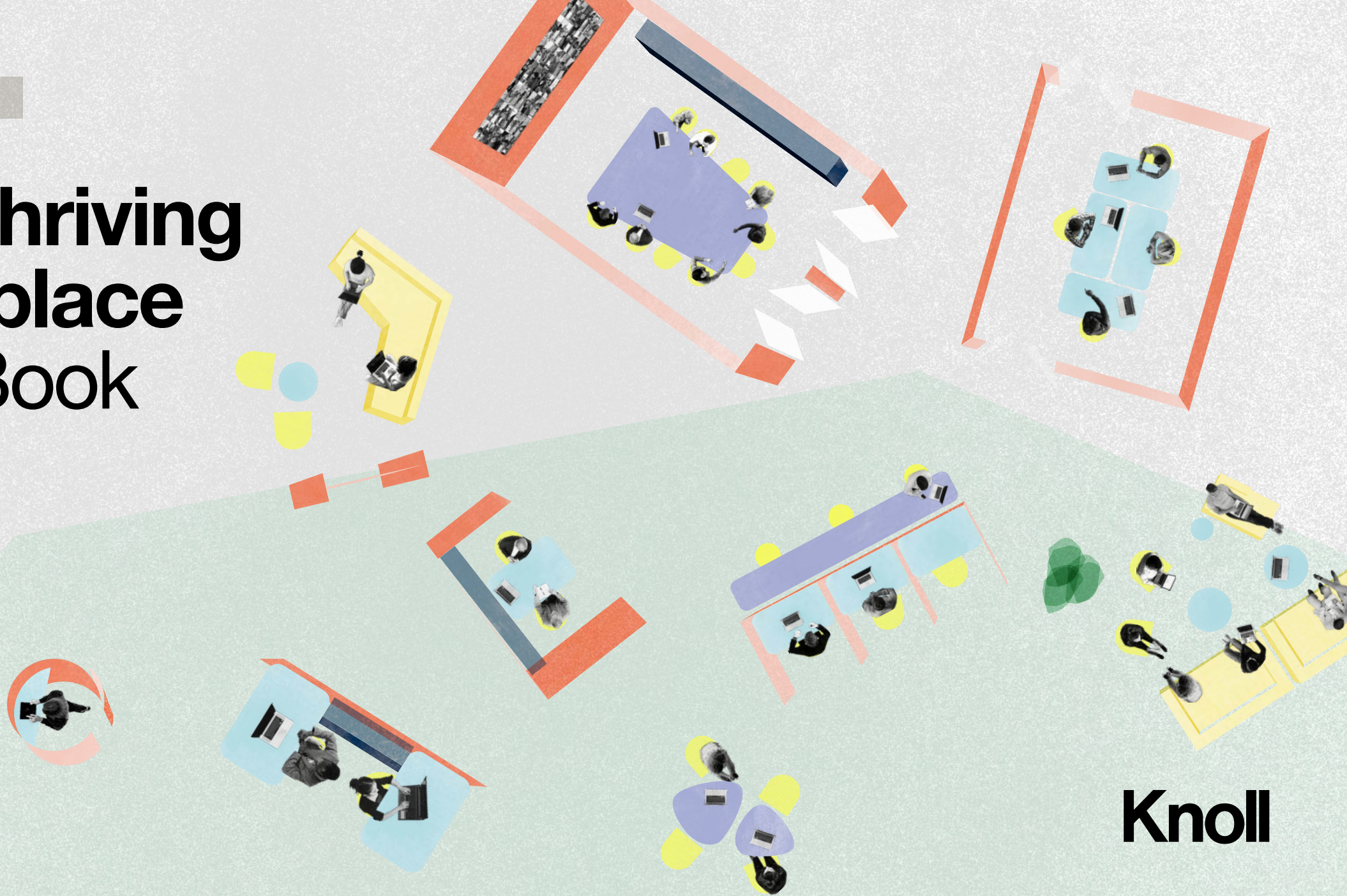# The Thriving Workplace
Idea Book

Knoll

Reimagining the Workplace

At Knoll, we've learned that people don't want to merely survive post-pandemic. They want to thrive. Now is the time for organizations to reimagine, recalibrate and reinvent the way they work and do business.

The concepts behind the Thriving Workplace represent the range of insights we've gained from our ongoing research into work, workplaces and new ways to meet and collaborate. Supplemented with discoveries from our ongoing client engagements, our findings provide fresh thinking on workplace planning and present opportunities for organizations to reshape and improve the way we work.

The Thriving Workplace is a more humanistic and resilient workplace, one that leverages a multi-layered ecosystem of work and the power of design to forge culture, support the human connection and foster collaboration across locations—remotely and in person.

It addresses the need for inherent flexibility within a space that allows expression and exploration in different directions, provides settings that offer ample space for individuals to move freely and features furnishings that invite interaction.

Knoll
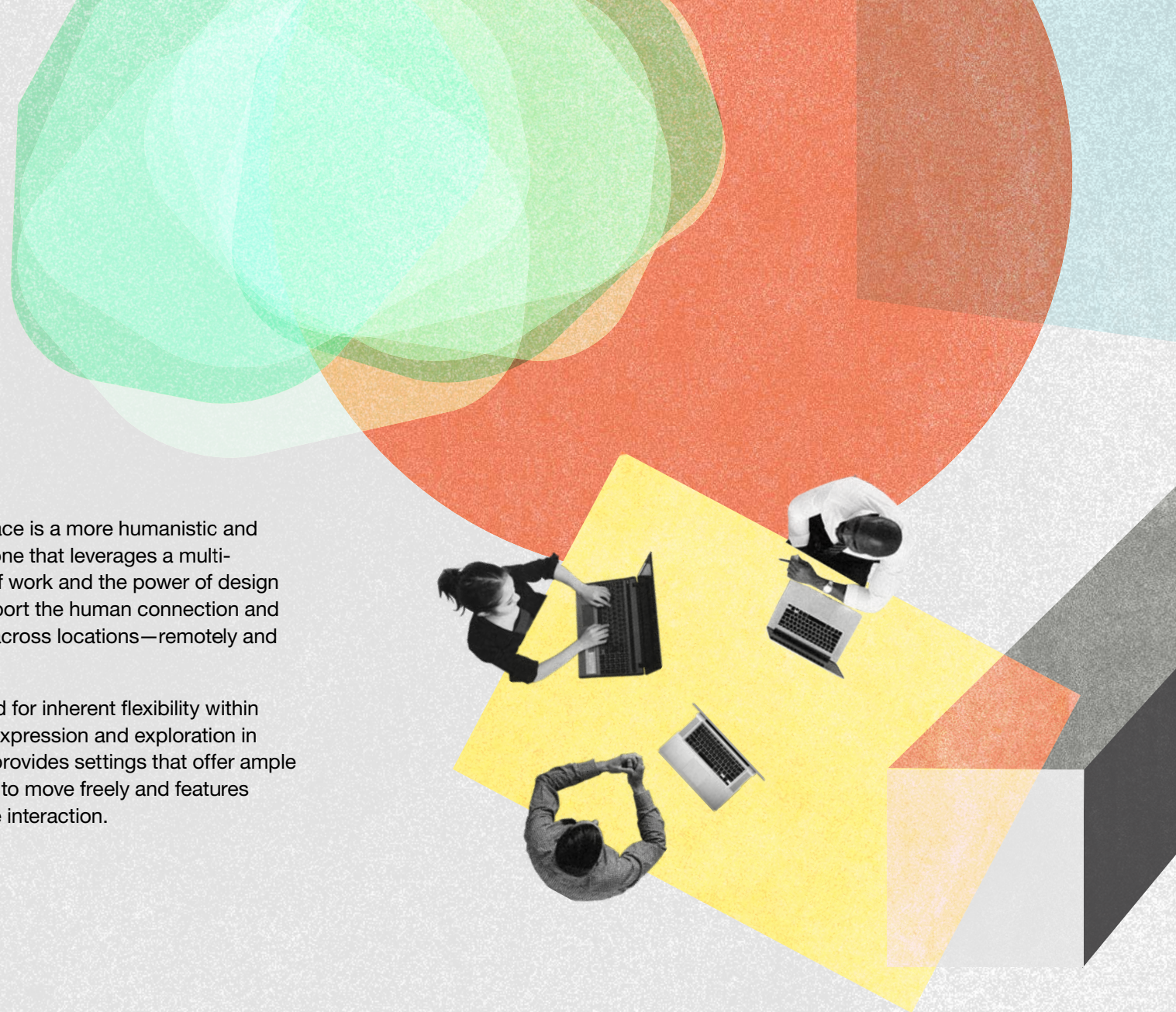
An Evolution Is Underway

Over the last decade, changing work styles, coworking and the influence of startup culture have reshaped the role of the workplace from a static building to a highly interactive experience.

Now we are entering a new era: workplace as an ecosystem.

