



**Gensler**

# **FUTURE OF WORK: IMPACTS AND OPPORTUNITIES FOR THE OFFICE**

**PRESENTED BY OLIVER SCHAPER & WENDY ANDREW-DOELE**

# IMPROVING THE HUMAN EXPERIENCE

**#1**

Green buildings design firm (ENR, 2020)



**28**

Practice areas provide specific expertise



**200,000,000+**

People experience Gensler designs every day



**1,500+**

LEED certified or registered projects firmwide



**30+**

Research grants per year

# LISTENING TO OUR CLIENTS

**325+**

Roundtables and one-on-one workshops

**2,500**

Multi-industry work-from-home respondents

**67,000+**

Clients engaged

**HEALTH & WELLNESS IS A PRIORITY.**

**WHAT'S THE IMPACT ON COMMON AREAS, VERTICAL TRANSPORTATION, VISITOR ACCESS, AND DELIVERIES?**

**HOW DO I COMMUNICATE AND MANAGE NECESSARY CHANGE IN THE WORKPLACE?**

**OUR PHYSICAL SPACE IS OUR CULTURE'S TOWN SQUARE, MAIN STREET AND COMMUNITY CENTER.**

**HOW DO WE PREPARE BUILDINGS TO WELCOME TENANTS BACK TO WORK?**

**VIRTUAL IS NOT REAL; RECORDED IS NOT LIVE. WE REALLY NEED LIVE EXPERIENCES.**

**HOW CAN I ANALYZE AND RE-PLAN MY EXISTING OFFICE LAYOUT?**

**HOME IS NOT AN OFFICE.**

# THERE IS A **BALANCE TO BE STRUCK**

## WHAT WE'VE GAINED

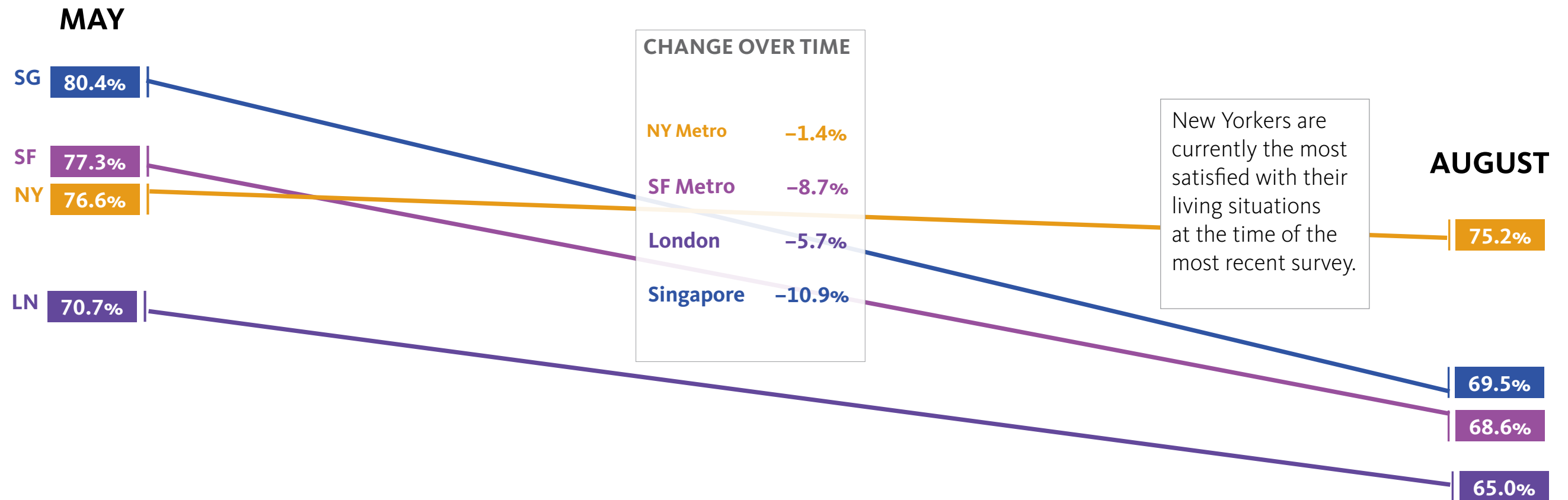
I can plan work needs around home needs	There is less stress without a commute	I find it easy to collaborate through virtual platforms	I have more time for my hobbies and exercise	I can focus better at home because it's a controlled environment	I feel empowered to learn new skills that I need for my work	I have deeper connections with my immediate team
<b>CAREGIVING</b>	<b>COMMUTING</b>	<b>COLLABORATION</b>	<b>HEALTH &amp; WELLNESS</b>	<b>FOCUS &amp; FLOW</b>	<b>LEARNING &amp; GROWTH</b>	<b>SOCIAL &amp; CULTURE</b>
I need time away from my family	My commute was "me time"	I could quickly ask a question of a peer	There were more opportunities to move during the day	The ability to focus at the office without kids, pets, or family distracting me	I was able to identify and shadow mentors	I feel detached from colleagues not on my team

