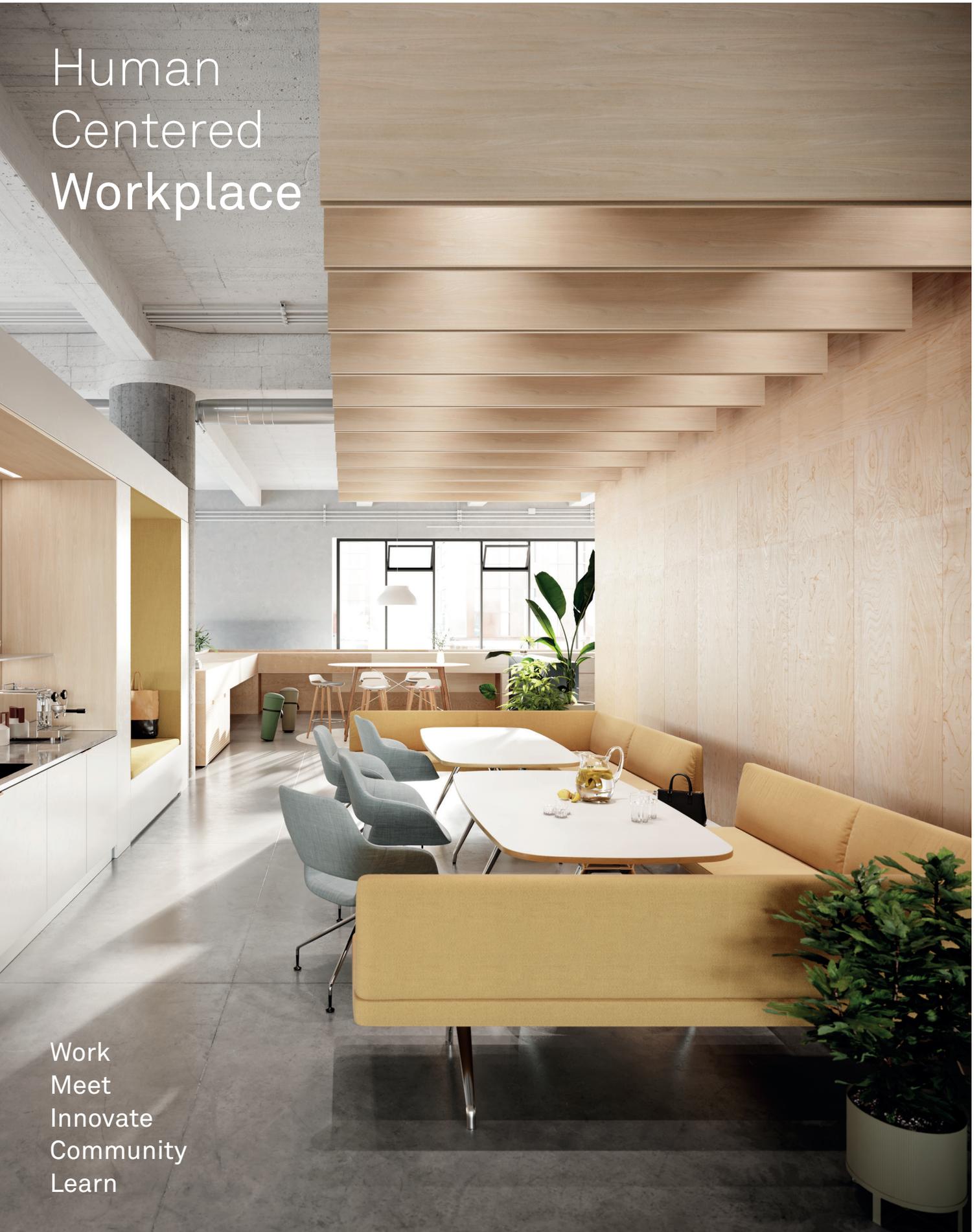


Human Centered Workplace

Work
Meet
Innovate
Community
Learn

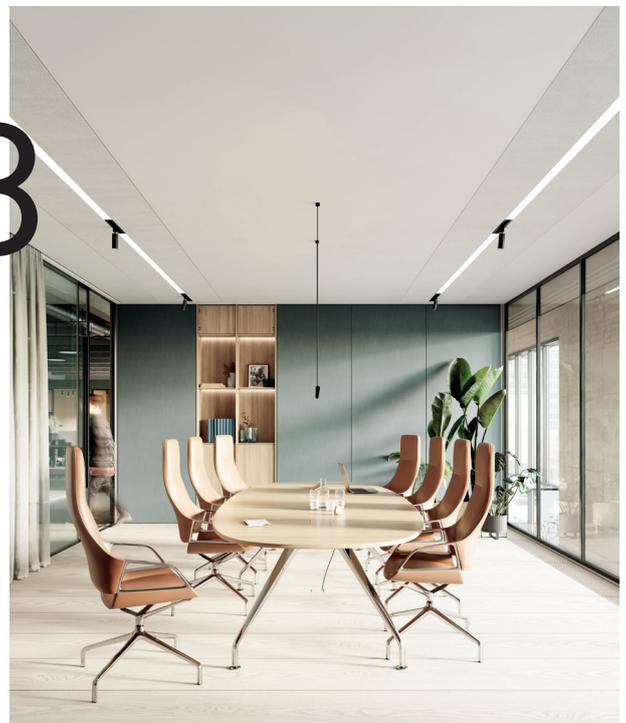




4

WORK

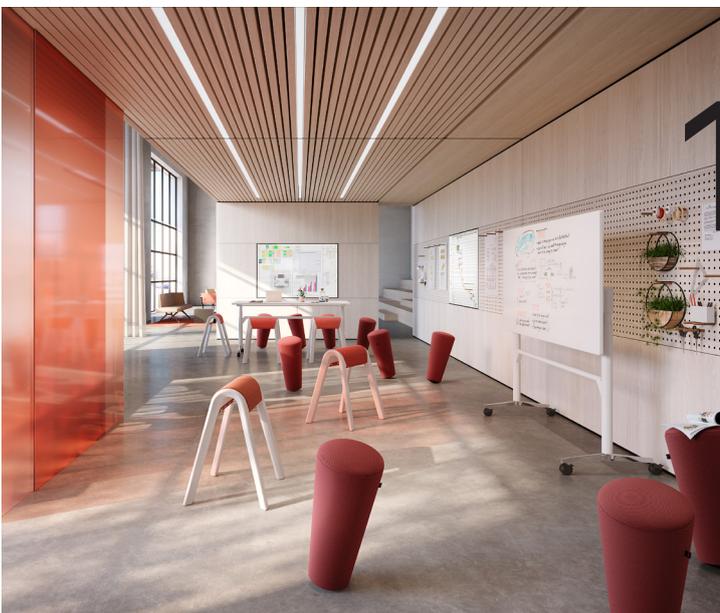
For value to be created productively, the right combination of communication and concentrated individual work is essential.



8

MEET

It is no coincidence that communication researchers consider personal encounters to be the most sophisticated and powerful interaction between people.



13

INNOVATE

The more frequently information from different areas is combined, the greater the chance of an innovative connection.

17

COMMUNITY

Companies are first and foremost social communities of the people who work together within them.