Office as a building

Workspace as an experience

Workplace as an ecosystem

Knoll
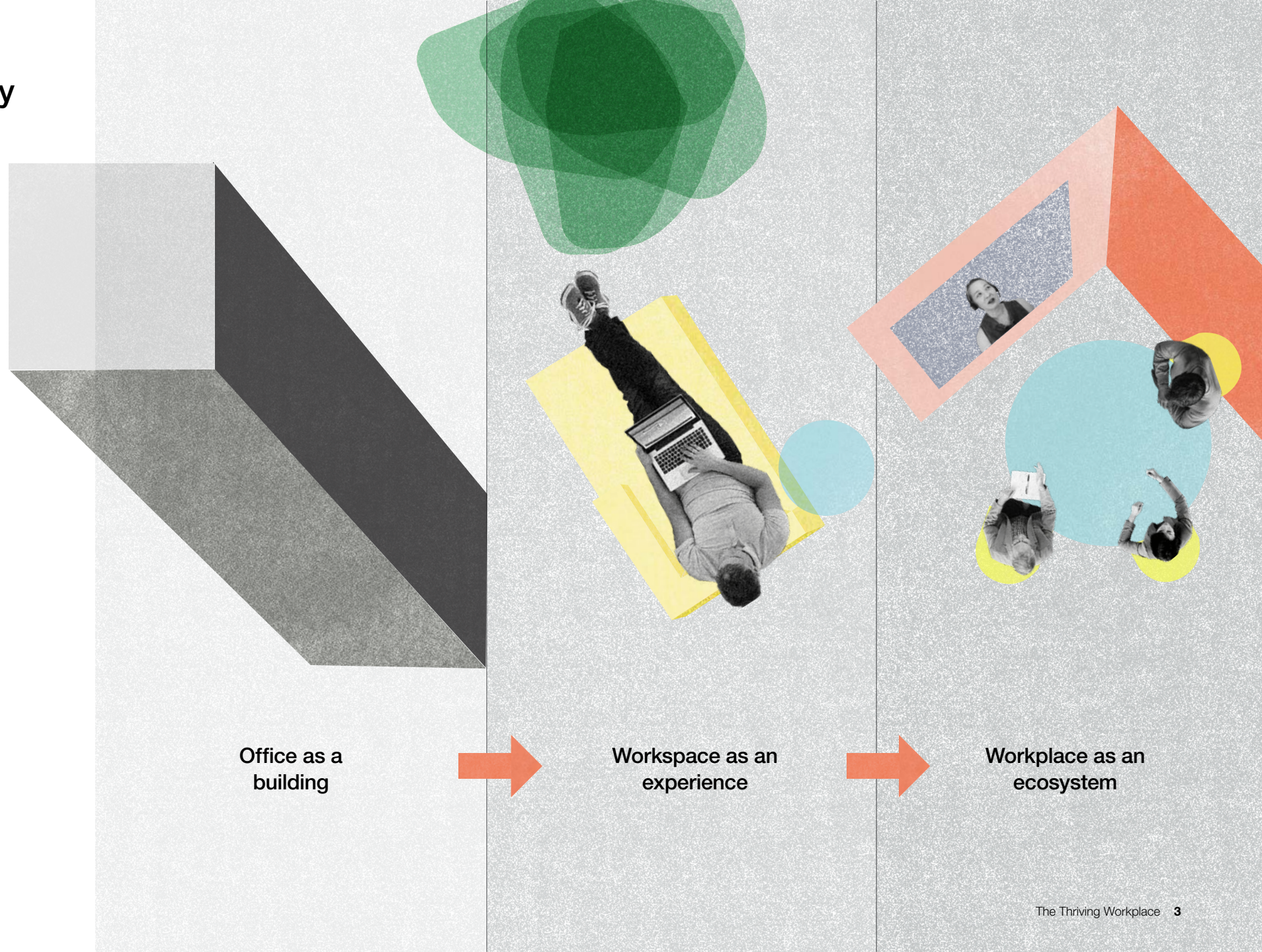
Discovering the Thriving Workplace

Elements of a Thriving Workplace

Our research suggests we are on the brink of transformative change. Organizations are looking to create more collaborative, flexible environments that power the larger ecosystem of work: one where physical and remote workplaces coexist—offering the best of both worlds.

The Thriving Workplace is a more humanistic and resilient workplace, one that leverages a multi-layered ecosystem of work and the power of design to create opportunities to facilitate conversation, togetherness and a sense of belonging.

Six core elements define a Thriving Workplace

1 Powers the workplace ecosystem

Linking employees across a multilayered ecosystem of different locations, with experiences that offer belonging, convenience, functionality, flexibility and well-being.

2 Delivers a cultural hub

The physical embodiment of the company culture and brand, as well as the place where people come together to connect and collaborate with a sense of purpose, freedom and fulfillment at work.

3 Embraces flexibility

The need for inherent flexibility within a space that allows expression and exploration in different directions. Space planning and tools that are agile, resilient, adapt over time and allow employees to shape their own experiences.

4 Offers a variety of choice

The use of smaller-scale, humanistic settings, space delineation and moveable elements that can be grouped or stand alone to give employees latitude, with a variety of choices of where, when and how they work.

5 Leverages technology

Technologically advanced spaces and solutions that cross the divide between the physical and digital to provide seamless connectivity, convenient power access and simple, reliable ways to share content and gather information.

6 Encompasses holistic well-being

Delivering a holistic experience that supports the whole person—the personal, the communal, the mental and the physical—to strengthen employee engagement and satisfaction.

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The Holistic Workplace Experience

The Thriving Workplace supports the whole person—the personal, the communal, the mental and the physical. Four people-centric characteristics define this holistic experience and are expressed in the Thriving Workplace.

Togetherness
Environments that have a sense of belonging, providing opportunities for people to facilitate conversation, join together to solve problems, share content, be social and enjoy the benefits of learning from one another.

Equity
Planning optimized to support a broad range of diversity and inclusion, creating a more respectful place built on empathy and fairness across a breadth of physical and virtual engagements.

Restoration
Thoughtful settings that feed and restore people, away from hectic noise, with access to fresh air, near natural light, surrounded by nature and with products that ergonomically support work.
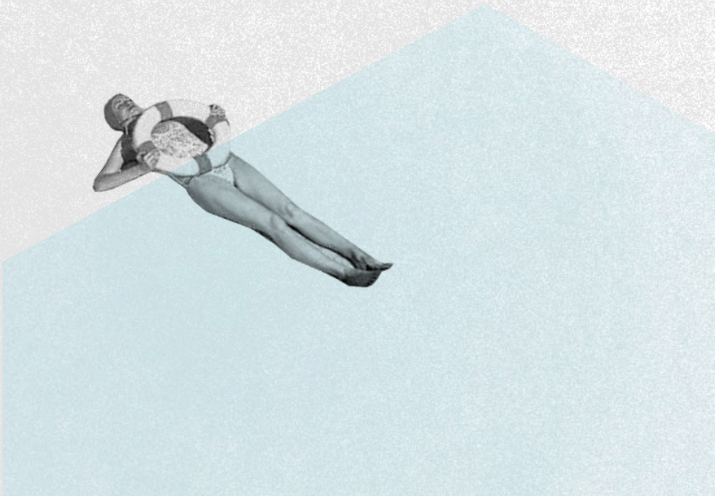
Latitude
Settings that offer ample space for individuals and teams to move freely through different interactions and activities over the course of time, and with furnishings that respond and adapt.

**Togetherness**

Restoration

Equity

Latitude

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Understanding Employee Needs

For employees to thrive, hybrid environments need to provide for a range of job types, work arrangements and work styles.

When designing a hybrid workspace, consider the following types of workers. In-office schedules and mobility vary depending on their type, and so do their space needs.

0%

OFFICE WORK TIME

100%
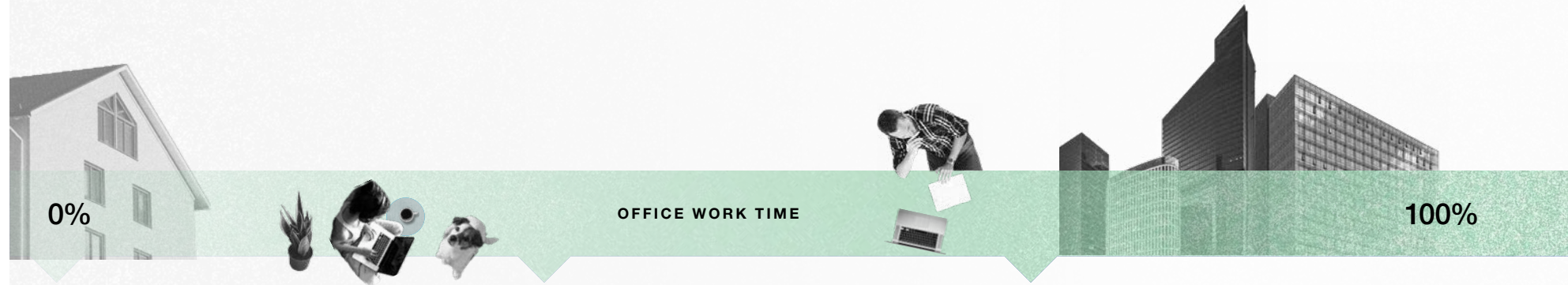
Remote Workers

Remote workers can work from anywhere, spending the majority of their time away from the office—at home, on the road, in customer meetings. They come to the office for specific tasks and meetings, yet want to feel welcomed. When in the office, they are highly mobile and desire the freedom of choice.

+ A central arrival area is vital, as are touchdown spots to land in between meetings for calls and focused work.

+ Secure personal storage provides a place to stow belongings as these workers bounce from space to space throughout the day.

+ Light and responsive ergonomic products suit a range of postures and allow these active users to quickly adjust the environment to meet their needs.

Hybrid Workers

Hybrid workers spend part of their work time in the office and part of it remotely. They frequently come to the office to connect with colleagues for meetings and brainstorming. When in the office they will also spend time doing solo work, although they will perform a good amount of their concentrative work remotely.

+ Spaces to gather to exchange information, along with private places to concentrate and study, support these workers as they move through various modes of work within the office.

+ Bookable spaces with quick access to power, easily adjustable tools and places to stow personal possessions will make this in-office wanderer feel supported.

Resident Workers

Resident workers spend most of their work time in the office. From individual work to teaming with colleagues, the office is simply where their work gets done. Comfort plays a key role, as much of their office day can be spent in one location performing heads-down, focused work.

+ Study space, such as workstations and private offices, are a preferred location, where acoustic shielding and robust ergonomic support are essential.

+ Proper storage, along with tools for display and personalization, allow these workers to get comfortable and settle in.

+ Easy access to gathering and ideation spaces enables these workers to take a break or collaborate with their colleagues.

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Four Modes of Work

At its heart, a Thriving Workplace supports the ebb and flow of the user experience (UX) of hybrid work. Through our research, we have identified four archetypes of work as a shorthand way of capturing distinct work patterns and periods. Organizations of all sizes and complexities will need to plan their workplaces to accommodate a shifting mixture of all four based on their unique business goals and culture.

