

A photograph of a modern office building entrance. The scene is captured from a low angle, looking down a walkway. On the left, there are glass doors with dark frames. On the right, there are more glass doors and a man in a dark suit walking towards the right. The ceiling is a light-colored, curved structure with a long, dark recessed lighting fixture. The floor is made of dark, textured tiles. The overall atmosphere is clean, professional, and modern.

2019
***Trends in the
Workplace***

CALLISORTKL™



1500 K Street | Washington, DC

INTRODUCTION

Businesses evolve to serve their customers and stay competitive in their markets. But to do so, they need to recruit and retain top talent. Using data-driven insights, CallisonRTKL (CRTKL) works with clients to create offices that offer compelling employee experiences.

Our annual trends report focuses on the human side of workplace design. From retention and career advancement to the ethics of inclusion and diversity, these five trends will play a major role this year in design, strategic planning and workplace development.

Access CRTKL's previous trend publications for [2016](#), [2017](#) and [2018](#).



Cover image: Columbia Center, Seattle, WA.



American Greetings | Cleveland, OH

FIVE KEY TRENDS FOR 2019

These five trends will play a major role in design, strategic planning and workplace development in 2019:

1. The Accelerating Pace of Work

As technology accelerates productivity and delivery expectations, the pace at which individuals work must also accelerate. In today's world of collaborative tools and constant online presence, companies are challenged to manage this acceleration while simultaneously preventing employee burnout.

2. Working and Communicating with Artificial Intelligence

Artificial Intelligence (AI) continues to change all aspects of life, work and communication. 2019 will see a rise in AI technology in the workplace with an emphasis on experience, data collection monitoring to ensure the workforce has the tools to succeed faster and smarter.

3. The Push for Employee Ethics and Diversity

Workplace ethics, together with diversity and inclusion, were important themes of the social and political climate in 2018. Equal pay, increased transparency and corporate social responsibility (CSR) dominate executive missions, and this societal spotlight pushes the workplace toward greater equity and inclusion.

4. Mentoring, Continuing Education and Retention

Employers are welcoming a new generation into the economy, those people born from mid-1990s to the early 2000s, known as Generation Z. With five generations now in the workforce, accommodations will need to be made to improve technological literacy and focus on retention in the quick-shifting modern economy.

5. Optimized Wellbeing and Flexibility

Wellbeing and physical wellness in the workplace are consistent trends for at least half a decade and continue to grow in importance. Today, companies look to wellbeing, which incorporates both mental and emotional wellness. 2019 will bring an enhanced spotlight to work-life balance, loneliness and belonging, and the promotion of good mental health at work.

TREND 1: **THE ACCELERATING PACE OF WORK**

The pace of work is accelerating as collaborative tools help us connect faster and smarter than ever before. Companies recognize the significance of maximizing efficiency with these tools but must also diagnose the effects of communication overload and managing burnout. Accessible communication and workplace tools serve as an equalizer for businesses by allowing smaller companies to perform in ways previously only large companies could afford.¹ This competition leaves workers in both large and small businesses prone to a faster pace and greater possibility of burnout at work.

The amount of time to complete a project is decreasing overall as tools enable faster and smarter work. Wrike, a project management service provider, compiled data showing that projects in 2018 were completed, on average, in half the time as projects in 2014.² This pace is possible with collaborative work-management platforms, user templates, and automated work.

Expansion of the Gig Economy

Remote communication tools make it easier to work from almost everywhere. These tools and the desire for flexibility prompted a surge in freelance and contractor work, also known as the “gig economy.” Jobs in technology, development and design incorporate contractor and freelance workers into their project structure. This temporary work structure causes an increase in

turnover within large corporations as employees gain more economic mobility and independence.¹ The gig economy may have more flexibility for the employee in terms of time and project preferences, but has limits on benefits like healthcare, retirement and overall job security. It is becoming more common to see a two-person household with one full-time worker with full benefits and one freelancer, adding more opportunity for work-life balance.¹

The physical design of the workplace will change to accommodate this new pace. Designs will incorporate more touchdown workstations, collaborative spaces and greater physical flexibility. Hardware and software will transform to device-agnostic technology that expands capacity without the need for special adaptations, allowing compatibility across a range of operating systems and devices.

Smarter Communication Tools

Our highly saturated digital ecosystem has become exhausting and overwhelming. The constant introduction of new communication tools have frustrated employees.² Privacy and transparency are issues for those who communicate and store information online. 57% of surveyed American workers believe there is no guarantee that virtual workplace conversations will remain private.² Overflowing inboxes and continuous



Touchdown workstations allow for more flexibility, but require the proper hardware. NT Lakis, Washington, DC.



Flexible workspaces and added choice can make employees feel more comfortable and productive. Bond Street Wharf, Baltimore, MD.