20

LEARN

The faster technologies and consequently market and work conditions change, the better it is to integrate learning into day-to-day professional life.

Design/Concept
Burkhard Remmers
Frederik Bellermann

Text
Burkhard Remmers

Space concepts
1zu33 Architectural Brand Identity

Pictures
The Subdivision
S.18: Stocksy

© 2021 Wilkhahn
Wilkening + Hahne GmbH+Co.KG
Fritz-Hahne-Straße 8
31848 Bad Münder
Germany

www.wilkhahn.com

Working! in the human- centered workplace

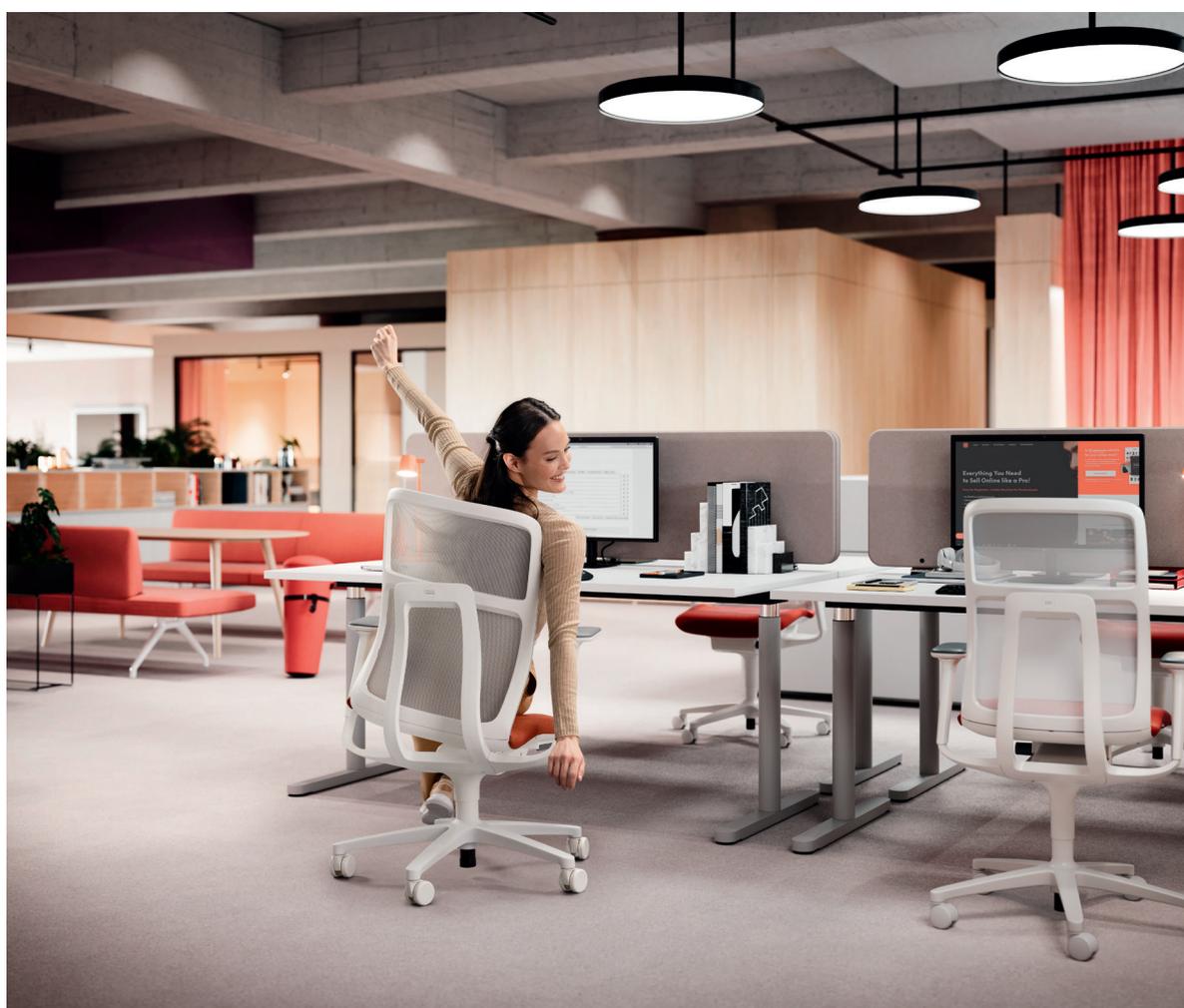
As the term Workplace clearly shows, the office is first and primarily about work in the sense of creating value - despite the gamification and playground atmosphere that characterize some other design concepts.

