

# Improving GSA's Workplace:

## Joint Labor Working Group

Final 11/18/13

As a leader in innovation in public service, GSA must drive the government-wide transformation in workplace design and services through improved space utilization, better utilization of resources, and superior value. The Office of Administrative Services (OAS) proposes the creation of a joint OAS & Labor working group to exchange ideas on how to reach the Administrator's 5-year goal of reducing GSA's internal space allocation to 150 usable square feet per person by October 1, 2017.

### Objectives

- **Increase Performance** Process (employee/organization), building (utilization, energy)
- **Better Utilization of Resources**
- **Improve Design Quality**
- **Be the Government-wide Leader in Workplace Transformation**

### Purpose and Outcomes

- Present the initiative/problem statement
- Frame the timeline
- Establish open and clear communication
- Exchange ideas that will be used in the development of a national space allocation/implementation policy
- Develop recommendations for best practices and suggestions for policy components
- Identify and respond to questions & concerns

### Team

- The working group will consist of 8 individuals (NFFE-2 , AFGE-2, OAS-2, PBS-2)
- NFFE and AFGE can each nominate two individuals to participate in the working group<sup>1</sup>. Nominees must be GSA employees and should be problem solvers with a background in real-estate or space planning or design, and have experienced alternative workplaces (i.e., participation in one of GSA's mobility labs, desk-sharing, increased telework, open-plan environments).

| Organization   | Team Member                     | Title                          |
|--|---------------------------------|--------------------------------|
| GSA, Office of Administrative Services, Internal Workplace Management Division | Bob Stafford<br>Daniel Miller   | Director<br>Branch Chief       |
| Public Buildings Service, Total Workplace PMO                                  | Rob Obenreder<br>Dianne Juba    | Architect<br>Interior Designer |
| NFFE   | Rakaia Jackson<br>Mary Behrendt | Region 4<br>Region 5           |
| AFGE   | Tajuana Maddox<br>Margaret Lien | Region 5<br>Region 10          |

### Read Ahead Materials

- GSA's Real Prop. Cost Savings and Innovation Plan ([Link](#))
- GSA Region 3 Workplace Engagement Report ([Link](#))

<sup>1</sup> OAS will fund travel for NFFE and AFGE representatives

- PBS' Workplace Visualization Tool ([Link](#))
- Current Data on Telework Participation ([Link](#))
- Sound Matters ([Link](#))
- GSA Real Estate Portfolio Presentation - Handout
- PBS Current Workplace Trends Presentation - Handout
- Furniture Presentation - Handout

### Groundrules

- Share all relevant information.
- No idea is a bad idea.
- All ideas and opinions will be respected.
- All ideas and opinions will be encouraged to survive the "Relevant Test":
  - You've stated the reasoning behind the idea/opinion
  - You've given specific examples
  - You've shared any personal intention or benefit to you
- All participants are invited to ask questions of an existing point of view.
- Start/end on time
- This is not a negotiation.
- Stay on task; no side conversations
- Listen to others and don't interrupt
- We will follow an agenda
- We will honor brainstorming without being attached to our own viewpoint.

### Definitions

- Rentable Square Footage: Total Usable Area plus a prorated allocation of the floor and building common areas within a building.
- Usable Square Footage: Area of a floor occupiable by a tenant where personnel or furniture are normally housed.
- Space Allocation: Total Space / # of people
- Space Utilization: % of time a space is occupied
- Telework is only one facet of mobile work. Whenever you are away from your desk, you are mobile (i.e., at a meeting, at a client site).
  - Telework - a work flexibility arrangement under which an employee performs the duties and responsibilities of such employee's position, and other authorized activities, from an appropriate alternative worksite other than the location from which the employee would otherwise work.
  - Desk sharing - an arrangement in which two or more employees share use of a single workspace where each employee has a designated day or time for use of the workspace.
  - Drop-in space - An arrangement where mobile workers, visitors, or travelers who don't have assigned space can use any designated drop-in space on a first-come, first-served basis. These spaces can not be reserved through a hoteling system. Drop-in space is sometimes known as free address space, touch-down space, or 'hot desking'.
  - Hoteling - An arrangement where mobile workers, visitors or travelers who don't have assigned space can reserve desk space in advance through a booking system.