## WHAT WE'VE LOST

# RESPONSE TO THE PANDEMIC

People's satisfaction with their living situation declined in each city we surveyed between May and August.

Percent of respondents who are satisfied with their living situation.

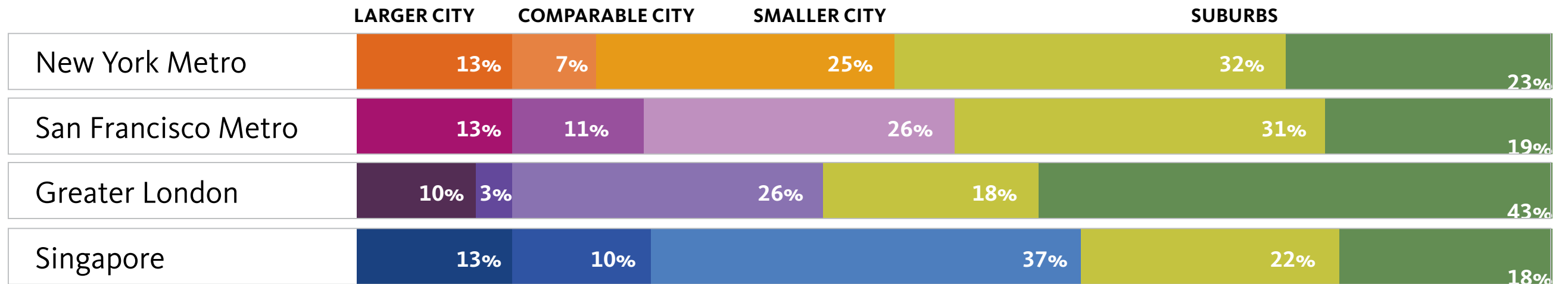


# RESPONSE TO THE PANDEMIC

People **don't** want to abandon urban life entirely—over one-third of respondents want to move to a different city.

Nearly half of respondents want to stay in an urban environment.