In this chapter, you will learn how the dimensions of well-being, collaboration, identity and purpose interact in the Human-Centered Workplace.

Communicating and collaborating are considered the keys to meeting the upcoming challenges that digitalisation presents to nearly all aspects of the working environment more quickly, more cost effectively and, above all, more successfully. However, the right combination of communication and deep work is required to create added value productively. Which is why the human-centered workplace offers a range of different spaces to suit the job at hand and preferences, so that people can reflect, conduct research, create documents or complete projects.

Working for hours at a computer requires a large display, peace and quiet and furniture that counteracts the chronic lack of physical activity that's associated with these types of sedentary jobs. Because people's bodies need a diverse range of small but frequent movements to keep their joints and muscles healthy. Even our brains shut down if they're not stimulated by movement now and again. In the human-centered workplace, we're

encouraged to move while we're sitting down already. Which is why desks are paired with AT free-to-move office chairs that automatically translate small, undeliberate shifts in weight into three-dimensional movement. The backrest's mesh covering ensures good airflow, making the chair pleasant to sit on. Because the backrest's counter pressure adjusts automatically to different users, whatever the direction of movement, several people can





use a workspace easily and exceptionally cost effectively. Electrically height-adjustable Travis tables motivate users to alternate between sitting and standing and acoustic panels cut down any distractions from noise. Stand-up stools and Insit benches are ideal for areas destined for breaks and meet-ups because they generate collaboration and a community spirit. The materials used, such as the chairs' mesh backrests, 80% of which is made of recycled PET bottles, indicate a responsible use of resources. And last but not least, the seat cushioning and frame colours are coordinated with the interior, so that corporate identity is obvious throughout despite the variety of options offered.

Project teams, who sometimes work at computers, can pick a workspace in the versatile project office, which is partitioned off with

highboards. In this case however, the space is furnished with flip-top Timetable desks with Foldscreen panels to provide privacy and dull any noise. As a result, it's easy to add or take away desks, push them closer or further apart, depending on what the team requires at the time. Spare tables nest compactly into one another in the storeroom and Sitzbock pommel-horse-like seats are ideal for impromptu chats. The opportunity for people to configure their workspaces themselves makes them fitter, boosts team spirit, engagement and identification with the company's objectives.

In executive offices, the principle of transparency and the overarching range of materials, colours and designs also apply because they convey a sustainable mindset, well-being and energy. Managers need to communicate a lot more, so meetings lie at the heart of the workspace concept. There are no big screens to get in the way, but a dynamic office chair is a must. ON has distinctive upholstery and supports healthy changes of posture so that people can sit upright, lean to the side or just lounge about. And although they look just as appealing as seating in homes, the Occo conference chairs with their active rocking technology make sitting at the Versa table a motion-driven option. As the table can be removed quickly, the setting is reconfigured in no time.

The human-centered workplace's room-in-room solutions are ideal for anyone seeking a haven of quiet to take part in laptop chats or prepare presentations. The Occo high tables and bar stools with their appealing solid wood frames are normally destined for team meetings and video conferences. With the curtains closed, this type of space is an inspiring, screened-off environment.

By providing maximum flexibility, fostering initiative and motivating people to configure their own workspaces, Wilkhahn's human-centered workplace can unlock brand-new potential and ensure maximum sustainability.



Meetings! in the human- centered workplace

Meeting up in person with colleagues is what remote workers seem to miss the most. Digital formats struggle to convey a mood or feeling that everyone's part of a community. There's a good reason why communication researchers consider people meeting in the flesh to be the most complex yet most effective form of human interaction.

Because it boosts engagement or empathy, appeals to many of the senses and misunderstandings are easier to rule out. And alongside official meetings, it's those spur-of-the-moment encounters with people from other departments that are becoming an increasingly important way of finding new ideas and questioning old ones. Encouraging people to talk to one another and the potential involved are probably the key reasons why working in the office will still be essential in the future.

The word meeting tends to conjure up an image of formal events like conferences or discourses on a particular date, all of which usually have agendas. Where work styles are agile and change constantly, spaces geared to these routines are vital because they provide structure and points of reference to attendees. Which is why the human-centered workplace offers both versatile and single-purpose spaces. In this case, the design of the conference room symbolises an open and approachable type of corporate culture. The contemporary, transparent design of the Graph chairs and the rounded shape of the Graph table also help drive this message home. This design concept offers well-being, purpose, corporate identity and superior collaborative options.