Build
When teams engage to create, grow and analyze solutions

Gather
When people come together for learning, mentoring and knowledge sharing

Ideate
The interactive group experience of generating, posting and exchanging new ideas and processes

Study
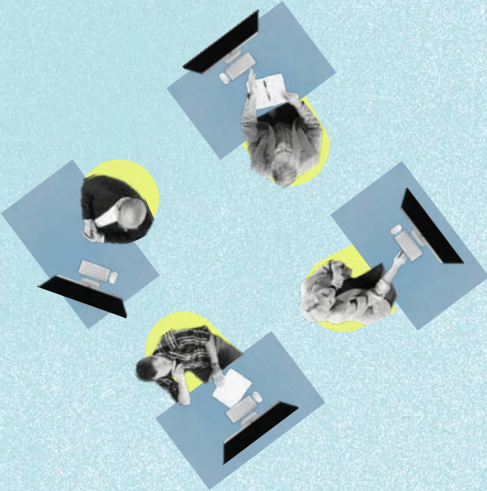Concentrative behaviors for individuals to pause and reflect away from the larger group
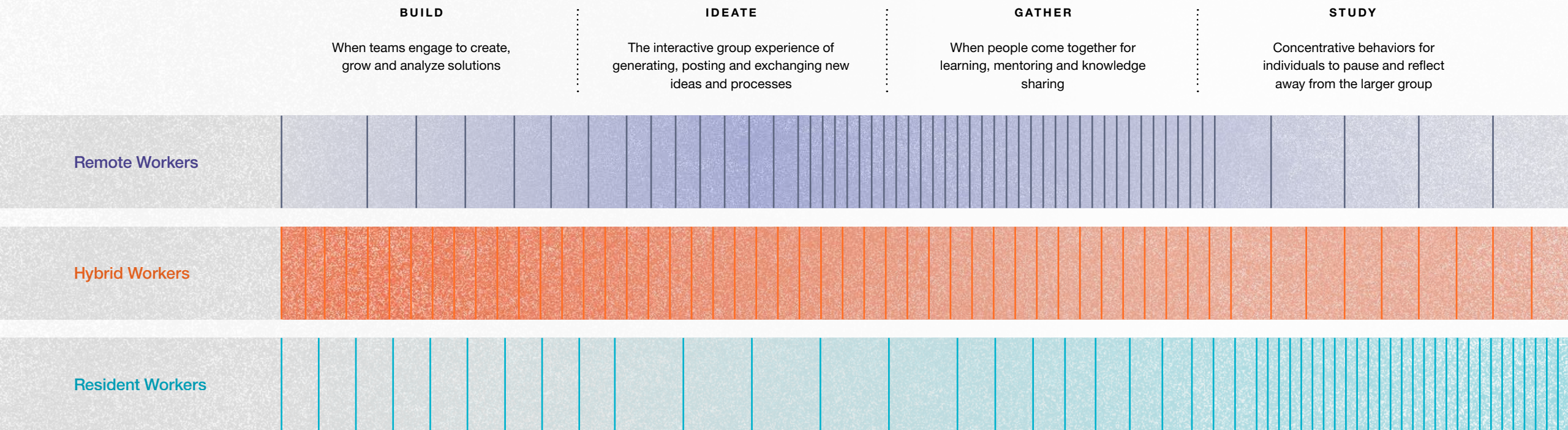

Build

Ideate

Gather

Study

Knoll

Designing a Thriving Workplace

Knoll

Mapping How Workers Spend In-Office Time

While each worker is unique and works differently based on their location, department, job function and preferences, some common patterns of concentration emerge by worker type relative to in-office work modes.

BUILD	**IDEATE**	**GATHER**	**STUDY**
When teams engage to create, grow and analyze solutions	The interactive group experience of generating, posting and exchanging new ideas and processes	When people come together for learning, mentoring and knowledge sharing	Concentrative behaviors for individuals to pause and reflect away from the larger group

Remote Workers

Hybrid Workers

Resident Workers

Line spacing represents concentration of time spent in each mode.

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Design Considerations for Supporting Work

When creating a Thriving Workplace or adding elements of one to your existing office environment, consider the intentional mix of spaces to support each of the four major modes of collaborative work.

The size, combination and adjacency of spaces within the overall office environment and within each neighborhood or zone should be tailored to your teams' work modes, requirements and business objectives. Providing spaces for active ideation sessions with nearby yet secluded areas that afford more concentrative study makes for an appealing environment that will draw in workers, no matter their work style.

Build

When teams engage to create, grow and analyze solutions.

KEY ACTIVITIES
+ Working through information and testing solutions
+ Analyzing content and group problem-solving
+ Seeking and offering guidance

DESIGN CONSIDERATIONS
+ Areas and tools for organizing and collecting shared resources
+ Surfaces for spreading out materials and content
+ Proximity and access to other work areas

Ideate

The interactive group experience of generating, posting and exchanging new ideas and processes.

KEY ACTIVITIES
+ Forming, capturing and displaying new concepts
+ Cocreating with others
+ Sketching, prototyping and brainstorming solutions

DESIGN CONSIDERATIONS
+ Walls and tools for pin-up and display
+ Agile, flexible furnishings and tools
+ Circulation for active movement

Gather

When people come together for learning, mentoring and knowledge sharing.

KEY ACTIVITIES
+ Presenting and sharing content
+ Connecting with others
+ Learning new information
+ Social activities

DESIGN CONSIDERATIONS
+ Monitors for presenting and sharing materials
+ Type and number of participants, both in-person and remote
+ Short-term storage for materials and devices
+ Hospitality needs and requirements
+ Amount of enclosure—open vs. enclosed

Study
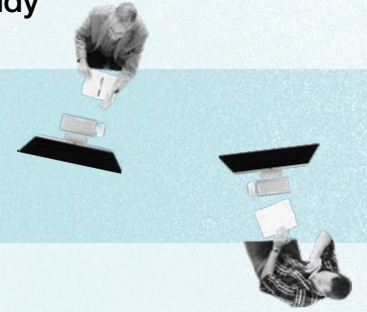
Concentrative behaviors for individuals to pause and reflect away from the larger group.

KEY ACTIVITIES
+ Focusing on a task
+ Taking a break to rejuvenate
+ Having a private conversation

DESIGN CONSIDERATIONS
+ Space delineation and shielding for acoustical and visual privacy
+ Places to stow personal belongings
+ Level of ownership—assigned vs. unassigned
+ Length of time spent within the space

A Variety of Spaces for
a Variety of Work

There are no one-size-fits-all solutions, and there is no one
way to plan a workspace. Spaces need to be planned for
the work being done.

	# OF PEOPLE	BUILD	IDEATE	GATHER	STUDY
WORKSTATION	1+ people	✔			✔
PRIVATE OFFICE	1+ people	✔			✔
REFUGE SPACE	1–2 people	✔			✔
ENCLAVE SPACE	3–4 people	✔	✔	✔	
TEAM MEETING SPACE	5–8 people	✔	✔	✔	
ASSEMBLY SPACE	10+ people			✔	
COMMUNITY SPACE	Undefined			✔	✔

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Critical Components to Consider When Planning Spaces to Support Hybrid Work

The Thriving Workplace supports four primary work modes: Build, Ideate, Gather and Study.

Each requires a unique combination of elements that meet the needs of the ebb and flow of the user experience (UX) of hybrid work.


Space

Thoughtfully equipped environments that provide varying levels of privacy and ambiance for optimal user experiences throughout the workday.

Ambiance (formal to casual)

Visual Privacy (open to enclosed)

Acoustical Privacy (minimal to total)

+ An ambiance ranging from a formal to a casual vibe, with corresponding furniture and finishes that express corporate branding and mission.

+ Varying degrees of visual privacy, from totally open to completely enclosed, with intermediate solutions that provide options for partial visual seclusion.

+ Acoustical options, ranging from total sound privacy to minimal sound treatments, customized for each space's particular architecture, features and usage.

Usage

Agile options designed to support in-person and hybrid work of individuals and teams, whether on-site or distributed.

Team size (one to many)

Duration (short- to long-term)

Flexibility (fixed to adaptable)

+ A range of environments that accommodate various team sizes, including individuals, small groups and large gatherings.

+ Spaces that support meetings of varying durations, from quick check-ins to in-depth strategy and planning sessions—and everything in between.

+ Furniture, equipment and technology in setups that span levels of flexibility from fixed to highly adaptable to suit various work modes and mobility levels.

Technology & Tools

Simple, reliable and easily accessible technology and tools to facilitate workflow by anyone, anywhere, anytime.

Formats (physical to virtual)

Communication Tools (analog to digital)

Technology Equipment (minimal to robust)

+ Ergonomic furniture, monitors and connectivity that support all work formats: in-person, hybrid and remote.

+ A selection of both analog and digital communication tools to facilitate daily tasks and the connection of teammates, wherever they are located.

+ Technology equipment, power and connectivity, from minimal to robust, that is easily accessible by all users in all locations, with stationary and portable options to support a range of work modes and mobility levels.

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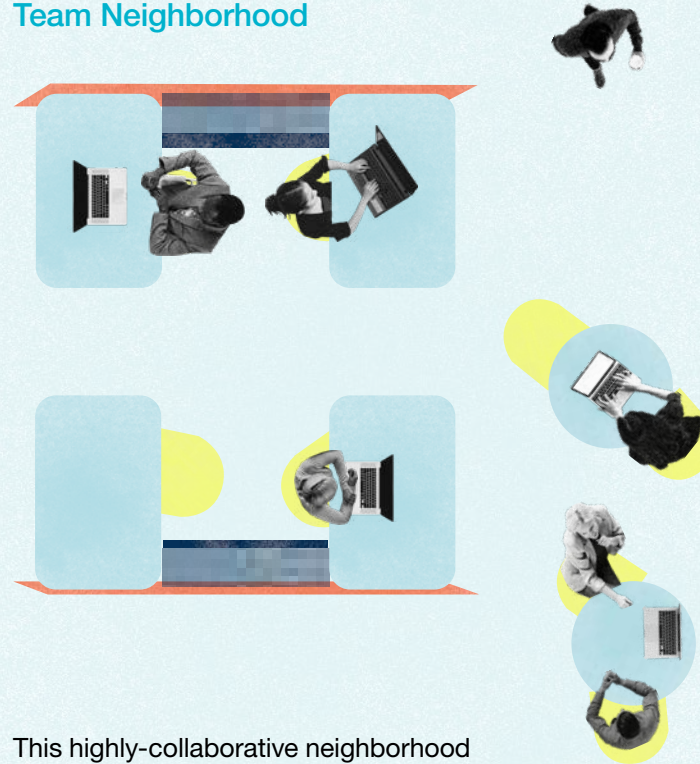# Space Solutions for Creating a Thriving Workplace

Neighborhood Scenarios

Visitor Neighborhood
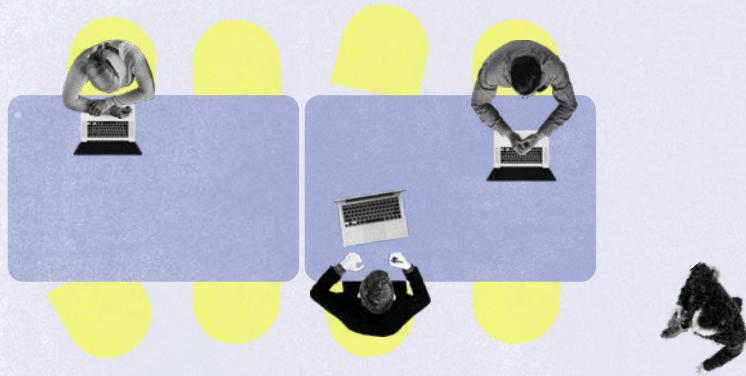
This neighborhood acts as a centralized hub, drawing workers into the office by offering them a place to connect with each other.

Team Neighborhood

This highly-collaborative neighborhood is designed to support camaraderie and teamwork.

