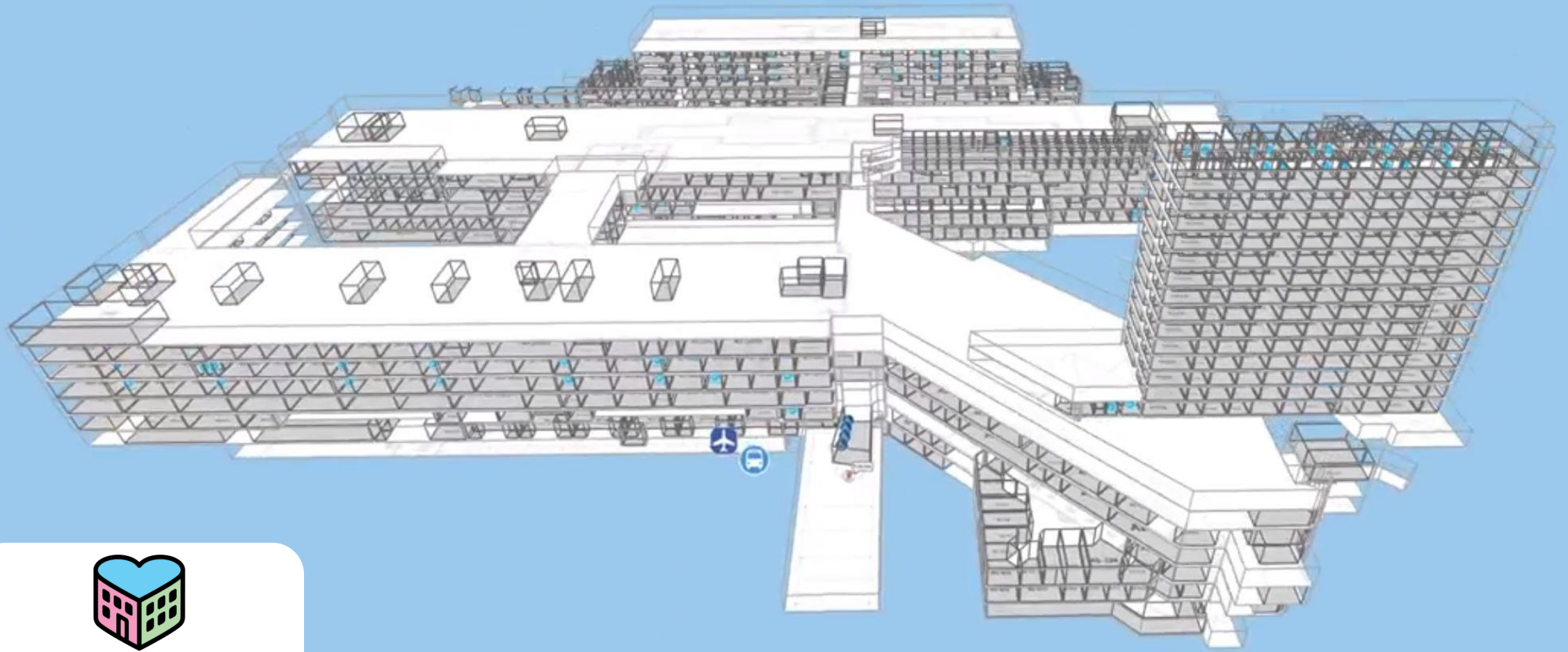


New Normal Workplaces

Ken Dooley
February 2023



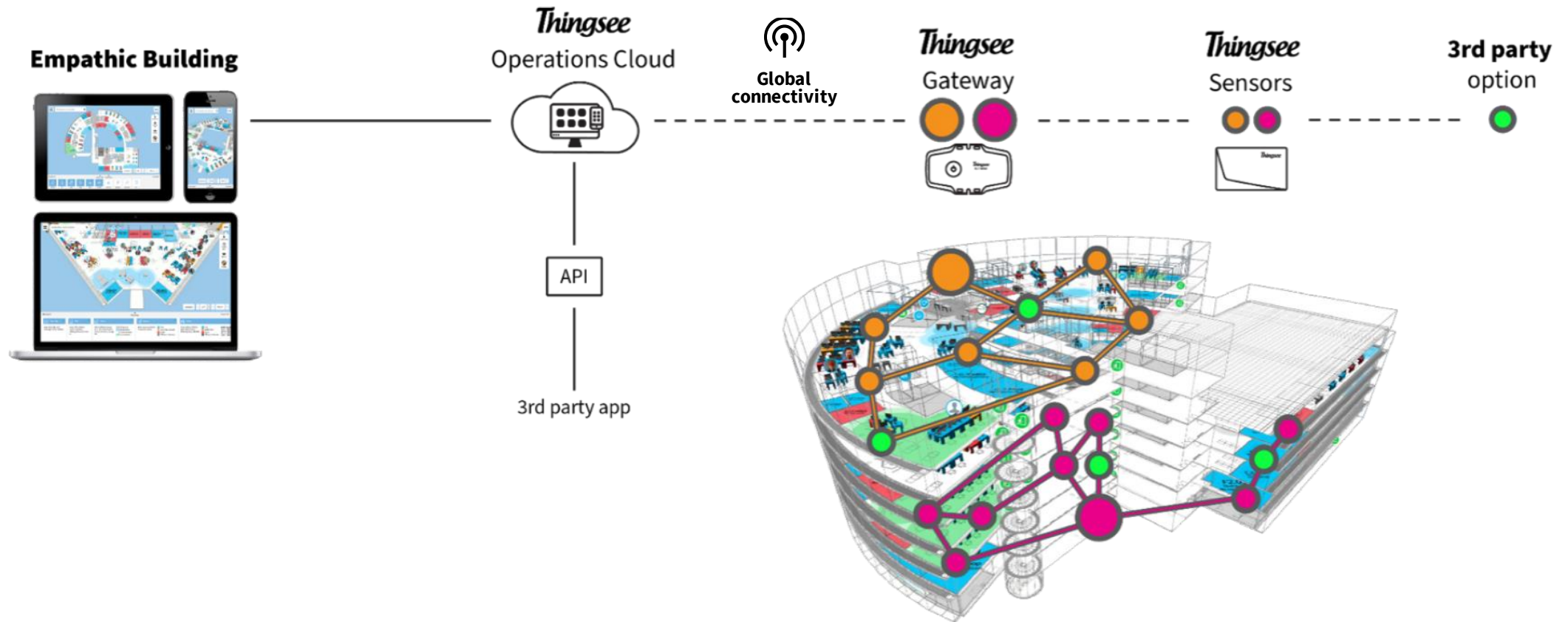
empathic building®

Reserve desks & rooms
and find colleagues

Deliver the key data for
operational excellence



Empathic Building with Full Stack IoT



More relevant than ever

The current issue and full text archive of this journal is available on Emerald Insight at:
<https://www.emerald.com/insight/0263-2772.htm>

Smart workplace solutions – can they deliver the offices that employees have been waiting for?