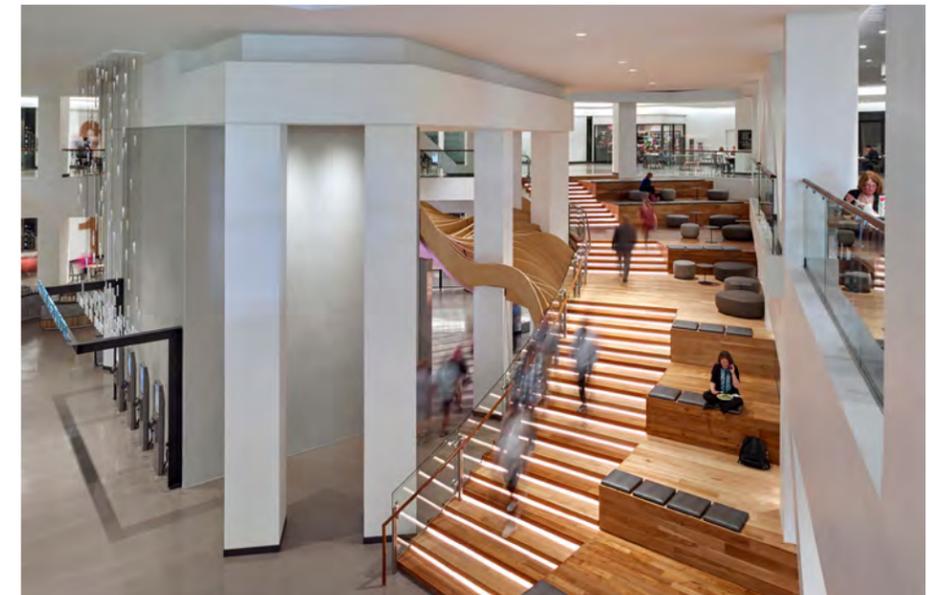
online messaging at work can take a toll on productivity. Instant messaging, for instance, puts undesired pressure on employees to respond immediately, even if they’re in the middle of another task. Global financial consulting firm McKinsey found that 28% of the workweek is spent managing communication and nearly 20% of the time looking for internal information and tracking down colleagues.¹

As the pace of work intensifies, companies need to streamline communication channels and prioritize efficiency. Setting communication guidelines creates a boundary that ensures a work-life balance and the ability to disconnect from work.

Rise of the Mobile Workforce

The “mobile workforce” refers to the growing group of employees who work remotely and rely on technology to access work outside of a traditional office setting. Improvements in technology and progress-tracking allow for smooth remote communication and project management from anywhere.

Privacy is a key concern as the mobile workforce leaves the office. Information privacy outside of work, such as our data and digital information, is as equal a concern as personal, physical privacy within the office. Privacy at work is important because the feeling of constant oversight may hinder productivity.²



Buildings can provide semi-private amenities to building tenants, allowing for more flexible space outside of the immediate office space. Columbia Center, Seattle, WA.

Providing adequate space and flexibility is essential for productivity. Employees need access to spaces that control over-stimulation, such as a quiet room, phone room, wellness room or library-style space. These spaces encourage focus and rejuvenation. Without them, workplace culture may be at risk.³

Mobility can be directly linked to higher employee engagement and optimism, especially when mobility gives employees more freedom to choose how they work. Enclosed spaces and privacy film assure employees have sufficient flexibility for personal solitude. Hoteling workspaces and drop-in seating are quick solutions to incorporate the mobile workforce into the physical office environment.

Flexible workplaces are most effective when clear policies and standards are in place and reinforced. Workplace strategy plays a key role in creating a flexible workspace by setting protocols and standards for office employees.

Often overlooked, adequate storage should also be made available, even for employees who do not have a permanently allotted space.

1. Carreau, Debby. “5 of the biggest workplace trends to watch in 2019.” CNBC @ Work. 15 December 2018.
2. Boogaard, Kat. “2019 Workplace Trends and Predictions.” Wrike. 4 December 2018.

1. Boogaard, Kat. “2019 Workplace Trends and Predictions.” Wrike. 4 December 2018.
2. Porath, Christine and Spreitzer, Gretchen. “Creating Sustainable Performance.” Harvard Business Review. February 2012.
3. Congdon, Christine. “Workspace for a Mobile Workforce.” Harvard Business Review. 05 December 2014.

Avoiding Burnout

Employee burnout is caused by a combination of exhaustion, inefficiency and lack of morale. Ever-changing communication tools invite the expectation that team members must do more in less time, adding greater pressure to employees.

The American Institute of Stress found that over half of respondents admitted to looking for a new job opportunity when they thought the stress of their current role was too taxing. 25% of workers have actually quit a job due to stress in the workplace. It's estimated that one million workers are absent every day due to stress.¹

Companies are challenged to find the right balance between fast-paced work and work-life balance. Workplace design can help prevent burnout by creating spaces for employees to unwind while still in the work environment. Physical design solutions include wellness rooms, quiet booths, and tech-free zones to reduce communication overload.