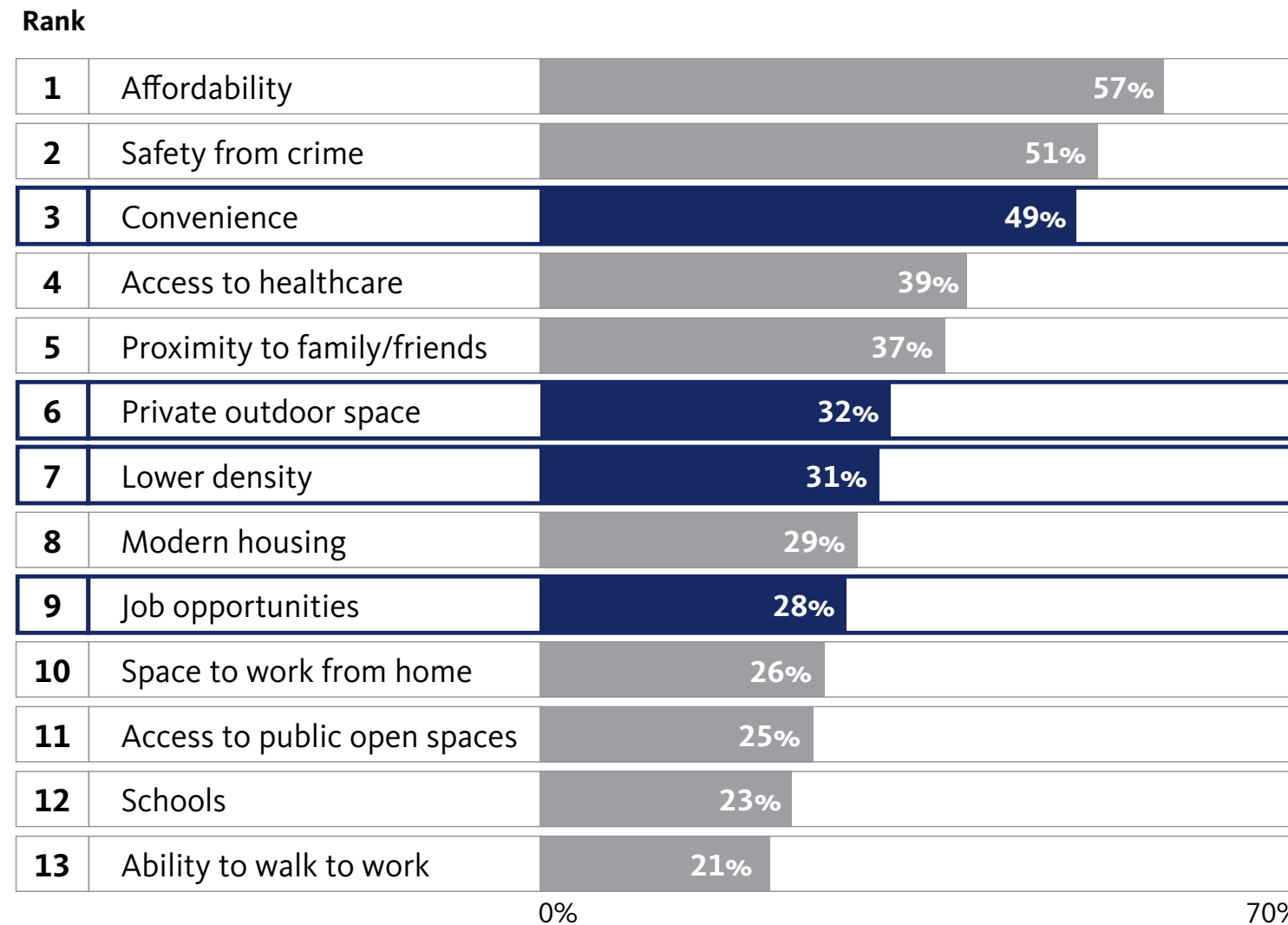
Preferred relocation destinations, by city, as of August 2020.