Smart
workplace
solutions

Laura Remes

*Department of Electrical Engineering and Automation, Aalto University,
Espoo, Finland*

Kenneth Dooley

*Department of Electrical Engineering and Automation, Aalto University, Espoo,
Finland and Empathic Building, Haltian, Helsinki, Finland*

Jaakko Ketomäki

*Department of Electrical Engineering and Automation, Aalto University, Espoo,
Finland and Sustainable Construction and Real Estate, Motiva Ltd.,
Helsinki, Finland, and*

Heikki Ihasalo

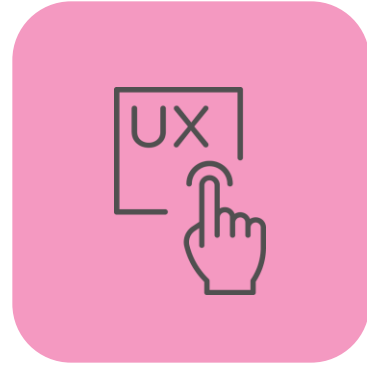
*Department of Electrical Engineering and Automation, Aalto University, Espoo,
Finland and Innovations, Granlund Oy, Helsinki, Finland*

Received 6 April 2021
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Targets



People Back



Enable New



Team Working



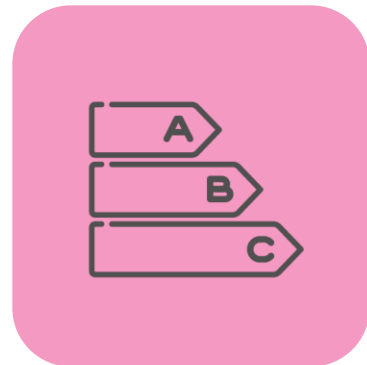
Build Community



Values



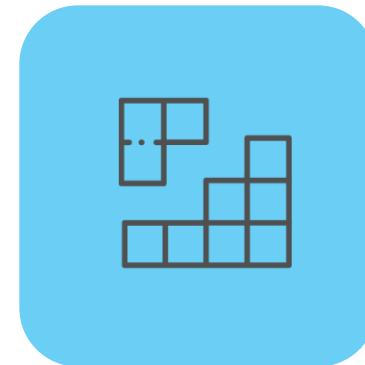
Space Costs



Energy Costs



Quick Deployment



Modular



Back Safely

No clear end in sight

- Perpetual Beta
- Uncertainty
- Reduce then Rearrange



Creativity

Innovation

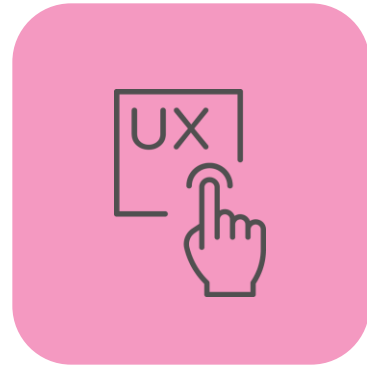
Team Working

Collaboration



Organisational Learning

Uniper, Düsseldorf



Enable New



Team Working



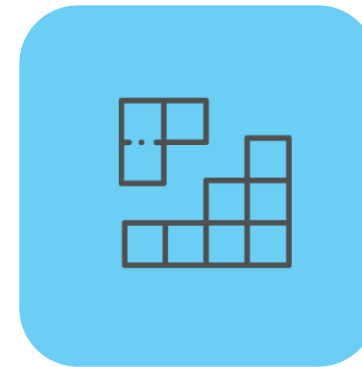
Build Community



Values



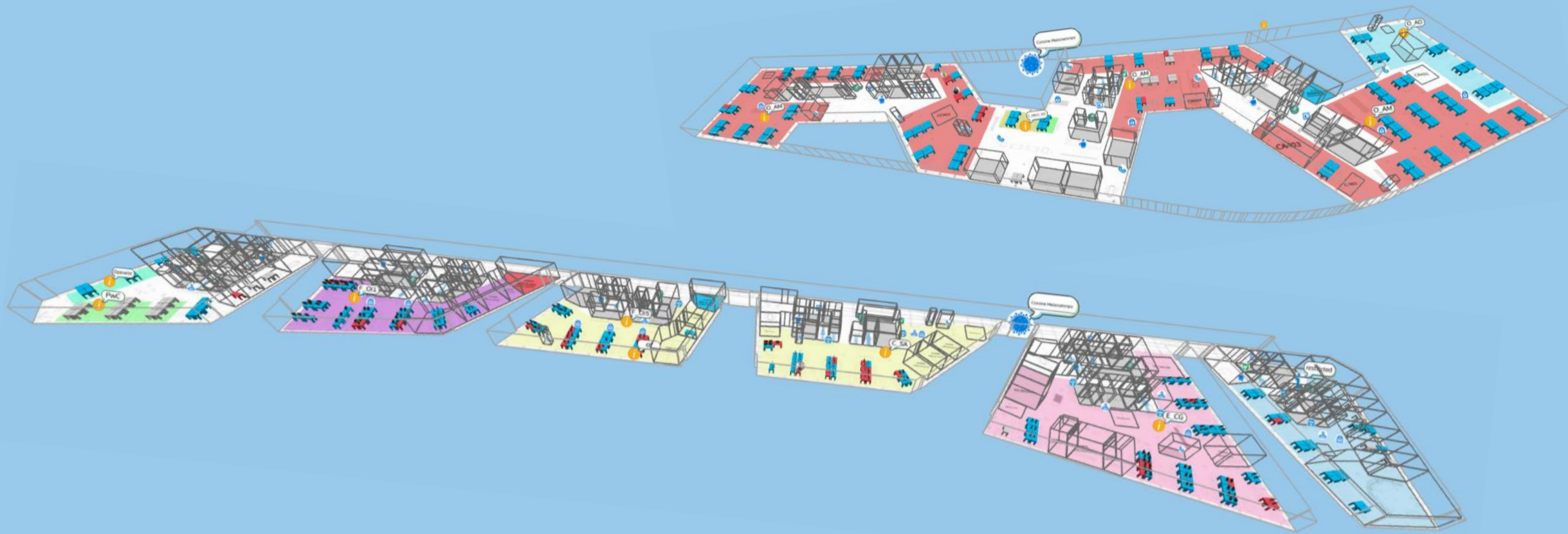
Quick Deployment



Modular



Back Safely





In d. Bühlack

Hemmersbachweg

Hammer Dorfstraße

Plockstraße

Holzstraße

Uniper SE

Düsseldorf Deal €15 | Original €30

Zollhof

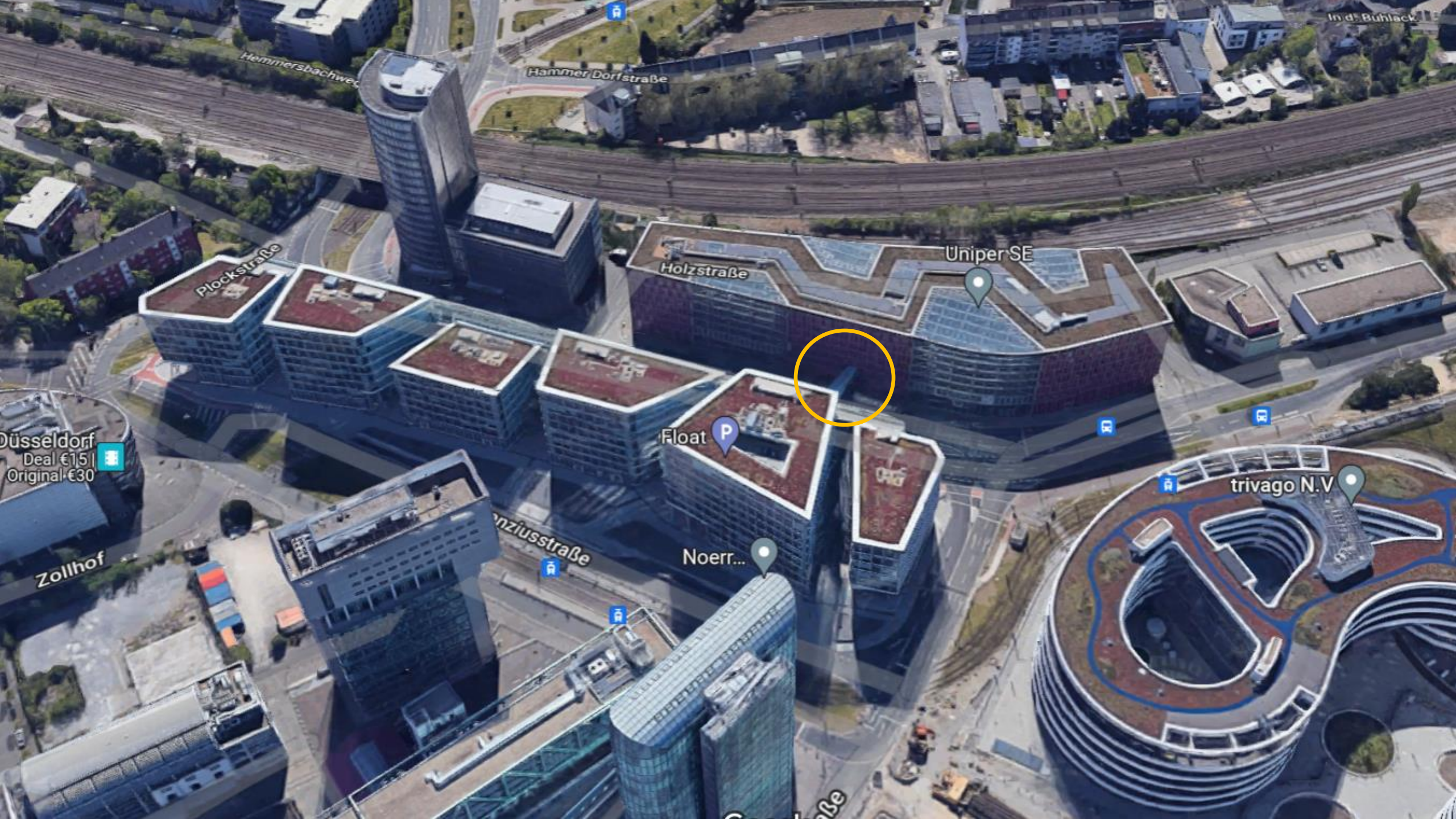
Float P

Anziusstraße

Noerr...

