



Allsteel®

# Ready for What's Ahead

Collaborating to Evolve  
the Modern Workplace

“This uncertain time presents many challenges. We remain committed to offer leadership in workspace thought and research and to offer new solutions in response to this evolving situation.”

Kris Yates  
Allsteel President

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## Today's Evolving Workplace

Workplace designs have always evolved with the changing landscape of organizational needs. Now more than ever, employers and their employees are hyper-aware of the impact of their workplaces on psychological comfort, physical health, and productivity. This is an acceleration rather than a pivot.

Correspondingly, the approach to evolving a workspace requires both strategic thinking and a much more iterative approach.

### **Strategic and Adaptable: A Pragmatic Approach**

Strategic thinking helps organizations further their long-term goals and protect their employees while protecting their investment.

An adaptable approach helps organizations and employees manage short-term goals. Adaptability also makes it easier for organizations to shift with changing circumstances and new information quickly, initiate changes that are both physical and behavioral, plan for a variety of scenarios, and anticipate, prevent, and solve problems.

So how does an organization balance long-term strategic thinking with immediate needs to protect employees while circumstances are changing?

### **How do you get there?**

This ebook will discuss an approach to evolving the workspace with an adaptive four-stage process. This process takes a human-centric approach because employees must feel safe and secure in returning to their workspaces. It lets organizations be **strategic** in matching their workspace to their long-term goals and allows them to be **adaptable** by anticipating and adjusting to changing circumstances and new information: whether it be reconfiguring office layouts, rethinking individual workstations, or reinventing shared spaces. While there is uncertainty, we will create safer, healthier workspaces together.

# Sharing Knowledge

## What We Know

“Establish policies and practices for social distancing. Social distancing should be implemented as recommended by state and local health authorities.”

Centers for Disease Control and Prevention



### **Distance is an important defense in keeping workplaces healthy.**

At this time, for individuals who are asymptomatic, the CDC recommends a 6-foot distance between individuals, while the WHO is recommending a 3-foot distance. These recommendations are based on research related to the distance respiratory droplets travel during coughing or sneezing.

### **Strategies include:**

- Implementing flexible worksites
- Implementing flexible work hours
- Increasing physical space between individuals
- Implementing flexible meeting and travel options
- Delivering services remotely (e.g. phone, video, or web)

[Reference →](#)



## What We're Learning

"It goes without saying that healthy buildings play a central role in creating a healthy world. In addition to everyday precautions taken by individuals, the building industry and employers have a vital role to play in creating safe environments for themselves and their employees."

Fitwel Interim Planning Guidance



### **Changes to the workplace will be crucial to keeping them healthy.**

OSHA suggests sneeze-guard type barriers as a possible way to reduce exposure but makes no claims about the effectiveness of this strategy. This strategy is secondary to staying six feet away and considering proper ventilation systems.

### **Strategies include:**

- Ventilation considerations
- Humidity concerns
- Air filtration
- Cleaning protocols
- Handwashing signage

[Reference →](#)

## How We're Learning

"The solution will need to be behavioral, not just adding additional screens and dividers. Tell us how we can effectively use space without spending a lot of money."

Allsteel Customer



**In order to evolve and innovate, we need to always be listening.**

We are learning more and more about the needs of our dealers and customer communities. We're answering their concerns and asking questions of our own. As medical discoveries shine a light on what the future holds and policy changes shift how we behave, there needs to be a commitment to this constant learning process so we can feel confident that the solutions we're providing meet organizations where they are.

**Strategies include:**

- Gathering and synthesizing feedback from users
- Monitoring public policy and paying attention to those in the medical community
- Applying new learnings quickly and efficiently



# Dimensions & Phases

# Key dimensions to consider in the evolving workplace.

Knowing that the situation is ever-changing, how do we navigate this multifaceted evolution of work and the workplace? With guidance from our customers, dealers, and designers, Allsteel is approaching the challenges ahead with these three dimensions in mind:



## User Experience

The users' physical and psychological health should guide the decisions organizations make moving forward. This dimension encapsulates how employees feel as they return to the workspace and how they adapt to new health and safety policies.



## Spatial Effectiveness

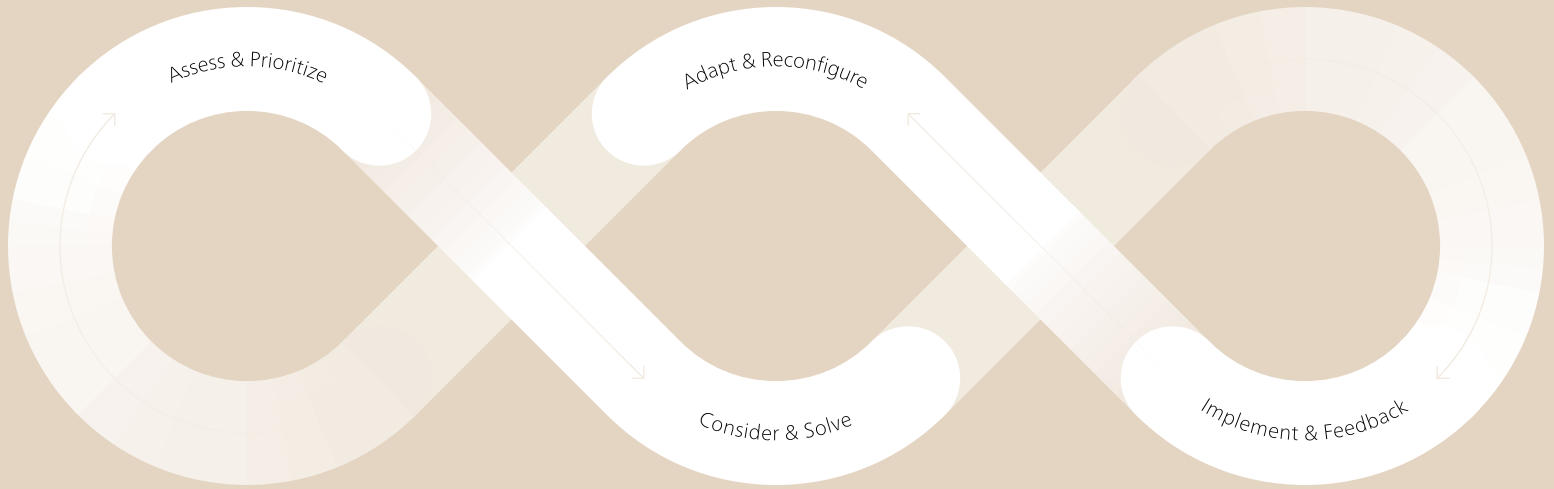
The way organizations use space will be elemental to how healthy and safe their workplaces are. This dimension looks at how employees use and manage physical workspace and how employers can keep them protected and effective at both desks and shared spaces.



