

# ARCHITECTURE of WORKPLACES 1.

8. lecture

Office buildings

White collar factory on the grass

# ARCHITECTURE of WORKPLACES 1.

## 8. lecture

1. chapter: **Short timeline**
2. chapter: **The liquid nature of the present day office space**
  - supplement (I): **planning guide**
  - supplement (II): **dictionary**

# DICTIONARY

## Supplement no.2

**accelerated serendipity** - higher probability of positive breakthroughs resulting in collaboration between people with different interests but with the same pro-active approach to life

**adhocracy** – this is a term made popular by Alvin Tofler in 1970 and researched by Robert H. Waltermann Jr. for his book *Adhocracy: The power of change*, 1993. This term defines a new type of work organization, with greater decision-making and minimum hierarchy and bureaucracy, capable of adapting to the implementation of specific time-based tasks

**bakery / coffee shop (2<sup>x</sup>)** – place for active nomadic work, opportunity for chance encounters and collaboration

**better together mentality** - way of thinking and acting of individuals who meet up to harness energy and knowledge in an aim to reach their target

**clan culture** – coined by Bruce M. Tharp in 2005, this take place in companies which value cohesion, commitment and staff loyalty to reach productivity targets. Companies practising clan culture are like families and their managers are seen more as paternal advisers than bosses

**coworking space** – working space shared with other independent professionals carryng out different tasks. The term was first used by software developer Brad Neuberg who in 2005 set uo the shared space spiral muse in San Francisco

**creative class** – social group of professionals who have a decisive influence on the post-industrial economy through creation, knowledge and innovation. term coined by economist and sociologist Richard Florida in his book *The rise of the creative class*, 2002.

**cubicle farm** – open-plan office divided into individual semi-closed compartments in which employees are audio-visually isolated. the cubicles are built with panels and modular elements which can be adapted according to corporate requirements. robert probst is held to be the inventor of this much-reviled element even though it was merely a cost-driven deviation from his action office system, designed for herman miller inc. in 1968.

**clubhouse (1)** – place for active nomadic work, opportunity for chance encounters

**deskless office** – office with no allocated desks, where each desk is equipped with a monitor and where computers and personal objects are removed each day at close of business. employees store their belonging in personal lockers.

**digital sweatshops** – on-line companies which hire people to carry out poorly-paid routine tasks which can be done remotely on the employees own computer.

**dilbertian** – dilbert is a satirical character from a comic strip created by scott adams in 1989. he represents an engineer at a technological firm who has problems in the workplace. by extension, dilbertian refers to any person who suffers the same working conditions as dilbert.

**disaggregated workforce** – also referred to as contingent, this made up of non-permanent staff performing casual home-based activities for a company. the term was defined by ryan coonerty and jeremy neuner in their book *the rise of the naked economy*, 2013.

**hierarchical culture** – this type of of culture is related to large corporations and institutional structures. they value process standardization, efficient results and employee control. the decision-making process is assigned to those in senior management positions. bruce m. tharp, 2005

**huddle room (11)** – meetup spaces inside the office environment, with informal furniture, where employees can have 3- or 4-person conversations. (quiet nomadic work)

**I-bar (6)** – active nomadic work, visitor workspace

**informal mentoring** – relationship built up between two people, whereby the older of the two listens, advises and trains the younger person, with no obligation or contract.

**library (5)** – quiet nomadic work, visitor workspace

**mechanical turk** – simple low-paid digital system for carrying out routine work which is done by people rather than machines as it requires a minimum level of human intelligence. workers are casual and home-based.

**microworker** – worker carrying out small tasks for on-line companies. the worker choose the hours and the workplace. as this work takes up only a few minutes of the working day, it is compatible with a full-time job.

**multi-generation workforce** – the following generations all co-exist in the current workplace: babyboomers (born between 1940 and 1964), generation x (1965-1980) and millennium or generation y (1981-1995). generation z (1996-2010) is the next in line.

**open huddle (9)** – impromptu team collaboration

**people-centric workspace** – the term derives from people-centred development strategy, a movement aiming to empower communities and people against institutions. in terms of work organization, it reflects the will to improve the quality of the work space in accordance with employee needs rather than production requirements.

**reverse mentoring** – relationship between two people in which the mentor is a young person, generally with less experience, who has stronger skills in a specific knowledge area. this often occurs when generation y members give baby-boomer executives training in technological issues.

**sick building syndrome** – set of workplace-related symptoms in buildings with low-quality air, contamination from certain building materials, bad lighting and lack of appropriate noise insulation.

**sound masking** – technique which involves adding sound frequencies to an open-plan office in an aim to mitigate the disturbing sensation resulting from conversations and background noise. noise-cancelling speakers are used to suppress this noise.

**swarm work** – way of working which, unlike teamwork, is conducted by members who occasionally get together to perform a specific task, with no hierarchy and with no prior relationship between them and whose collaboration culminates when the task finishes. it is a way of working common in adhocracy which is also used in corporate firms.

**super-flexibility** – capacity of a large company to stay agile and versatile while also being robust and resistant, adopting features common to small enterprises in their operations.

**supper club (3)** – alternative dining setting for focused collaborative work

**taylorist office** – space based on the specific organization of work, according to frederik winslow taylor 1911, who aimed to maximize productivity by using a process system based on the division of labour and time control.

**terrace (7)** – quiet alternative for nomadic work, visitor workspace

**third places** – places where administrative, creative or business tasks unrelated to the home (first place) or the traditional office (second place) are performed. main features are informality, security, begin open to the public and a good atmosphere. examples of third places are: libraries, cafeterias, community centres, bookstores, parks...the term was described by ray oldenburg in his book *the great good place*, 1989.

**touchdown place** – in shared workplaces this is the most open area.it is used by people who are passing through or starting up their careers. they include the minimum services required to perform an activity: a counter with stools internet access.

**triple bottom line** – criterion assessing the success of a company from three viewpoints: financial results, social responsibility and respect for the environment. the term was first used by john elkington in 1994.

**vibe of working** – feature of the work environment referring to that intangible part regarding comfort and sensations. this is the third attribute to be taken into consideration in collaborative work spaces, after location and infrastructure. the importance of this third feature was highlighted by ryan coonerty / jeremy neuner in their book *the rise of the naked economy*, 2013.

**work culture** – working practices specific to a given environment or location which may or should influence the design of the workplace.

**work modes** – focusing, collaborating, learning and socializing. these are the four ways in which the knowledge worker operates according to the gensler workplace survey, 2008.

× the numbers in brackets were given by Clive Wilkinson, they show his gradation of workspaces from „hot” (1) to cold (13, normal cell or cubicle)