trivago N.V

straße



Hemmersbachweg

Hammer Dorfstraße

Plockstraße

Holzstraße

Uniper SE

Düsseldorf Deal €15 | Original €30

Zollhof

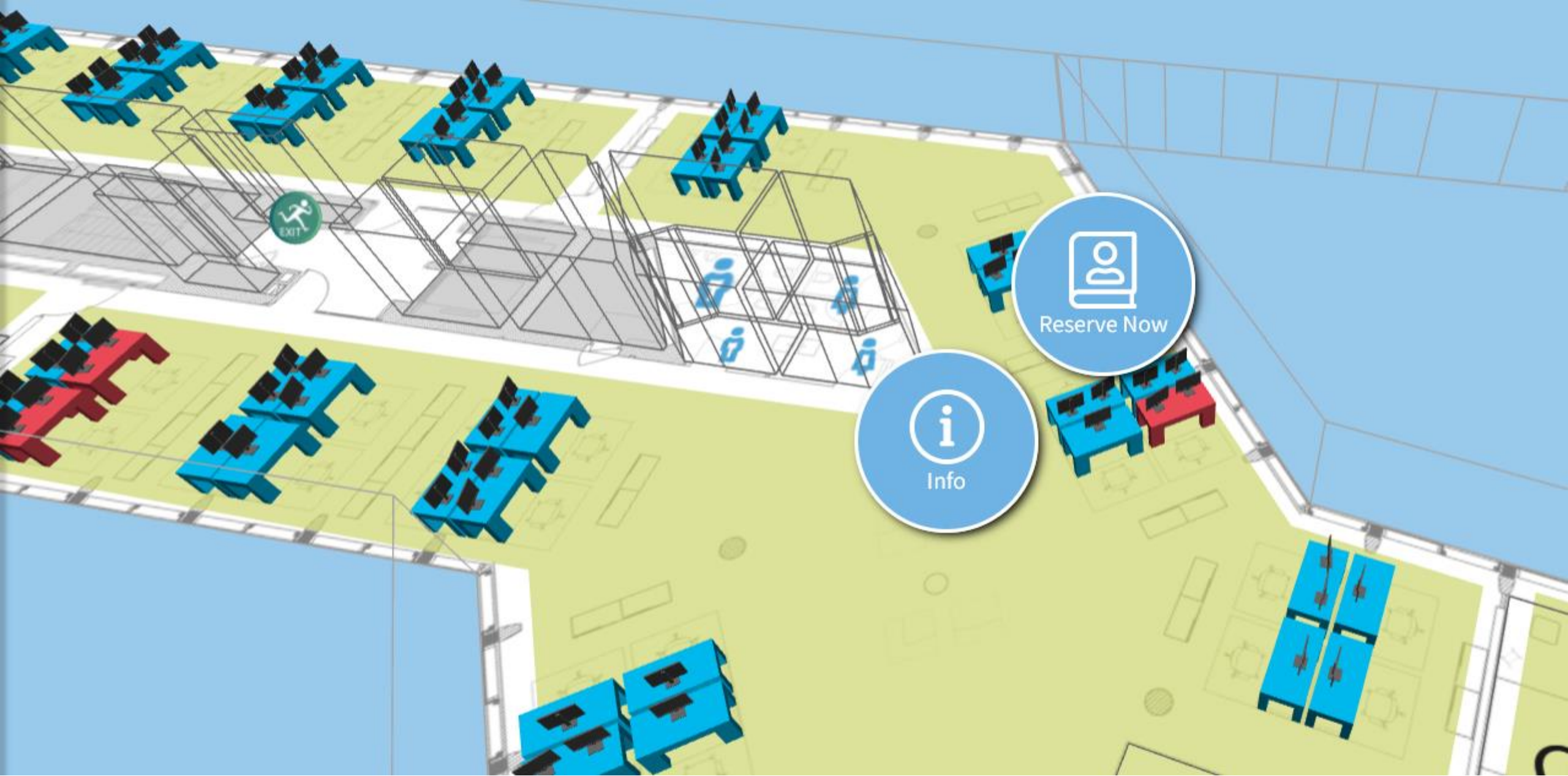
Float P

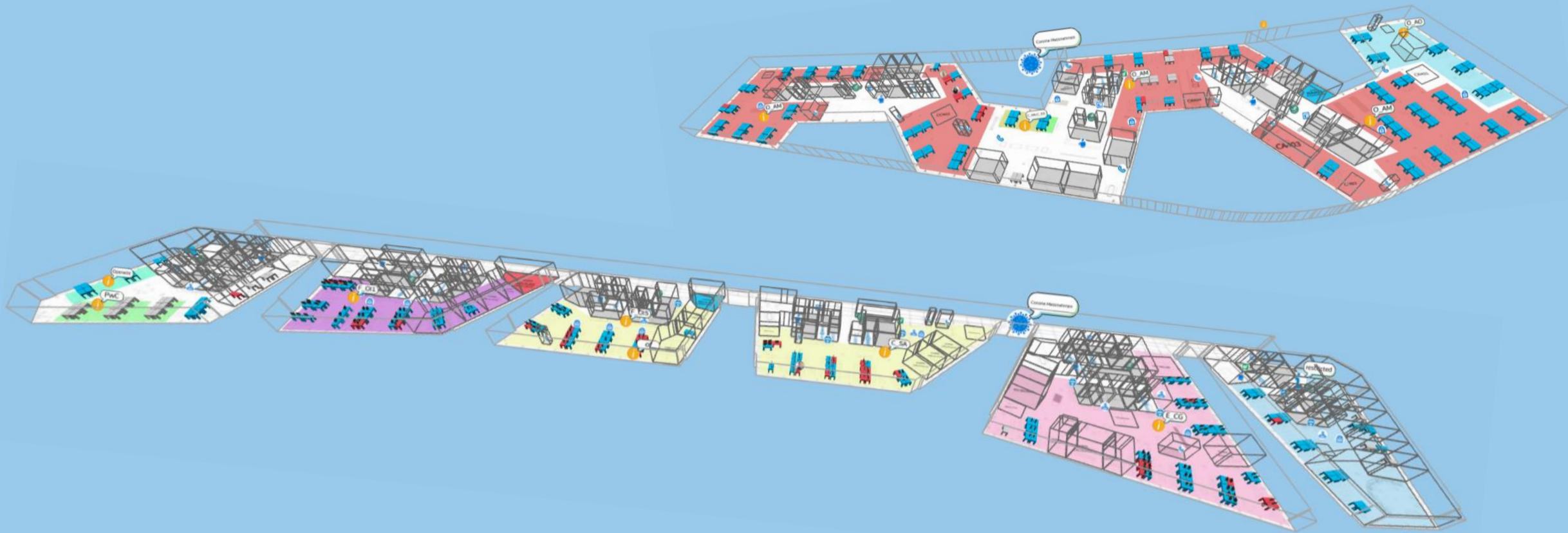
anziusstraße

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trivago N.V

nße

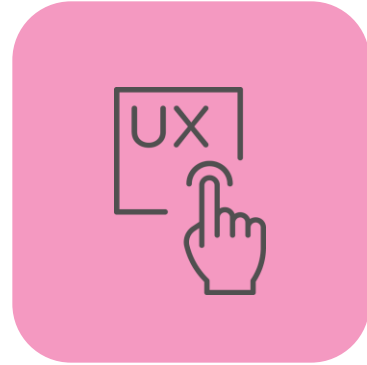




Lego, Billund



People Back



Enable New




Team Working



Build Community



Values

A modern, bright office interior with a large wooden staircase and people working. The space is open-plan with high ceilings, recessed lighting, and large windows. In the foreground, there are several colorful armchairs (blue, red, and grey). In the middle ground, a wide wooden staircase with blue and red cushions is the focal point. Two people are sitting on the steps, talking. To the right, a person is walking up the stairs. In the background, there's a pool table and other people working at desks. A large sign with the word "PLAY" is visible on the wall behind the stairs.

“Our workplaces need to enable LEGO employees to be their best working selves and colleagues”

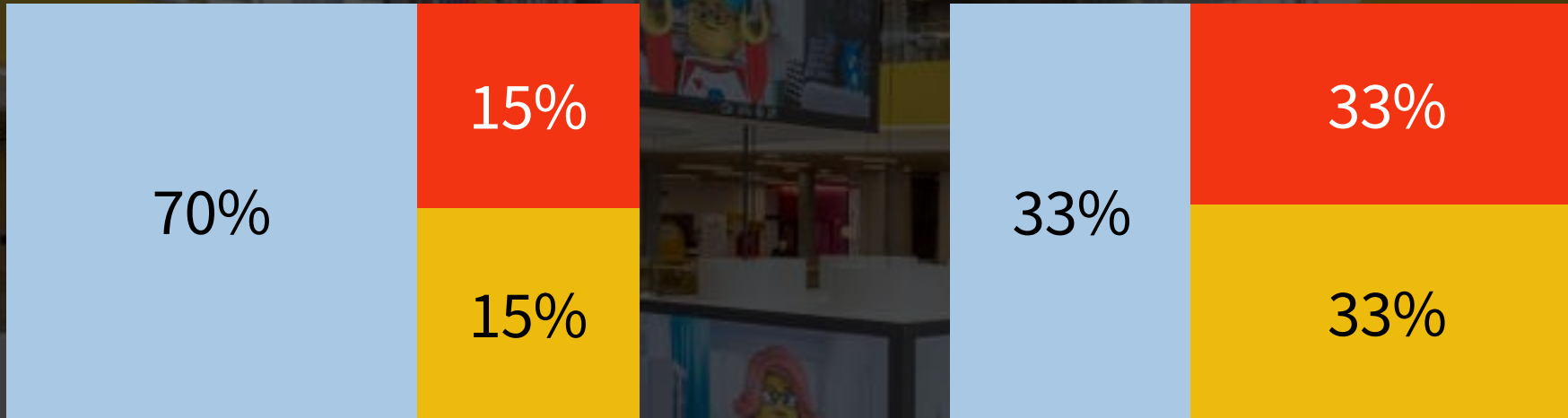
“we are not just a collection of freelancers working as individuals.

We are all part of a collective and what you might think is your most productive self might prevent another colleague from being their most productive self,

... because we all have that role to play in terms of sparring, in terms of on boarding, in terms of professional and emotional support to our colleagues and that best takes place in the physical workplace”