Leadership can also take simple measures to energize employees at work. These measures are necessary to promote a culture of vitality and consistent improvement:

1. Share information. Relevant data should be accessible and shareable to all employees.
2. Minimize incivility. Build civility and ethics as part of the company mission.
3. Offer performance feedback. Dashboards can be used to monitor performance and track progress.²

Employees can take simple steps to thrive and avoid burnout at work:

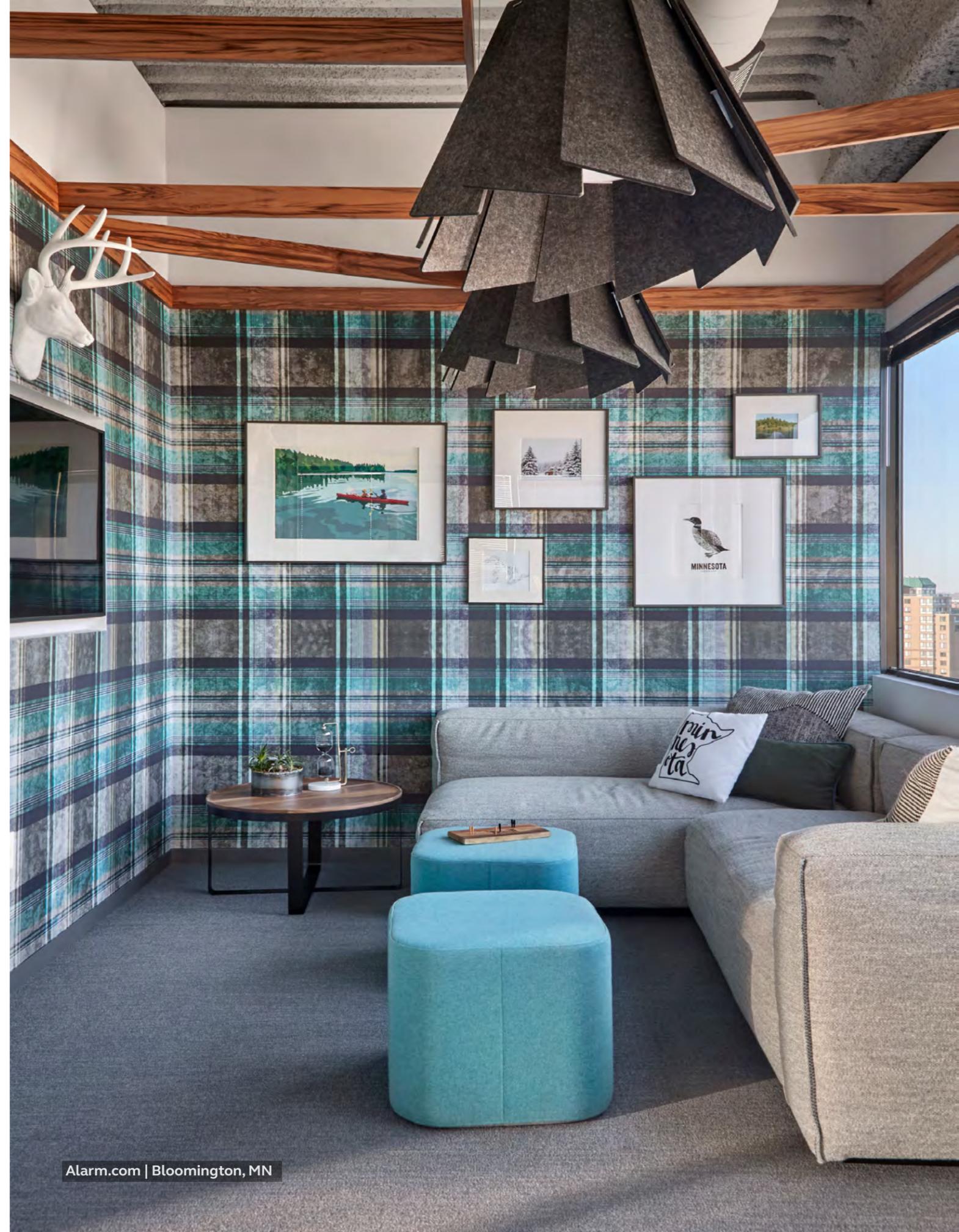
1. Take a break and step back from work. Use the provided office amenities to unwind.
2. Personalize work to be more meaningful. Find an internal initiative that could improve company culture and open new ideas to leadership.
3. Look for other opportunities to innovate and learn. Take advantage of company offerings through continuing education or mentoring.
4. Invest in meaningful relationships within the office. Recognize that thriving at work can spill over outside the office.²

Many indicators for employee burnout are brought on by stress due to projects, expectations, and the rising pace of work. This added pressure can be alleviated by personal steps that are as simple as taking a short break in a wellness room or comfortable corner of the office.