## Distributed Work

Recent events have shown that work can happen from anywhere. Distributed work will be instrumental in ensuring healthy workspaces. This dimension explores how organizations can balance various modes of workspace with the nature of work being done and how employers best support workers, wherever they work.

# Key Phases



## Key phases of adapting in the evolving workplace.

Allsteel works with organizations through four crucial phases in a continuous, adaptive process to improve user experience, spatial effectiveness, and distributed work. These four phases are:

### Assess & Prioritize

Work together to identify needs and establish goals and challenges. Then we analyze and prioritize how to best leverage what customers already have while planning for both short- and long-term changes to workspace and work norms in a post-pandemic world.

### Consider & Solve

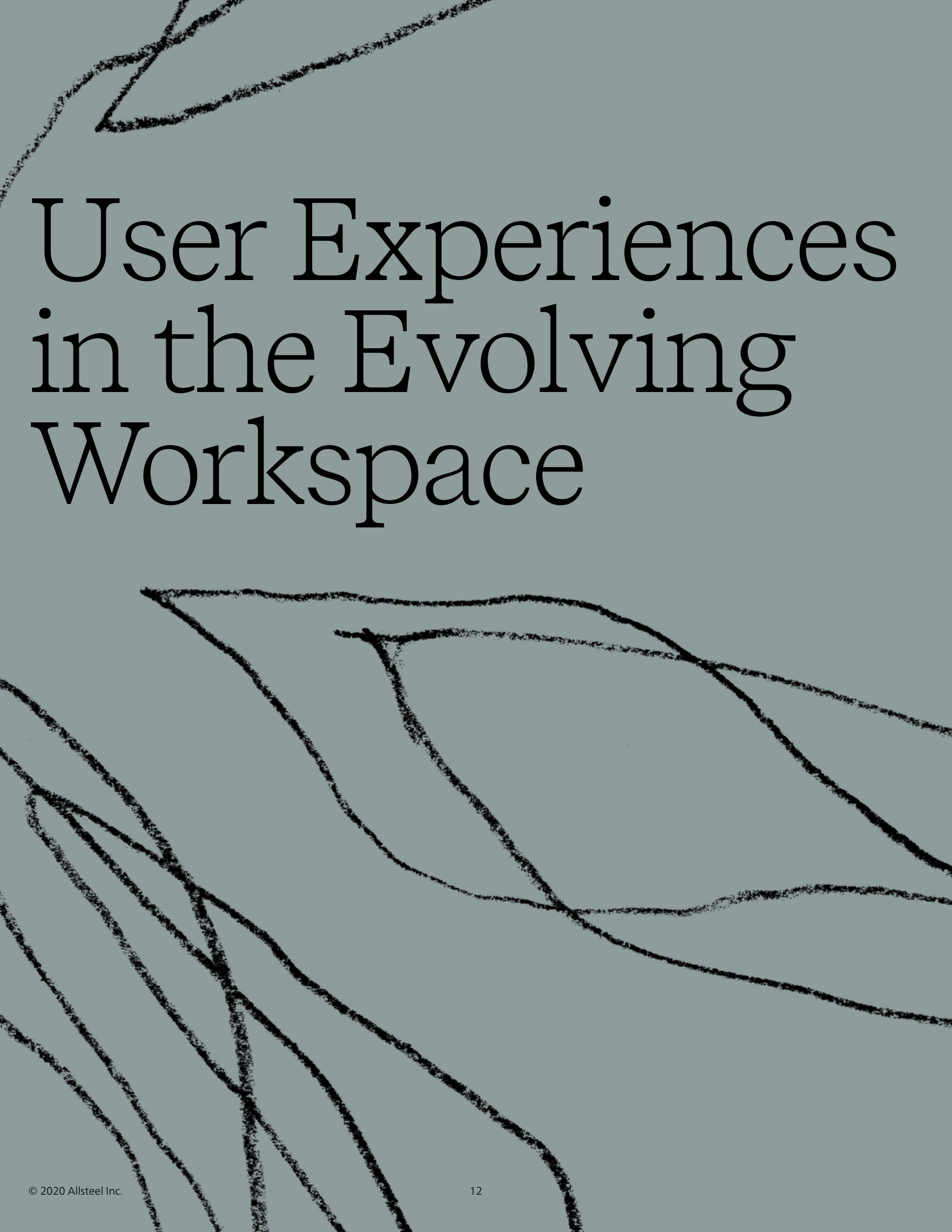
Find immediate short-term options and retrofits to implement for physical distancing in current workspaces, as well as longer-term solutions in new configurations. Identify policies and solutions to make moving between home, other distributed work locations, and the office seamless.

