GATHERING SPACES 2.0

Designing meetings, the spaces they are hosted in, and the tools used to ensure successful outcomes.
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“Friends tell you what you want to hear. Allies tell you what you need to hear.”

David Pearl
Will There Be Donuts?
“Solving problem they understand = commodity.

Finding problem they didn't know they had = value add.”

Daniel Pink
WHERE DID YOU GET YOUR LAST BIG IDEA?

- The commute: 44%
- The shower: 5%
- Exercising: 30%
- Vacation: 20%
- The office: 1%
94% of ideas are not generated at work

JOHNSON CONTROLS COLLABORATION 2020 STUDY
Ideas often **originate** when we are alone ... but they **germinate** when we are together.
STOP FOCUSING ON PRODUCTIVITY

AIM FOR BREAKTHROUGHS
SILO SYNDROME

inadequate information or insufficient accountability or lack of coordination or authority to act.
“Silos can create tunnel vision, or mental blindness, which cause people to do stupid things.”

Gillian Tett
the Silo Effect
"If you want to go fast, go alone; if you want to go far, go together."

Vanessa Van Edwards
SILOBUSTING
• People aren’t prepared
• Tech doesn’t work
• Too long
• No agenda or a bad one
• Participants not on the same page or status check
• We lead the witness – not set up for open exchange
• Participants multi-tasking and only half engaged
• Video is really distracting – people put you on mute and talk amongst themselves
• Hard to read/ bond with people virtually – 80% of all communication is visual

WHY DO WE HATE MEETINGS?
IS THE MEETING ROOM OF THE FUTURE A MEETING ROOM?
WHAT IS THE PURPOSE OF THE MEETING?
PURPOSE

1. Pass on, share, or disseminate info
2. Educate others
3. Get buy-in
4. Come to consensus
5. Co-create
7 TYPES OF GATHERING
7 GATHERINGS TYPES

1. INFORMATION GATHERING
2. DISCUSSION
3. DECISIONS
4. PROBLEM SOLVING
5. INNOVATION
6. SELLING
7. SOCIAL

Why?
Who?
What?
When?
Where?
How?
SOCIAL GATHERING
ASSEMBLY
TEAM AREAS
MEETING
STADIUM STAIR
CREATING THE EXPERIENCE
...the practice of designing products, processes, services, events, omnichannel journeys, and environments with a focus placed on the quality of the user experience and culturally relevant solutions.
1. What type of technology do the employees use on a daily basis?
2. What type of AV Technology / Collaboration Technology is currently being used?
3. What is your preferred way to connect?
4. What is your preferred method for sharing ideas?
5. What tools do you use to present to a client?
6. How do virtual teams connect?
7. How do remote teammates join meetings?
8. What tools do you use to express your ideas? (i.e. laptops, white boards, sketch pads, toys, 3D models...
WHAT ELEMENTS LEAD TO SUCCESS?
CO-CREATION
FLEXIBILITY
TEAM LEARNING
IoT, Big Data, Analytics and Business Intelligence
Collecting data via sensors and the IoTs, merging data inputs into actionable information in real-time.
NATURAL ELEMENTS
BLUR THE INSIDE AND OUT
ACTIVE ENGAGEMENT
The Cloud
Storage in the Cloud enabling access and pervasive connectivity, enhanced security and redundancy.
SCRUMS – AGILE METHODOLOGY
LIFE LONG LEARNING
FOOD AND BEVERAGE
SUPPORT SERVICES
AI, Augmentation & Automation

Information overlays, responsive spaces, resource scheduling, voice controls, chatbots and virtual assistants, real-time transcription, dynamic content management.
HAVING THE RIGHT TOOLS
The one page guide to designing the Intelligent workplace

COLLABORATION TECHNOLOGY ECOSYSTEM
Digital Information Display
Connected video displays in more locations of many sizes, serving various applications.
Interactive Smartboards
Touch is the new “see” – digitization of analog workflow, remote collaboration and content creation in open space.
Analog boards and displays Having the ability to write, doodle and share and post information encourages spontaneous creativity and enables visual learning.
CASE STUDIES
OpenText

- Toronto, Ontario
- Customer Center
- Completed 2014
- 20,500 SF
- 1 rooms
- Seating capacity of 20 with large breakout area for clients

CHALLENGE:

OpenText engaged HOK to design a new Executive Office that would function as a local office for the firm’s CEO who is based in San Francisco. Office requirements included state-of-the-art display and technology for major client presentations.