With the acceleration of the economy, it is important for all employees and leadership to recognize signs of burnout among coworkers; keeping everyone healthy and balanced in the workplace.

1. "5 key workplace trends for 2019," Law Society Gazette. 17 December 2018.

2. Porath, Christine and Spreitzer, Gretchen. "Creating Sustainable Performance," Harvard Business Review. February 2012.



TREND 2: **WORKING AND COMMUNICATING WITH ARTIFICIAL INTELLIGENCE**

Artificial Intelligence (AI) improves operational efficiencies by decreasing the decision-making process and reducing costs in time, labor and technology. While the fear of AI taking over human jobs is real and evident in some industries, we expect that AI will primarily enhance the user experience, rather than replace humans in 2019.¹

AI will also play a role in the reinvention of every workplace department, including administrative tasks and onboarding procedures. This will affect how businesses hire, retain and rethink the experience of work.

The Experiential Workplace

The past few years have seen a shift toward experience-based and experiential workplaces. The workplace experience can be more immersive with remote communication technology and the diversity of the gig economy.

Over half of US workers will have at least some remote working options by 2020.² Younger employees are pushing a more engaging and purpose-driven workplace with the help of AI, leading to greater job satisfaction.²

Robots in the Office

We are already communicating with robots in our daily lives. AI, like Apple's Siri, Amazon's Alexa and Google Assistant, is helping to boost productivity in the home, and this type of AI is slipping into the workplace. A study by Tractica, a global market intelligence firm, found that over 145 million users rely on a virtual assistant to complete daily office tasks.³

But AI must secure our trust and prove its reliability when implemented into the work environment. The rise of "co-bot" working relationships will take place, likely over the next decade.

Studies have not concluded that the presence of robots is completely net positive. However, in a surprising study by multinational computer technology corporation Oracle, 93% of workers indicated they would trust orders from a robot.³ The workplace should be prepared for this major change with proper infrastructure and spaces to make the most of these new tools.

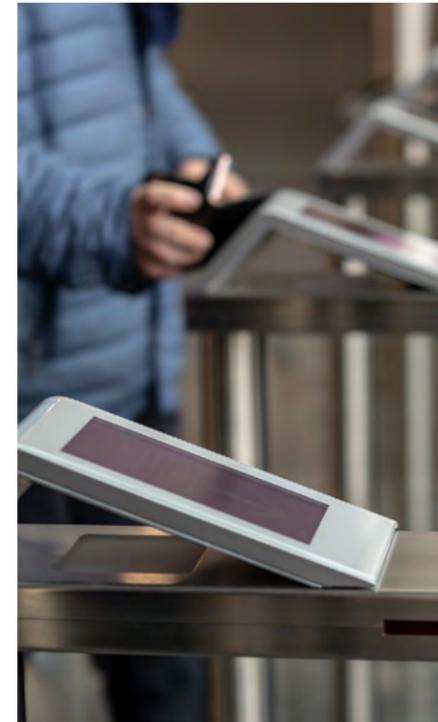
Robots can provide security to employment facilities using drones and humanoid-like machines. These can be programmed to patrol a space without the need of a human supervisor. Integrating AI and data systems can ignite machine-learning, leading to constant improvements in performance and knowledge about assigned tasks.



Human collaboration remains essential, along with spaces that encourage human interaction. BAM Technologies, Arlington, VA.



End users explore a new space in the world of virtual reality (VR). Evangelical Hospital, Lewisburg, PA.



Employees and visitors are monitored throughout the building, ensuring safety and security. Torre Europa, Madrid, Spain.

“We are already seeing more fluid, interactive forms of collaboration between people and robots that complement each other’s strengths”⁴

AI's Role in the Economy

With 6.9 million unfilled jobs in America, companies are predicting that artificial intelligence will be used to bridge this gap and fill the workforce.¹ Hospitality, agriculture, and retail are predicted to be the first major industries affected by the shift to AI.

Automation will not replace workers in 2019, but rather help those existing workers increase productivity. While many white-collar jobs will remain in place, they will be surrounded by AI. Strategists and executives need to rethink the landscape of work as routines become more automated.²

It is possible to use data to identify inefficiencies and opportunities for improvement. Utilization data demonstrates when and how space is used, and this data is applied to make decisions about occupancy, productivity and the best work environment for specific teams.

Data generated from badge entry swipes, computer logon studies or real-time location services can identify patterns in human behavior in real time. Having access to this data allows for faster and smarter decision-making in the workplace.

