



University  
of Glasgow

**Steelcase**

Applied Research + Consulting

WORKSPACE FUTURES 2030

SCHOOL OF EDUCATION AND SCHOOL OF SOCIAL AND POLITICAL  
SCIENCES

METHODOLOGY OVERVIEW

## CONTEXT:

The global pandemic, alongside other drivers and factors, has changed the ways people work. Organisations acknowledge that hybrid work is here to stay, while recognising the value of bringing employees together to share knowledge, build community and foster innovation.

Hybrid work models have emerged which allow flexibility to both work in the office and remotely. However, leaders are challenged to define a model that is best for a wide range of users and identities, from the overarching University objectives to Colleges and Schools, as well as considering models for individuals, teams, and disciplines.

## UNIVERSITY OF GLASGOW, WORKSPACE FUTURES 2030

The ambition for Workspace Futures (WSF) 2030 is to reimagine future work environments to promote innovative and effective ways of working.

To guide all projects within the Workspace Futures 2030 Programme, the programme board has developed the following central question:

How might we co-create **inspiring workspace experiences** within our ‘**worldclass research intensive university**’ that promotes **innovative** and **effective ways of working** whilst:

- Strengthening our **sense of community**
- Using space in an **efficient** and **sustainable** way
- Acknowledging the **diversity in needs** and the **wellbeing** of all **colleagues, students and visitors**

For more information on WSF 2030 please see the Enabling New Ways of Working initiatives here: <https://www.gla.ac.uk/myglasgow/staff/peoplefirst/enwow/>

## SCHOOL OF SOCIAL AND POLITICAL SCIENCES, AND SCHOOL OF EDUCATION

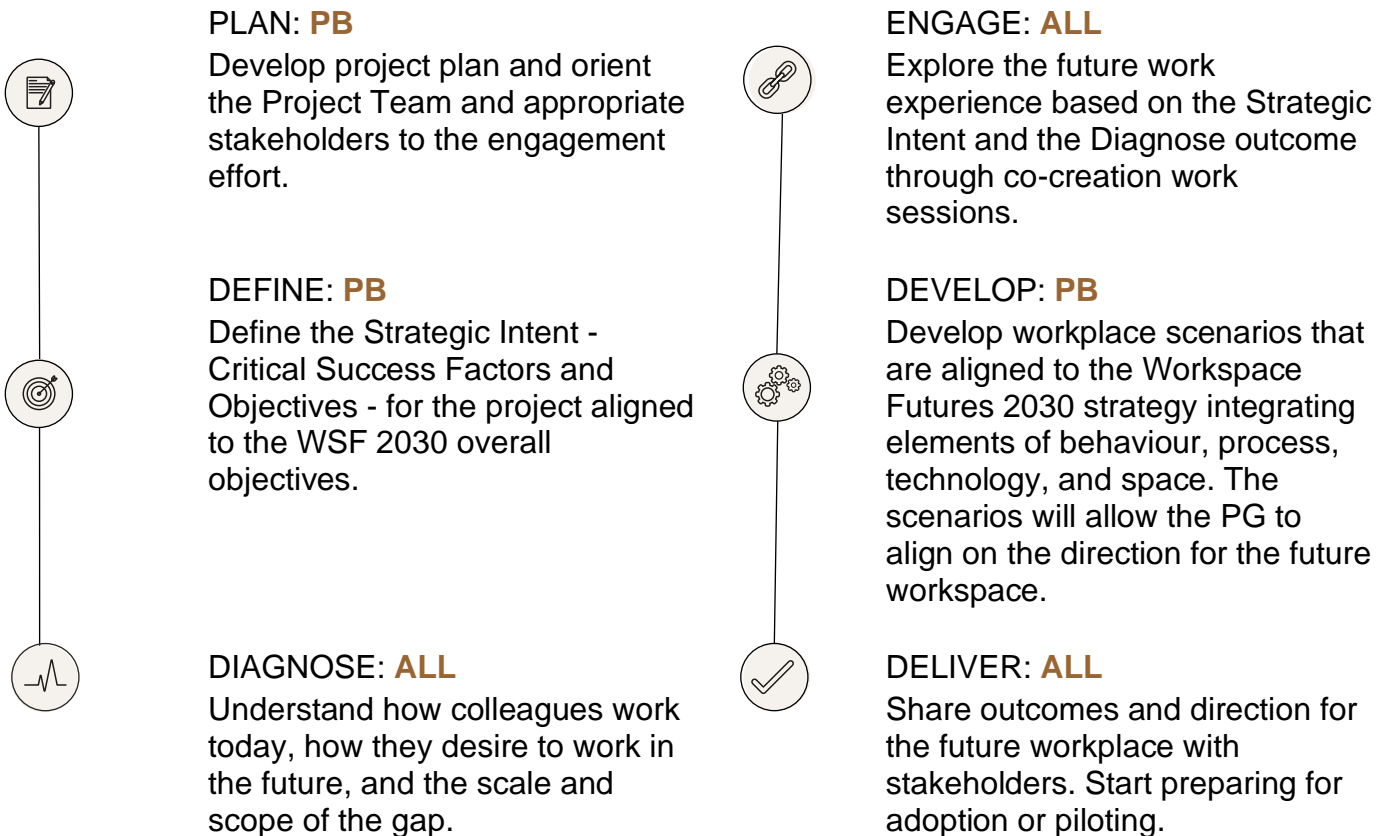
Within the College of Social Sciences there are two schools interested in exploring their future work environment as part of the WSF 2030 initiative – the School of Social and Political Sciences (SSPS) and the School of Education (SE).