### Implement & Feedback

Collect feedback on safety, effectiveness, and connectivity as employees use newly implemented spaces. Practice effective change communications to continually update users.

### Adapt & Reconfigure

Learn from updated configurations. What's working and what isn't? Utilize the latest findings from outside researchers on the evolving health situation to develop new solutions and make further improvements as organizational goals evolve.



# User Experiences in the Evolving Workspace

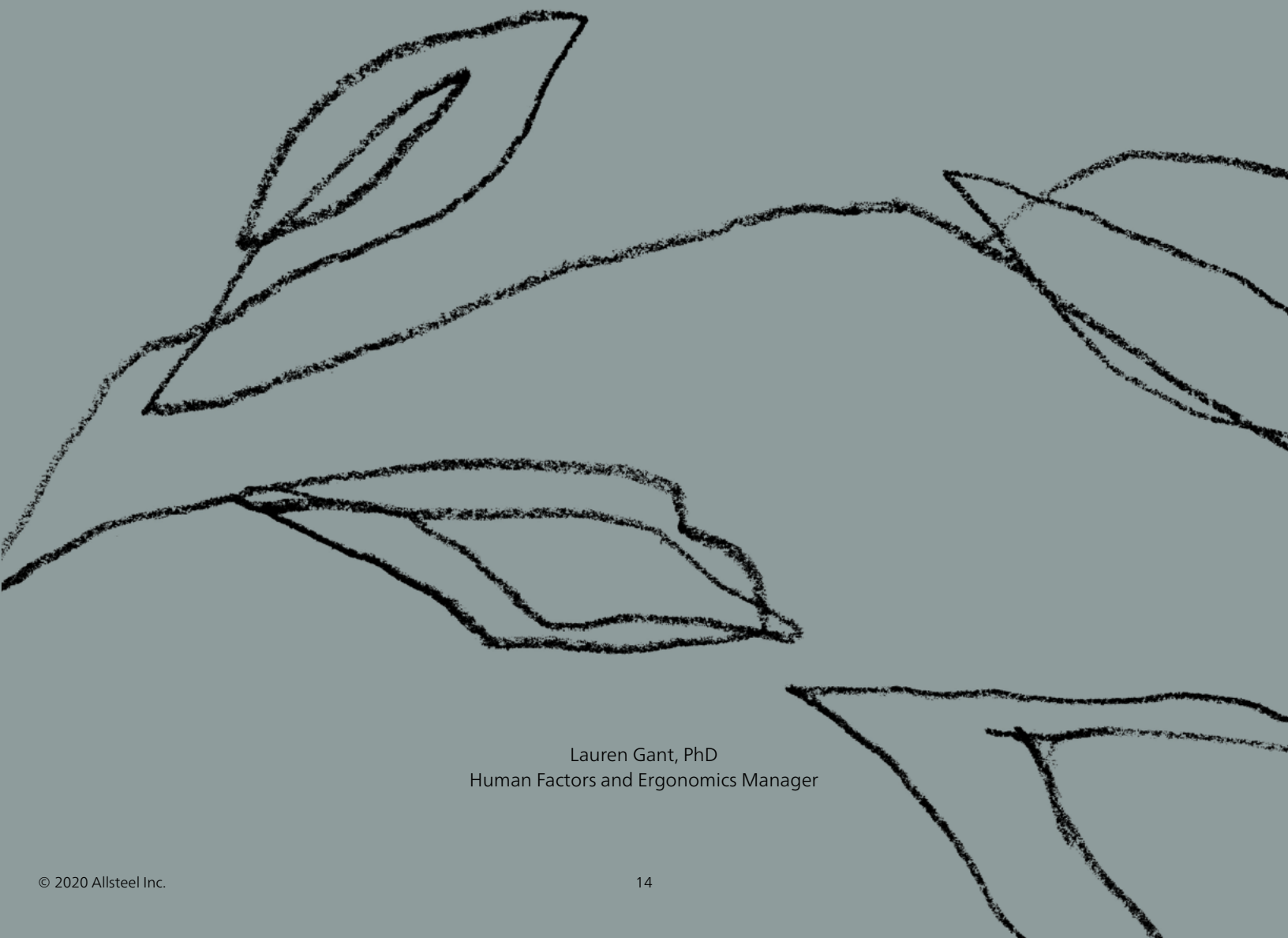
The first step to returning to work is creating a sense of security and safety for employees. If workers are going to return to sharing space with others, everyone must feel secure.

Organizations will need to adopt flexible policies and procedures that are sensitive to the needs of workers, and then communicate these changes clearly. New building protocols and cleaning standards will need to be enacted and workers will need to be trained in them.

With an established culture of safety and clear communication, people will feel secure that their health and wellness come first. And they're more likely to do their best work because of it.



“In these trying times,  
psychological comfort is  
becoming as important  
as physical comfort.”



Lauren Gant, PhD  
Human Factors and Ergonomics Manager

# Assess & Prioritize



Allsteel collaborates with organizations to identify the goals and challenges associated with cultivating an atmosphere of safety. Together, we analyze the unique needs of workers and prioritize ways to foster health and wellness today and into the future.

## Critical Questions

What will help users feel safe coming back to work?

How do we evaluate the physical and psychological health of workers?

What's needed to allow employees to feel safe, supported, and understood once they're back?

How do we engage user concerns?

## Key Action Items

Examine workplace safety policies and how they relate to the customer's situation.

Think through expectations and accountability to teammates and leaders both in-office and when working remotely.