Tracking Employees

Incorporating AI into the everyday office space will take heavy coordination between Human Resources, workplace coordinators and company leadership.

The use of data increases the ability to objectively evaluate employee behaviors and analyze communication flow. With smart technology connected to our bodies, we can even track health and wellness patterns.³

Employees are entitled to know what data is collected by their employers, and businesses must be transparent. Digital privacy and rights will remain in the spotlight in 2019.

Constant connectivity and tracking is possible through the development of smart building technology. Buildings can incorporate sensors, high-definition videos, facial recognition and biometrics to identify and follow employees and visitors. This type of tracking is beneficial for not only security—this enables the physical workplace to sense human activity and react appropriately.

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2. Amico, Kristin. "Workplace Trends to Watch in 2019." Career Trend. 31 October 2018.

3. Schawbel, Daniel. "The Top 10 Workplace Trends For 2019." Dan Schawbel. 1 November 2018.

1. Schawbel, Daniel. "The Top 10 Workplace Trends For 2019." Dan Schawbel. 1 November 2018.

2. Boogaard, Kat. "2019 Workplace Trends and Predictions." Wrike. 4 December 2018.

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4. Tigar, Lindsay. "7 Trend Predictions for the Workplace in 2019, According to Experts." Ladders. 17 December 2018.

Gamification and AR in the Office

Gamification is the application of game-like processes, such as point accumulation, competition and reward, to everyday learning and tasking. This trend stems from research in user experience design and artificial intelligence.

Gamification can make mundane tasks more interactive, thereby enhancing the employee experience, better matching workstyle and technological tools of the 21st century. Gamification can be applied to on-boarding and technical training. It can teach new applications, technical vocabulary, and specific processes faster and on-demand – so peer-to-peer time is spent with greater value.¹ E-learning at work can be experiential, competitive, and designed with real rewards.

Augmented Reality (AR) has already made a mark in the workplace design world. Wearable technology, such as the Microsoft HoloLens, allows users to visually understand and communicate ideas in a modern and immersive way.¹

AR is already used as an effective business tool for design, engineering, medical and product development industries.

This digital incorporation will change the physical landscape by altering how employees conduct meetings, how presentations are viewed, and how AV systems are integrated throughout the workspace. Augmented and virtual reality technology is emerging within the office, and space must be allocated to embrace this technology.

Ensuring Workforce Agility

The workforce will need to adopt skills that complement automation and the integration of AI. According to a study by McKinsey, close to 60% of today's occupations could have at least one-third of their tasks completely automated.²

The power of AI is successful when executives and decision-makers embrace the importance of human collaboration. The Augmented Human Enterprise, a academic study dedicated

to performance dynamics of people and technology, found that companies that embraced automated technologies were 33% more likely to be considered “human-friendly” workplaces, while those employees are 31% more productive.³

The physical space allotted for technology will adapt as more immersive tools are incorporated into daily workplace tasks.

The age of human-robotic interaction is already here and will continue to influence the way we work and complete our daily tasks.

1. Schawbel, Daniel. “The Top 10 Workplace Trends For 2019.” Dan Schawbel. 1 November 2018.

2. “5 key workplace trends for 2019.” Law Society Gazette. 17 December 2018.

3. “ADP Announces Top Workplace Trends for 2019 and Provides a Look-Back at the U.S. Labor Market in 2018.” Vision PR Newswire. 3 December 2018.



TREND 3:
THE PUSH FOR EMPLOYEE ETHICS AND DIVERSITY

Transparency, equality and social responsibility are important attributes that younger workers expect from their employers. These ideas also play a major role in a company's brand, reputation, and ability to attract top talent.

Corporate Social Responsibility

Corporate Social Responsibility (CSR) emphasizes social and societal expectations. CSR comes in many forms including providing livable wages, supporting environmental efforts, facilitating community programs and funding charitable donations. 56% of organizations do not list CSR as a priority, but this may change as employees push management to rethink internal programming around ethics and equality.¹

The workplace design process is driven by similar values of CSR - a responsibility for inclusion and reflecting company values onto the physical space. The design process should allow all employees to provide feedback; making the process more inclusive and ultimately resulting in more readily adopted outcomes. Designing for sustainability and providing a conscious environment can unleash a sense of fulfillment to employees who seek a mission-oriented business.²

Transparency Across the Board

Workers of all ages demand transparency in demographic, financial and investment information. Some companies and even entire countries are taking enormous steps toward transparency and accountability.

Spotify published its demographic information publicly, and both Iceland and France implemented laws that penalize pay discrimination against women.³ HP pressured partner companies to increase their diversity by requiring minimum thresholds to maintain a working partnership for trade and R&D.³

The commitment to transparency can be demonstrated visually, with greater equity of space assignment and reducing physical barriers that prevent collaboration or that exhibit a visual hierarchy.