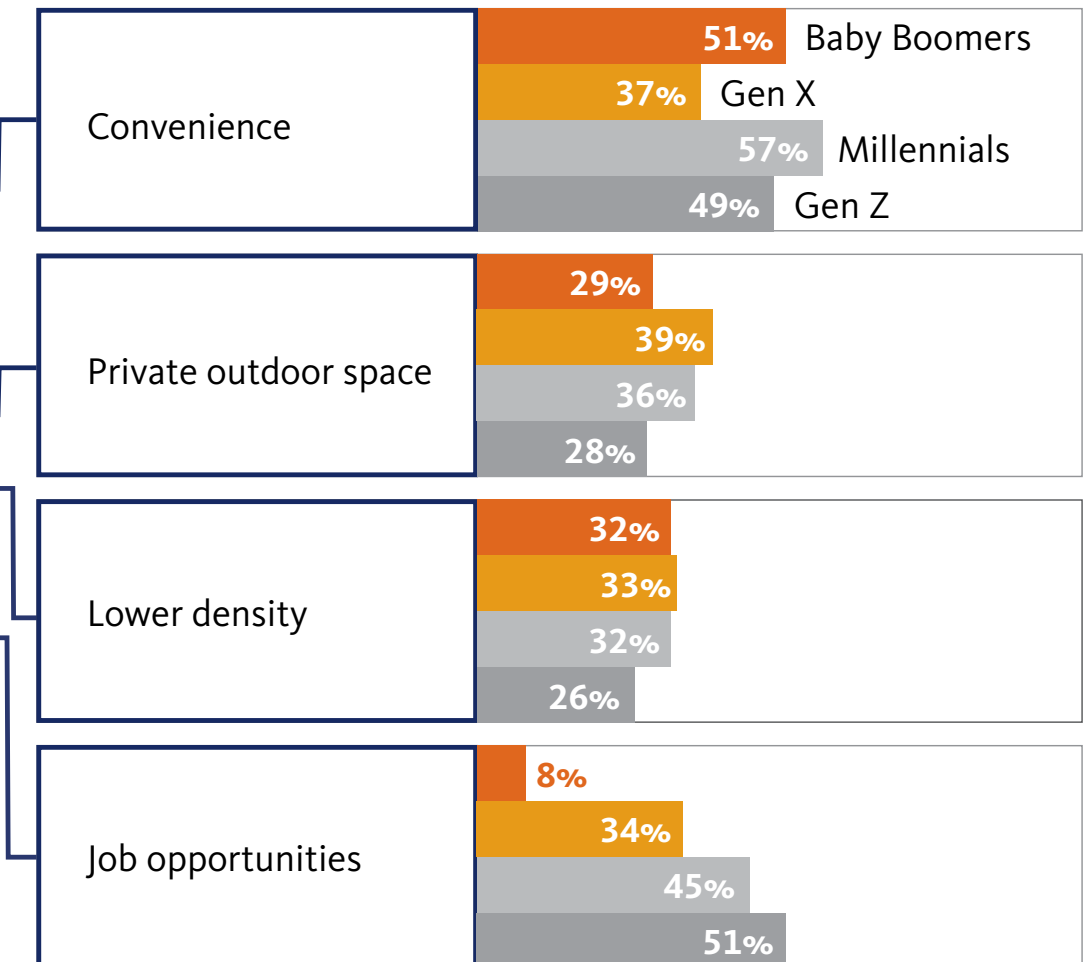
# RESPONSE TO THE PANDEMIC

## New Yorkers will be prioritizing affordability, safety, and convenience in their next home.

Percent who rank each item as one of the most important in their next home.



