

ACTIVITY-BASED WORKING

FUTURE OF WORK

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HOW MIGHT...

...activity based working impact the future of work, specifically regarding **employee productivity, because people are increasingly faced with **more choices** and are in **need of affirmation** in their decision making process.**

CONCEPT POINT OF VIEW

Collaboration vs. Concentration

- The ability to **balance** needs for both
- Generate comfort, productivity, and efficiency

What defines collaboration?

- Tendency to require more open space
- Huddles
- Meetings

What defines concentration?

- Depends on the individual
- Extrovert vs Introvert



METHODOLOGY

Inspiration and Ideation Exercises

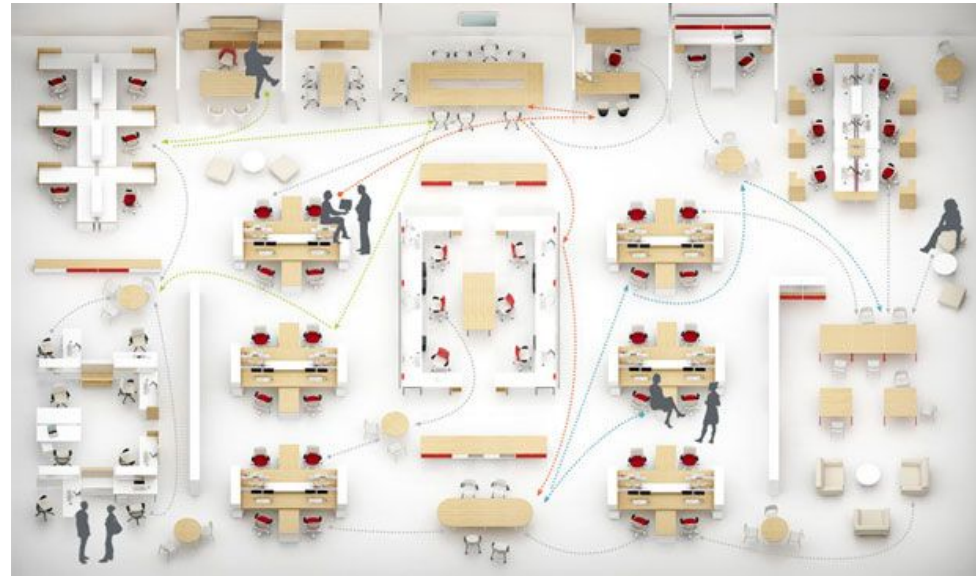
- Preliminary brainstorming
- Mind maps

Analogous Inspiration

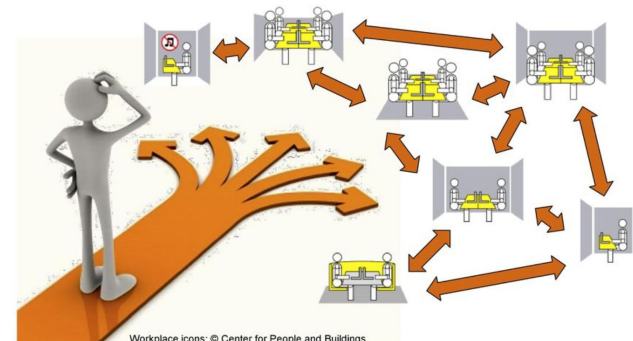
- Trespassing
- Buffet's

Secondary Research

- Academic articles



The Psychology of Activity-Based Working



KEY INSIGHTS

Decision Making

- How the appearance of choice affects decision
 - Quantity of choices
 - Aesthetic markers of choice
- How affirmation of choice improves productivity and satisfaction

3 years from now...

Aesthetic markers will set workplace delineation

- **Themed spaces** for different styles of work
 - e.g. “The Library”, “The Coffee Shop”, “The Observatory”
 - Move away from traditional office modality
 - Space becomes more obvious instead of more ambiguous

Affirmation will be a systemic part of culture

- case study: **HeyTaco!** (slack), team encouragement and affirmation
- **Artificial Progression**: contrived, automated achievements
 - Currently being implemented in schools to encourage kids
 - Positive, real-time productivity feedback
 - New tracking approaches needed
 - Encourage workplace **autonomy and choice** (Gagné)



10 years from now...

- Technology plays a significant role in the workplace determining how people interact.
- Goal is maximum **“collective intelligence”** between people and computers- space plays a critical role.
- Open office spaces actually decreased the amount of face to face interaction—employees instead resorted to technology to communicate without “clearly defined spatial boundaries”. (Bernstein and Turban).





20 years from now...

Companies and businesses will be responsible for validating the choices of their employees.

- Millennials will be in positions of power
 - Their leadership style will take precedence
- Throughout their lives Millennials have received and **will be in need** of more attention than any other generation (Myers)
- Research shows that validating choices leads to improved efficiency in the workplace (Kang)
 - Focus better
 - Embrace situational roles
 - Deal with pressured situations

20 years from now...

Continued

How does this relate to activity based working?

- Lead to every type of activity based working being “the right one for you”
 - Eliminate the introvert vs extrovert gap
 - Mindset based
- Workspaces will need dynamic-technology
 - Transform for people
 - Transform for **their needs**



CONCLUSION

- Our insights impact more than just activity based working—human behavior will be in need of validation
- The future of work will be directed by psychology more than in the past
- The workplace should flex according to human behavior as opposed to modes of work in order to be sustainable with a changing workforce
- Aesthetic markers will make choices clear, non-prohibitive, and satisfying
- Workplace culture and activity will become more intertwined
- Human behavior will be increasingly influenced by technology

Citations

Bernstein Ethan S. and Turban Stephen, “The impact of the ‘open’ workspace on human collaboration”, 373 *Phil. Trans. R. Soc. B*,
<https://doi.org/10.1098/rstb.2017.0239>

Gagné, Marylène. “Autonomy in the Workplace: An Essential Ingredient to Employee Engagement and Well-Being in Every Culture.” *SpringerLink*,
Springer, Dordrecht, 1 Jan. 1970, https://link.springer.com/chapter/10.1007/978-90-481-9667-8_8

Kang, Sonia K., et al. “Power Affects Performance When the Pressure Is On: Evidence for Low-Power Threat and High-Power Lift - Sonia K. Kang,
Adam D. Galinsky, Laura J. Kray, Aiwa Shirako, 2015.” *SAGE Journals*, 17 Apr. 2016,
<https://journals.sagepub.com/doi/full/10.1177/0146167215577365>

Myers, Karen K., and Kamyab Sadaghiani. “Millennials in the Workplace: A Communication Perspective on Millennials' Organizational Relationships
and Performance.” *SpringerLink*, Springer US, 5 Mar. 2010, <https://link.springer.com/article/10.1007/s10869-010-9172-7>.