

## HOW GENERATIONS IMPACT WORKPLACE DESIGN

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Human Performance Topic

(one-hour course)

Subject code index: 1.4 Theory and Creativity-Psychology

IIDA Course #5263, HSW = Welfare

AIA Course #HAW542

### **Course Description:**

For the first time in modern history there are four generations working side by side. This interactive course looks at our differences and our similarities as they relate to generations in the workplace. Through an increased awareness of those dimensions, you will learn how our physical spaces support or hinder the inherent way we relate to our work and one another. Historical data, current studies, and literature reviews will also be included to inform future designs that accommodate all.

### **Course Objectives:**

- Discuss workplace design, in general.
- Understand the differences between generations as they relate to their communication, work, and social styles.
- Learn ways to ensure that workplace design and office furniture layouts support, rather than inhibit, the way generations individually behave and interact with each other.

### **Content Outline:**

1. Introduction: (5 minutes)
  - Background of instructor
  - Outline of course objectives
2. Description of the Course Generational background: (30 minutes)
  - Definitions of Traditionalists, Baby Boomers, Generation X, Millennials.
  - Descriptions of people, places, things, and events that shaped each of these generations.
  - Outline of generational personalities.
  - What current and past literature says about generational differences and similarities.
  - Review of key workplace dimensions: work style, authority/leadership, communication, recognition, work / family, loyalty, and technology as they relate to generations.
3. Description of Workplace design and the generations: (15 minutes)
  - Review each generation and the workplace design issues that are related.
4. Summary and Conclusion: (10 minutes)
  - The four generations currently in the workplace have different physical needs.
  - “Traditional” office arrangements do not necessarily support all of the generations in the workplace.
  - Individual offices and overall workspaces may need to be designed differently for different generations.
  - The presentation concludes with an opportunity to discuss the “office of the future” and how it can support all generations.