SOLUTION:

Located on the top two floors of a Toronto office tower, OpenText’s new office space accommodates visiting clients. The space has distinctive circular domed ceilings – one at the Executive Boardroom at the North end of the floor and one at the South end of the floor where the client briefing centre is located. Custom curved millwork units were designed to house the display screens in the Boardroom and Customer Briefing Centre.
Goosehead Insurance

- Westlake, Texas
- Corporate Office Headquarters and Sales Center
- Completed 2017
- 60,000 SF
- 15 rooms
- Seating capacity range of 4 – 25

CHALLENGE:
Goosehead Insurance required a new headquarters for the swiftly growing sales and service teams that would reflect the company’s family atmosphere to their mostly millennial staff. Their main conference room needed to be used primarily for recruiting purposes. Not only did it require a higher seating count it also had need for high performing AV/IT, the ability to seamlessly serve catering from the end of the room, and the kind of high finish out that would encourage recruits to join their team.

SOLUTION:
AV/IT equipment was chosen with flexibility and user friendly interfacing first and foremost. The custom ceiling element was designed to be both warm and inspiring to the new recruits. Serving is handled with two pairs of sliding wood panels that enclose a stone serving counter and allow for catering to be set while a meeting is in progress with no interruptions.
CHALLENGE:
Moving into a new space, Bentall Kennedy wanted to shed their old surroundings, that had become outdated, and step into something new. They also wanted something that would stand the test of time while addressing employee wellness and increased engagement with their corporate culture.

SOLUTION:
The open office environment encourages collaboration among individuals and departments that don’t typically work together. An interconnected stairway between two conference floors reduces traditional hierarchies, and connects staff. This open conference area provides a vibrant welcoming atmosphere for clients as the buzz of people transforms the interior.
Aetna

- New York, NY
- War rooms – office space for their technology and analytics groups
- Anticipated completed 2019
- 1,050 SF
- 1 divisible room
- Accommodate 40 people
“WE ARE NO LONGER DESIGNING THE ENVIRONMENT...WE ARE DESIGNING THE EXPERIENCE.”
CEUs & CFM® Maintenance Activities

You are eligible to receive Continuing Education Units and Certified Facility Manager® maintenance activity credit for attending sessions at IFMA’s World Workplace.

To receive CEU points, you must add the US$25 processing fee to your registration. (Full Event PLUS! registration includes the CEU processing fee.)

All CEU participants are required to scan your badge upon entrance of the session. If you do not scan in, you will not receive CEUs for the session. You must attend the entire session and pass the assessment. Following the conference, IFMA staff will verify attendance and passing scores then email an electronic CEU certificate for each session.

Managing CEUs:
• Log into the Attendee Service Center: http://worldworkplace.ifma.org/features/attendee-service-center
• Your log-in information was sent to you when you registered for the conference.
• Click “Start CEU Process” on the left-hand side.
• Click “Start” next to the session you attended.
• Complete the session evaluation.
• Click “Start Test” next to the session.

**If you wish to receive CEUs or LUs for other organizations, you must contact those organizations for instructions on reporting credit hours.

To Receive 1 CFM Maintenance Activity (6 required for recertification)
• Record your attendance for the three-day conference on your CFM Recertification Form in CAMP. Credentials Staff can verify your attendance.
• At re-certification time, submit your completed CFM Recertification Form.
Your Feedback is Valued!

Please take the time to Evaluate Sessions

Log into the Attendee Service Center

http://worldworkplace.ifma.org/features/attendee-service-center