Programming for Diversity

The ultimate goal of programming for diversity is to increase the collaborative and inclusionary effectiveness of both the organization and the employee, resulting in enhanced employee satisfaction and greater productivity. Workers seek companies that make diversity part of the organization's



Corporations that make CSR a priority are more attractive to top talent. CRTKL, Dallas, TX.



Workers of all ages and experience expect a level of transparency from their leadership. CRTKL, Mexico City, Mexico.

mission and are proactive about inclusion and transparency. Managing diversity works when leadership encourages training programs, outreach sessions, mentoring initiatives and objective ways to monitor performance.

Achieving effective diversity is not possible without support from management and an understood level of trust and confidentiality between employers and their staff. These programs may require evaluation or follow-up and are most effective when meetings are mandatory.¹ Within the office, well-attended workshops and team-building activities can increase the personal and professional relationships between employees regardless of status or seniority.

Inclusive Space and Universal Design

Attention should be paid to egress and ergonomics of a space above and beyond regulations such as ADA to ensure inclusion without discrimination. Providing more open collaboration space for public conversations lowers the potential for an entrapping or uncomfortable interaction. These spaces can be designed to emit more light, color and visibility to appeal to those who prefer conversations in a semi-private setting.



Well-lit, open and collaborative spaces work best for all employees to feel included and involved. Confidential consulting firm. Alexandria, VA.

Gardens and patios around the office can be created using outdoor space as a traditional garden or an indoor space with plants and biophilia. A wellness room can accelerate the effort to treat sensory overload and over-stimulation from workplace technology and interaction. Introducing more health and wellness programs at work, such as gym memberships, on-site exercise opportunities, healthy eating challenges and yoga classes can promote physical activity.²

Universal design can take many forms, such as gender-neutral bathrooms, ergonomic door handles and keyboards, ramps and mobility assistance that send a message of inclusion and accommodation. Incorporating the principles of universal design shows employees that their needs are taken into account and are a priority for the success of the company. A space that is flexible, comfortable, equitable and intuitive will provide all employees with the encouragement and motivation to succeed in the workplace.

1. Carreau, Debby. "5 of the biggest workplace trends to watch in 2019." CNBC @ Work. 15 December 2018.
 2. Boogaard, Kat. "2019 Workplace Trends and Predictions." Wrike. 4 December 2018.
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 2. Wentling, Rose Mary and Palma-Rivas, Nilda. "Current Status and Future Trends of Diversity Initiatives in the Workplace." University of Illinois at Urbana-Champaign. November 1997.

TREND 4:
MENTORING, CONTINUING EDUCATION AND THE VALUE OF RETENTION

There is great value in workplace mentoring and fostering relationships between employees of differing experience levels. With a new talent entering the workforce every day, businesses utilize internal programs to ensure a smooth transition and retain young workers.

Welcoming Generation Z

Generation Z, those born between 1995 and 2010, will make up 36% of the workforce by 2020.¹ These are digital natives and the first to grow up entirely with the internet. Gen Z has a new set of preferences in the workplace, including the expectation that software is used strategically and communication is streamlined and transparent.

This generation shows heightened technological literacy, but may lack the people skills needed to collaborate successfully. Corporate leaders must find a human-centric approach to listening to the requests and concerns

of the incoming generation. One way to help both existing and new talent simultaneously is through training and mentorship.

Rapid Career Advancement

2019 will bring heightened awareness to the importance of ongoing education for all employees as a strategy for success. With the advancement of technology, human skillsets also need to evolve. The millennial generation specifically craves rapid career advancement to move forward faster. 91% of surveyed millennials consider rapid career progress a top priority.²

Incoming generations have advanced technical skills and are prone to adapt with technology, so employers will push existing talent to improve technical knowledge and collaborative problem solving. These activities require connected and interactive meeting spaces as well as a mix of open space with areas that allow for focused work.

Surge in Mentoring Programs

2018 was the rebirth of mentoring, and more formal initiatives will continue to ramp up in 2019. Corporate-sponsored mentoring shows proven results, with 71% of Fortune 500 companies having programs in place to pair young employees with company veterans.³

Mentoring helps the protégé, mentor and business. A young professional who receives mentoring typically has faster salary growth, more promotions, and overall higher job satisfaction and commitment. The mentor can gain enhanced career success and career revitalization. The company gains enhanced organizational attraction and recruitment, reduced turnover and more employee socialization.⁴

The office environment can promote mentoring with small collaboration spaces for semi-formal conversation and short engagements between coworkers, as well as larger spaces that enable presentations and/or group gatherings.



Mentoring is a great way to build relationships and retain young talent. CRTKL, Dallas, TX.



Quality mentorship creates strong professional bonds that can last throughout a career. CBRE Office, Miami, FL.