Establish a cross-functional task force together with key stakeholders to identify and validate needed safety protocols and facility guidelines, i.e., cleaning frequency, staggered breaks, space scheduling/usage.

Ensure that employees have access to tools that ensure psychological comfort and nurture a collective ability to give honest feedback and voice concerns on an ongoing basis.

Develop a communication plan.

Anticipate and support needs for schedule flexibility.



# Psychological Safety in Workplace Re-Entry

To borrow from Maslow's hierarchy of needs, there are multiple levels of safety that you want your employees to experience as they return to the workplace.



## **I Feel Seen**

There's a culture where safety and communication are the priority, allowing for collaboration to happen in a safe environment while providing me choice and agency in how I best utilize a range of work settings. I can voice my concerns. Ongoing assessments ensure success, effectiveness, and comfort.

## **I Feel Supported**

Formal remote and flexible work policies are established and workplace reconfigurations to support social distancing are put into place. Protocols to drive safe behavior are enacted and everyone is properly trained. Ongoing assessments identify what is/is not working. Decisions about our safety and work are not made impulsively.

## **I Feel Safe**

Communication is open and concise—I know what is being done to keep me safe. New cleaning standards and visual reminders are in place and protocols concerning issues such as building entry and elevator use are considered. Limited occupancy is enforced to create social distance with staggered work schedules for essential and confirmed-healthy members only.

# Consider & Solve



Allsteel works with organizations to find immediate solutions that can be implemented to encourage clean and healthy workplaces. This is accomplished in tandem with keeping workers informed and educated on best practices.

## Critical Questions

What behaviors or protocols will build resiliency?

What guidelines need to be put in place and communicated consistently?

## Key Action Items

Enact new cleaning standards and protocols.

Explore changes to facilities that will encourage physical distancing (for example in entries and exits, elevators and lobbies, and solo and shared spaces.)

Create any needed training, orientation, communication, and feedback plans.

Consider videos and signage to keep workers up to date on cleaning schedules and best practices.

## Knowledge & Resources

[Return Guidelines Idea Starters →](#)

[Material Cleaning Resource →](#)

[Psychological Safety →](#)



# Implement & Feedback



As people begin to use newly implemented space, Allsteel works with organizations to collect feedback from customers, dealers, and designers on concerns such as psychological and physical comfort, productivity, distancing, efficiency, cleanability, and any remote considerations.

## **Critical Questions**

How can we welcome users with transparency and trust?

How do we elicit honest feedback from employees?

## **Key Action Items**

Hold worker/workplace orientations.

Share information and support resources.

Continue communicating what you're doing to keep users safe.

Maintain a continuous feedback-gathering mechanism to foster an open, action-oriented environment.



# Adapt & Reconfigure



Learn from updated configurations. What's working and what isn't? Utilize the latest findings from outside researchers on the evolving health situation to develop new solutions and make further improvements as organizational goals evolve.

Also consider how users feel about the changes. Do they feel safer? More productive?

## Critical Questions

How can we continue to prepare for the future?

How do we measure employees' feelings of psychological safety?

How do we prepare employees for ongoing changes?

## Key Action Items

Consider implementing aspects of a more agile office over time, including expanding worker agency to self-perform needed updates or new changes.

Consolidate feedback received and look for solutions that can be accomplished with simple reconfiguration and minimal churn.

Continue to adapt and communicate protocol changes.

## Knowledge & Resources

[Wellness Considerations for Working from Home →](#)

[Working from Home: Making it Work for Managers & Their Teams →](#)

[Practicing Resilience in Uncertain Times →](#)

[Psychological Safety: Safe, Supported, and Seen →](#)

[Listen to Allsteel's Virtual Learning Lab Series →](#)

# Spatial Effectiveness in the Evolving Workspace





When people do return to the workplace, organizations will need to take a fresh look at the use of space. Buildings may not have nearly the capacity they had previously, so they'll need to establish guidelines about who needs to be in the workplace and when. Spaces themselves may also need to be re-evaluated and re-configured.

Design will become increasingly important as a means to mitigate safety concerns before they happen by creating spaces that drive healthy behavior. Factors like orientation, staggered and layered seating configurations, and the use of dividers in both solo and shared spaces can create the distance and separation that are crucial to a safe return.



“Addition of space-defining elements can help define individual zones; however, increased protocols and human behavior, i.e., social distancing, are critical to slow the spread.”

Amanda Gates  
Director, Design

## Poka-yoke: As Applied to Product

The Japanese term “Poka-yoke” means “mistake-proof.” Originally developed by engineer Shigeo Shingo in the 1960s for manufacturing processes, Poka-yoke uses simple but effective tools and signals to prevent errors from occurring. Allsteel has embraced Poka-yoke as a powerful guiding product-design philosophy to help employees adapt to their evolved workspaces and reinforce goals such as distancing in both workstations and shared spaces, traffic flow, and safer behavior.

# Assess & Prioritize



Allsteel works with organizations to identify goals and challenges they may face in creating safe distance in the workplace. Together, we look at how current procedures and design configurations can be optimized while planning for both short- and long-term changes to workspace and work norms in the evolving workplace.

## Critical Questions

Who's working when and where?

How do we engage employee concerns about changing their personal workspace?

What is the nature of the work?

Who needs what to function effectively?

## Key Action Items

Identify the individuals or teams who need to be back the soonest.

Consider what can be done to add wellness support.

Analyze the nature of each group's work and determine key factors for productivity and psychological comfort.

With a cross-section of workers, identify the kinds of activities they need to perform and how the ways they do so may have changed.

Determine whether shifts/staggered work times will be necessary.

