

Large Professional Services Firm

CLIENT STORY

Professional Services
Detroit, MI



Research and data project that Gen Z will comprise about 36 percent of the workforce by 2020.¹

Organizations are adapting their workspace needs to accommodate a growing cohort of young talent preference. This includes thinking more about flexibility, mobility, wellness and technology.

The ways in which we work has changed drastically over the years—that isn't a surprise to anyone—but when one Detroit office took a look around, they realized the design of their office hadn't changed to aid their present needs. "The culture of work and the work we do has changed over time, and the office hadn't changed," explained Claire, Procurement & Real Estate for the organization.

When the company committed to moving to a new location that could accommodate the entire team, they jumped at the chance to reevaluate how they worked and made the changes needed so employees were more engaged, energized, and collaborative.



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CHRIS
GROUP MANAGING PARTNER



The first step became the need to look at their vision of what management would like office interactions to look like and think about the purpose of the redesign. What quickly became clear was the need to create an environment where employees could collaborate more freely with both those who are in and outside of their team.

"We were very siloed in this old structure we had," said Chris, Group Managing Partner and Firm Administration. "It became really important that we could create an operations hub that can serve the firm. We have 27 offices now, and we wanted all of operations under one roof. We needed an environment where we could better collaborate, better integrate across our operational functions."

Second, the team wanted a space that felt like home while still maintaining a business setting. As the furniture was placed and the office design came to life, it became clear to management that assigned seating would negate the collaborative environment they were looking for. Instead, employees are encouraged to sit wherever they'd like via free-addressing. Less than 10 percent of the office is now assigned, and even executive staff can be found working in collaborative spaces, especially within privacy booths that are outfitted with tables and TV screens for quick monitor sharing.

PROJECT DETAILS

Location

Detroit, MI

Partnerships

Interior Environments
Harley Ellis Devereaux (HED)

However, free-address came with its own complications. As the team is spread out over three similar floors, the lack of assigned seating and daily routines made it more difficult for employees and guests to find their way around. Using customizable fabric and finishes, the team used the colors blue, green, and yellow to indicate which floor the individual is on, helping visitors and team members to get around easier.

With the team in place, management is ecstatic about the culture change that has already occurred. The free-address system has not only allowed employees to work as they want to, but it has encouraged more spontaneous face-to-face interactions between members of different teams who would not have spent time together previously.

Likewise, employees are more empowered through the increased transparency and their ability to move and work throughout the office. The times have changed, and through productive and well-considered design, the organization is now ready to change right along with it.

PRODUCT SOLUTIONS

Seating

Aware®, Clarity®, Clubhouse™,
Mimeo®, Mind-Share®,
Normann Copenhagen, Peak™,
Reflect®, Retreat®, Rock™,
Scooch™, Seek®, Vicinity™, Wedge™

Workspaces

Further™

Tables

Structure™, Altitude®, Transfer™,
Normann Copenhagen, HBF Nest

Storage

Radii™

Architectural Walls

Beyond®

Accessories

Link Light™, Monitor Arms



¹ www.financialexecutives.org