have them. We know that everyone occasionally needs privacy for a personal phone call at work or just a place to regain their calm during an intense day, so having spaces like these is essential for emotional wellbeing.

In addition to providing quiet and privacy, these enclaves offer posture options, with standing-height worksurfaces in some – a good way to reenergize – and comfortable lounge seating in another, good for short-term focus in an informal way. Having these choices encourages the movement and variety that's important for maintaining physical wellbeing and mental alertness throughout the workday.

In support of cognitive wellbeing, enclaves with telepresence provide for productive one-on-one problem-solving within a distributed team. Our research has validated that, while teams need to be able to share information and collaborate as total group, focused problem-solving happens best in dyads. On the wall opposite the telepresence screen in these enclaves is a large whiteboard for offloading information and making it equally visible to both participants in the call.

ENCLAVES



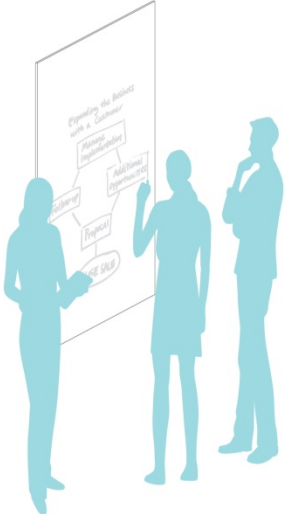
PROJECT STUDIO

Unlike a typical meeting room, this immersive, shared space supports project teams and small groups engaged in collaboration, content-sharing and idea generation.

Seating at the table is adjustable, and we see that the addition of some moveable seating encourages postural change and relaxed informality. Cognition is supported by leveraging walls as planes for offloading information in multiple displays. *This increases mental capacity for dealing with complex issues by freeing up brain space. Every time our brains are working on an idea, we're using up a measurable and limited resource. Neuroscientists say that, rather than taking up our brain space to store information, it's better to create visuals that do that. This frees up more grey matter for new thinking. (The Brain at Work)* It also allows others to better understand what's in our heads. At Steelcase, we often refer to this as “making thinking visible.”

Telepresence is well positioned and high definition, so that distant colleagues have a “seat at the table” and can participate with minimized presence disparity. Being able to see each other's nonverbal cues is an important component of successful communication and comprehension. On an emotional level, it reduces the anxiety of unknowns and increases everyone's sense of common understanding and belonging.

PROJECT STUDIO



PRIVATE OFFICE

For private offices, acoustics are key. There's simply no point in providing visual and territorial privacy if sounds can transfer in and out of the walls. Here, walls acoustically seal the space. At the same time, a clerestory brings light in and provides a psychological sense of connection.

In today's world, private offices are often collaboration spaces, too, so the wellbeing of guests needs to be considered, too. Comfortable swivel chairs and a table with round corners promote easy proximity for conversations as well as sharing visual information on the walls to make thinking visible or show progress.

Telepresence has been carefully configured so that remote participants can see and be seen, enhancing contextual awareness to minimize presence disparity. Although they're connected through technology, it's almost as if remote participants have a seat at the table here, a real plus for cognitive and emotional wellbeing. There's room to stand and walk around during a telepresence session, too, which relieves physical and mental fatigue.

There's ample space to display personal items as well as visual expressions of the brand, such as recent ads or historical artifacts.

Too often, private offices are still designed as status symbols. This one is a hard-working and still very appealing space that supports physical, cognitive and emotional wellbeing.

PRIVATE OFFICE



INNOVATION SUITE

A space to fine-tune imagination, spark creativity and support critical thinking processes, this suite was designed around choice and control to ensure the wellbeing of team members who spend long hours developing new ideas.

Physical wellbeing is addressed with support for an unrestricted palette of postures – sitting, perching, lounging, standing, walking around, even lying down on the floor with a pillow! Multiple telepresence configurations bring in team members in other locations, and moveable whiteboards make it easy to share visual information with remote participants as well as those in the room. Walls are whiteboards, so cognitive offloading can happen in large-scale, and the walls have high acoustical properties that ensure that ideas generated here will stay in this room until they're ready for exposure.

Moveable furniture creates a sense of informality and makes it easy for teams to customize the space and make it feel like “theirs,” whether they are here long-term or short-term.

Innovation is often intense, high-pressure work. Project teams can focus and be fully engaged here, promoting their cognitive wellbeing. It's also a space where it's easy to kick back and socialize, promoting the optimism and cohesive trust that are fundamental for emotional wellbeing.