## Agenda

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November 19th | Day 1 - Set the stage

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8:45am - 4:

- Introductions 10 minutes
- Agenda Overview & Ground Rules 10 minutes
- Purpose and Outcomes 5 minutes
- Ice Breaker 20 minutes
  - GSA Culture Cards
- Background Information 10 minutes
  - Definitions
    - Utilization vs. Allocation
    - Usable vs. Rentable SF | Circulation
    - Telework vs. Mobile Work

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### 5 Minute Break

- GSA Real Estate Portfolio Richard | PBS Portfolio - 15 Minutes
  - Total square footage
  - Leased vs. Owned
  - Average square footage per person
  - Total Costs
- Current Workplace Trends Rob Obenreder | PBS TotalWorkplace - 30 Minutes
  - Drivers
  - Goals and Objectives
  - Trends in Workplace Design
  - Work Patterns | Acoustics | Strategies
  - Case Studies

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### 5 Minute Break

- GSA Region 3 – Workplace Engagement Brian Gilligan | OHPGB | 50 minutes
  - Process
  - Analysis
  - Recommendations
    - What's In it for Employees?
    - Indoor Environmental Quality

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### Lunch Break

11:45a

- Site Visits - Within Walking Distance to 1800 F
  - Custom Border Patrol | 90 K Street, NE | POC Emily Street/DHS | 1:30pm - 2:30pm
  - USAID I Ronald Reagan Bldg. | POC Hallie Futterman/GSA | 3:30pm - 4:15pm
- Closeout/Recap

- Expectations for Today 10 minutes
  - Recap of yesterday's agenda
  - Outline today's activities & schedule
- Embrace the Shake Video 10 minutes  
[http://www.ted.com/talks/phil\\_hansen\\_embrace\\_the\\_shake.html](http://www.ted.com/talks/phil_hansen_embrace_the_shake.html)
  - Open Discussion 20 minutes
- Draw your ideal individual workspace <while listening to classical music> 10 minutes

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#### 5 Minute Break

- Strategies to Achieve Administrator's Goal
  - Space Visualization Tool ([1000 Person Scenario](#)) 10 Minutes
  - Open Discussion 45 Minutes
    - What do you like/don't like about your space?
    - How important is health and well being and how would you incorporate it into the design of your workplace?
    - What strategies would you use to achieve this goal?

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#### 5 Minute Break

- Potential Impacts and Solutions Discussion 50 minutes
  - Myths and truths about acoustics and privacy
  - Document Security & Other Sensitive Information
  - Employee Engagement and Productivity

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#### Lunch Break

11:50a

- Vote on and Discuss Individual Ideal Workplace Drawings 10 minutes
- Tour of 1800 F 45 minutes

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#### 10 Minute Break

- Furniture Solutions <present various options & costs> 20 minutes
  - Open Discussion 30 minutes

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#### 10 Minute Break

- Furniture Solutions Discussion Continued 50 minutes
- Closeout/Recap

- Expectations for Today 10 minutes
  - Recap of yesterday's agenda
  - Outline today's activities & schedule
- Employee Engagement Video 5 minutes
  - <http://www.youtube.com/watch?v=y4nwoZ02AJM> 15 minutes
  - Open Discussion
- Write the top 5-10 things (one per sticky) that should be addressed in a national space allocation policy 15 minutes

Place them on the the corresponding board under the appropriate heading:  
 HR Policy, Physical Space, Furniture, Workplace Strategies, Telework & Mobility  
 Other Amenities & Considerations

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#### 10 Minute Break

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- What should a National Space Allocation Policy Include? 50 Minutes
  - HR Policy | Physical Space | Furniture

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#### 10 Minute Break

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- What should a National Space Allocation Policy Include? Cont. 50 Minutes
  - Workplace Strategies | Telework & Mobility
  - Other Amenities & Considerations

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#### Lunch Break

11:50a

- Transformation/Change Management 50 Minutes
  - Definition
  - Open Discussion
    - What tools, resources and other considerations would help employees transition to new ways of working (i.e., training, employee network/representation, communications)

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#### 10 Minute Break

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- Validation of Concepts 50 minutes
  - What are the most useful/appropriate metrics to incorporate?
  - What constitutes "joint use" space and how should it factor into calculations of allowable space?

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#### 10 Minute Break

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- Validation of Concepts Continued 50 minutes
  - Closeout/Recap 10 minutes