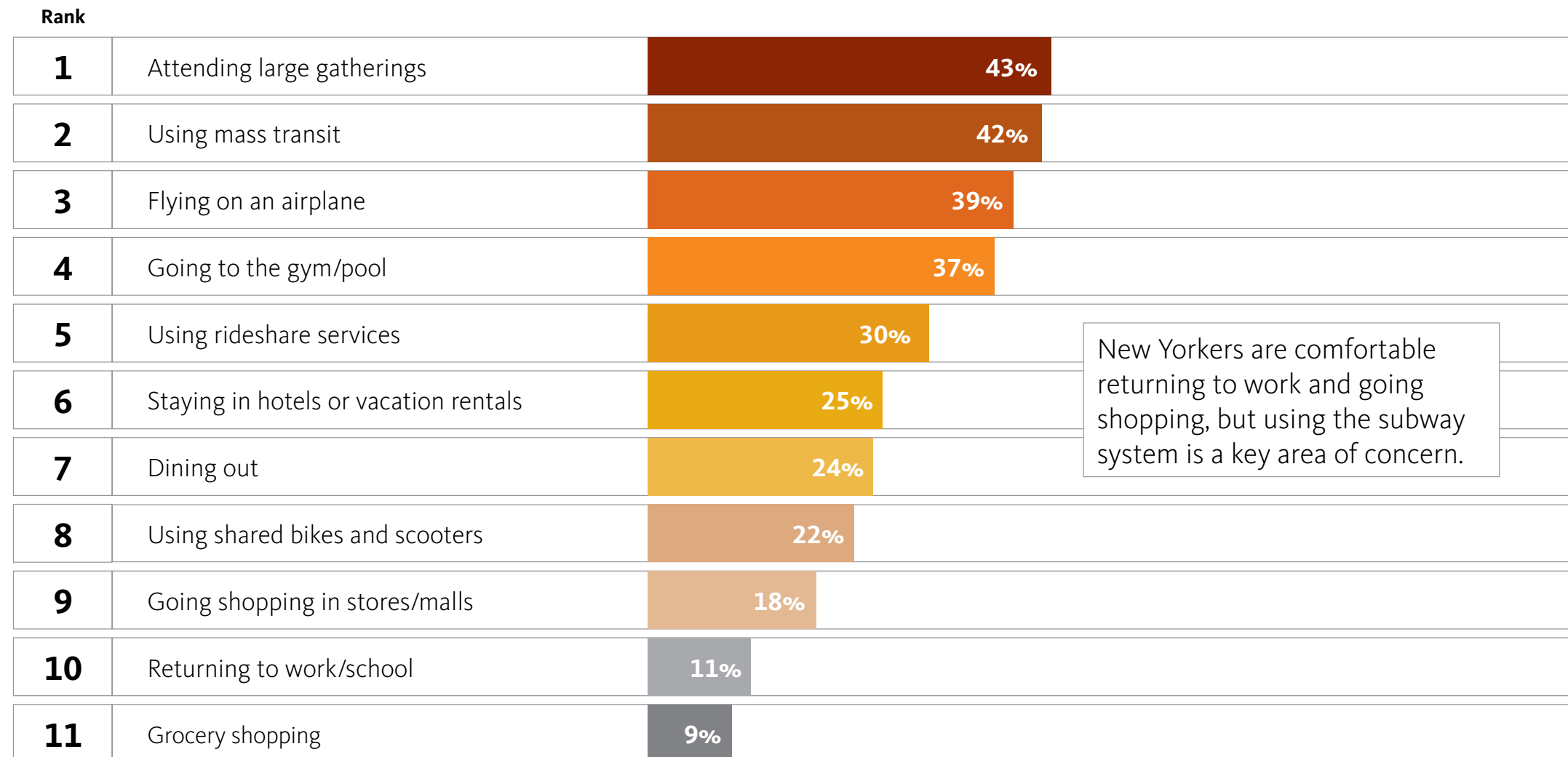
Relocation priorities by generation.



# RESPONSE TO THE PANDEMIC

## Even as economy reopens, New Yorkers are twice as likely to avoid using mass transit than going out to eat.

Percent of people who plan to avoid the following activities when economy reopens.