Resident Neighborhood

The primary intent of this neighborhood is to offer a comfortable and quiet place for in-office workers to get work done.

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Visitor Neighborhood

This welcoming neighborhood acts as a centralized hub, catering to remote and hybrid workers. It draws them into the office by offering them a place to connect with each other and with their office-based colleagues.

A range of meeting experiences provides places where people can maximize their in-office time building, ideating and gathering. Between meetings, several study space options offer on-the-go workers a secure landing where they can pause and rejuvenate or have a private conversation.

Key Neighborhood Objectives

+ Connect workers to the company culture

+ Host a range of meeting types with both in-person and remote workers

+ Promote serendipitous encounters

+ Provide landing spaces for visitors and mobile employees
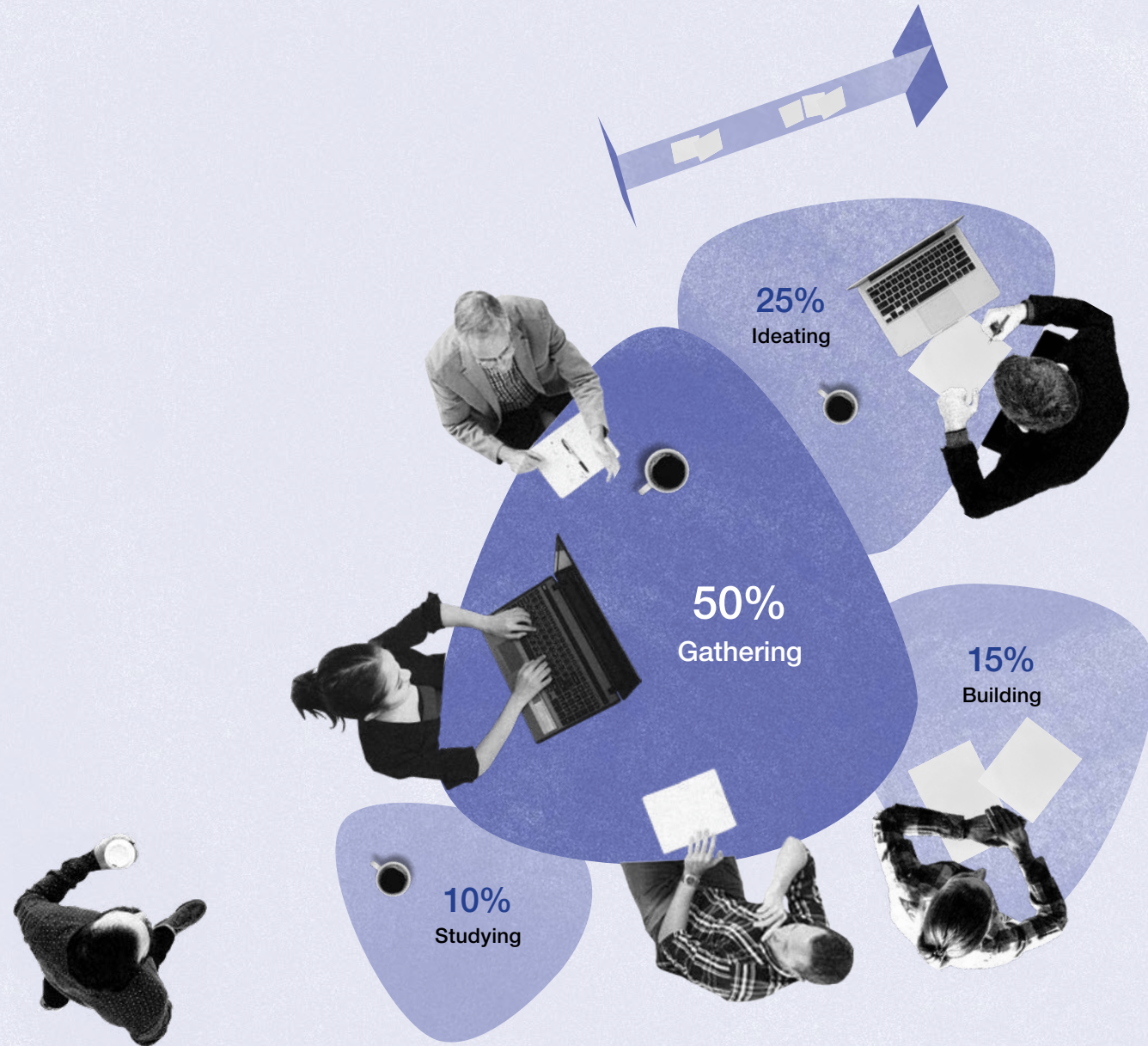
25%
Ideating

50%
Gathering

15%
Building

10%
Studying

Work mode proportions are estimates and will vary by organization, culture and/or department.

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Welcome area centered on providing a hosted experience with access to amenities and offering visitors a place to touch down.

WORK MODE
Gather

CONSIDERATIONS

+ A central refreshment area provides a place to socialize and come together over coffee.

+ Getaway spaces offer sanctuaries for private conversations or heads-down study.

+ Rich materials and textures evoke a sense of warmth.

+ Storage areas are in close proximity to house visitor coats and bags.

+ Outdoor visibility and clear and generous circulation deliver an inviting welcome.

FEATURED PRODUCTS
Left: Reff Profiles credenza with Rockwell Unscripted Creative Wall; Bertoia barstool; Antenna Workspaces wood planter

Above: Rockwell Unscripted Creative Wall and modular lounge; Muuto Relate tables and Rime pendant lamps; Bertoia barstool; Pixel table; Muuto Ambit pendant lamp

Work area with options for individuals dropping in to work alone but around others, with adjacent enclaves for breakouts or focused work.

WORK MODE
Build; Study

CONSIDERATIONS
+ A large table with generous work area flexes to support individual and group work.

+ Upholstered walls provide privacy, space delineation, sound attenuation.

+ Generous spacing around a soft-edged table accommodates wheelchairs.

+ A large monitor makes captioned information available digitally.

FEATURED PRODUCTS
Left Rockwell Unscripted Sawhorse Workbench; Ollo light task chair with knit back; Quoin mobile cart; Rockwell Unscripted Creative Wall Enclosures

Above Rockwell Unscripted Creative Wall, Library table and steps; Muuto Visu chairs; Muuto Ambit Rail lamp

Knoll

Tech-forward meeting spaces support hybrid meetings of various sizes with new measures of togetherness.

WORK MODE
Gather

CONSIDERATIONS
Right
+ High-tech tools allow in-person participants to come together with remote members for group problem-solving.
+ Chairs on casters make it easy to open and arrange the space for accessibility and/or distancing.

Above
+ A V-shaped table paired with tiered seating provides optimal viewing to everyone in the space.
+ Wall and window coverings control glare and minimize noise.

FEATURED PRODUCTS
Right DatesWeiser JD table and Highline 50 credenza; Pollock chairs; KnollTextiles Traverse wallcovering

Above DatesWeiser Custom Highline conference table; Life chairs; DatesWeiser Highline 25 credenza

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Informal group spaces to meet, learn, problem solve and innovate, with varying levels of enclosure and adjacency to interstitial areas.
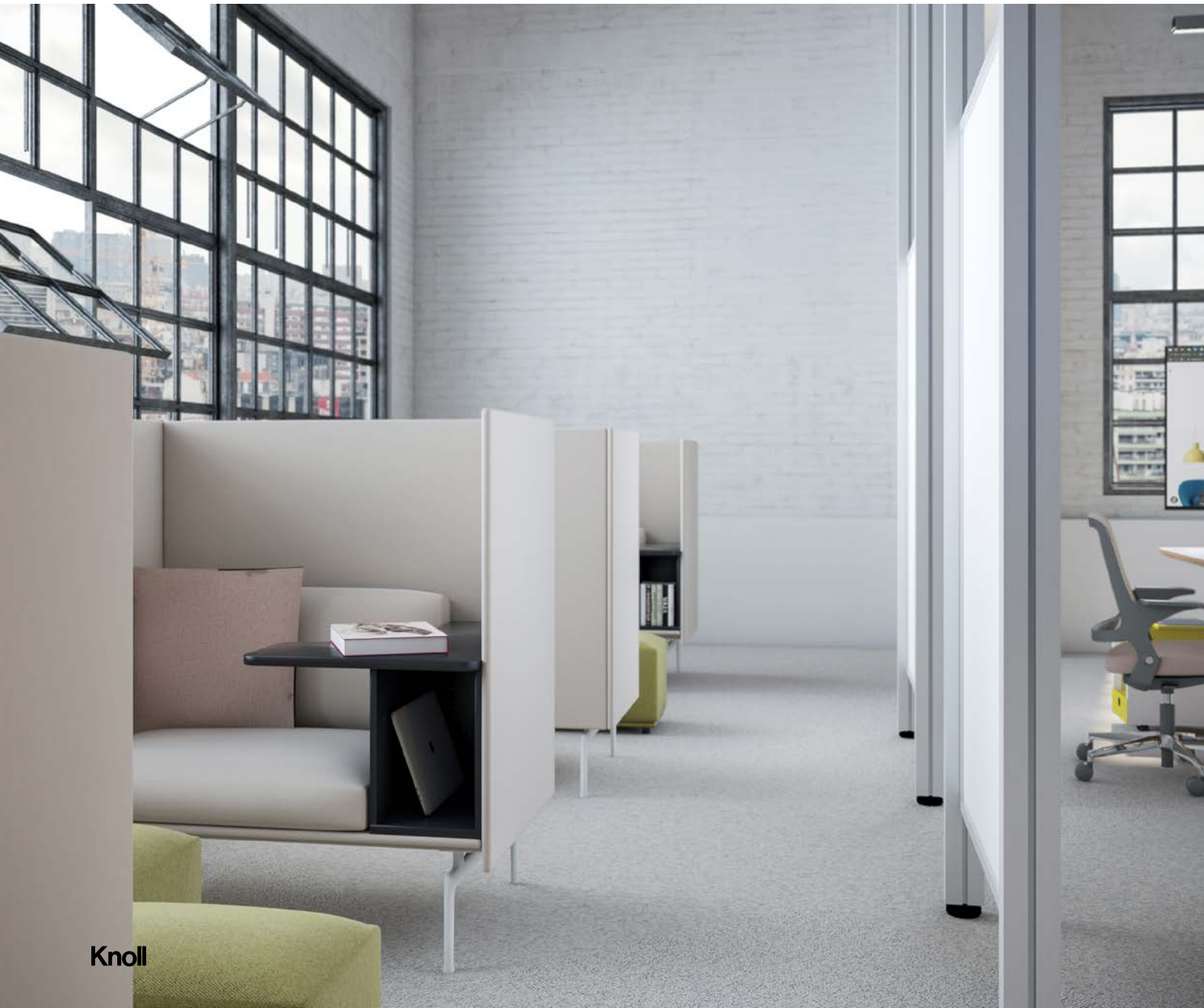
WORK MODE
Ideate; Gather

CONSIDERATIONS

+ Pivot doors at strategic corners enable easy ingress and egress at any point, to support team breakouts.