The intent of this project is to explore the synergies between the Schools for co-location within the Gilbert Scott Building within the next 5 years, develop a joint future work environment and enable New Ways of Working as part of the Workspace Futures 2030 Programme.

This document is intended to provide an overview of the activities and methods that will be used as part of this project.

## ENGAGEMENT PROCESS OVERVIEW

The approach for all of the WSF 2030 projects is research based, user centred and comprehensively engages stakeholders from various levels across the University. Below shows an overview of the key phases and points stakeholders are invited to participate.



### Stakeholder participation key

**PB** – The Project Board includes key School and College leaders, sponsors and project delivery team members. Based on the input obtained, they will provide direction at decisive phases of the project.

**ALL** - All colleagues within the project scope are invited to take part within the Diagnose phase and the Engage phase, providing input and exploring the future work experience.

The engagement process will include a range of activities carried out by the Estates team and our external partners, Steelcase Applied Research and Consulting (ARC). The following pages detail the methods that will be used to engage with staff to provide input and explore future workspace.

## DIAGNOSE METHODS

Qualitative and quantitative methods of research will be implemented at each stage of the project to gain an understanding of how and where work happens today and in the future.

The Workspace Futures 2030 projects will use the following qualitative and quantitative data collection methods to provide context and insight into the current and desired work experience:

1. Work Mode Study. (Diagnose)
2. Work experience survey. (Diagnose)
3. Observation and contextual conversations. (Diagnose)
4. Co-design Work Sessions. (Engage)

### 1. WORK MODE STUDY

The Work Mode Study intends to create a snapshot of *how* (work modes) and *where* (preferred location) people work. Thus, creating a starting point for exploring potential gaps in the current workspace and opportunities for the future workspace. The exploration is done through Co-design Work Sessions with colleague representatives.

The Work Mode Study tool is an interactive virtual calendar where you can document your day, work modes and preferred locations.

Overview of the six Work Modes:

**Alone, Routine Tasks:** Working alone on tasks that don't require significant focus and/or privacy. This could include course updates, teaching and assessment preparation.

**Alone, Deep Focus:** Working alone on content that requires significant concentration and/or privacy. This could include new course/programme creation, grant applications, thesis assessment.

**Collaborate, Sharing:** Working with at least one other person to share information and updates. This could include teaching, advising and research/knowledge sharing activity.

**Collaborate, Creating:** Working with at least one other person to create content, share ideas, problem-solve or brainstorm. This could include research activity or team-teaching preparation.

**Socialise:** Building relationships with a colleague during informal conversations, shared coffee, lunch, etc.

**Other:** All other activities while working, including travel time, personal appointments, family commitments, etc.

- The Work Mode Study will be made available to all colleagues within the project scope to provide input.
- Each member of staff will receive a unique anonymised link.
- The Work Mode Study will remain open for 3 weeks.
- Participants are asked to describe their day using the above work modes over a five-day period.
- Responses will be compiled into Work Patterns and reported anonymously.
- You will not be asked to provide any information by which you may be personally identified or contacted ("personal information").
- Please see [Work Mode Study Privacy Policy](#) for more information

## 2. WORK EXPERIENCE SURVEY

The Work Experience Survey intends to create an insight in today's work experience, the places we work, how and with whom we collaborate, and to understand workplace needs. Together with the other described diagnose instruments, it builds a starting point for exploring potential gaps in the current workspace and opportunities for the future workspace. This exploration is done through Co-design Work Sessions (see below).