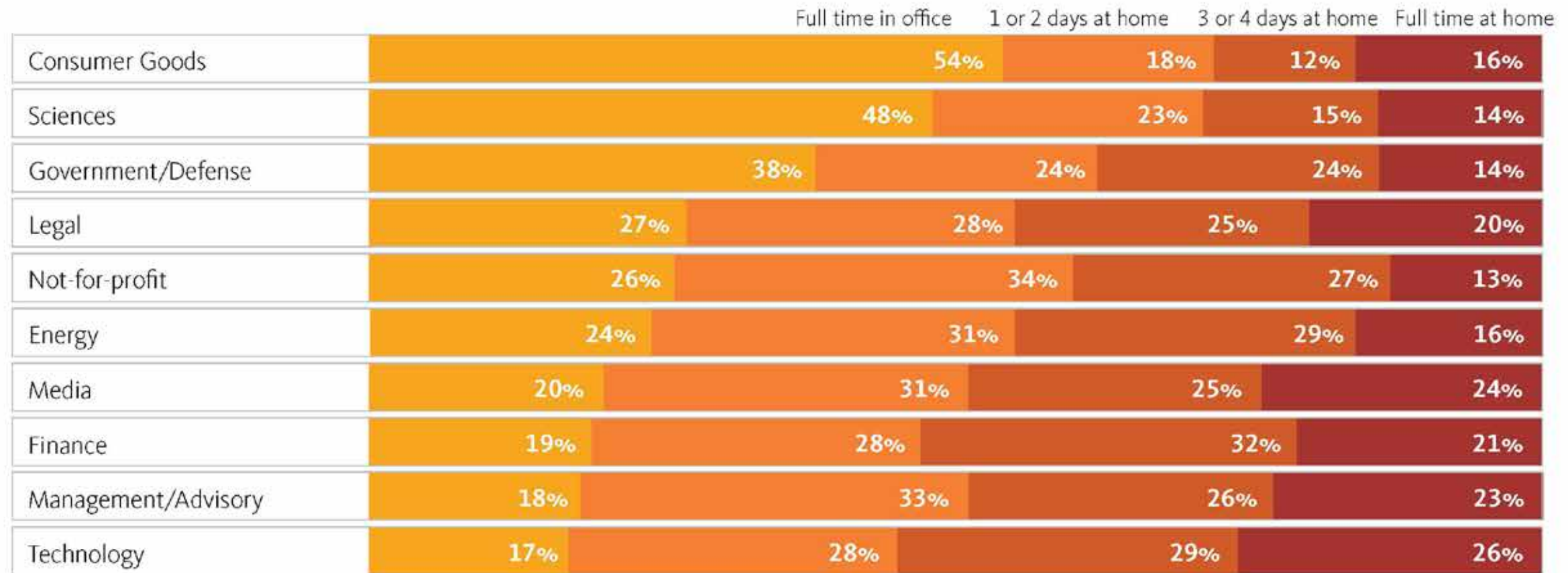
**HOW, AND WHERE, DO U.S.  
WORKERS WANT TO WORK IN A  
POST-PANDEMIC FUTURE?**

# OVER HALF OF U.S. WORKERS WOULD PREFER A HYBRID WORK MODEL

HOW MANY DAYS WOULD YOU PREFER TO WORK FROM THE OFFICE VS. FROM HOME?