+ Expansive markerboard provides huge canvas for on-site ideation.

+ Benches offer casual places to perch during breakouts or take a quick call.

+ Tall tables with hooks for personal belongings and power under the surface support impromptu brainstorming, post-meeting lingering or charging devices.

+ Tables on casters provide easy mobility and configuration for different meeting types; rounded edges add an element of safety.

+ Multiple horizons for seating mean occupants are nott tethered to their chairs and are free to move around during long gatherings.

FEATURED PRODUCTS
Left Rockwell Unscripted Creative Wall and Tall tables; Ollo with Mesh Back; Islands Collection by Knoll table; Muuto Nerd barstool

Above Muuto Oslo benches; Rockwell Unscripted Creative Wall; Grasshopper dining table; Saarinen dining chair

Quiet, partially enclosed spaces with lounge-style furniture for individual learning, working or retreats.

WORK MODE
Study

CONSIDERATIONS

+ High-back sofas provide different levels of visual and acoustic privacy; built-in tablet arm accommodates laptops.

+ Situate places to sit near natural light to boost well-being.

+ Subdued colors and partial enclosure signal a quiet area to that supports neurodiverse individuals and others who thrive in low-contrast, low-noise environments.

FEATURED PRODUCTS
Muuto Outline Highback sofa; Antenna Workspaces Interpole

Team Neighborhood

This neighborhood is designed to support collaboration and team-work. Highly collaborative settings of various sizes are planned to support teams as work projects advance through their various stages—building, ideating, gathering and studying.

Hybrid workers may spend a lot of their time in this space, but it must also accommodate remote and resident employees.

....

Key Neighborhood Objectives

+ Instill a sense of camaraderie

+ Inspire collaboration and interactive work sessions

+ Provide flexibility and customization

+ Encourage cross-functional interactions
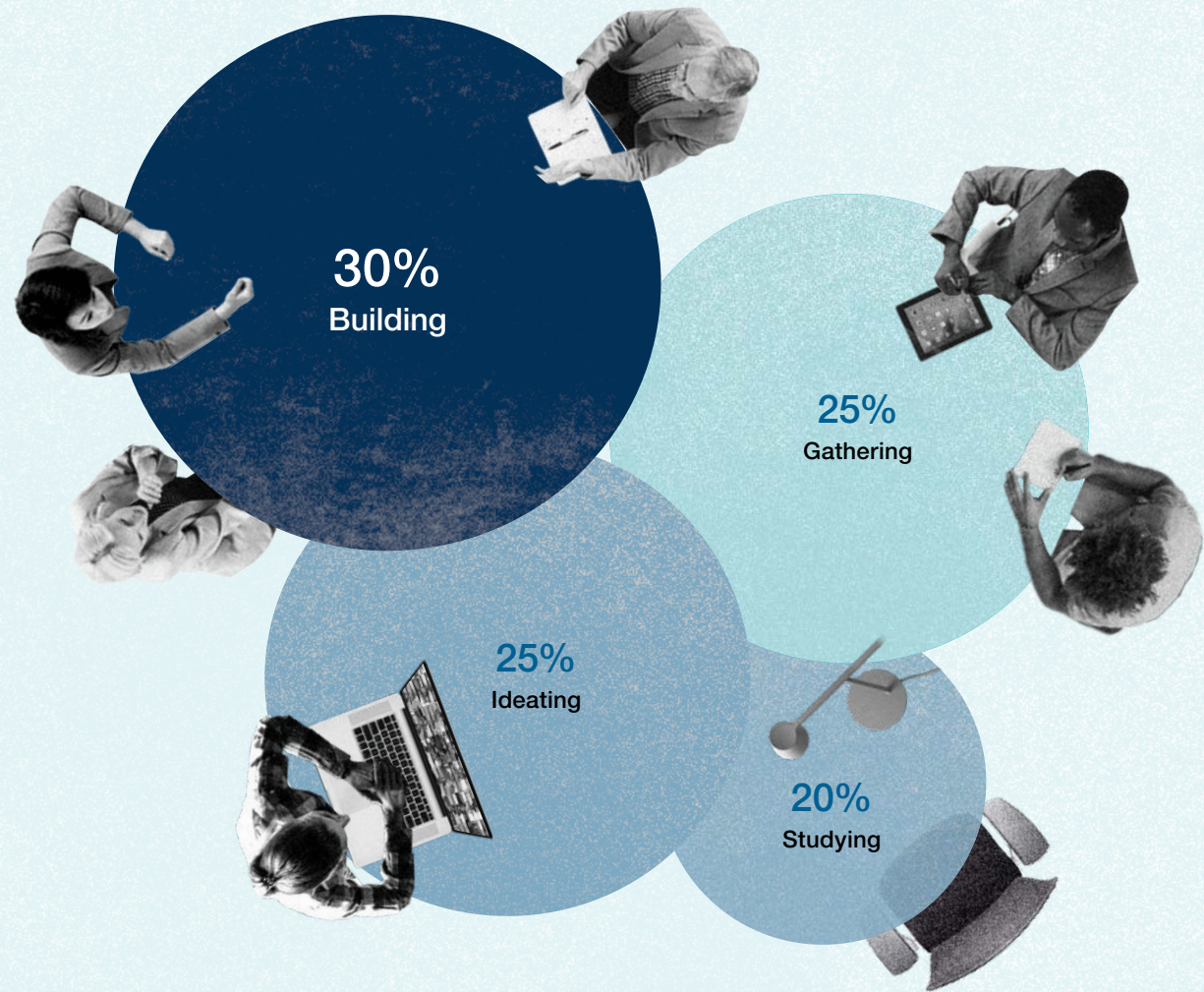
30%
Building

25%
Gathering

25%
Ideating

20%
Studying

Work mode proportions are estimates and will vary by organization, culture and/or department.

Knoll

Furniture as architecture delineates spaces and creates enclosure, paired with open settings to support the full range of collaborative work.

WORK MODE
Build; Gather; Study

CONSIDERATIONS

+ A mix of space types promotes movement and multiple seating postures.

+ Open clusters use freestanding walls and ceiling canopies to create pavilions with zones that signal different work styles and/or team spaces, providing privacy and enclosure to help minimize distraction.

+ Mobile tables and freestanding desks allow easy reconfiguration while providing flexibility and choice for users of various sizes and abilities.

+ Spaces incorporate nature and daylight to promote restoration and healthy workplace experiences.

+ Wood planters do double duty by defining workspaces and brining in natural elements.

FEATURED PRODUCTS
Antenna Power Beam with Ladder and accessories; Tone height-adjustable tables; Anchor tray top mobile pedestals; Generation by Knoll work chairs; Rockwell Unscripted Creative Wall; Muuto Base table; Bertoia Molded Shell barstool; KnollTextiles Traverse wallcovering

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Flexible hybrid areas power everything from virtual ideation workshops to presentations and immersive learning sessions.

WORK MODE
Build; Ideate; Gather

CONSIDERATIONS

Left

+ A mix of standing-height tables and stools deliver a casual alternative to traditional meeting rooms.

+ Scalable spaces with optional drapery delineate space, provide visual and acoustic privacy and increase natural light.

+ Analog and digital communication tools facilitate ideation and content sharing.

Above

+ Lightweight tables and chairs easily reconfigure spaces to facilitate hybrid meetings of various sizes and accomodate people of varied abilities.

+ Multiple large monitors maximize viewing the equitable sharing of information and content with in-person and remote attendees.

FEATURED PRODUCTS

Left Rockwell Unscripted Creative Wall, Backdrop and Tall Tables; Bertoia Molded Shell barstools; Anchor storage; KnollTextiles Traverse wallcovering

Above Rockwell Unscripted Creative Wall; Ollo light task chair with knit back; Pixel Trapezoid tables; Muuto Still tables; Pixel credenza; KnollTextiles upholstery

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Active team spaces to brainstorm, connect, regroup and ideate throughout the day.
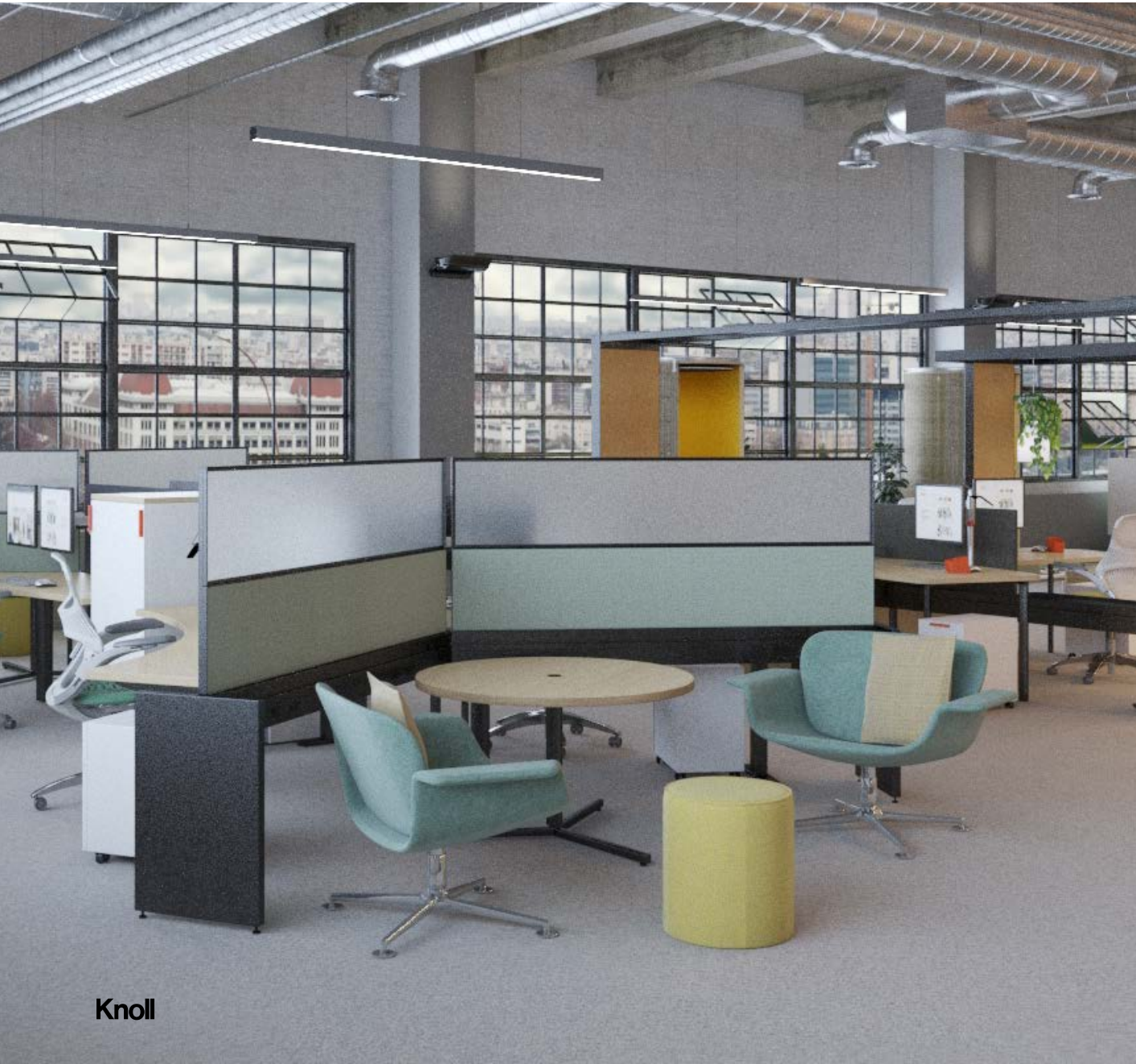
WORK MODE
Ideate; Gather

