

Workplace Environments Government Sector

Supporting the Evolution of Spaces
and Creating Connections



DESIGN THINKING FOR TODAY'S WORKING SPACES

Kimball International offers thoughtful design and product solutions that make employees, clients, and guests feel like they are a part of something bigger. Through research, we examined workplace, education, and healthcare experiences. We uncovered that employees needed flexible, adaptable, and safe spaces to feel comfortable. While not surprising individually, it was interesting to note that this need was across all industries. This research also validated what we all know to be true - the right spaces create connections.

By incorporating these insights and adding the right mix of furniture and human-focused elements, it's easy to design workspaces that are inviting, personal, and functional... ultimately creating a culture that people want to return to.



Kimball NATIONAL & interwoven DAVID EDWARD

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Government Sector: Designed for Service

Previously seen as a sector that could not work remotely, during the pandemic some agencies reported that telework comprised more than 80% of total work time*. For the government sector, the pandemic unlocked many of the same key areas of change that we are seeing across all the places where work happens. When in the office, health and well-being are top of mind, as well as being offered a choice in ways of working. Employees desire mobility, flexibility, and spaces to collaborate, socialize, and focus.

By focusing on the employee experience and building on these core principles, government agencies can attract and retain great talent and deliver elevated experiences for a diverse and multigenerational workforce.

At Kimball International, we have the solutions and applications to help federal, state, and local government agencies reimagine their workplaces into spaces where collaboration and innovation can thrive.

*U.S. Government Accountability Office



62%

of government workers want to work from home for part, or all, of the week, while 38% want to return to work full time in the office.

—Gensler Design Forecast 2021 | Government and Defense

Rethinking workplace management.

Employee preferences have changed, forcing government offices to rethink how they attract and retain valuable employees. By analyzing workplace management and hiring processes, they've realized that the ability to work remotely has become a valuable addition.

66%

of employees missed socialization & collaboration during the pandemic.

—Ipsos, 2021

Moving forward, government agencies need to support socialization and collaboration.

To attract and keep talent, government agencies must think of the office as a place where people want to be. Spaces that promote knowledge sharing, meetings, and collaborative work will be critical to support the new office.

“The federal government must prepare for radical changes in technology and demographics that will transform the future of public service and the federal market.”

—The Government Worker of 2035, Deloitte

Technology.

As technology remains a necessity, the vision of a future-state workplace requires rethinking current workplace environments and planning for tech advancements, not to mention changes in talent management. Changes in technology and new expectations about types of work will challenge the traditional expectations of "public service" to become a more flexible career model.

During the course of the pandemic, Kimball International conducted research to better understand employee needs. With our research partners, we found that one message was consistent. No matter the end market, design must be responsive. When we took a closer look at the spaces that are needed to support responsive design, we discovered four trends. The 4 Ps—Pliability, Performance, Power, and Placement—must be considered to develop spaces that can be truly responsive to the user needs and provide an optimal experience.

By leveraging design-thinking, informed by what our research presented, we developed 6 Space Types. These Space Types are based on the 4 Ps and support responsive design in workplace environments. This comprehensive approach allows us to create purposeful settings that work for a multitude of spaces and a variety of users. From 100% working from home to flexible work schedules to those desiring a return to the office, organizations have been challenged with accommodating ever-changing needs. Kimball International is here to help navigate this evolving landscape. By offering our experience and point of view on furniture solutions and applications, we can help enhance employee experience, engagement, retention, and satisfaction.



Placement

Furniture placement can appear haphazard and lead to inefficiencies in workflow if not fully thought through. Tied directly to placement, our live design charrette tool, ELEVATE, provides a measured approach to intentionally designing for change, incorporating performance factors, and integrating power and data. Our ELEVATE process minimizes time and increases opportunities to improve the user experience.



Performance

Safety, durability, sustainability, and protection are key indicators of performance. Products that are better for the interior environment AND the planet, are an expectation for designers and owners. Recent studies have shown that ESG (Environmental, Social, and Governance) is a critical factor in attracting top talent in all industries.