Even in offices dedicated to meetings, special curtains to dull sound help partition off part of the room so that a small number of people can get together for a discussion. In order to underscore the feeling that everybody's part of one team, whatever their position in the hierarchy, the choice of materials and colours is based on the overarching design concept. The Occo conference seating is a good match with the ON office chairs and shows that meeting attendees are valued. Both models encourage users to keep fit by moving, which is an integral component of the furniture concept as a whole.





The pods in the space can be reserved and are equally ideal for planned meetings where further attendees join remotely. In future, it's clear that spaces for both face-to-face and virtual meetings will become even more important. If necessary, these areas can be screened off to offer acoustic and visual privacy. Occo high tables and Occo bar stools are also ideal for meetings requiring a more relaxed touch and greater engagement. These also prompt people to change posture, which is much healthier. The colours and materials chosen have a natural, emotive appeal, which is becoming more and more significant in an increasingly technology-driven, abstract working environment.



With the same Occo furniture, the open-plan meeting zones are equally informal and perfect for brief stand-up project or departmental meetings where neither visual nor acoustic privacy are required. Making these areas part of an open office fosters transparency and understanding across departments and allows spontaneous chats without disturbing others.



An in-house kitchen doubles as a venue for planned and unplanned interaction where people arrange to meet for a bite to eat or a cup of coffee and others join them spontaneously. But these types of encounters are always informal and therefore exceptionally important for creating a team spirit and building trust. “Without communal eating, no human group can hold together,” commented Christopher Alexander in his famous book *Pattern Language*. Because eating and drinking are sociable activities that have always been part of our DNA. Strengthening relationships, just like food itself, is

essential to health and cohesion and the Graph tables and Insit benches really do bring people together. And the Occo high table is a good choice for anyone who prefers to stand for a quick chat and snack. The wall-facing counter also allows people to be on their own, which is also crucial to creating a good balance in a healthy community.



On the other hand, the public café on the ground floor is a place where guests can see and get to know new faces. These types of chance encounters broaden horizons and allow people to engage with others outside of their organisation. The café is a bright and cheerful venue where guests can take a seat on Occo chairs at Occo tables and chat to one another. To boost the work-life balance, employees are welcome to take a break here with their partners, children or friends.

The human-centered workplace offers a whole host of spaces for informal, planned or spontaneous interaction. An open-plan structure, a distinct range of colours and materials, as well as the emphasis on well-being and health are the overriding themes throughout. These express a future-facing culture that believes in human interaction as the key to achieving success and purpose.

Innovation! How the Human-Centered Workplace promotes new ideas

Digitalisation, climate change and health - In light of these challenges, what if not strengthening innovation should be at the heart of the design for collaborative office work?

The global megatrends will continue to dominate the way the economy and society evolve. The ability to adapt to a situation, which is in a constant state of flux, and to come up with new ideas for future-proof business models in all areas, has never been more crucial. In light of these challenges, boosting innovation should be the design focus of shared office space. During a pandemic, the home office will continue to be the predominant form of work. Experience over the past year has shown that a lot of things worked well and, in some cases, even better than sceptics thought possible. As a result, many businesses were able to keep on running. But the ability to innovate and adapt to change are two aspects that fall by the wayside if people can't engage with each other in person.

Because nobody any longer believes that innovations are the result of brainwaves that come out of the blue. Innovations are produced when two or more pieces of information are pooled in a new way. In other words, when information from all sorts of disciplines is provided more often, it's more likely to lead to an innovation. Research on innovation shows that over 80% of innovations result from people interacting, often spontaneously, with each other.