Tech Literacy

The notion of a "skills gap" affecting the American workforce refers to the mounting number of jobs requiring technical degrees and specialized training.

Corporate leadership will weigh the benefits of major spending to secure their workers' productivity in the changing economy. AT&T made strides to "reskill" their employees by pledging \$1 billion to train roughly 100,000 employees in data science, cybersecurity and other telecommunication fields.¹ Investing in workforce development increases employee commitment to the company mission.

Retention in the Modern Economy

Retention remains a growing concern for major corporations as the gig economy develops. The modern workforce has shorter attention spans toward career choice, contrary to previous generations: the average retention span for millennials is 2.9 years.²

An agile workforce makes recruitment and retention challenging. More than 70% of employees say they would leave their current role for another position to grow their career, leaving businesses struggling to create a culture of retention.³ An agile workforce brings challenges to recruitment and competitive compensation.

The value of retention is linked to employee engagement. Generating enthusiasm about work is a top priority when recruiting and retaining top talent. Businesses that create an attractive place to work with perks such as food, social activities and a flexible, energized and focused environment will find the most success in employee retention.



Technical training is essential to keep up with the pace of tech and the emerging workforce. CBRE Office, Miami, FL.

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TREND 5: **WORKPLACE WELLBEING AND FLEXIBILITY**

Workplace wellbeing continues to gain importance among corporate leaders and employees alike. Wellness relates to physical health, while wellbeing encompasses both physical and emotional health.

Employers are aware of the complex issue of mental health and wellness in the workplace. 94% of surveyed workers say they are stressed at work and about one third report their stress level is unsustainably high, impacting their health and productivity.¹

Mindfulness on the Rise

Mindfulness is the state of being aware of one's mind, body and emotions relative to the present moment. Mindfulness practice became popular in and out of the office as demands of everyday life take precedence over work.



Workplace lounges allow for quiet relaxation. American Insurance Association, Washington DC.

Employers are taking steps to implement mindfulness programs at work to avoid burnout. Activities like yoga and meditative breathing can reduce stress. Providing ergonomic workstations and encouraging a healthy routine can spark a culture of workplace wellbeing.

Mindfulness is expected to become a \$2.2 billion industry by 2022, and digital apps like Headspace, Insight Timer and Calm have already made an effort to enter the digital wellness trend.¹

Companies may program wellness activities and workshops that offer more healthy engagements for employees. Weeks-long wellness seminars have major benefits for morale and serve as an ongoing educational tool to balance work in a high-stress environment.

Work-Life Demands

The balance of work and life is essential for a productive and healthy employee. To stay competitive and retain workers, companies must prove that a positive work-life balance is a shared value between leadership and employees. Balance, outranked only by salary and job security, is one of the most important considerations applicants make as they seek employment.²

A lack of company culture and failure to embrace individual preferences lie at the heart of the search for a flexible

work-life balance. A survey from Kronos found that nearly half of workers say work could be done in five hours or less of uninterrupted time, consolidating the hours dedicated to the office daily.¹

Four-day workweeks are gaining popularity around the world. Japan's Ministry of Economy initiated "Shining Monday," a voluntary policy that allows workers to take Monday mornings off in order to ease back into the workweek.¹

Remote communication tools keep us connected and allow work from anywhere, but companies need to set boundaries between a constant digital presence and "signing off" of work.

Loneliness Epidemic

Loneliness in the office is a global problem with major societal consequences. Workplace loneliness can be caused by insufficient social or emotional community both in and out of work. This issue impacts all ages and workplace sectors. Loneliness may lead to lower productivity, decreased enthusiasm and lower wellbeing.

Surveyed workers in America felt that two out of five relationships in their lives are not meaningful.¹ Because so many of our waking hours are spent at work, it is essential to have good trust in management and positive workplace relationships.

"Employees continue to be under more pressure to work harder, and longer, without additional compensation, so employers need to offer more flexibility so they can cope."¹

Workplace coordinators and human resources directors will emphasize off-site social events, parties, and team-building activities.

In terms of space, the feeling of loneliness can be lowered with more collaborative spaces throughout the office and configuring a layout that encourages spontaneous interaction.

Natural Light and the Open Office

Designing with natural elements in mind has proven beneficial for workplace health and wellbeing. Physical design elements such as natural lighting with plants support a health-conscious and productive workplace.

Design can be used to mimic a semi-natural environment using lights,

sounds, accents and interior air quality to trick the brain into relaxation.

In a 1,600-person survey by Future Workplace, employees said that natural light and outdoor views were more important than other office perks such as cafeterias, fitness centers or even childcare facilities. Another study found that people with access to natural light during the day slept an average of 46 additional minutes per night.¹ Healthier sleeping patterns improve employee health and productivity, as well as overall longevity.