CONSIDERATIONS

+ Expandable mobile wall with whiteboarding surface supports ideation, privacy, space delineation.

+ Generous tackable area supports live ideation and visual inspiration.

+ Hooks are used for short-term storage of coats, backpacks and bags.

+ Standing-height table on casters and movable stools to promote less. structured gatherings and provide a space to set laptops and phones.

FEATURED PRODUCTS
Rockwell Unscripted Creative Wall, Easy tables, Easy stools, Media cart and Mobile markerboard; Muuto Dots

Knoll

A neighborhood that inspires cocreation while providing workers with the latitude to choose from a number of work settings.

WORK MODE
Gather; Study

CONSIDERATIONS

+ 120° configurations offer organic space planning opportunities for a more laid-back atmosphere with generously sized workstations and adjacent touchdown spaces.

+ An open plan neighborhood fosters togetherness.

+ Overhead canopies evoke a more humanistic and intimate feel within a large environment while translucent screens allow natural light to filter through.

+ Phone booths offer short-term privacy for confidential conversations and serve as landmarks in the landscape.

+ Lounge-style furniture supports various postures.

+ Walls of windows bring the outdoors in for a healthier workplace experience.

FEATURED PRODUCTS

Left Antenna Power Beam 120° planning with center screens and add-ups; Tone height-adjustable tables; Generation by Knoll work chairs; Quoin storage; KN01 lounge chairs; Antenna Workspaces Y-base table

Above Rockwell Unscripted Creative Wall, Pixel Lounge; Muuto Strand pendant lamp and Relate side table; Spinneybeck Silent Silo; KnollTextiles Tempest and Feeling Plaid upholstery

Knoll

Intimately scaled neighborhood to deliver shelter for productive focused work while inspiring sense of belonging, serenity and flow.

WORK MODE
Build; Study

CONSIDERATIONS
+ Ergonomic workstations with mid-high screens provide moderate acoustical and visual privacy.
+ Layouts and adjacencies are configured for convenient in-person collaboration and mentoring.
+ An open wall system with varying levels of transparency and enclosure instils a sense of belonging within the neighborhood.
+ Planters to delineate workspaces and add a touch of biophilia.

FEATURED PRODUCTS
k. stand height-adjustable desks with partial surround k. screens; Generation by Knoll work chairs; Rockwell Unscripted Creative Wall

Knoll

Lounge-style meeting areas are spirited team spaces in close proximity to breakout rooms, supporting a full range of collaborative work in casual comfort.

WORK MODE
Ideate; Gather

CONSIDERATIONS

Left

+ Swivel lounge chairs support transitioning between screen content and in-person activities.

+ Individual pull-up tables provide surfaces to set personal laptops and phones.

+ Organic-shaped occasional tables offer a more casual place to set materials, food and drinks.

+ Upholstered walls offer privacy, space delineation and sound attenuation.

+ Drapery controls glare and absorbs sound.

+ Additional touchdown seating encourages impromptu collaboration.

+ Wall-mounted monitors facilitate focused teamwork and connecting with remote collaborators.

Right

+ Standing-height tables and stools encourage active meetings.

+ Walls of whiteboards facilitate in-person ideation and content sharing.

+ Acoustical baffles overhead to control noise in an open space.

FEATURED PRODUCTS

Left Islands Collection by Knoll SL-Base table; KN High Back lounge chairs; Muuto Relate side tables

**Right** Rockwell Unscripted Tables, Walls; Bertoia Molded Shell barstools

Knoll

Resident Neighborhood

The primary intent of this neighborhood is to offer a comfortable and quiet place for in-office workers to get work done. It is a place where resident workers may spend the majority of their time and where more mobile employees may drop in for some heads-down study time.

Ergonomic workspaces are designed to support long-term, focused work. This zone also inspires a sense of belonging among employees, providing areas for workers to break out, gather together, exchange information and problem solve.

Key Neighborhood Objectives

+ Provide for productive, deep concentration and problem-solving

+ Support physical and mental well-being

+ Instill a sense of personalization and ownership
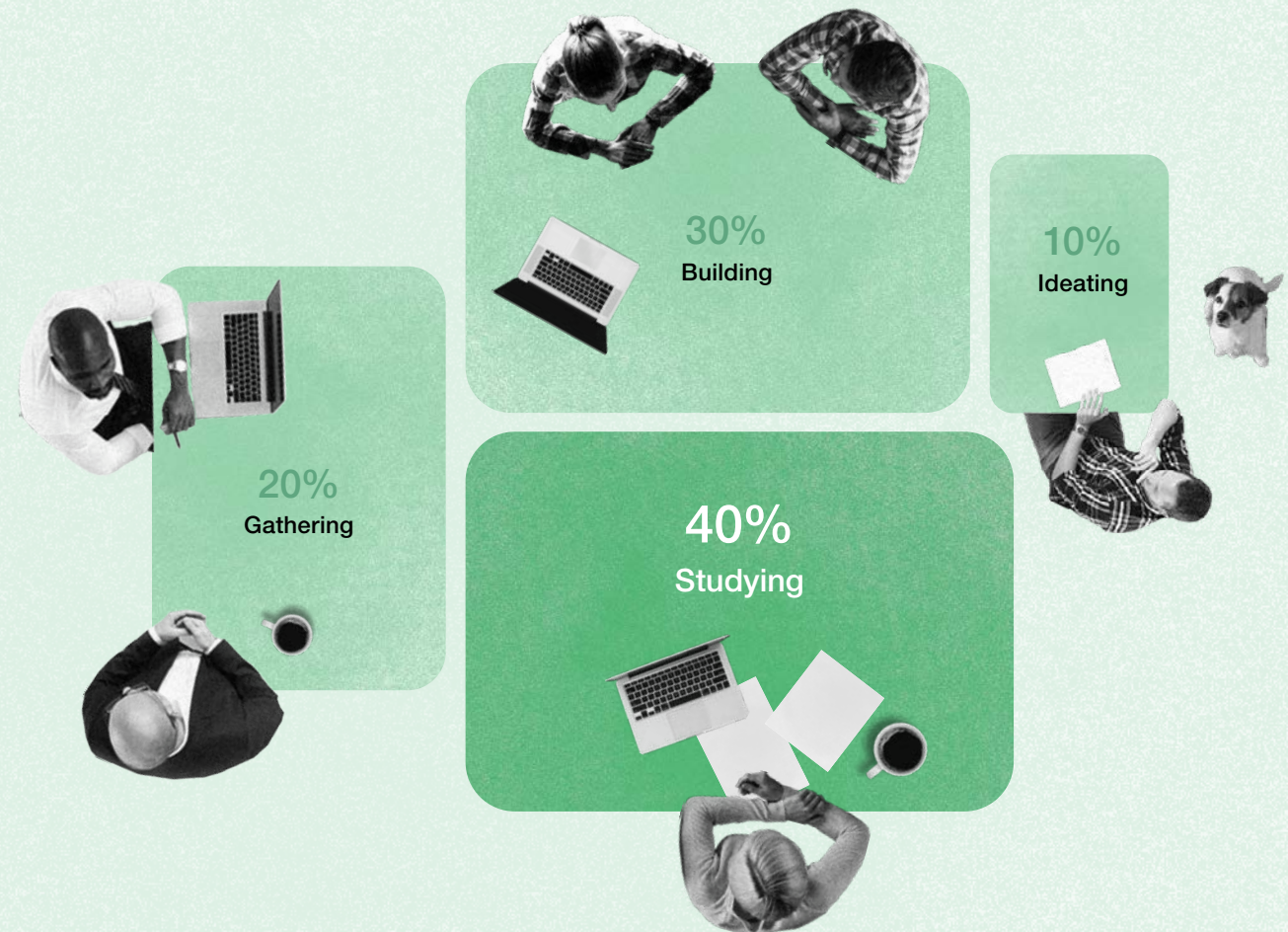
30%
Building

10%
Ideating

20%
Gathering

40%
Studying

Work mode proportions are estimates and will vary by organization, culture and/or department.

Productive individual settings offer resident workers concentrative spaces for focus and study.

WORK MODE
Study

CONSIDERATIONS

+ Private offices support concentrative work and double as collaboration spaces for small-team build or study sessions.

+ Low horizon workstations and glass-enclosed offices establish clear sight lines, promoting a sense of belonging and inclusion.

+ Ergonomic task seating and height-adjustable desks offer resident workers long-term comfort and the ability to move throughout the day.

+ Storage options accommodate short and long-term needs of resident and hybrid workers.

+ Glass-enclosed offices and meeting rooms enable transparency and connection in team-building and mentoring.

FEATURED PRODUCTS
Dividends Horizon panels, gallery panels and glass add-up panels; k. base height-adjustable tables; Anchor storage; ReGeneration by Knoll work chairs

Inviting spaces for heads-down work also support mentoring and one-on-one interaction.

WORK MODE
Build; Study

CONSIDERATIONS
+ Wood-topped and organic-shaped furnishings add a dose of nature.

+ A soft color palette and open shelving provide efficient storage with a light and airy sensibility.

