

Performance

HAWORTH®



Real estate impacts business in significant and measurable ways. A well-designed space can inspire people, enhance culture, improve communication, aid concentration, save money and lessen negative environmental consequences. Great spaces lead to strengthened human, organizational and facility performance.



Human Performance

Nothing is more important to the survival of your organization than the performance of your people. Chances are, your people are your most valuable asset and your largest expenditure, accounting for upward of 80 percent of operating expenses at most organizations. If your goals include hiring the right people, strengthening loyalty, improving collaboration, encouraging productivity and reducing turnover, then create a workspace that puts your people first.

Eight factors influencing human performance are:

Lifestyle: One of the greatest influences on worker effectiveness is lifestyle. Exercise, sleep, eating habits and overall health all affect worker performance.

Motivation: Compensation, career advancement, learning, challenge, empowerment, feedback and even fear are all motivations for employees.

Meaning: Aspirations may include personal growth, social contribution, wealth, fame, relationships and others.

Insulation: Insulation allows employees to filter out irrelevant stimuli while remaining connected to those that are potentially meaningful.

Embedding: Embedding is creating and organizing cognitive artifacts within the environment to help us remember.

Interaction: Physical interactions are greatly impacted by the surrounding environment.

Externalizing: Getting thoughts out of one's head and into the world is crucial in problem solving.

Inspiration: A workspace that invigorates, regenerates and stimulates can provide worker inspiration.

Prioritizing and balancing human performance factors can lead to better business results.

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Organizational Performance

An organization's culture and brand is the sum of all employees' shared patterns of perception, representation and response surrounding internal and external operations. When your employees or customers walk into your space, what do they see? Some aspects of culture are "invisible" (prevailing values, attitudes, assumptions and beliefs) and others are visible, such as an organization's artifacts (employee dress, product line, signage, publications, interior architecture and furniture) and its behaviors (financial reporting, hiring and firing practices, employee training and recycling programs). Whether intended or not, your workspace is communicating a message and affecting your organizational performance, and when your environment is aligned with your culture, goals and brand, your entire organization performs better.

Three factors influencing organizational performance include:

Social influences: These influences include the relationships and interaction between individuals and groups within the organization.

Technology and operational techniques: These techniques include everything from technological capabilities such as wireless workspaces to the interaction between technology and an individual's workspace.

Ideological influences: These influences may seem like they are independent of the physical space, but the right design can help support psychosocial changes within an organization. Visual reinforcements of the brand and corporate culture can help shape attitudes and bring cohesiveness to an organization.

The culture of an organization has a great influence on virtually every aspect of decision-making and human behavior, and understanding the phenomenon and its motivating factors is fundamental to enhancing organizational performance.

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Facility Performance

Your physical workspace is an outward expression of your overall business strategy. In recent years, it has become more feasible for an organization to update its space, accommodating changing facility needs. When a space is adaptable, an organization can lower the cost per square foot, capitalize on new technology and simplify moves, adds and changes. In short, you can stop reacting to change, and start expecting it, preparing for it and even looking forward to it.

Traditionally, many facility factors were difficult to affect—such as real estate and facility costs, energy efficiency, air quality, existing architecture and relative humidity. This assertion is no longer true. Facilities today can be adaptable and cost effective, using resources efficiently, being responsive to changing needs and being healthy for people and our environment. You can have a facility that never stops working for you and constantly performs to a higher level of expectation.

Five factors influencing facility performance are:

Schedule/Speed: The quicker a change can be made within a space, the greater impact it has on performance. Spaces that are designed for faster changes make adaptation more acceptable from a business standpoint.

Budget/Value: Any change must be cost-effective for your organization. Adaptable spaces make it easier to accept change without affecting the bottom line.

Base Building: Solutions such as reducing atmospheric noise, improving acoustics and raising the floor for better airflow can increase productivity and make the workspace more desirable for your people.

Technology/Connectivity: New technology demands new ways of thinking, and, as a result, wiring and cabling issues aren't what they used to be. Solutions that make reconfiguration easier and adaptability achievable can positively affect facility performance.

Facility Management/Flexibility: Ideally, you want to get the most out of your facility, and with integrated spaces, you can help eliminate the problems caused by individual footprints. Strategic workspace planning focuses on the teams, not the individuals. This gives the flexibility to adapt whenever necessary.

Once these basic factors are taken into account, important decisions should be made regarding the physical space. Will changes such as improving acoustics or maximizing airflow result in increased productivity? Are there any technological improvements that can be made to the space? This type of facility asset management can help improve facility performance.

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