Timothy Ahrensback, Head of Workplace Experience at the LEGO Group

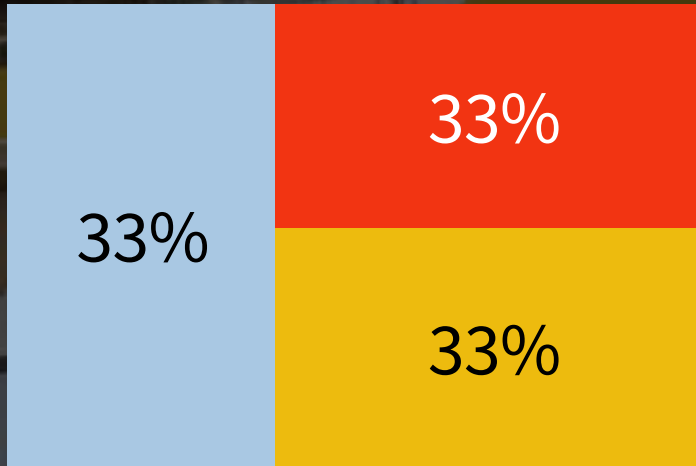
Rearrange



Desk and focus

Collaborative & meeting

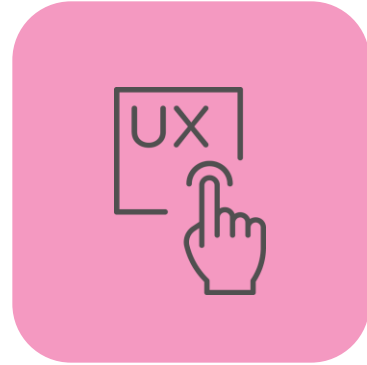
Social



Case 2022



People Back



Enable New



Team Working



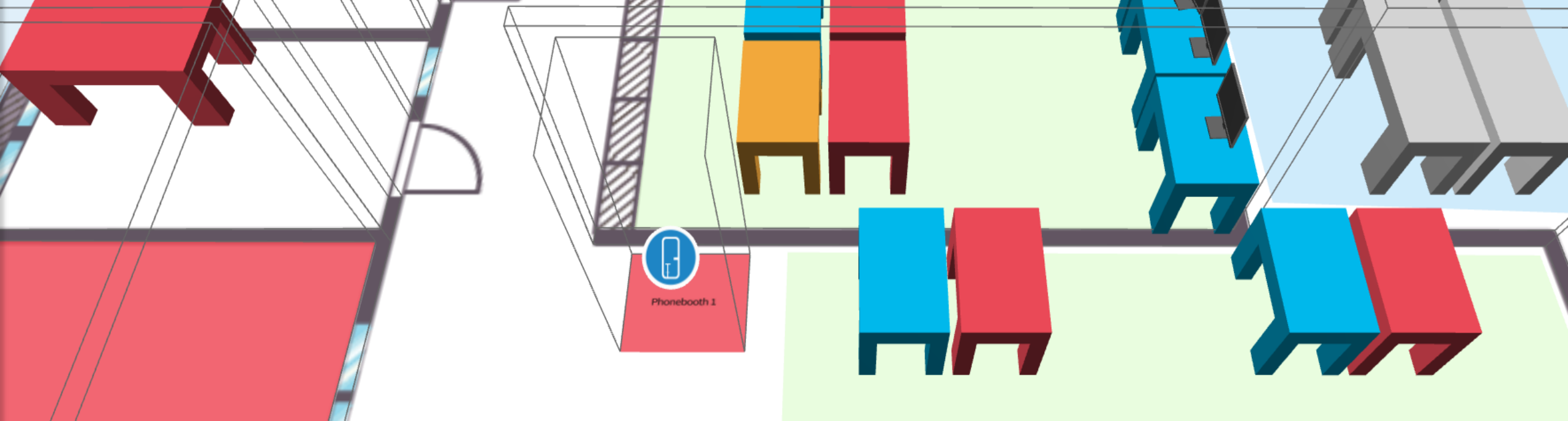
Build Community



Values

1. Encourage Team Working
2. Find Desks Easily







← → ↻ 🔒

Select & Search

Phonebooth 1

Oulu C/D 3rd floor

Map layers

Show more Show less 4 selected

- Floor plan
- Info
- Zones
- Rooms
- Desks
- Co-workers
- People Flow
- Lockers
- Temperature
- TVOC

2D/3D

Check-in

Profile

Your Profile Close

Status ?

What's your status? Type here or choose below!

- Working remote
- On business trip
- On holiday

interrupt me!

Clear bubble Speak!



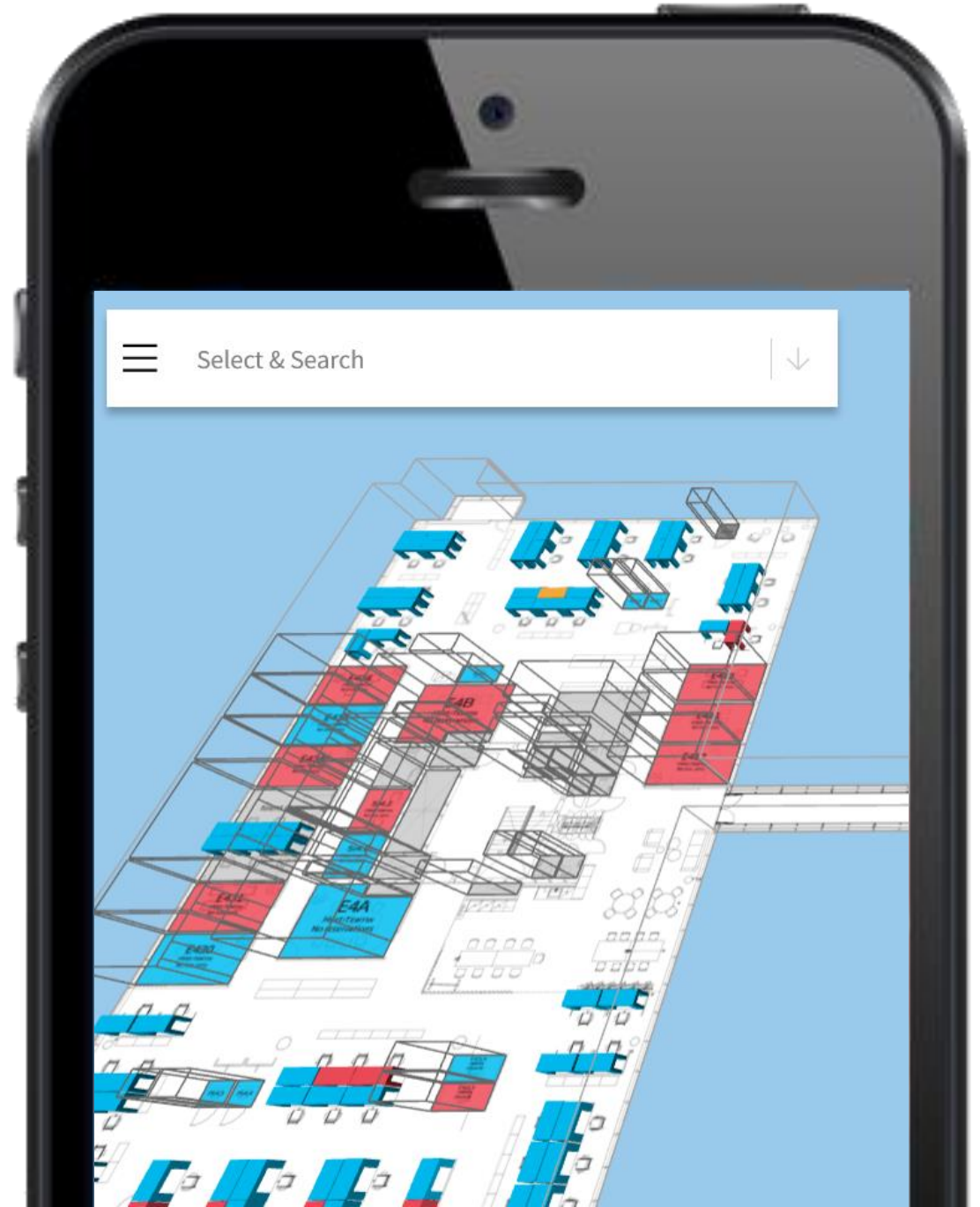
Change profile picture

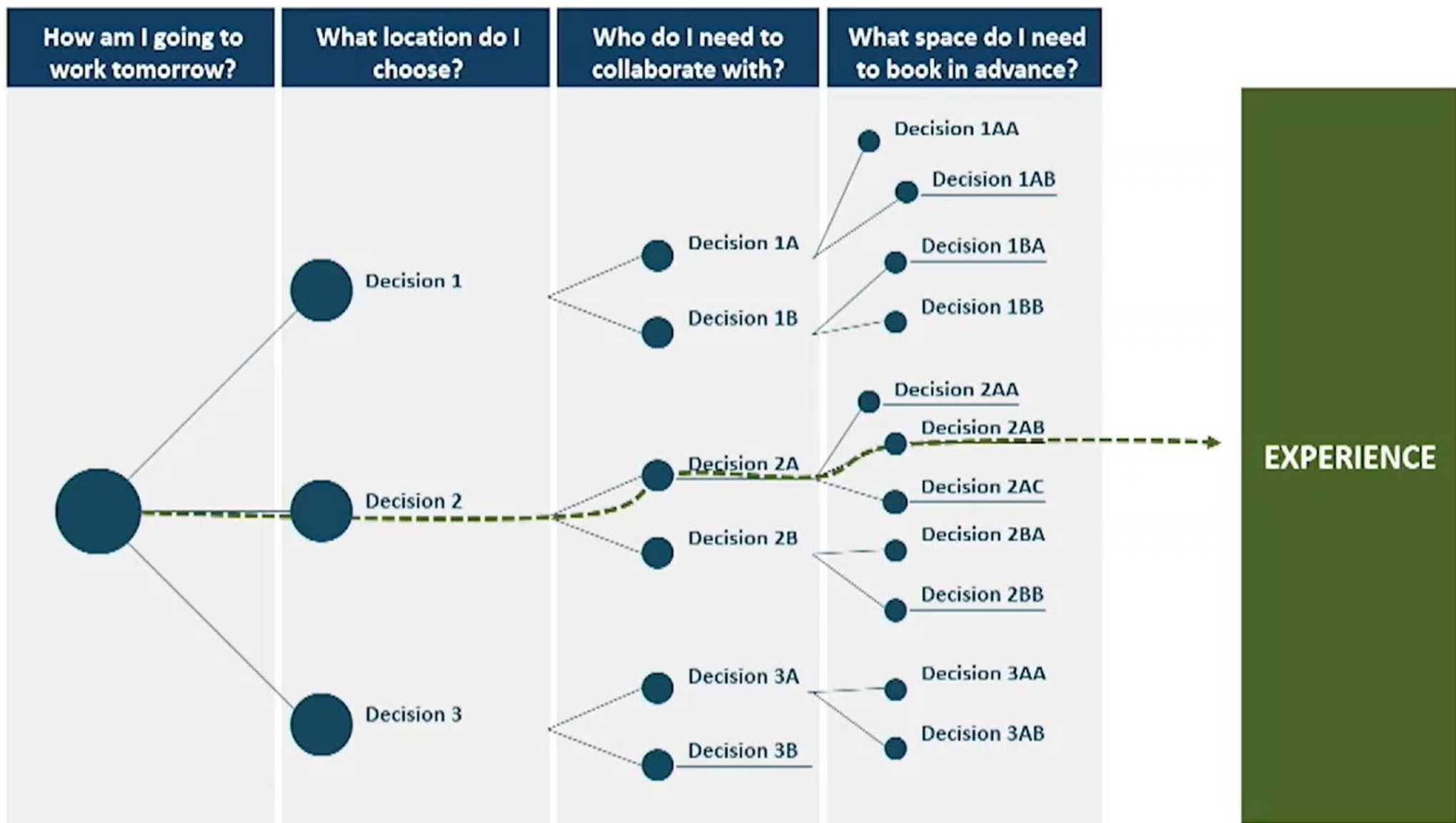
[View my public profile](#)