# ROUGHLY 80% OF ALL WORKERS HAVE A **DESIRE TO BE IN THE OFFICE**



THIS IS AN OPPORTUNITY  
TO RETHINK  
**“WHY GO TO THE OFFICE?”**  
+ NEW ROLES FOR PHYSICAL WORKPLACE

# THE FUTURE OF WORKPLACE

**The New Social Connector**

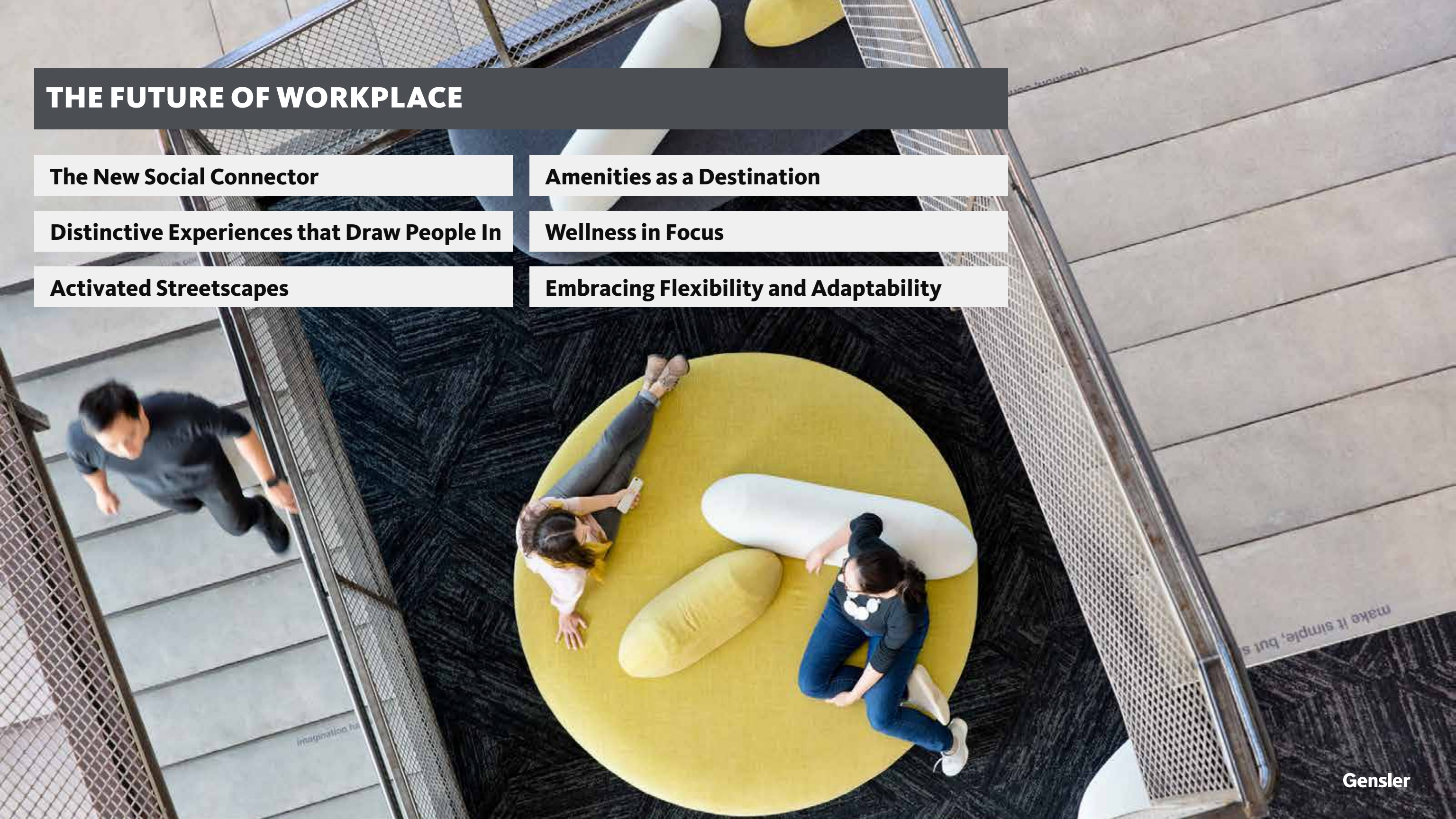
**Distinctive Experiences that Draw People In**

**Activated Streetscapes**

**Amenities as a Destination**

**Wellness in Focus**

**Embracing Flexibility and Adaptability**



# FOW THEME #1 THE NEW SOCIAL CONNECTOR



## WELCOME

FRIDAY APRIL 24, 2024  
10:32 AM

 74° F

## TODAY

- Lorem ipsum dolor sit amet
- Consectetur adipiscing elit sed do
- Eiusmod tempor incididunt ut labore
- Et dolore magna aliqua ut enim ad
- Minim veniam quis nostrud exercitation

FOW THEME #2 **DISTINCTIVE EXPERIENCES THAT DRAW PEOPLE IN**



# FOW THEME #3 AMENITIES AS A DESTINATION





FOW THEME #4 **WELLNESS IN FOCUS**



FOW THEME #6 **ACTIVATED STREETSCAPES**





# ARCHITECTURE OF OPTIMISM

DINONI

DINONI

DINONI

Gensler

**Gensler**

**THANK YOU!**



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RESEARCH AND ARTICLES ABOUT DESIGN'S RESPONSE TO A CHANGING WORLD ON  
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Cities Amid COVID-19: The  
Shifting Equation of Urban Life



U.S. Workers Want to Return  
to the Workplace - But They  
Expect Flexibility



Defining the Future of Our Cities:  
Five Areas of Opportunity for a  
Post-Pandemic World



The Future of the Central Business  
District: Resetting Our Downtown  
Cores



The Future of Climate Policy  
Starts in Our Cities



Amenities at the Edge: Where  
the Workplace Meets the Street