The open office was invented to inspire collaboration, but research has proven it can have unintended consequences. Today's work styles demand more quiet spaces and greater privacy, with 58% of surveyed employees requiring more

private spaces for individual tasks, and over half of those surveyed saying their office was too distracting.¹

Living to 100

The idea of living to 100 may be more of a reality than science fiction: humans are living longer due to increased access to healthcare and medicine.

Employers are revising rules around pensions, benefits and planning for higher retirement ages.²

Physical design changes are necessary to accommodate an aging population, including improved lighting, clearer signage, intuitive wayfinding as well as considerations made for regular physical activities like reaching, lifting and moving from place to place.



Exposure to natural light boost productivity and .even improve sleeping patterns. Changsha Kaisa Plaza, Shenyang, China.

1. Schawbel, Daniel. "The Top 10 Workplace Trends For 2019." Dan Schawbel. 1 November 2018.
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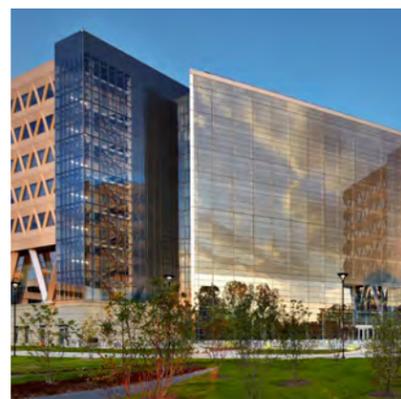
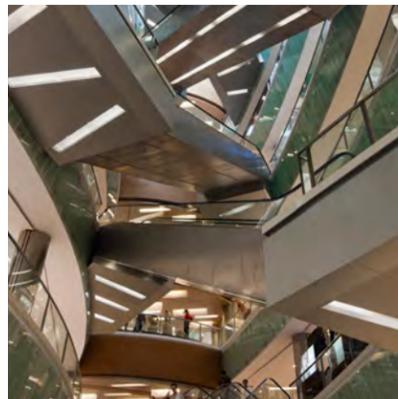
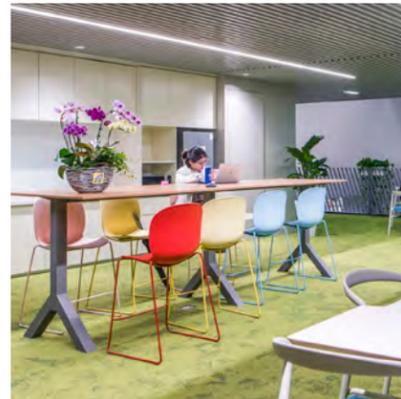
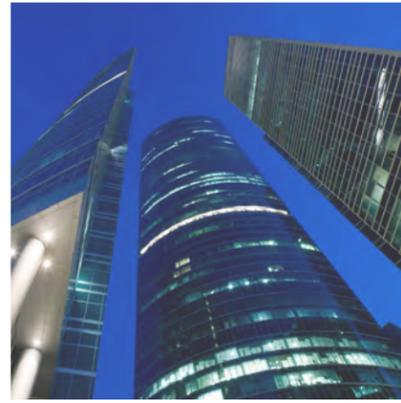
Lenovo Campus | Beijing, China

KEY TAKEAWAYS FOR 2019

The trends for 2019 follow three overarching themes which will help businesses embrace new talent and push for equitable and meaningful work across all levels and sectors:

- 1.** Embrace the acceleration of work and technological advancement.
- 2.** Engage employees and implement change to retain top talent.
- 3.** Push for corporate social responsibility and a moral compass for all.

Workplace engagement and wellbeing will play a major role in the decision-making process by leadership, human resources and employees alike.



Jake Devost
WORKPLACE STRATEGIST

Jake Devost brings planning and design experience to the Workplace Strategy team in Washington DC. Jake aims to maximize efficiency and sustainability using design, ultimately improving human behavior and decision-making through his work. He works closely with the workplace strategy and change management teams to bring clients closer to their goals and to support business growth.

EDUCATION
Bachelor, Urban Planning
University of Cincinnati

Jodi Williams
SR. WORKPLACE STRATEGIST
AICP, LEED AP ID+C, PROSCI

With nearly 20 years of experience, Jodi Williams is a leader in workplace strategy, facility planning and change management. Jodi oversees strategic planning efforts for public and private sector clients and has been a featured speaker at industry events such as IFMA World Workplace, Corenet, Greenbuild and NeoConEast.

EDUCATION
Bachelor, Sociology
University of Virginia

Graduate Studies, Urban Planning
Catholic University of America

Graduate Studies, Sociology
University of Virginia

LICENSES AND CERTIFICATIONS
AICP, LEED AP ID+C
Prosci Certified Change
Management Practitioner

Visit our [website](#) to learn more about CallisonRTKL's Workplace Strategy team.