Show bookings made by me with my name and avatar

Location tag ID ?

Where will I work today?







Google Calendar



Monday	8:00am	to	4:30pm	Home	▼	⊕
Tuesday	8:00am	to	4:30pm	Home	▼	⊕
Wednesday	8:00am	to	4:30pm	Home	▼	⊕
Thursday	8:00am	to	4:30pm	Home	▼	⊕
Friday	8:00am	to	4:30pm	Home	▼	⊕

- Office
- Home
- Unspecified
- Somewhere else

- My dashboard
- Workspaces
- Collaborators
- Analytics

Let's set you up for success, Jenny.

74% of your co-workers are planning to be in the office on Tuesday!

Today August 2022 < >

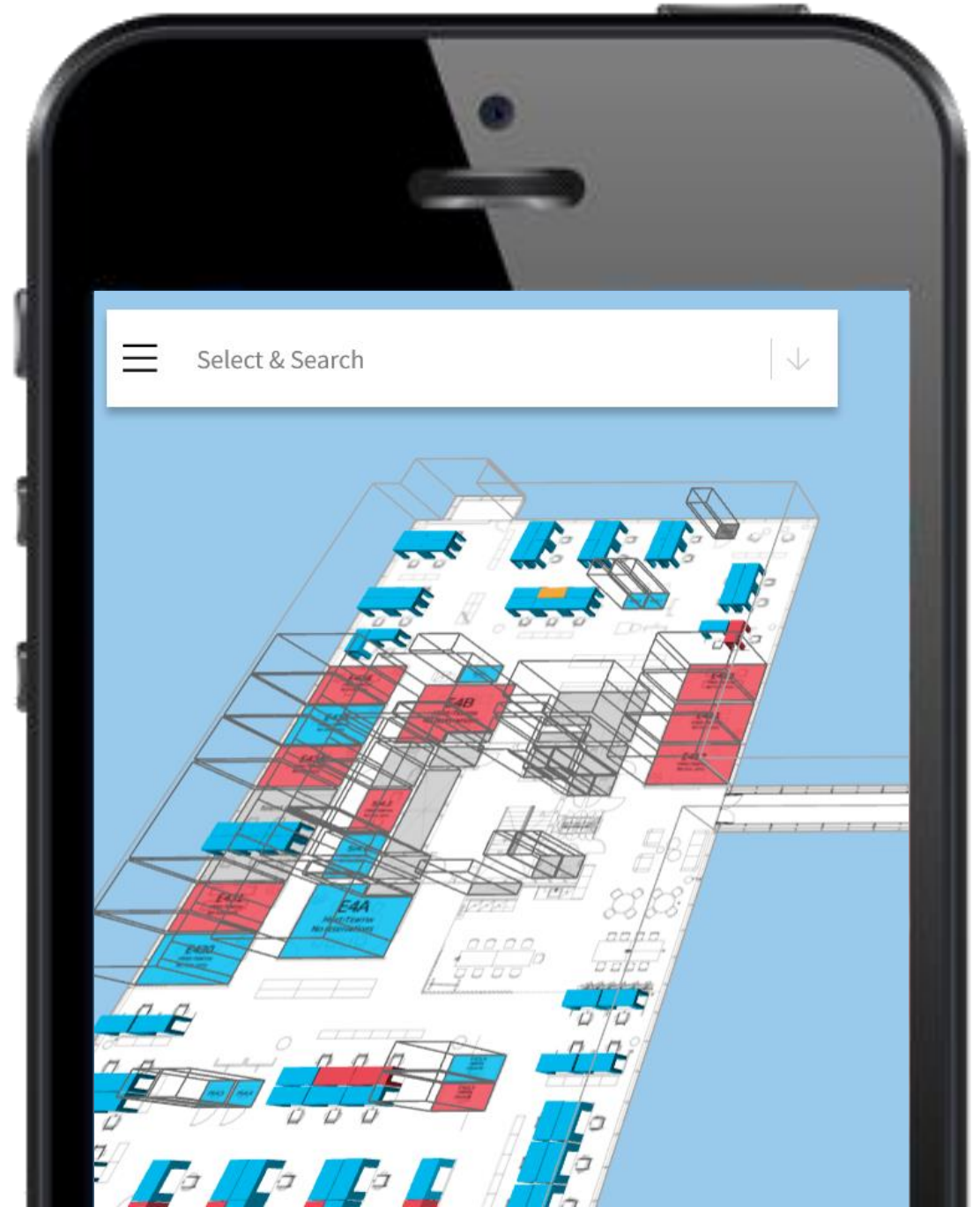
22 Mon	23 Tue	24 Wed Office day	25 Thu	26 Fri Wellness day
<p> Remote</p> <p> Home office</p>	<p> Remote</p> <p> Home office</p>	<p> Office</p> <p> Desk A8 / Bldg 4</p>	<p> Office</p> <p> Desk A7 / Bldg 4</p>	<p> Day off</p> <p> Book desk</p>
<p></p> <p> 20% in office ⓘ</p>	<p></p> <p> 70% in office ⓘ</p> <p>Suggested office day ⓘ ✕</p>	<p></p> <p> 90% in office ⓘ</p>	<p></p> <p> 60% in office ⓘ</p>	<p></p> <p> 0% in office ⓘ</p>

Collaborators

Where will I work today?

Where will I sit today?

What kind of triggers will help me to make that decision?