+ A lightweight table with visitor seating options adapts from desktop to small meeting table.

+ Built-in monitors support space-saving connectivity and content sharing.

FEATURED PRODUCTS
Islands Collection by Knoll table; Generation by Knoll chair; Fiber side chair

Knoll
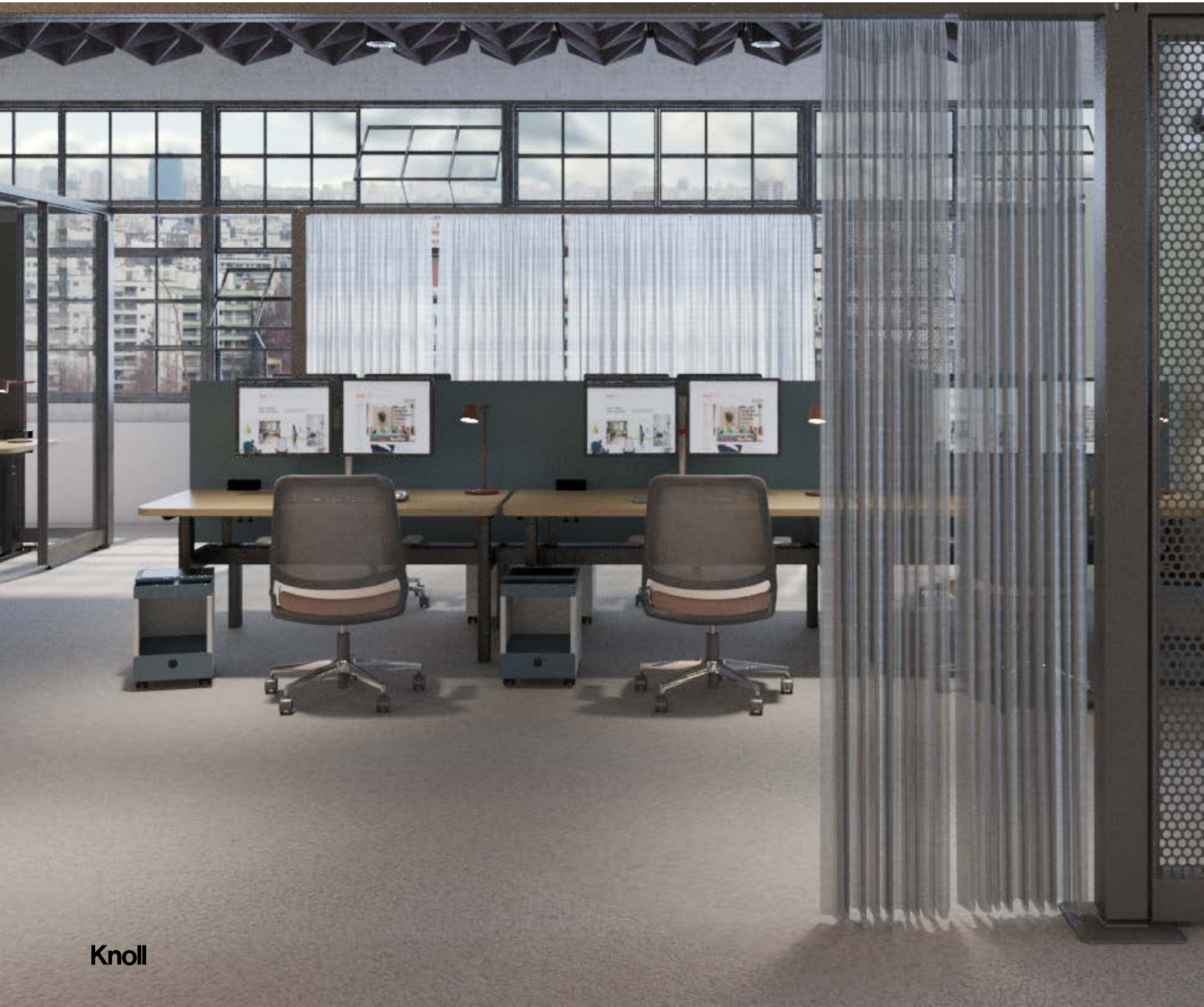
Comfortable workspace for teammates to collaborate side by side or dive into deep work.

WORK MODE
Build; Study

CONSIDERATIONS

+ Soft boundary elements define space and provide separation for teams and individuals.

+ Height-adjustable and ergonomic seating supports a diverse population of workers, while offering personalized control and boosting physical well-being.

+ Dual monitors allow individuals to easily view and share content with both local and remote colleagues.

+ Acoustical ceiling treatments absorb sound in open environments.

+ Draperies add enclosure when privacy, sound attenuation and/or glare control is needed.

+ Mobile storage keeps essential items close at hand for both able-bodied and special-needs users.

FEATURED PRODUCTS
Rockwell Unscripted Creative Wall frames; k. bench height-adjustable benching; Ollo light task chair with knit back; Quoin mobile cart; Muuto Tip table lamp

A think-tank zone for teammates focusing on their latest build—or full-time residents seeking some focused work away from the larger group.

WORK MODE
Build; Gather; Study

CONSIDERATIONS
+ A round table to signals equity for all attendees.
+ A generously sized table and unobtrusive storage increase accessibility for all users.
+ Upholstered walls offer privacy, space delineation and sound attenuation.
+ Multiple entry points without floor barriers allow for quick huddles.
+ Pendant lighting comfortably illuminates the work surface while also absorbing sound.
+ Light task seating with casters provide short- to medium-term comfort.
+ Large wall-mounted monitors ensure equal access to content for in-person and remote teams.

FEATURED PRODUCTS
Rockwell Unscripted Creative Wall, Sawhorse table and Credenza, Ollo chairs, Muuto Under the Bell pendant lamp

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Living room–style meeting spaces enable workers to come together and connect with their surroundings for restoration and tranquility.

WORK MODE
Gather; Study

CONSIDERATIONS

+ Reconfigurable lounge furniture offers a place to sit with easy access to power that's integrated into the low tables.

+ Pull-up tables provide a work surface and a place to set electronic devices.

+ Close proximity between worktables and collaborative lounge seating grants teams the ability to change postures and easily move through different modes of collaborative work.

+ Pastel palettes and light woods with visibility to the outdoors offer respite and casual touchdown spaces.

+ Settings adapt easily from gathering space to study area and designated tech-free quiet zone.

FEATURED PRODUCTS
Pixel Lounge; Rockwell Unscripted Upholstered seats; Muuto Relate side table; Muuto Linear Wood System series

Storage
Considerations

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Storage Considerations

Storage needs will vary by type of worker (resident, hybrid, remote) and work mode (Build, Ideate, Gather, Study).

Each requires varying levels of access, capacity and security.

By User (consider both individual and team needs)

Remote

+ Short-term secure storage for personal belongings when on-site
+ Easy-access storage, whether supported by keyless locking or as simply a place to drop a bag
+ A place to unpack
+ Bookable and non-bookable (first come, first serve) solutions

Hybrid

+ A place to store possessions or shared resources when not on-site
+ Unassigned lockable storage supported by RFID or keypad locks
+ Conveniently located individual and team storage within close proximity to meeting and working spaces
+ Bookable solutions

Resident

+ Assigned, owned solutions
+ Storage located near primary workspaces
+ Appropriate capacity for an array of items, from personal belongings to supplies or filing materials
+ Secure, lockable storage with traditional keyed or smart locking solutions

By Work Mode

Build

+ Open cubbies and bins for materials and supplies used during team meetings
+ Secure storage for longer-term projects
+ Solutions that support spreading out

Ideate

+ Display tools, such as mobile markerboards, storage for supplies
+ Convenient, easily accessible solutions for individuals and teams to stow shared resources
+ Agile storage that can adapt and move as needed

Gather

+ Short-term storage for materials and devices
+ Enclosed storage for equipment and tools
+ Open cubbies with visual access to shared supplies and technology

Study

+ Places to stow personal belongings
+ Opportunities for assigned storage (bookable for remote and hybrid workers)
+ Storage for nearby shared supplies and resources
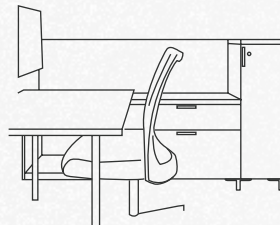
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Storage Options

To accommodate the ebb and flow of the UX of hybrid work, consider the needs of all your workers and all the work modes they operate within throughout the day.
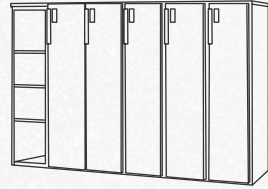
Lockers
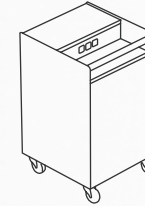
A flexible storage solution for the hybrid workplace.

+ Sharable for workplaces with multiple shifts or A/B teams

+ Range of security options, including keypad or RFID

+ Ability to delineate space and articulate neighborhoods

+ Efficient storage for hanging coats or personal items

+ Material choices to suit various aesthetics, including metal, laminate and wood

+ Smartphone app integration and booking ability (coming soon)

Technology Cart

Combines portable power sources and mobility.

+ Integrated power source

+ Houses portable battery for untethered mobility

+ Hooks and shelves for easy organization

Workstation Storage

Longer-term storage for individuals and teams, and a place to stow personal belongings for daily use.

+ Mobile or fixed options that work for all types of workstations, from static to agile

+ Open shelves, drawers or hinged door elements meet a variety of needs

+ Range of security options, including keypad or RFID

+ Option to discreetly run power and support convenient charging

+ Material choices to suit various aesthetics, including metal, laminate and wood

Short-Term Storage

Convenient and casual choices for individuals and teams on the move.

+ Simple and accessible

+ Keeps bags and work materials within easy reach

+ Small-scale options for a minimal footprint, and lightweight and mobile choices when portability is desired

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Storage Security Options

Ranging from open-access, simple solutions to furniture with programmable and advanced capabilities, an array of storage security options supports users in the workplace while also achieving facility goals.

Open, No Security

+ Short-term storage for personal items
+ Encourages users to bring their belongings with them as they move throughout the workplace, freeing up unoccupied spaces for other users

Lock and Key

+ Cost-effective option to provide security
+ Storage is dedicated to an individual user long-term

Padlock

+ Simple, low-tech option to accommodate shared storage
+ Client or user provides compatible padlock for short-term or long-term use

Digital Keypad

+ A flexible solution for assigned or unassigned storage
+ Lock operates with a user-selected, four-digit code
+ Shared use option allows users to choose any open storage for the day

RFID
(Radio Frequency Identification)

+ Utilizes compatible user building badges or ID cards to operate lock
+ Meets assigned or unassigned storage needs
+ Eliminates the risk of forgetting the keypad code

Integration With RIO Companion app
(Coming Soon)

+ Locks operate with RFID card or smartphone app
+ Booking ability
+ Available integration with height adjustable tables and/or room booking within a single app
+ Performance and maintenance status data available to Facilities

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Technology
Considerations

Technology
Considerations

Displays

+ Small meeting spaces can be adequately equipped with a single flat-panel display. If space permits, two monitors allow one to display meeting content and the other to display virtual attendees. Consider stacking them vertically with the camera in between.