Power

It goes without saying that power is now a requirement. Perhaps in the future, power and data will all be a part of the metaverse, but today (and the foreseeable future), power reigns supreme. Tied closely with flexibility, lack of easy access to power and data, both wireless and wired, can be an incredible dissatisfier in an environment.

Pliability

More than flexibility and adaptability, pliability encompasses a wide variety of changes. From micro changes (such as adding a screen for safety) to macro changes (like reconfiguration for improved workflow) a pliable environment is one that is intentionally designed to change and adapt to the unknown future. Pliability allows for those questions such as “what’s next?” or “what can I do with this space now?”

In collaboration with Ipsos, a global leader in market research, we conducted research and gathered workplace insights to learn about the future of workspaces. Informed by this research, we uncovered 6 major space types that are critically important to creating a successful workplace of the future. Whether the task at hand is collaborative or more of a solo situation, a mix of environments can support users how and where they need to be supported. By simply nurturing that feeling of being connected, comfort is created, which in turn, empowers everyone to be their best.



The Hub

Often described as the heartbeat of the office, the Hub supports socialization and connectivity. These spaces are often designed with comfortable, casual, and eclectic pieces.



Culture Café

These spaces play an important part in defining an organization's brand and culture, as well as creating a positive customer experience. They offer a variety of seating options for meeting, catching up, and grabbing a bite to eat.



Work Your Way

These workspaces support users throughout their work day. From spaces with visual and acoustical privacy to informal meeting areas, these destinations accommodate planned and impromptu interactions.



The Meet-Up

Tech-savvy spaces that support coming together, in-person or virtually. These conference rooms and huddle spaces are highly functional and encourage collaboration and problem solving.



Room on the Move

Versatile and movable furniture solutions allow these spaces to easily transition. Promote learning, training, mentoring, and hands-on activities by offering these flexible spaces.



Well + Good

Promote employee well-being and safety with spaces and programs dedicated to overall health. These areas can include yoga and meditation spaces or more personal needs like a mother's room.

After seeing first-hand that the pandemic disproportionately affected younger workplace generations in terms of advancement and mentorship, financial organizations are doubling-down on spaces for learning, training, and networking with younger workers in mind.

Source: Gensler Financial Services Industry Briefing, Fall 2021



products shown
Fringe® by National
Dock® by Kimball
Alterna® by Interwoven
Swift® by National



Often described as the heartbeat of the office, the Hub supports socialization and connectivity. These spaces are often designed with comfortable, casual, and eclectic pieces.

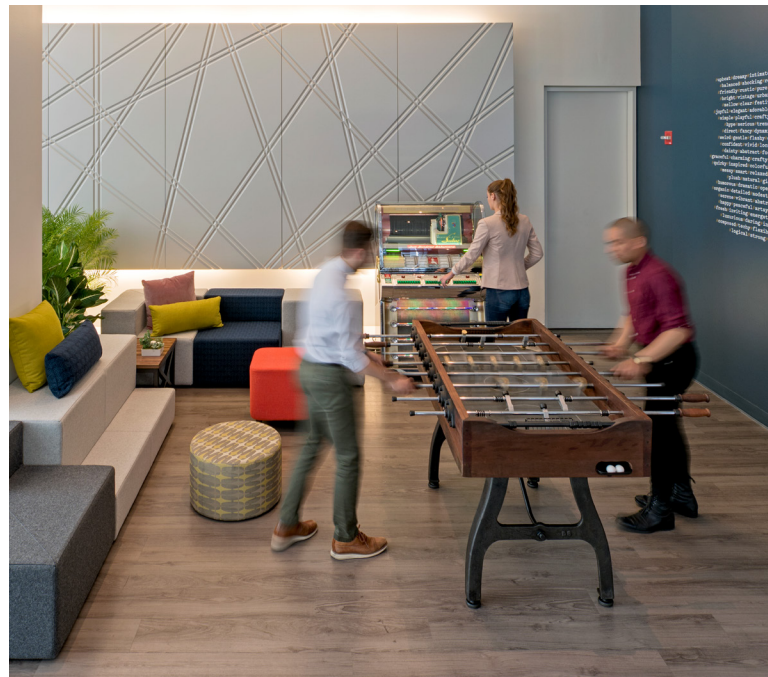
products shown
Toss™ by National
Fixt® by Kimball
Joelle™ by Kimball
Dock® by Kimball
Narrate® by Kimball
Wilder™ by Kimball

products shown
Dock® by Kimball
Connolly™ by National
Toss™ by National



Build connections through social spaces. Whether showcasing a private, focus area or a cozy mix of lounge seating, create welcoming areas that nurture co-worker connections. These spaces promote casual interactions and reinforce relationships.