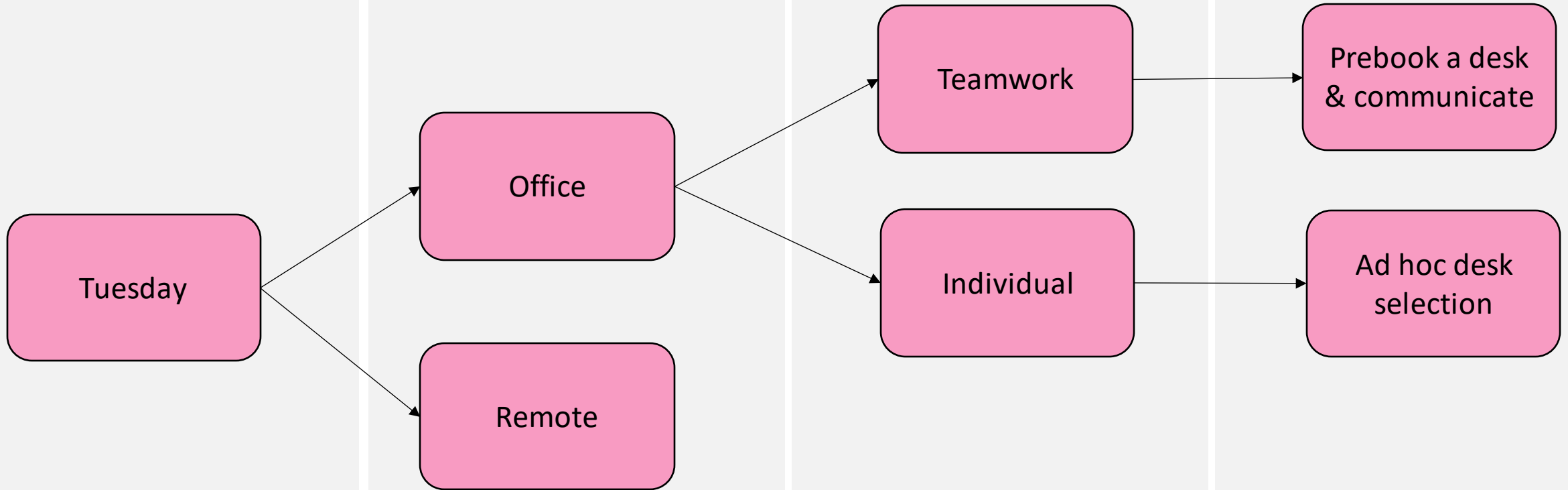


How am I going to work tomorrow?

What location do I choose?

Who do I need to collaborate with?

What space do I need to book in advance?