## Social Distancing: Occupancy Limitations

Decades of real estate optimization and efficient planning have left many customers grappling with new occupancy limitations in order to truly support the recommended social distancing.



There are currently a variety of recommendations that could dramatically impact the overall possible headcount within your space:

- The CDC recommends a 6 ft distance between individuals
- The WHO is recommending a 3 ft distance
- Some scientists are even suggesting 10 ft would be most prudent

Steps to determine your ideal headcount during a health crisis might include:

- Deciding how your organization will respond, and what distance you feel is most appropriate for your user's safety
- Validating headcount capacity with landlord or building owner
- Testing fit to determine total headcount available across your floorplate, including temporary relocation of solo spaces
- Follow local guidelines published by each Governor



## Designer on Demand

Allsteel and our dealer partners have dedicated designers ready to help.

Allsteel knows each customer's space is unique and modifying an office layout may not be as simple as adding a screen.

A dedicated designer will assist with product recommendations, workstation modifications, and visualization to help achieve your ideal office environment.





# Consider & Solve



Find immediate solutions and retrofits to promote physical distancing in current workspaces, as well as longer-term solutions in new configurations. Look for ways to influence healthy behaviors in both shared and solo spaces.

## Critical Questions

What spaces are needed and how should they fit-out?

What can we do now to improve what we already have?

How do we explain changes to our employees?

## Key Action Items

Determine how spaces/applications and circulation patterns must be modified to support 6 feet of distance.

Identify new supports/tech (i.e., whiteboards, video conferences) needed.

Consider which finishes may need to change to withstand frequent/aggressive cleaning over time.

## Social Distancing: Workstations & Circulation

Social distancing has changed people's expectations of personal space, and it's important to remember this as workers return to solo spaces in the workplace. Allsteel offers solutions to create thoughtful separation immediately and for the long term. Screening and orientation, gallery panels, thresholds, and micro offices provide private, safe spaces while guiding healthy behaviors and safe movement throughout the space.

## Social Distancing: Immediate Response for Workstations



An easy form of poka-yoke for workstations is to temporarily remove seats in workstations, collaborative areas, and social spaces to encourage intuitive spacing. For example, taking out chairs in meeting rooms may mandate a smaller group size and a further distance between participants. You can also retrofit existing space divisions or add taller screens or boundaries, such as freestanding planters.

Prep and train employees coming back to the office to:

- Be mindful of utilizing only their dedicated space; extra seats at intended “empty” spaces should be removed if storage availability allows.
- Schedule collaborative discussions virtually or from a safe distance when appropriate, i.e., remove guest seating to discourage “pop-in’s” at the workstation.
- Follow designated directional flow down certain aisleways and avoid pinch points.



## Social Distancing: Long-term Planning for Workstations



Not knowing if or when you may need to revert back to social distancing protocols in the future, here are some questions to help assess future adaptability:

- How much space do you have in the aiseways? Are you able to move or reorient workstations?
- Where is power coming from?  
Can you move the spine easily?
- How well do furniture components work with each other?
- How much is freestanding?  
What's mobile?
- Do you have the ability to scale space divisions up and down?



# Spatial Effectiveness

From quick fixes like screening and gallery panels to long-term like architectural thresholds and mini offices, Allsteel offers a variety of solutions for creating social distance.

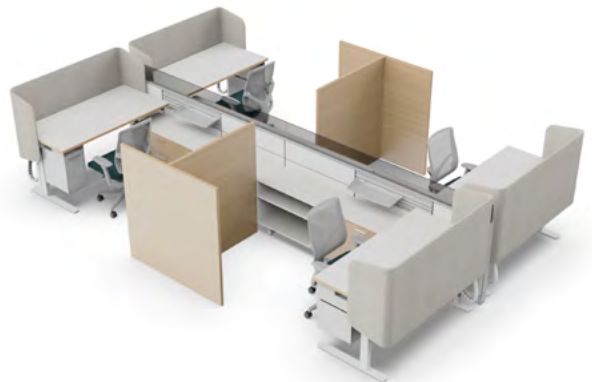
## Touchdown: Reconfigure & Add Screens



## Dedicated Workstation: Reconfigure & Add Screens



## Dedicated Workstation: Conversion from Teaming to Individual





## Poka-yoke for Private Offices



Furniture elements in private spaces can be used to drive healthy behaviors and prevent mistakes.

Consider height adjustability within shared surfaces to create separation between users. Common surface areas with pinch-protection gaps help define two separate zones.

## Poka-yoke for Group Settings

When mistake-proofing social spaces, consider yin-yang orientations that limit the size of groups.

A single, long sofa can be split in two and rotated to create smaller settings. Surface shapes can also create natural distance in meeting spots.



## Physical Distancing in Shared Spaces

Allsteel knows that proximity and collaboration is still key to productive teams, but appropriate social distancing may be a need for shared spaces now and into the future. Strategies can include thoughtful use of vertical spaces such as panels, screens, and freestanding whiteboards to help users separate and yet collaborate.

## Social Distancing: Immediate Response for Shared Spaces



Poka-yoke can be applied to shared spaces. For collaborative spaces in which users are facing each other, seating that promotes relaxed, or more reclined, postures may create more distance between face-to-face interactions. The use of layering so that users sit at different heights can also increase the distance between two people. Removal of additional seats makes it easier for users to maintain distance while still collaborating.

- Be mindful of new protocols for shared spaces: i.e., wiping down your café table after use and leaving a visual cue to tell other users that the table has been cleaned.
- Remove additional tables or seating in both enclosed and open areas to ensure a safe distance is maintained.
- Follow designated directional flow down certain aisleways to avoid pinch points.