products shown
Kolo Pod by National
Grin® by National
Grin® Tables by National
Tyba™ by Kimball
Nate & Natty™ by Kimball
EverySpace® by Kimball
Whimsy® by National
Toss™ by National



66% of employees missed socialization and collaboration with co-workers.
Source: Ipsos

products shown
Jelsen® by Kimball
Collette® by National
Tarver® by National
Tizelle® by National
Cynthia by Etc.
Superkool™ by David Edward
Marnia® by National



products shown
Tyba™ by Kimball
Whimsy® by National
Toss™ by National
Xanthe by Etc.

Oscar by Etc.
Vesta™ by National
Marnia™ by National

Creativity-inducing spaces offer hands-on activities that engage the mind and offer an opportunity to reduce stress. These dynamic spaces provide a location to relax and connect or a comfortable niche to be alone while still among others.

products shown
Pairings® Perch by Kimball
Joelle™ by Kimball
Toss™ by National
Fixt® by Kimball

33% of employees feel that work/life balance has been thrown out of sync.
Source: Ipsos

products shown
Xanthe by Etc.
Laverick by Etc.
Vernita by Etc.
Behl by Etc.





These spaces play an important part in defining an organization's brand and culture, as well as creating a positive customer experience. They offer a variety of seating options for meeting, catching up, and grabbing a bite to eat.

products shown
Alternā® by Interwoven
Nate & Natty™ by Kimball



26% of employees said they missed "being in the know" that's often found through water cooler interactions.
 Source: Ipsos

Hospitality driven spaces will become a destination for employees in the office. Ideally, they would include access to the outdoors, and offer multiple seating options for catching up, getting work done, or relaxing and eating.

products shown
Nate & Natty™ by Kimball
Dock® by Kimball
 Contemporary | Transitional Tables by Kimball



It's important to design a space where brand and culture can shine, while supporting guests with beverages, food, activities, and the ability to be together.

products shown
Tessera® by National
Grin® by National
Toss™ by National
Lochlyn® by National



Our research showed that employee engagement and morale will increase by creating spaces where corporate culture can grow. Flexibility and a sense of belonging are two essential elements that employees crave. By offering spaces for solo or small groups and supporting larger teams, connections can be built and reinforced.

products shown
Dock® by Kimball
Joelle™ by Kimball
Pairings® Perch by Kimball
Toss™ by National

15% of employees said their connection to the company culture has suffered.
 Source: Ipsos

products shown
Grin® by National
Alternā® by Interwoven





These workspaces support users throughout their work day. From spaces with visual and acoustical privacy to informal meeting areas, these destinations accommodate planned and impromptu interactions.

Employees expect to be given choices in how, when, and where they work.

products shown
Connolly™ by National
Mariben™ by National



Employees want to be able to customize their workdays, so employers need to provide a range of settings to work in while in the office.

products shown
Avey by Etc.
Fixt® by Kimball
Alloy® by National
Helio™ by Kimball

products shown
Delgado® by National
Hock by Etc.



products shown
Tessera® by National
Karid® by National
Superkool™ by David Edward



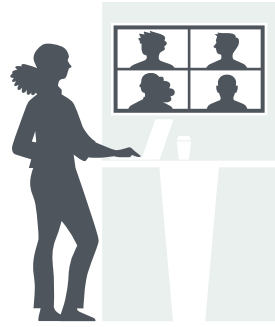
products shown
Kolo Pod by National



Supporting a work/wlife balance sometimes means providing products that help employees work productively and comfortably from home. Providing ergonomic solutions and well-designed workspaces for home use makes employees feel valued.

products shown
Laverick by Etc.
Shawn by Etc.
Irma by Etc.
Ridella by Etc.
Lochlyn® by National

The Meet-Up



Tech-savvy spaces that support coming together, in-person or virtually. These conference rooms and huddle spaces are highly functional and encourage collaboration and problem solving.