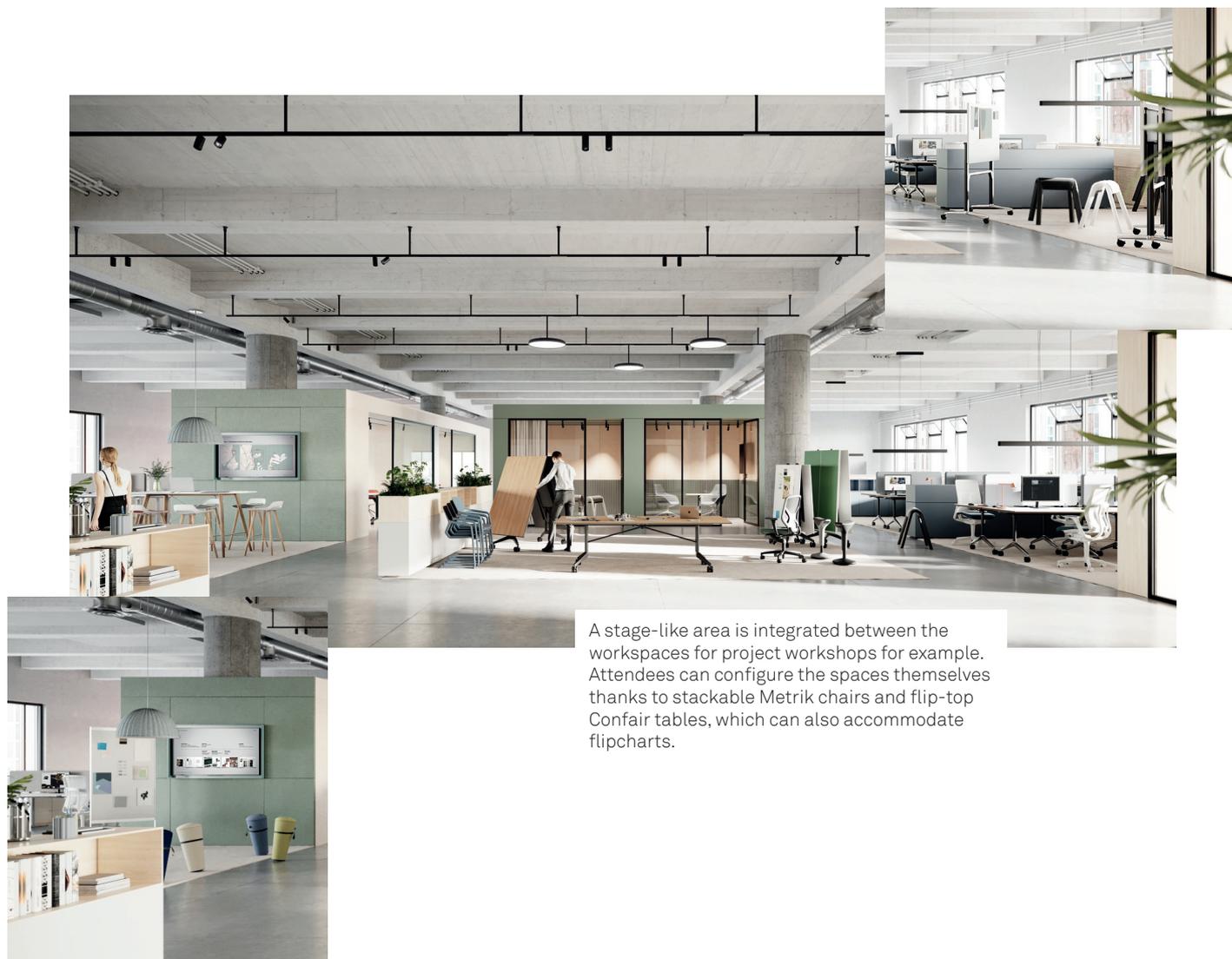
And psychologists tell us that human beings are wary of change and trust is required in order for them to embrace it. Engaging with other people in person is the only way of conveying a feeling of assurance, appreciation, support and belonging.



Fostering interaction is vital for office design of the future. Where paths cross – as they do here in the reception area – Insit benches prompt people to take a seat and talk to each other.

Therefore, designing offices as interactive spaces underpins successful innovation and change management. This is where Wilkhahn's human-centered workplace concept comes in. Its integrative approach takes into account well-being, collaboration, identity and purpose. The fact that employees are stimulated and feel appreciated makes them happier and healthier. Navigation throughout the workspace is devised so that people repeatedly bump into one another at particular points and the backdrops are so diverse that these encourage interaction again and again. The attractive furniture with its perfect functionality, the materials and colours used also create points of reference, trust and assurance. And at the same time, the vision of reconciling profit with the needs of people and the planet is evident everywhere.

Ensuring that employees no longer just observe but are actively involved in change means providing an array of different spaces for them to collaborate in. And, above all, these areas require chairs and tables that they can reconfigure themselves as required. People who rearrange the settings themselves help create a process from the word go and quite literally get to grips with it better. As a result, passive consumers become active agents of change who enjoy contributing their skills and potential. At the same time, concerns and obstacles standing in the way of change are effectively swept away.