## Social Distancing: Long-Term Planning for Shared Spaces



The same need for adaptability over time in workstations will also apply for shared spaces. Here are some questions to consider for safe collaborative or shared environments.

- How much is freestanding? What's mobile?
- Are full-height walls of traditional construction or can they be adjusted?
- How well do walls and furniture components work with each other?
- Where is power coming from?



“How can we build social cohesion when we need to social distance?”

Jan Johnson  
VP, Workplace Strategy

# Implement & Feedback



Thoughtful organizations will make gathering user feedback simple, effective, and rapid. Think of the office as a continually improving space as users tell employers what works and what doesn't. Listen to concerns about distancing, efficiency, shared spaces, and workstation placement. Usable, applicable feedback will also come from Allsteel's entire client base and the latest findings from outside researchers on the evolving health situation.

**Critical Questions**

What's missing and what needs to change?

How can we monitor how our changes are working?

How do we engage employees to provide honest feedback?

**Key Action Items**

Gather early feedback on functionality of space, fit-out, and tech support.

Adjust solutions in real time, i.e., add space delineation if needed.

Substitute touchless options where possible.

# Adapt & Reconfigure



With evidence-based learning to drive improvements and design, organizations can adapt and build on their successes and learn from their setbacks. Allsteel learns from their entire client base what works for customers and combines data from industry findings to make further improvements as organizational goals evolve.

## Critical Questions

How can our workplace evolve to keep up with organizational change?

How quickly can we apply new learnings?

How do we keep employees' psychological health a key consideration?

## Key Action Items

Repeat these steps as new groups return and/or constraints are lifted.

Create a system to monitor and trigger change as internal and external factors evolve.

Open ongoing feedback loops.

# Distributed Work as Part of the Evolving Workspace

Remote working, or working from home, has grown phenomenally in the past months. But it's part of a bigger trend and can be far more involved than setting up an employee's home workstation. "Distributed work" — getting substantive, critical work done away from the main physical space organizations think of as a traditional office — is now an undeniable part of working for millions of employees.

Distributed work gives employees more choices and options to get their assignments done in a way that makes sense for both them and the organization. It can give employees greater autonomy and boost productivity. But it can also create new challenges for employers. Allsteel is ready to be a collaborative partner to help customers understand the role distributed work plays in both work processes, employee success, and organizational goals.

In the past months, Allsteel has noted that some clients were well-positioned for a rapid move to distributed work, and others had not yet formulated a strategy or set of practices to support employees.

Building a plan for an organization's program for distributed work follows the same four phases. Think hard about the critical questions here, as they may not be ones an organization has truly asked themselves before. Stand on the shoulders of those organizations who have deep experience and offer best practices for employee home office setups, effective distributed teams, and virtual meeting etiquette.

Allsteel offers helpful resources for organizations looking to build or expand their distributed work practices. We also offer Quickship programs to get work-appropriate furniture to employees' homes.

[Learn More →](#)



“With an underlying concern about our health, we’ve moved, literally overnight, into a place where working from home is being considered the ‘new norm.’”

Eric Johnson  
Senior Workplace Advisor

# Assess & Prioritize



Allsteel is ready to collaborate with organizations to identify goals and address the challenges of distributed work, and to analyze and prioritize needs for both short and long-term changes to workspace and work norms in an evolving world.

Distributed work will very likely be a more significant component of every organization's workplace strategy. They need to assess what features/components have worked well during this challenging time and translate them into a program that sustains current successes, addresses current problems, and will be effective longer term.

## Critical Questions

What's the purpose of the office?

How can workers balance choices and responsibilities?

What support or training will be needed?

How do we engage employee concerns about this new way of work?

What shifts in management styles or culture will be needed?

## Key Action Items

Assess the range and likely frequency of activities the office needs to accommodate as distributed work patterns may change overall utilization patterns—for example, decrease use of solo spaces and increase use of team/meeting or community spaces.

Coach employees—and their managers—to consider their responsibilities to their colleagues to share information, meet deadlines, and participate fully in discussions so that work processes are not adversely affected by their choice of work locations or work hours.

To help employees choose the most conducive spaces and/or places to work, consider the nature of key work processes and activities to identify the optimal conditions to support them.

## Defining “Distributed Work”

Distributed work involves more than just ‘work from home’ — think of it as an integral element of an organization’s goals, work processes, activities and culture. Whereas work once centered on the office, distributed work centers on the specific activities users are responsible for, and expands their choices of where those activities will be best accomplished.



Remember, distributed work is not binary— not just only-work-in-the-office or only-work-from-home. It may include:

- Defined full- or part-time remote work
- Flexible part-time remote work schedules
- Flexible workday start and end times
- Working at remote locations that are not “home” (i.e., public spaces, coffee shops, coworking) at any time
- Any combination of the above

## Setting Expectations

Team structure and individual teamwork processes and activities will determine how each employee will participate in a distributed work program.



To design solutions, first develop and communicate protocols for remote work (in all its forms) including:

- Communication norms and protocols
- Preferred communication mediums, file transfer tools, and file organization/storage methods
- Availability when working remotely
- Guidelines for responding to emails, voice mails, texts
- Protocols for using text/IM to determine/verify when a team member is available

Remember—if you are working in the office, you are 'remote' from those working elsewhere.

# Consider & Solve



Working from home is only part of a long-term distributed work strategy. How individuals and teams work within the office is also pivotal to designing a positive remote experience. An organization can start the process by facilitating a discussion among a cross-section of stakeholders (departmental representatives, Facilities, HR, IT) about who is responsible for what.

## Critical Questions

How do we adopt distributed work best practices?

How do we get key stakeholders to embrace distributed work?