Do prioritise team working

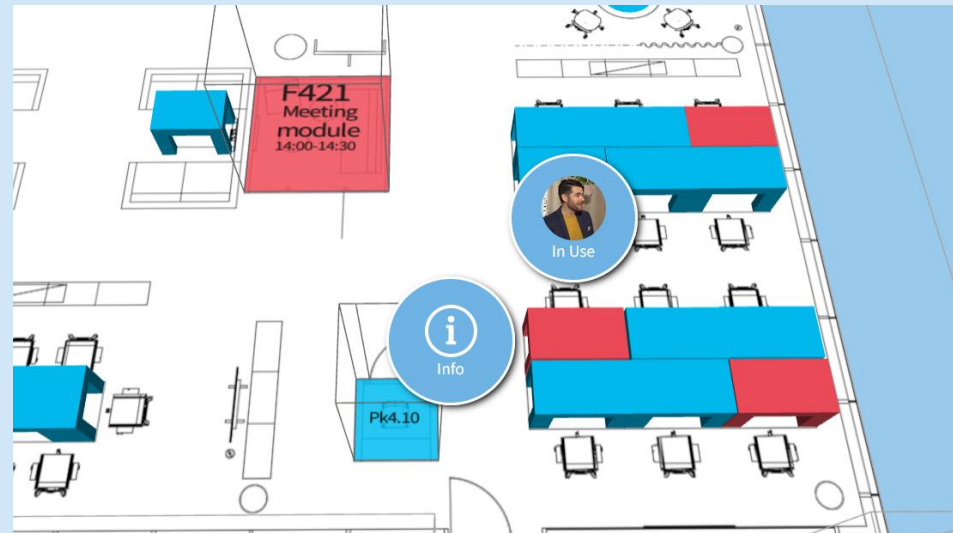
Don't prioritise individual working

I booked desk E4.26
for Monday

Jason 18/9/22, 16:41

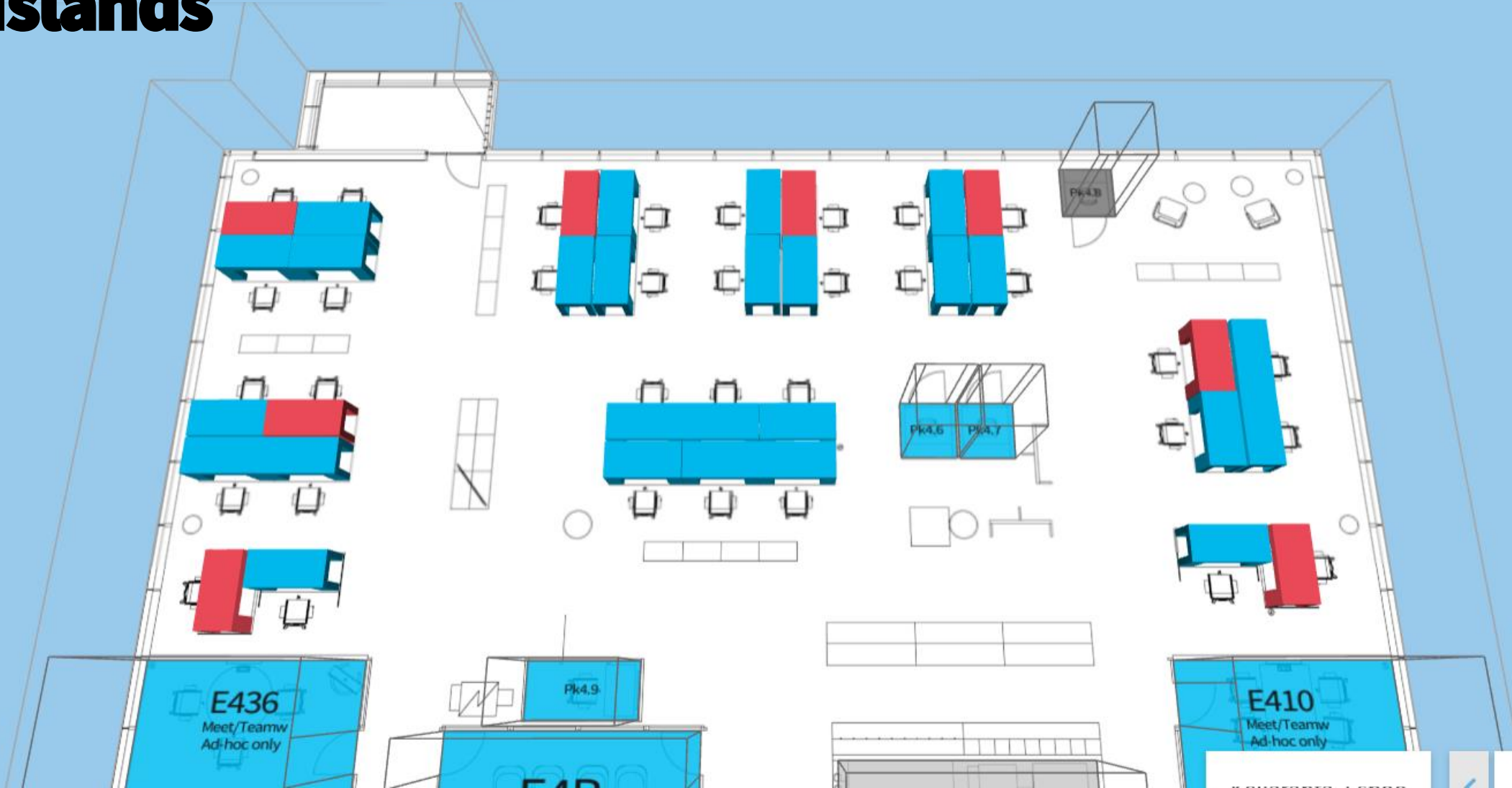
Ok see you there

I'm sitting here today



Coming to office on Tuesday? I booked a desk in the usual place

Islands



E436
Meet/Teamw
Ad-hoc only

Pk4.9

Pk4.6 Pk4.7

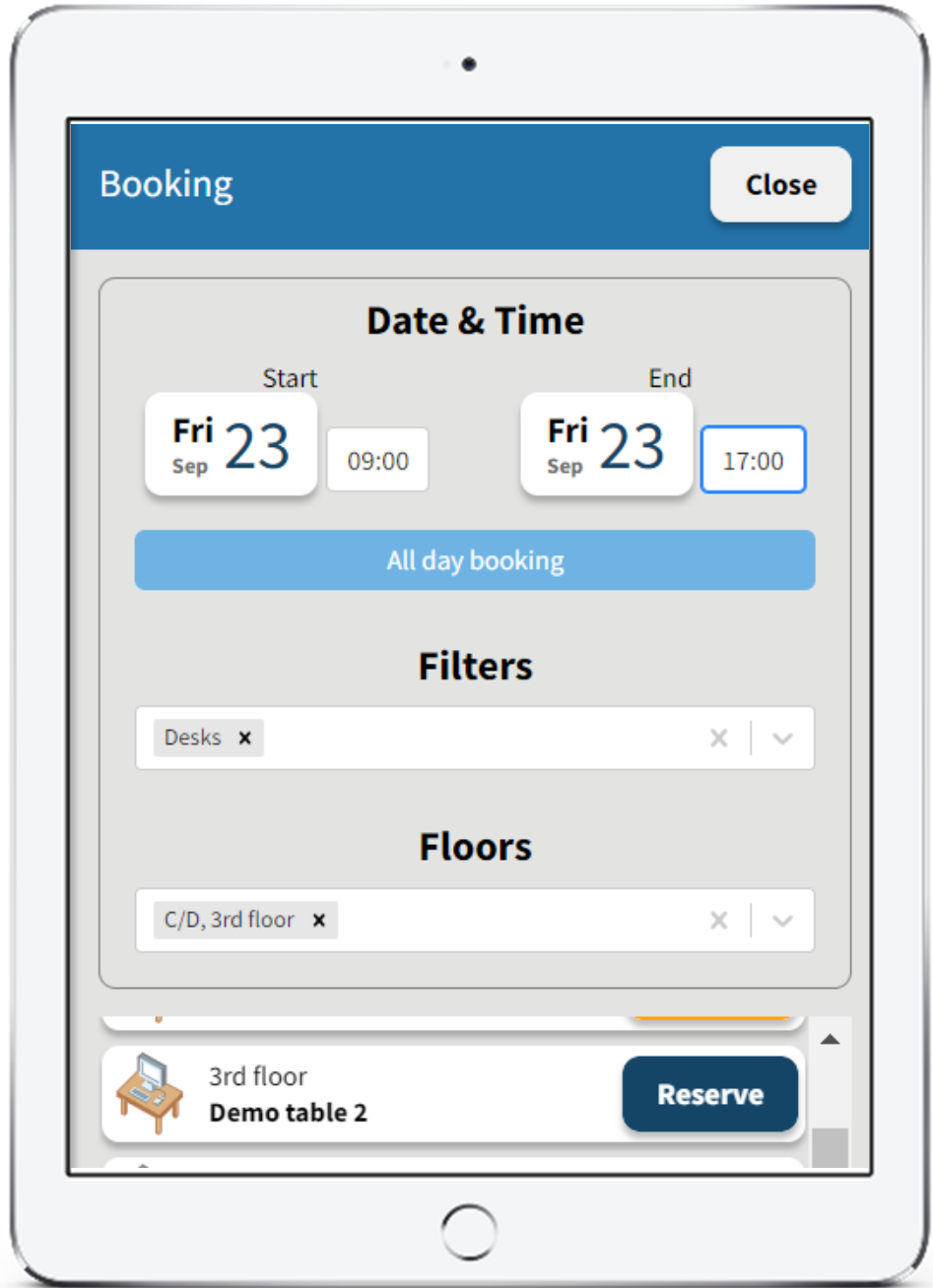
Pk4.8

E410
Meet/Teamw
Ad-hoc only

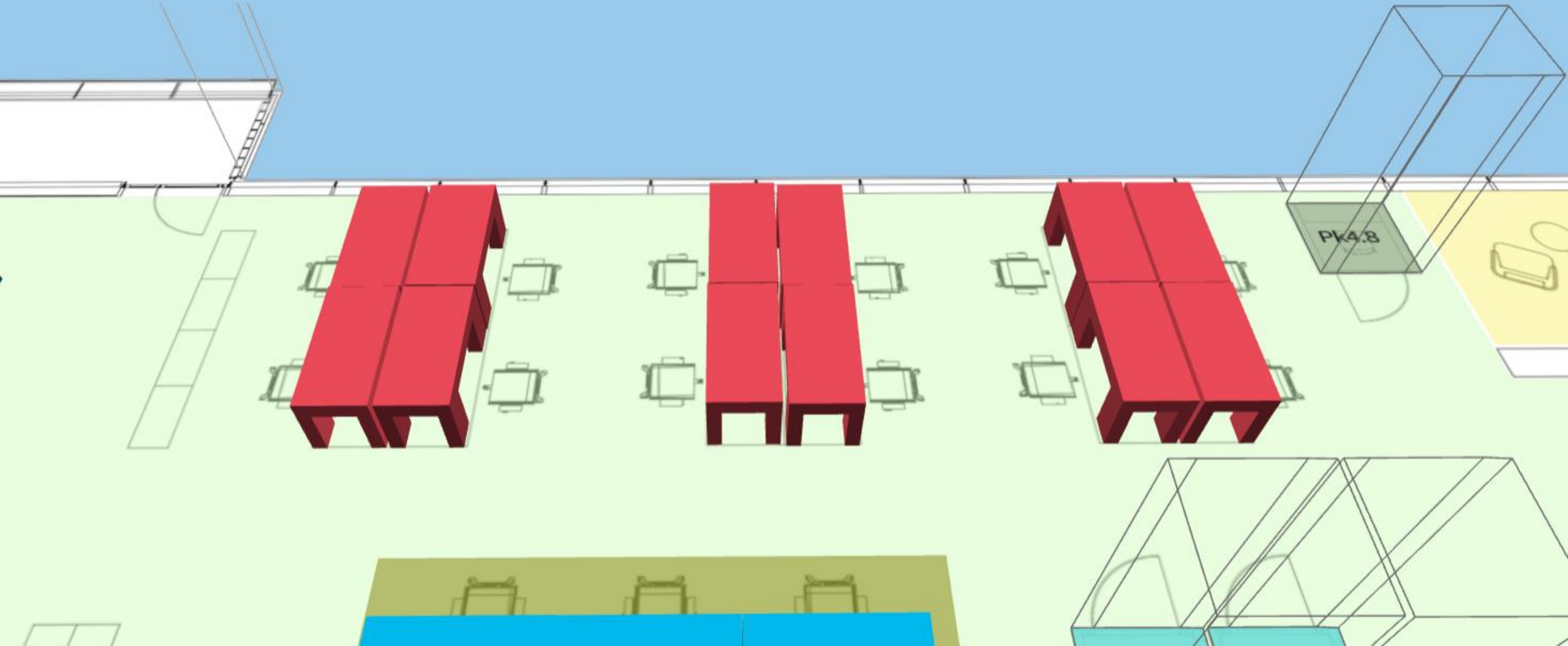
A top-down view of a laptop keyboard with a yellow lightning bolt graphic striking through it from the top center to the bottom center. The background is a light peach color.

Do allow all day desk booking

Don't allow team zones to be booked



Team Zones





Don't try and do it all at once

Embrace the uncertainty

Prioritise team working

Curate, facilitate, enable....

Dr. Ken Dooley

CPO Empathic Building for Offices

Haltian

ken.dooley@haltian.com

Professor of Practice: Smart Buildings

Aalto University

kenneth.dooley@aalto.fi



empathic building[®]