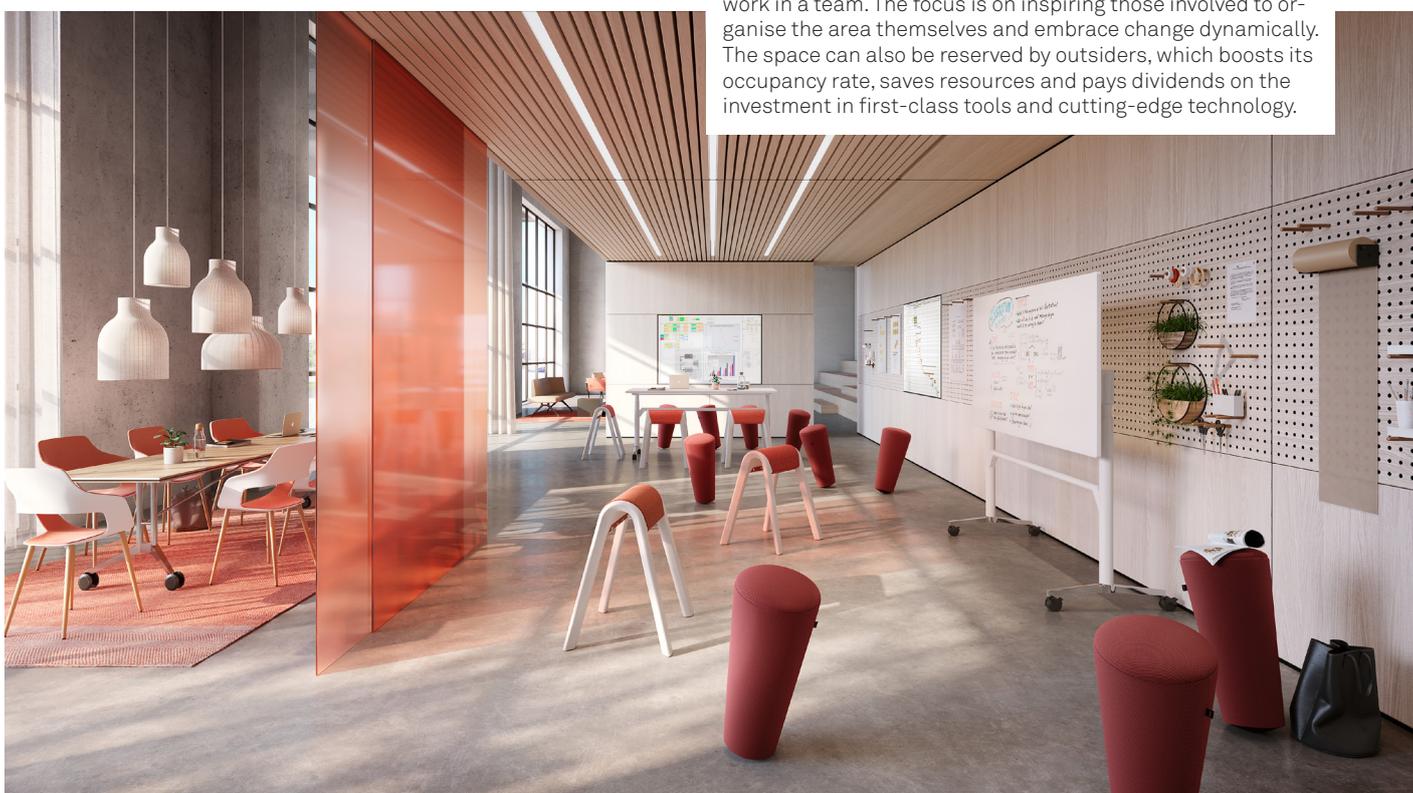


A stage-like area is integrated between the workspaces for project workshops for example. Attendees can configure the spaces themselves thanks to stackable Metrik chairs and flip-top Confair tables, which can also accommodate flipcharts.

The innovation space on the ground floor of the human-centered workplace can also be reserved by outsiders. It's designed to ensure as many people as possible get involved in configuring it and comes with all the tools that are so helpful in the creative process. The mobile Timetable lift tables offer cordless, electric height adjustment for meetings held standing up or sitting down. The magnetic table tops can be written on and serve as a joint work surface. Flipped up, they become presentation and projection screens and can be photographed in order to record any results obtained. Sitzbocks

and Stand-up stools can be placed spontaneously in groups and foster a change of posture and therefore mental agility too. A range of different materials can be displayed on the perforated wall panels for creative methods such as design thinking. Displays fitted flush with the walls integrate the digital information space and translucent wall panels in ceiling tracks divide up the space into flexible zones with more privacy if people want to work in small groups.

The innovation space is ideal for analogue and digital creative work in a team. The focus is on inspiring those involved to organise the area themselves and embrace change dynamically. The space can also be reserved by outsiders, which boosts its occupancy rate, saves resources and pays dividends on the investment in first-class tools and cutting-edge technology.



Now more than ever, it's vital to use the time to remember the advantages of collaborating together in one office space and make the appropriate concepts available. As more people will opt to work from home in future too, (particularly if they really need to concentrate) some of the workspaces in offices can be repurposed to encourage collaboration. And there has never been a better opportunity than the present to foster innovation and the ability to change by transforming offices into places where people can interact.

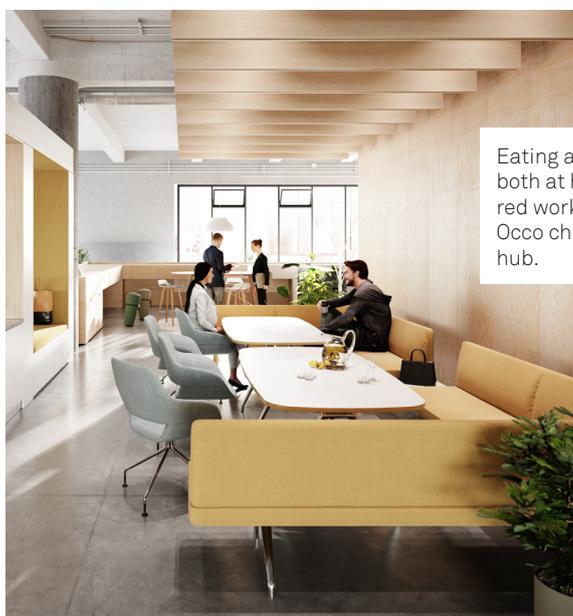
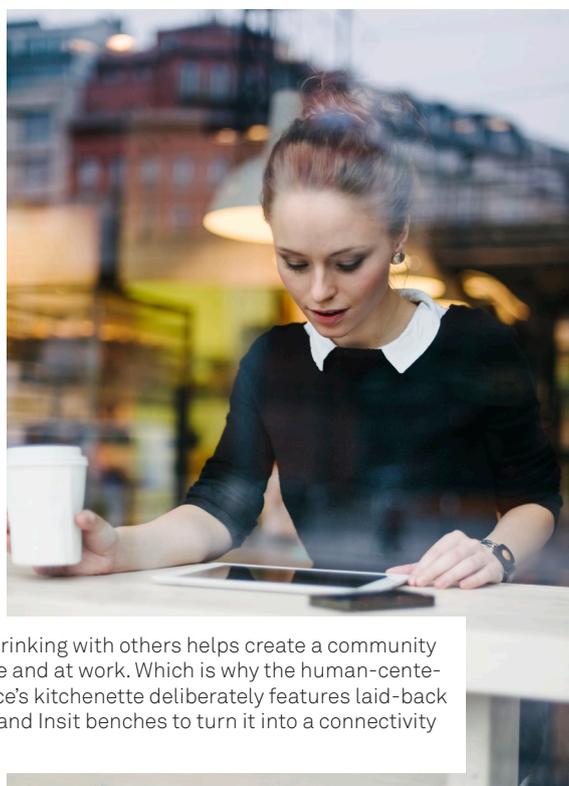
Community! in the human- centered workplace

The initial enthusiasm for the functionality of mobile office work has given way to increasing disillusionment in many places: Because a sense of community, moods and atmospheres can hardly be felt in digital encounters. This makes it all the the more important to create spaces for this when people return to the office.