Which technologies, like video conference platforms or shared file platforms, will be needed?

How do we support home office ergonomics and set-up?

## Key Action Items

Set explicit expectations and accountability for projects so team members are clear on goals, timing, and interdependencies.

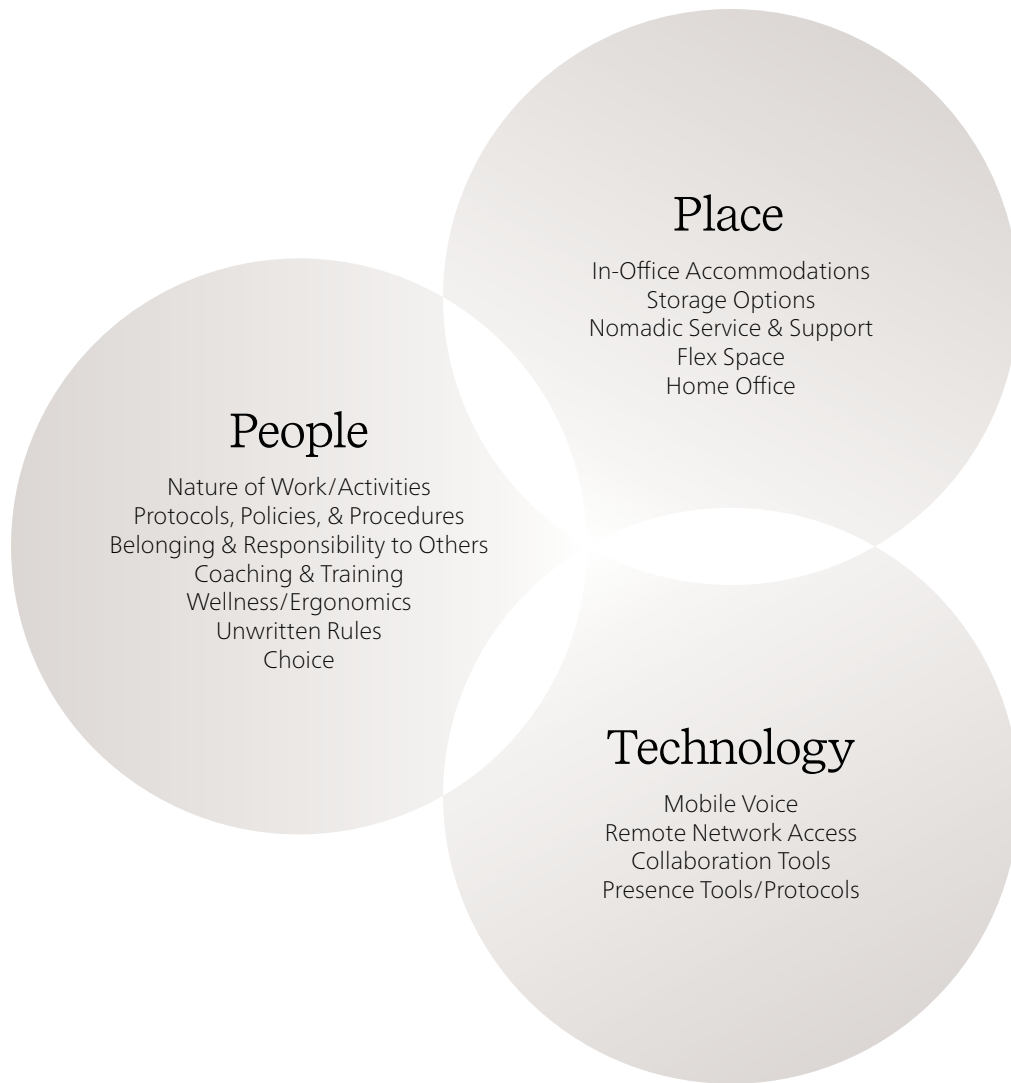
Follow—and in doing so, model—communication norms, such as regular availability updates, or demonstrating the unwritten rules for encouraging and resolving debates in virtual communications.

Model virtual meeting etiquette—like video is generally “on”, but colleagues will understand when it’s not—and general best practices, like remembering to take breaks.

Consider whether to redeploy temporarily extra tables and chairs to employee homes to help them recreate their “home base.”



# Key Factors of a Distributed Work Strategy



Three key factors to be considered when clearly defining an organization's overall distributed work strategy are People, Place, and Technology.

Each plays a role in the employee's feeling of psychological safety and productivity as organizations move from thinking about distributed work as just "work from home" to a broader set of workspace choices. And each raises important issues every employer has to answer:

## **People**

Organizations must help employees work effectively outside the office while keeping that critical sense of connection and belonging. As well, they must help build invaluable social cohesion with their teams and interdependent colleagues.

## **Place**

Employees can now match their work to the locale where it makes the most sense: office, home, client office, flex space. Organizations should consider what provisions and policies are made for employees, both in remote spaces and when they're in the office.

## **Technology**

Organizations must identify and provide employees with the tools and platforms they need to successfully do their work remotely—including collaborating with their teams—and make sure workers understand how to use them effectively and securely.

# Implement & Feedback



Gather feedback on how distributed work impacts efficiency and productivity and fine-tune your approach as needed. Allsteel will continue to collect and share findings from our entire client base and the latest findings from outside practitioners, as well as researchers on the evolving learnings from those directly addressing the pandemic.

For those organizations broadly implementing distributed work for the first time, it's very reasonable to pull back and take the time to identify what 'good' came from this forced experiment. Always approach distributed work with the goals of making sure it's effective, and to improve resilience to other unexpected external forces.

## Critical Questions

How should we assess the effectiveness of our distributed work program?