INNOVATION SUITE



PATIO

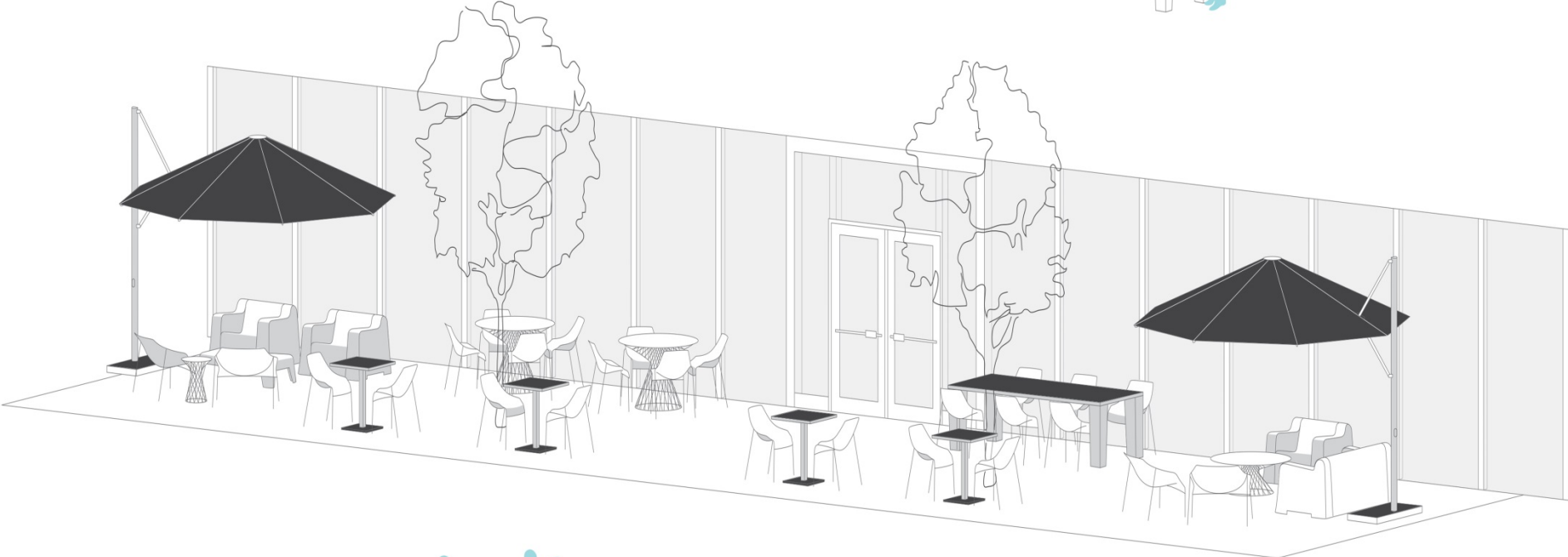
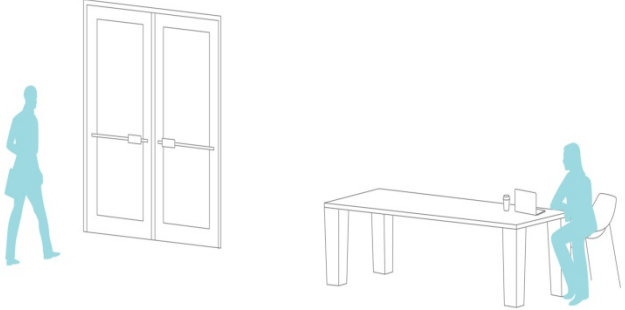
It's time to think about this kind of well-appointed outdoor space as a "need to have" instead of a "nice to have." Here, workers have access to daylight, fresh air and nature, which throughout human evolution have been fundamental to wellbeing. Our recent survey of North American workers, however, revealed that 40% don't have access to natural light at work and half don't have pleasant views.

A patio that's adjacent to a common space, such as a café, gives workers the option to move outdoors whenever they want a natural lift. Trees and canopies provide shade for those who prefer or require it for physical reasons, and there is lounge as well as tableside seating, providing a palette of postures.

As a place for socializing as well as respite, this patio meets emotional needs that are all too often overlooked in workplaces. It's also important for cognitive wellbeing, providing a place to quiet the mind and get past roadblocks. *There's now hard evidence from neuroscience that taking a break from a problem and idling the brain for a time increases the likelihood of gaining insights and breaking through to a solution. (Your Brain at Work)*

For those who want to work outdoors, WiFi and abundant access to power ensure that this is a hardworking environment for focused individual work as well as team projects.

PATIO



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