60% of employees feel that collaborative group work should be face-to-face.
Source: Ipsos

products shown
Connolly™ by National
Mariben™ by National

Most employees feel that collaborative group work should be face-to-face, however, in our new world that is not always a possibility. Creating meet-up spaces that can provide an equitable experience for in-person, virtual or hybrid meeting improves the encounter for all.

products shown
EverySpace® by Kimball
Eager® by Kimball



products shown
Mabel® by National
EverySpace® by Kimball
Idara® by National



From privacy pods where individuals can focus on a virtual call, to casual lounge settings or tech-savvy board rooms, these areas will be used by all levels of an organization to accommodate their meeting needs.

products shown
Kolo Pod by National
Whimsy® by National

Employees want a range of meet-up room styles that provide a variety of postures, uses, sizes, and technology needs.

products shown
Tarver® by National
Idara® by National
Priority™ by Kimball
Kithara™ by David Edward





Versatile and movable furniture solutions allow these spaces to easily transition. Promote learning, training, mentoring, and hands-on activities by offering these flexible spaces.

Mobile tables, markerboards, technology, ergonomic seating, and easily accessible storage for personal items support a space where multiple tasks can happen.

products shown
Chaddy™ by National
EverySpace® by Kimball
Paradolia® by Kimball



Flexible furniture solutions give spaces the opportunity to morph and transform to support different functions throughout the course of the day – like large group training, smaller focus groups, or individual work.

products shown
Kore® by Kimball
Picado™ by National

Chaddy™ by National
Lochlyn® by National
Grin® Table by Kimball
Paradolia® by Kimball
Perks® Isle Power Tower by Kimball



Mobility is top of mind – employees are looking for easy to move items so a room can serve multiple purposes.

products shown
Paradolia™ by Kimball
Joelle™ by Kimball
Riffel™ by Kimball



26% of employees felt that exposure to management/leaders was reduced while working remotely and delayed their career growth by not being around mentors and leaders.

Source: Ipsos

products shown
EverySpace® by Kimball
Nate & Natty™ by Kimball
Paradolia® by Kimball
Whimsy® by National
Holden by Etc.



products shown
Kore® by Kimball
Eager® by Kimball
Paradolia® by Kimball
Riffel™ by Kimball

Chaddy™ by National
Kore® Work Cart by Kimball





Promote employee well-being and safety with spaces and programs dedicated to overall health. These areas include yoga and meditation spaces or more personal needs like a mother's room.

Adjustable height worksurfaces as well as active seating allow users to tailor their space to their specific needs. Add variety to the work day by switching between standing and sitting to complete tasks

products shown
Ridella by Etc.
Marjo by Etc.



products shown
Ezzeri™ by Interwoven
Wixler® by National
Alterna® by Interwoven



Many facilities anticipate a rise in expectations to offer spaces that support whole body wellness, specifically mental health.

products shown
Clarette by Etc.
Taron by Etc.
Bernadette by Etc.
Romilda by Etc.
Cohen by Etc.



Mother's rooms with refrigeration, storage, and ergonomic seating create a space where they can balance responsibilities between work and home.

products shown
Ezzeri™ by Interwoven
Alterna® by Interwoven
Marnia® by National



products shown
Jovalie® by National
Wixler® by National
Hobsen® by National



Respite rooms with comfortable lounge chairs provide a place for private moments where employees can decompress and reset. Mental health awareness is on the rise and employees want spaces where they can have a private moment.

products shown
Ezzeri™ by Interwoven
Whimsy® by National



products shown
Daymora™ by Kimball
Priority™ by Kimball



products shown
EverySpace® by Kimball
Joya® by Kimball