Are workers more productive?  
More satisfied?

How can we identify management, social cohesion, and well-being challenges for distributed workers?

Do workers have any technology challenges that need addressing?

## Key Action Items

Build or enhance existing feedback systems (i.e., IT help desk, Program Manager-issued surveys) to capture and address positive and negative input, and to quickly address any immediate issues, like connectivity.

Communicate what technologies are being added, and how home office furnishings will be addressed.

Communicate any program expansion or changes, i.e., duration, new tools, memberships to coworking locations, etc.

Check in with teams whose members work in distributed locations from time to time to assess team/worker effectiveness and identify opportunities to refine and improve.

# Adapt & Reconfigure



As distributed work evolves into both a workplace pillar and a decisive advantage for organizations, Allsteel's Workplace Advisory team is there to help as employers make that journey. We will continue to collect, confirm and share best practices from the most successful programs and thought leaders.

Distributed work is standard practice for many organizations, and a brand new, perhaps bewildering concept for others. And, if that weren't enough, it's still evolving and will continue to do so, as social change, technology advances and other, unforeseen events occur. Consider that what we're really advocating is agency and resilience—the ability to exercise choice and adapt to situations and circumstances as they come.

## Critical Questions

How do we make distributed work more successful and an option for more workers/teams?

How do we track and integrate learnings and advancements from other organizations or technology providers?

How does distributed work become an advantage for an organization?

How can we improve our assessment/ measurement and feedback processes?

## Key Action Items

Consider repeating previous steps as health and policy standards evolve.

Create a system to trigger change as internal and external factors evolve and new opportunities emerge.

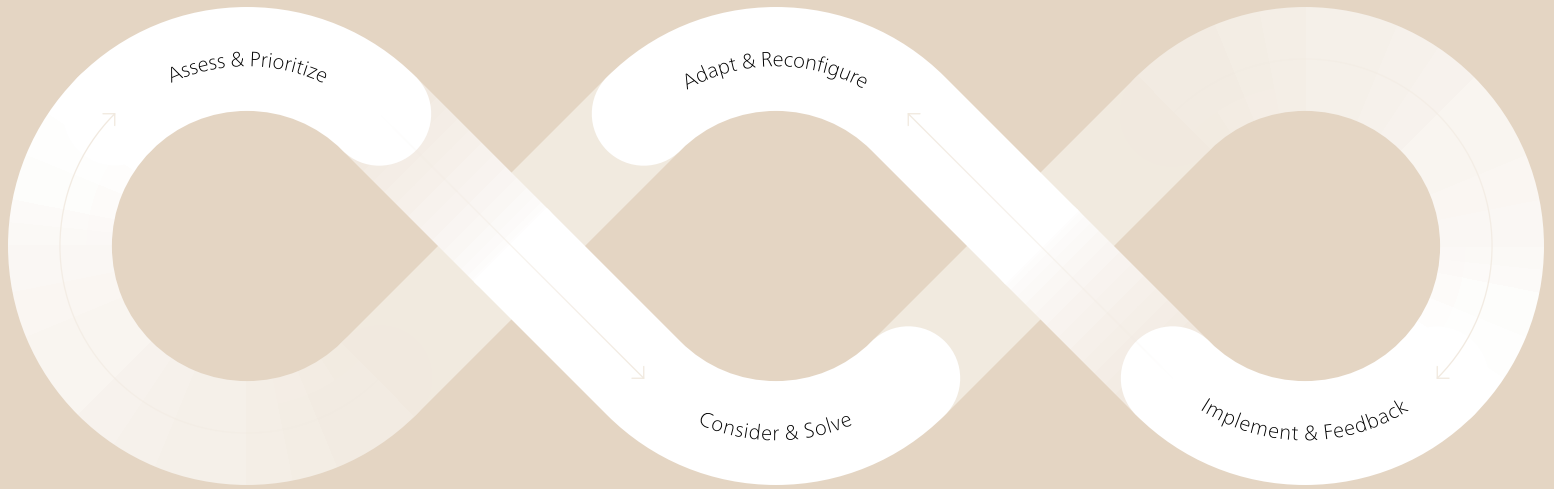
Check in periodically with distributed teams to discover and share new best practices or ideas for improving tech support.

Expand successful elements of distributed work in a meaningful way (i.e., remote hotspots for face-to-face collaboration).

Keep feedback loops open.

# Conclusion

# Moving Forward



As workplaces evolve to meet both organizational goals and establish psychological safety for employees, Allsteel is there to support, listen to, and guide customers to real solutions. Whether in user experience, spatial effectiveness, or distributed work, Allsteel can help organizations assess, design, and implement a more evolved workplace.

Allsteel plans to share further insights and findings as our customers learn, improve, and build the evolving workplace over the next year.

## Share Your Experiences

We would like to hear about your experiences with adapting your workspaces to these changing times. Please contact your Allsteel representative or dealer partner to share your insights.

## Customized Survey

We'd be happy to build a customized survey for you to help you plan your evolving workspace. Please contact your Allsteel representative or dealer partner to share your insights.



# Further Reading

**Centers for Disease Control and Prevention**

[Interim Guidance for Businesses and Employers →](#)

**U.S. Department of Health & Human Services**

[Fitwel COVID-19 Strategies →](#)

**Allsteel Insights**

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**California Department of Public Health**

No practices contained herein will guaranty that COVID-19 will not be transmitted. The practices recommended in this book are based on knowledge at time of publication, recognizing the planning for a post-pandemic world is a rapidly changing and learning experience.

Allsteel is ready to help customers navigate this new reality and help organizations keep their employees at the center of their decisions on distributed work.

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