

Handy Space Design List

Directions:

1. Read the article *Icebergs and Space: The People Frontier*
2. Use the list to inspire your leadership and improve the workspace for your people. If you can, go through the list by yourself, and then have a meeting to discuss the ideas with others. In your discussion, ask these questions:
 - a) Do we need to ADD something to our People Space?
 - b) Do we need to CHANGE something we already have? For example, is our web-conference service working well or is it frustrating?
 - c) Are there other things we need to discuss that will improve our people space?

Design Questions	Action
NON-FACE-TO-FACE COMMUNICATIONS	
<p>Email:</p> <ul style="list-style-type: none"> • Which email address should employees use? • Which device(s) do they read them on? Are they personal or company issued? • What is the expectation for email response? (time to return email, or autoresponder if unavailable) • Who can email whom? For example, can anybody email the CEO? • What is the policy on "cc" or "bcc" of email? • What is the policy on personal emails & privacy? <p>Instant Messaging/Text Messages</p> <ul style="list-style-type: none"> • Which text message system should be used? • What is the expectation for response time? • When is text vs email preferred? <p>Voice communication: Phone, Skype, etc.</p> <ul style="list-style-type: none"> • When is using voice communication preferred? • When are personal phone numbers vs company numbers used? • How does phone messaging (answering service, personal phone message system) work? • Is there a conference line service? What is the procedure for using it? 	

FACE-TO-FACE MEETING SPACES

Design Questions	Action
<p>Company Building</p> <ul style="list-style-type: none"> • Do you have physical meeting space? • What equipment do you have or need for this space? (projector, screens, flipcharts, hi-tech stuff) How do you arrange to use it? <p>Virtual Meeting Services</p> <ul style="list-style-type: none"> • What is the preferred web-conference service? • What are the guidelines for using virtual meetings versus in-person meeting? <p>Borrowed Space</p> <ul style="list-style-type: none"> • Are people working/meeting in their homes? • Are people working/meeting in coffee houses or other public space? • Are there preferred public spaces to use? 	

STUFF STORAGE

Design Questions	Action
<p>Equipment</p> <ul style="list-style-type: none"> • What equipment is provided to employees? Is equipment a job-perk or is it returned if they leave the business? • What is the policy on use and care of equipment? What is the support service for any equipment? • What equipment are they expected to provide? • Do you have a thorough security policy that covers loss, theft, or need to deny access to company equipment? <p>Company Information</p> <ul style="list-style-type: none"> • What central file system will be used? (company servers, cloud service like Office 365, etc.) • What information can be stored on PCs? • What is the protocol for document naming, version control, workflow, review, approval, and signatures? • When will hard copies be kept and how will they be stored? • Do you have a security system to prevent unauthorized access to company information, system back-ups, and the ability to deny access to company information to an individual if needed? 	

PEOPLE CARE	
Design Questions	Action
<ul style="list-style-type: none"> • What is the expectation for work hours including responses to email and text during non-business hours? (for that matter – what are business hours?) • Have you set up work space ergonomically? (standing desks, good chairs and monitors) • Are you providing the best physical environment you can? (lighting, water, exercise area, snacks, temperature, sound, clean and inviting work area) • Are you providing the best virtual work environment you can? (technology that works, timely technical support, multiple computer monitors) 	

BRAND USE	
Design Questions	Action
<ul style="list-style-type: none"> • Have you integrated your brand values and image into your spaces? • Are you promoting your brand by using standard email signatures and communication templates? • If your employees work remotely, are you extending your brand through travel mugs, luggage tags, phone covers, or other ways to help to make the brand visible wherever they are? 	