The Work Experience survey will touch on the following topics:

- Where you work
  - Your experience working on Campus.
  - Your primary workspace
  - Working from home
- Work modes activities.
- Technology in the workplace
- Wellbeing in the workplace

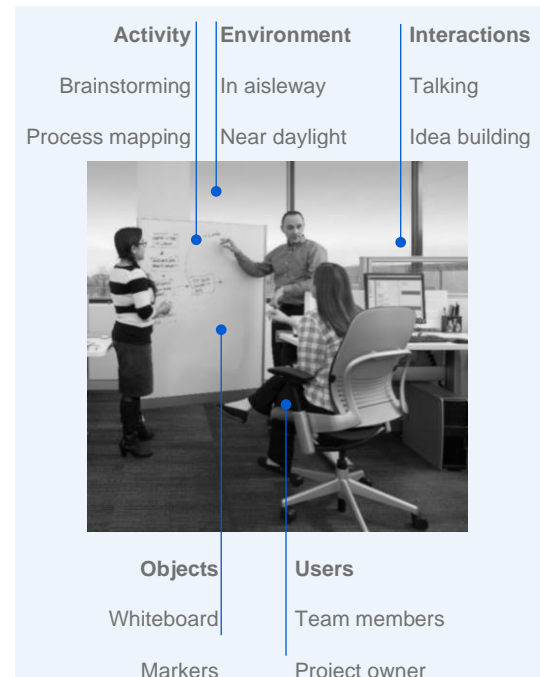
- The survey will be made available to all colleagues within the project scope to provide input.
- A single link is distributed to all colleagues.
- The survey takes approximately 10-15 minutes to complete.
- The survey will remain open for three weeks.
- Responses are reported anonymously. If results are shown per group, only groups that include more than 5 responses will be reported, to ensure anonymity.
- You will not be asked to provide any information by which you may be personally identified or contacted ("personal information").
- Please see [Steelcase Survey Privacy Policy](#) for more information

## 3. OBSERVATION AND CONTEXTUAL CONVERSATIONS

Quantitative data such surveys provide hard facts about an organisation. However, the purpose of an observation study is to gain a deeper understanding of the current work environment and uncover any hidden needs and requirements. Uncovering this type of information is possible by employing observation techniques and organising what is “seen” in ways that are useful to the stakeholders and the designers.

The Observation AEIOU framework is used to recall and describe the work experiences.

<b>A</b>	<b>Activities</b>	What are they doing? e.g. brainstorming, coding, researching, eating, mentoring...
<b>E</b>	<b>Environments</b>	Where is it taking place? e.g. location, noise, lighting, setting, all the senses...
<b>I</b>	<b>Interactions</b>	How are they interacting? e.g. talking, seeing, writing, building, collaborating...
<b>O</b>	<b>Objects</b>	What are they using? e.g. whiteboard, marker, phone, keyboard, chair...
<b>U</b>	<b>Users</b>	Who are they? e.g., group, individuals, role, SME, demographic...



- Observations usually take place over the course of 2 days within current employee work locations.
- During the study members of the Estates Project Team or our external partners team may briefly engage in conversations and ask to take pictures of activities you are involved in.
- The team will use digital photography during the observation process. The images taken during the study will only be used for the purposes of this study and will be destroyed on completion. Images used in the internal presentations will not include identifiable individuals unless they have formally consented, and will receive the approval of UofG prior to use.
- The team will exercise appropriate sensitivity to privacy requirements.
- The insights gathered from this study will be combined with survey data and findings from the co-design workshops to build a starting point for exploring the future workplace.

## 5. Co-design work sessions

The Co-design Work Sessions are part of the 'Engage' phase. Within the session, Diagnose results are shared and colleagues are shown the latest research and case studies in work, workers, and workplace to inform the co-design activity. The purpose of session is to explore the future work experience.

Co-design is a design thinking method that permits exploration of the future work experience in an open-ended, broad context. This hands-on activity gives the Estates Team, Project Board and external consultants an opportunity to hear users' perspectives through the stories they tell when discussing the co-design models.

- The audience can be any combination of roles, departments, or subjects.
- 20-25 participants work individually and in small groups facilitated by 2 facilitators.
- The aim is to engage approx. 10% of the project population.
- Workshop durations are approx. 6 hours.
- Workshops are face to face sessions.
- Groups select themes for their co-design models based on the diagnose data discussion and are given a prompt e.g. *tell the story of your future experience considering behaviours, technology, and space and all the insights you've gained today.*

### SSPS+SE PROJECT TIMELINE:

Feb – March 2024	PLAN, DEFINE
Nov – Dec 2024	DIAGNOSE
Jan - March 2025	ENGAGE, DEVELOP
April 2025 onwards	DELIVER

\*Dates are approximate and subject to changes

For further information related to the methods described in the document please contact Anisha Patel – [apatel@steelcase.com](mailto:apatel@steelcase.com) or Annemieke Garskamp – [agarskam@steelcase.com](mailto:agarskam@steelcase.com).