Anyone who spends weeks working from home, starts to lose their bond with colleagues and, last but not least, the organisations they work for too. Because workplaces are, first and foremost, communities made up of the people who work there. Video chats are no match for being with family and friends in person and the same goes for the people we work with. Colleagues can be the go-to people for those who live on their own and lockdown can seem really lonely without them.

As well losing the bond they have with colleagues, employees often feel out of touch with workplace dynamics and possibly their own role in a team. Because if there's little overlap across geographies or working hours, the subtleties inherent to everyday office life go virtually unnoticed and there's no chance to practise confidence-boosting skills.

Therefore, encouraging a sense of community is vital because many segments are currently having to adapt to the changes imposed by the market quickly. Trust in a strong community



Eating and drinking with others helps create a community both at home and at work. Which is why the human-centered workplace's kitchenette deliberately features laid-back Occo chairs and Insit benches to turn it into a connectivity hub.

rituals in meetings are important so that colleagues feel they are in a familiar environment. Celebrating successes or events together is another key way of strengthening a sense of community. And last but not least, it's those impromptu encounters with others that forge and strengthen relationships.

underpins the ability to change while people who fear change and dig their heels in are likely to impede it.

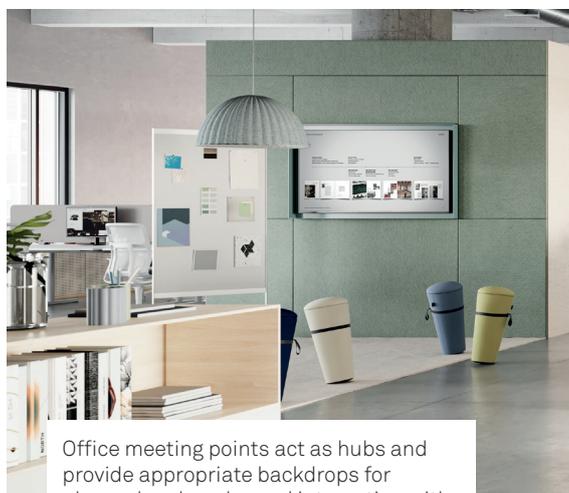
But space, in all senses of the word, is required to generate a community. A community can't be dictated, but it can be fostered. For instance,



A company restaurant is a communal hub across departments and disciplines. Eating and drinking brings people closer together, particularly when Occo chairs and tables make no distinction between hierarchies.

Eating and drinking together is also one of the most beneficial and sociable ways of forging a bond with others. There are good reasons why the party in the kitchen always goes with a swing, or relationships grow when your department goes out for a meal, or embarks on a trip.

As a result, due to its vital role in terms of mental health and well-being, the sense of community underpins the four dimensions that are so vital in the human-centered workplace. It's the foundation for any form of constructive collaboration and processes of change and innovation in particular. As an integral part of its culture, a sense of community is key to an organisation's identity and an important means of setting an employer apart from others. And in a knowledge-based economy, it's crucial to achieving an organisation's goals and engendering a sense of purpose that goes above and beyond just profit. Therefore, nurturing, maintaining and developing a community is one of the most important roles the office has to play.



Office meeting points act as hubs and provide appropriate backdrops for planned and unplanned interaction with colleagues. The Occo high table with Occo bar stools create a relaxed setting.

Learn! in the human- centered workplace

The faster technologies and consequently market and working conditions change, the better it is to integrate learning into day-to-day professional life. Learning in the community is of particular importance here. The room and furnishing concepts of the Human Centered Workplace are therefore designed to support very different forms of learning.

Even just a few decades ago, people used to think they were done with learning once their training or college course had finished. Back then, it was commonly thought that once you'd finished school, training or your college, all the skills and expertise learnt would last you all of your career. Nowadays, virtually unlimited access to the internet has ensured that information overload is increasing exponentially and the shelf-life of any knowledge we do have is decreasing by the same token.

The rising momentum of developments in all areas of life requires lifelong learning, which employers need to place on a firm footing. And what's more, it's no longer practical to separate the working from the learning environment. Research into the brain has long since confirmed that people learn better if several senses are stimulated. Nowadays, expertise can also be conveyed digitally, and therefore remotely, via adaptive self-learning programmes. However, for new expertise in the form of new skills to stick, lots of different kinds of interaction with other people is required. Which is why Wilkhahn's concept of a human-centered workplace turns the office into a market place for shared expertise and learning as a community.

Scheduled communal training sessions and upskilling programmes in dedicated spaces are special types of learning. Furniture in the human-centered workplace's seminar area can be quickly and easily adapted to group sizes, methods and multimedia equipment. In terms of their durability and ease of use, the mAx folding tables really stand apart. They nest into one another compactly and connecting leaves allow tool-free linkage so that a range of different table configurations are created. The stackable Metrik cantilever chairs are colour-matched with the white table tops and easy to grab hold of. They come in a contemporary design and are comfortable to sit on.