+ Consider a monitor at least the width of the table so that everyone at the table can view the monitor.
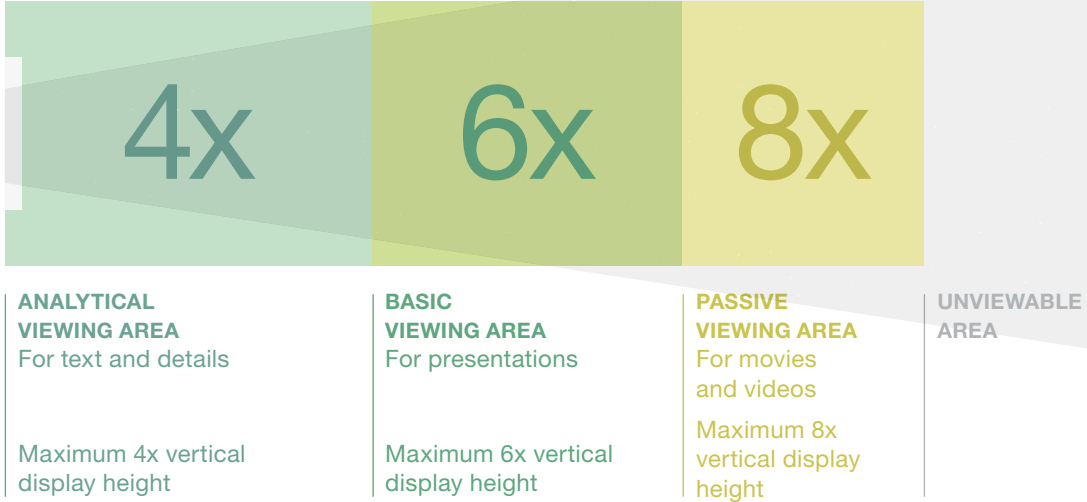
Cameras

+ Mount cameras as close to eye level as possible to promote natural interaction.

+ Choose a camera appropriate to the activities and space configuration.

Microphones

+ Microphones should cover the entire area to allow virtual attendees to hear every in-person attendee. Clear audio is the most important consideration for virtual attendees.

+ Conference room microphones come in a variety of shapes and sizes. Fitting the right microphone to the space can enhance speech while reducing noise.

Other

+ Access to power should be convenient for all on-site participants. Consider equipping and/or locating worktables, side and occasional tables and lounge seating with power sources within easy reach.

+ Plan for hardware that seamlessly integrates your software platform so that meetings can begin with the touch of a button.

+ Collaboration tools, such as physical and virtual whiteboards, should be easily accessible for all participants.

4x	6x	8x	
ANALYTICAL VIEWING AREA For text and details	**BASIC VIEWING AREA** For presentations	**PASSIVE VIEWING AREA** For movies and videos	**UNVIEWABLE AREA**
Maximum 4x vertical display height	Maximum 6x vertical display height	Maximum 8x vertical display height	

The 4/6/8 rule for screen size establishes that the ideal viewing distance should be four, six or eight times the height of the screen depending on whether viewing is analytical, basic or


The signal-to-noise ratio is greatly affected by the distance from the person talking to the microphone. In most cases, the background noise in a conference room is pretty consistent throughout the space. The signal level, on the other hand, falls off significantly as the distance from the person's mouth increases.

Camera Options

When it comes to cameras, there is no one-size-fits-all solution. Make your choice based on the size of the room, number of people, the furniture layout and activities taking place.

Straight-On Cameras
(90° and less)

+ High definition up to 4k
+ Intelligent tracking
+ Zoom, pan and tilt control
+ No distortion of space, due to narrow field of view
+ Small footprint
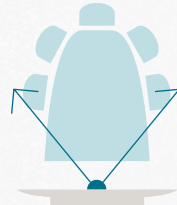
120°–180° Cameras

+ High definition up to 4k
+ Intelligent tracking
+ Wide field of view (120° or greater) captures all participants in a smaller space
+ Small footprint

360° Cameras

+ High definition up to 4k
+ Intelligent tracking and zoom
+ 360° field of view captures all participants around the table
+ Speaker mic integration allows for greater portability
+ Small to medium footprint; two cameras for a larger footprint
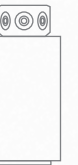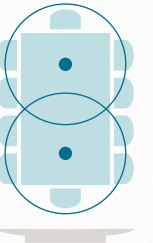
Videobars

+ High definition up to 4k
+ Intelligent tracking and zoom
+ Audio and camera integrated into one product
+ Can be WiFi-enabled, which allows for greater mobility
+ Medium footprint
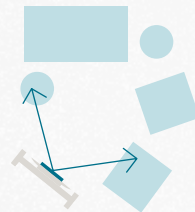
Dual Cameras

+ High definition up to 4k
+ Intelligent tracking
+ Active speaker is never minimized
+ Captures the room and active speakers simultaneously
+ Medium to large footprint
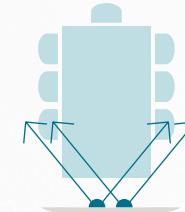
Telepresence

+ High definition up to 4k
+ Audio and camera integrated into one product
+ Multiple screens for easy collaboration
+ Large footprint

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Microphone Options

Highly-intelligible audio is essential to successful phygital meetings. Choose a microphone solution that will pick up the speech of each in-person team member.

Conference Phones

+ Traditional look and feel
+ Ease of use
+ Hardwired for consistent audio
+ WiFi-enabled option for more flexibility
+ Hardwired option for consistent audio
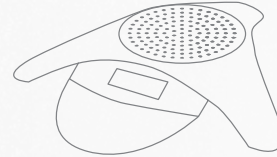
Speakerphones and Individual Microphones

+ Small footprint
+ Portability enables mobility within a space
+ Speakerphones connect via Bluetooth and some models link for extended range
+ Individual mics can be distributed to each attendee
+ New audio-capturing technology helps cut out background noise
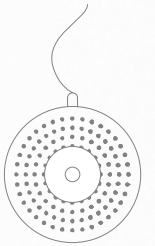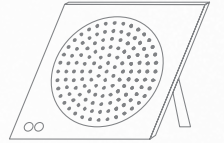
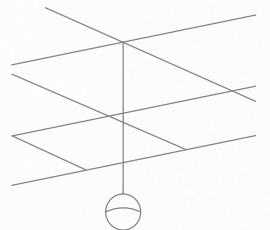### Integrated Camera Speakers

+ Audio and camera integrated into one product
+ Can be WiFi-enabled which allows for greater mobility
+ New audio-capturing technology helps cut out background noise
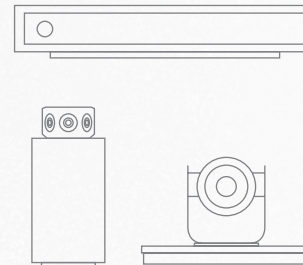
Ceiling Microphones

+ High clarity of voice
+ Every person around the table receives their own mic
+ Seamlessly integrated with the built environment

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Work From Home Considerations

Work From Home Considerations

Whether working from home one day a month or nearly every day, it is important to plan spaces and furnishings that support a healthy work experience.

Considering ergonomics, size, scale and location when planning will help create a productive, comfortable environment for all users, whatever their schedule.

Start With a Good Chair

+ Choose a flexible, ergonomic seating experience that supports a range of postures and enables transitioning between different tasks.
+ Proper posture supports writing and helps maintain focus.

Keep It Well Lit

+ Adjustable task lights allow users to fine-tune illumination for desktop projects and minimize glare, reducing eyestrain and headaches.
+ To avoid glare on the screen, position the light to the side of the monitor, rather than behind or in front of it.
+ For video calls, optimize visibility by having the light come in front, rather than from a window behind the user.

Position Screens Correctly

+ Position the monitor at eye level, 20 to 30 inches away from the face.
+ Laptop users should consider using an additional monitor or two to reduce eyestrain, increase productivity (up to 50%) and drastically reduce the need to print.
+ A quality monitor arm simplifies adjustments to reduce eyestrain.
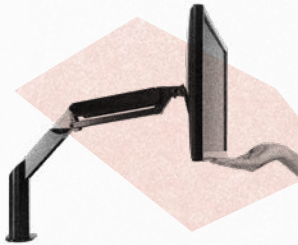
Vary Your Posture

+ Consider a hight-adjustable desk that allows users to switch positions and postures through the day.
+ Adding an active stool allows workers to perch or gently move to relieve some pressure.

Connect With Nature

+ Research shows that views to or images of nature boost memory and focus.
+ If possible, select a work location with views to the outdoors and natural objects such as trees, sky, clouds and greenery.
+ Consider using wood grain furniture and natural colors such as blues and greens, which have been shown to boost productivity and creativity.
+ Images of nature on walls or screensavers can provide benefits similar to those of actually being in nature.

Encourage an Orderly Desktop

+ Wheeled storage units can be moved easily and stashed out of sight while cubbies or bins can keep day-to-day materials close at hand.
+ Colorful containers corral pens, chargers and other small but frequently used items.
+ Generously sized baskets can store papers during workdays and transport laundry or misplaced toys on the weekend.
+ Mount a bulletin board, dry-erase board or tackboard to post reminders.
+ Use a cubby, bookshelf or bin to move currently unused materials out of the way.

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At Knoll, we design creative, inspiring places where people love to be. Understanding what drives you allows us to bring your workplace vision to life.

Whether you are a commercial, educational, healthcare or government organization, we can help you achieve your workplace goals. We believe in places that offer people of all backgrounds a fluid experience, from intimate to shared spaces for small groups and teams. We make this possible because our constellation of brands works together to build unique workplaces for a range of budgets.

Our hands-on approach prioritizes your brand values and company culture, and leverages our workplace experience. Our team brings research and an innovative mindset to every engagement. We will work through your organization's specific challenges to develop the right workplace planning strategy. Our dealers' expertise in areas such as space planning, specification development, project management and logistics, combined with their global reach, ensures that your project evolves smoothly every step of the way.

Let us show you why we love workspaces that inspire people to do their best work.

To learn more about the Thriving Workplace, visit knoll.com/thriving-workplace.

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