

# MillerKnoll

Designing a Better  
Tomorrow



- 
- 1 Introduction**
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  - 3 New ways of working**
  - 4 Next steps**

# **Introduction**

**Our relationships with work and  
the workplace have changed forever**









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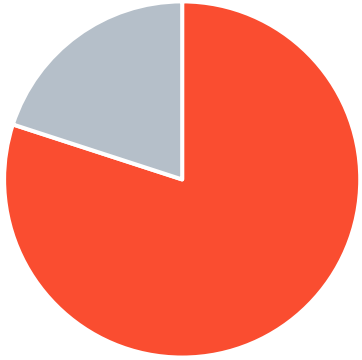
**People with low social connection are  
70% more likely to feel burnt out than  
people with high social connection.**

SOURCE: BetterUp

**Discovery**

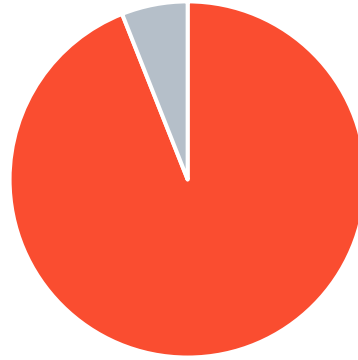
**Where you are now and where  
you want to be**





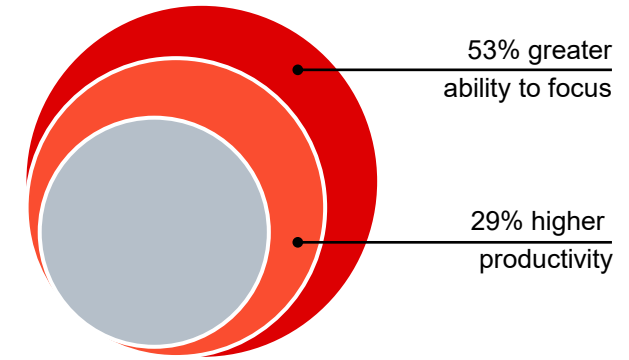
**80%**

of employees surveyed want flexibility in **where** they work



**94%**

of employees surveyed want flexibility in **when** they work



53% greater ability to focus

29% higher productivity

Workers who have **full schedule flexibility** are reporting 29% higher productivity and 53% greater ability to focus than workers with no ability to shift their schedule.

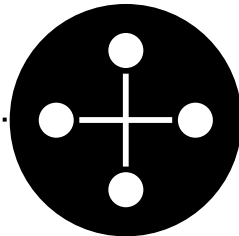
# Flexibility is a range

Full-time in the office



**20%** of employees surveyed **want to be full-time in the office**

Hybrid schedule



**65%** of all workers say they would prefer working **some of the time** from the **office** and some of the time **remotely**

Fully remote



**15%** of employees surveyed want to be **fully remote**

SOURCE: Future Forum Pulse, Jul 2022 + Fall 2022



# What motivates people to come into the office today?



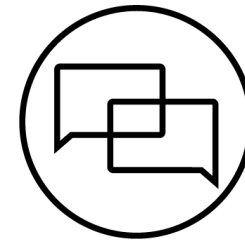
**74%**

of employees surveyed want to **collaborate, build camaraderie, and facilitate in-person meetings**



**16%**

of employees surveyed are seeking out a quiet space to focus on getting work done



**10%**

of employees surveyed come into the office to put in **face time with management**

# What are the factors impacting your decision to not work from the office on a given day?

(5 = Extremely Impactful, 1 = Not at all Impactful)

- 3.1 **Commute.** Time and expenses
- 3.1 **Well-being.** Mental, physical, and emotional
- 2.9 **Schedule.** Inflexibility — too many meetings/video meetings
- 2.7 **Caregiving.** Responsibilities (childcare, elder care, pet care)
- 2.4 **Design.** Office doesn't suit my work preference
- 2.4 **Attendance.** Unsure if anyone else will be there
- 2.4 **Location.** No local office near me

SOURCE: MillerKnoll proprietary survey conducted Sept of 2022 among 889 US-based workers



# Places that matter



Within any flexible approach to workplace, it's important to create places that matter to your people.

# Places that matter start with people



Understanding how people perceive the world is a prerequisite for creating places that matter.



# Places that matter strengthen community



We can shape places to strengthen connection by facilitating activities that bring people together.



# Places that matter feel inclusive and personal



The expression of a place should be based upon the unique cultures, communities, and individuals who will use it every day.



# Places that matter get better over time



When we create places that matter, we invest time, thought, energy, and emotion as well as capital in their continuous improvement.

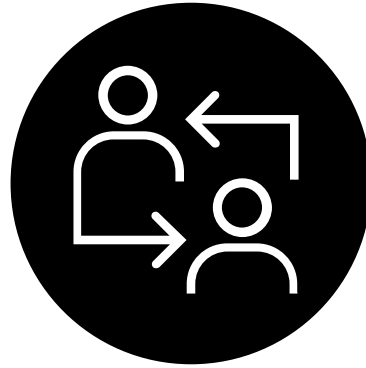
**New ways of working**

**Creating better work experiences  
in the office, at home, and elsewhere**

# Space Types to Support Social Experiences



Community  
Socialization & Assembly



Group  
Meeting & Collaboration



Individual  
Restoration & Focus



# Communities at work



**Community Socialization** - Spaces that strengthen community through informal interactions



**Community Assembly** - Spaces where people from different groups can work alone or together



# Groups at work



**Group Meeting** - Spaces where people from the same group can connect and share information



**Group Collaboration** - Spaces in which groups can cycle between working alone and together



# Individuals at work



**Individual Restoration** - Spaces for respite, self-care, and reflection



**Individual Focus** - Spaces for individuals to work without distractions



# Work from home



The home office is a critical piece of supporting the work experience for hybrid workers.

**Next steps**

**Getting started with place design**

## Getting started with place design

1. **Engage your people** in dialogue about their work experience.
2. **Leverage feedback** from conversations with your people to inform workplace strategy.
3. **Pilot new workplace settings** or experiences based on outcome of those engagements.



# Thank You