Insit benches arranged in groups adjacent to the glass facade invite people to work in small teams. The firm, ergonomic upholstery and standard seating height also enable working for long periods of time and can be combined with Metrik chairs to respond flexibly if numbers change.

In the case of seminars mostly consisting of talks or presentations, the breaks are the actual learning phases because people then chat



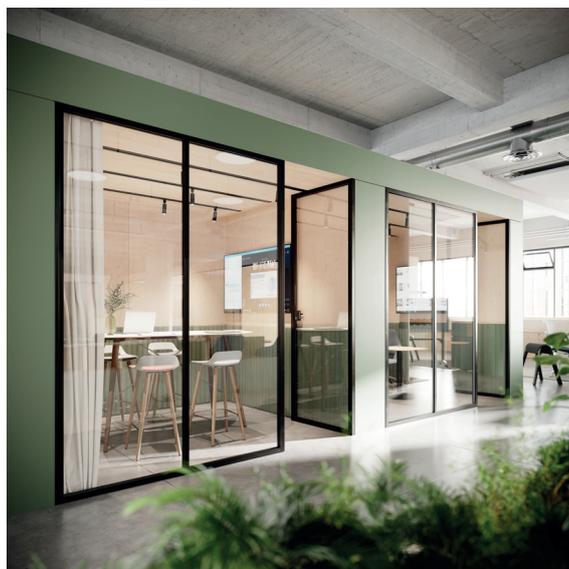
and compare notes with others about what they've just seen and heard. A change of scene and fresh air foster this sort of interaction. Depending on the weather, the patio can also be used as somewhere for group work, or for breaks. Chassis chairs and small, round Aline tables for outdoor use are ideal.

Innovation spaces are primarily areas for learning. Methods such as design thinking focus on people developing, experimenting and teaching each other skills together. Positive group experiences, direct feedback and diverse types of hands-on interaction encourage people's desire to be receptive, engaged and to recall what they've learnt. Participants organise the changes between settings and methods themselves.

Timetable Lift tables are mobile, cordless and come with electrically height-adjustable, flip-top table tops that can be written on. They can be used as conference tables to stand or sit at, as surfaces to write on, or as screens for presentations and photos to document results. Mobile Stand-up stools encourage a change of posture to keep body and mind on the ball. They help people forget hierarchies and learn from one another, just like the fun Sitzbocks, which can be perched at or sat on.

The space's wooden wall panels and the laid-back meeting spot with Occo chairs and a Confair folding table behind the translucent partition have a natural, warm look. The partially perforated walls improve acoustics and

Learning from one another in interdisciplinary project groups is vital, as is integrating joint learning phases into everyday working lives. The increase in remote working is also transforming the way people learn in offices. Instead of spending one or several days at a time away on training courses, digitalisation allows people to teach and learn in short modules without wasting time travelling to other locations. In



can accommodate screens and material for workshops.

The faster markets and circumstances change, the more crucial it becomes to compare what you're doing with your target group. The human-centered workplace has used the example of a publishing house with a café open to the public to encourage this type of stakeholder dialogue. Employees can talk to and gain feedback from guests in an informal atmosphere while eating and drinking together. What's more, the in-built platform is an ideal place for readings and testing spontaneous reactions.

the future, learning in teams will automatically involve coaches and other teams in different geographies joining a virtual meeting and project room.

In offices, learning in small groups has proved to be very efficient. Which is why small, multi-purpose meeting rooms are integrated at the core of the human-centered workplace. These rooms come with large wall displays and cameras so that they can also be used for video conferences or seminars. Occo high tables and bar stools foster interaction and engagement. At the same time, people are much more energetic when they stand in front of the camera. If required, the sound-absorbent glass panels and curtains provide privacy and prevent people in the surrounding workspaces from being distracted.

Tool!

A blueprint for new office design

We live in a hyper-connected world, where dependencies are complex and developments are often practically impossible to predict. The same goes for the concept development, planning and creation of new workplaces. Which is why it's vital to keep track of what's essential to ensure working environments are sustainable and whether and how decisions pay dividends.



Wilkhahn's tetrahedron is a constant reminder of the links between the key dimensions that are required for a futureproof and holistic design of workplaces.

In digitalised working environments, the increasing level of specialisation means that it's crucial to retain an overview and understand the complex impact that decisions and action have on other areas. Otherwise we lose sight of the big picture.

The Human Centered Workplace concept is all about four core aspects that are required for futureproof working environments – health and well-being, collaboration and innovation, identity and a point of reference, purpose and sustainability. Wherever decisions are taken, for instance about new software, new organisational models and processes, modern management and working methods, or interior design and furnishings, the impact is felt in all four dimensions.

Which is why it's so vital to develop an understanding of what the objectives are at the beginning of a transformation process. Today, research on how people learn has shown that looking at and touching objects is a particularly effective way of stimulating the brain. Which is why we 3D-printed a tetrahedron so that peo-

ple can literally grasp all four dimensions and the way these are connected. Therefore, anyone holding it in their hands intuitively learns how to think, evaluate and act in complex ways. As a result, it's just as easy to harness synergy as it is to prevent any fall-out from decisions.

We hope that this tool will be a real help in designing working environments where people remain productive and enjoy working in tomorrow's world too.