

HAWORTH

Transforming a Legal Office through Flexible, Functional Design

October 2020

Customer Story

Warner Norcross + Judd

Location

Grand Rapids, MI

Project Type

Law Office

Architecture & Design Firms

GMB Architecture + Engineering

Dealer Partner

Interphase Interiors





Challenge

How can a law office be transformed to serve a modern firm that lives by the motto “Fun, Pride, & Profit...in that order?”

Overview

Warner Norcross + Judd, a legal firm, wanted to create an efficient, warm, inviting experience for staff and visitors when they designed their new office. In their space occupying five floors of the Warner building, located across the street from the courthouse in Grand Rapids, they have brought to life a welcoming space that supports staff well-being, collaboration, and community-building.

Dedicated spaces for visiting attorneys from their other seven offices means no one has to miss a beat when they're working away from their primary office, while community spaces keep connection flowing among resident and visiting staff. A large gathering space, including a rooftop patio, provides a place to relax and entertain clients—and a place where local organizations can host events. The new space has transformed how this legal team works, modernizing the traditional law office.

Specifications



- Office Size: 80,000 sq. ft.
- Occupied Stories: 5
- Occupants: 296

Objective

Create an office space for a legal firm that embraces fun as well as efficiency by supporting human connection and a sense of community.

Solution

Design the new space with same-sized office spaces; a variety of places for privacy, confidentiality, and collaboration; a gathering space to accommodate small or large groups; expansive city views; and a connection to the outdoors.

Results

The new workplace promotes staff well-being; increases connection, collaboration, and productivity; and provides warm, inviting community and gathering spaces for groups from small to large.

Objective

A Welcoming, Productive Workplace That Builds Community

Warner wanted to create a new kind of experience for staff, clients, visitors, and the community. To attain this goal, they gave careful consideration to individual offices and workspaces; collaboration and conference spaces; and indoor and outdoor gathering spaces.

A Warm Reception

As soon as visitors step off the elevator, navigation cues direct them to the reception desk. While waiting, they can relax in sophisticated lounge seating or work at a high-top work table.



A New Approach to Attorney's Offices

All attorney offices are now the same size at Warner. However, each attorney gets to choose from a menu of options curated by the design team with staff input. The options have similar styles for cohesiveness. However, each occupant can personalize their office by choosing finishes and upholstery fabrics, task chairs, guest seats, cabinets, and file storage. Reducing the size of individual offices also allowed more area for newer types of spaces the office community can use—like coffee nooks and community spaces.



Neighborhoods Improve Productivity

Support teams work in “neighborhoods” of 2–4 legal assistants for greater efficiency. Neighborhoods also promote better social connections, interactions, and team collaboration. Support staff is also cross trained, so they can assist multiple attorneys within each neighborhood and keep work flowing efficiently.

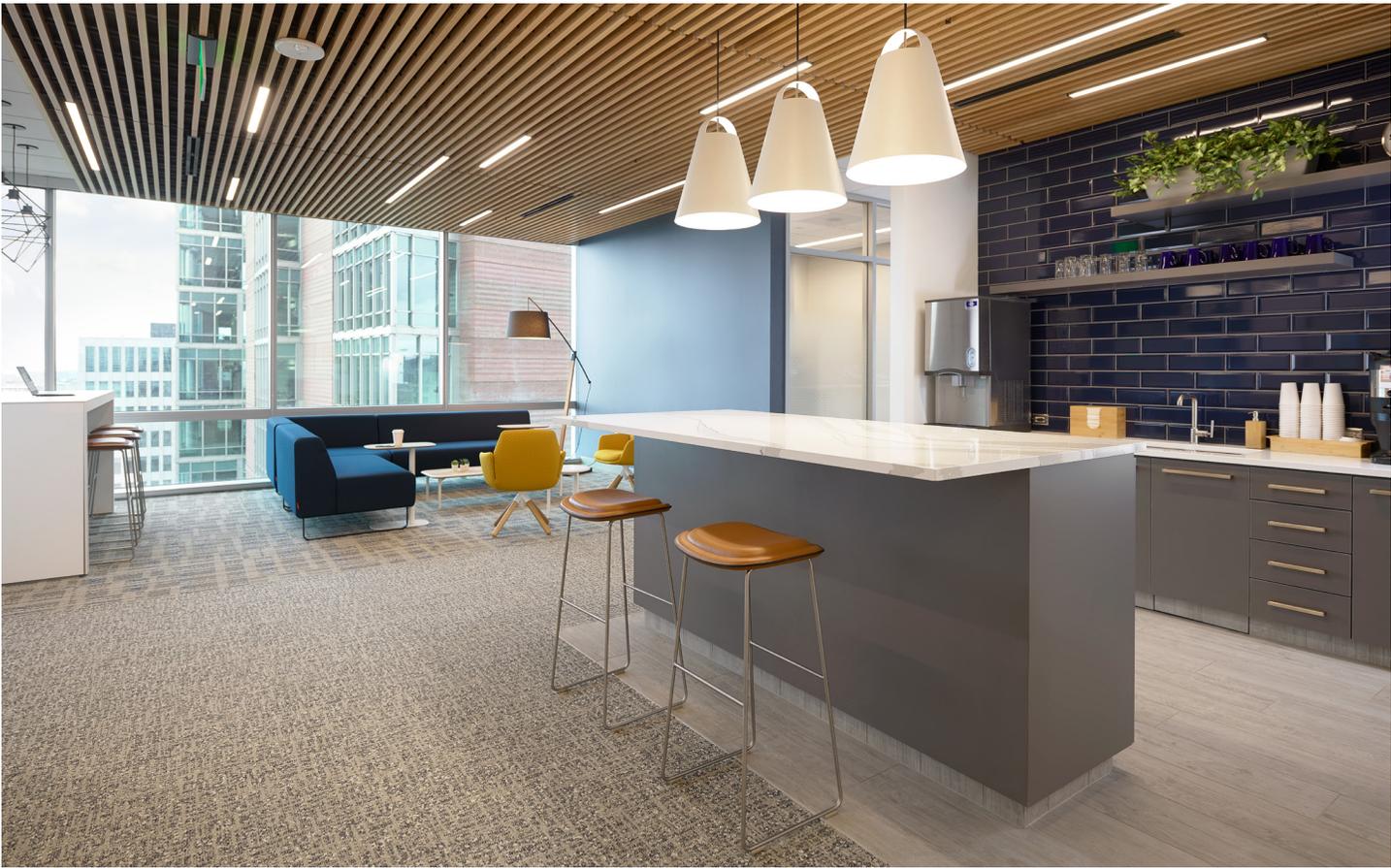


Conference and Training Rooms of All Sizes

Conference rooms are equipped with Wi-Fi and the latest video conferencing technology, making it feel like clients and employees working from anywhere are actually in the room. At a moment's notice, they're ready for virtual meetings, interviews, training, and more—all via video.

Adjustable chairs and tables enabled with power make the spaces both comfortable and efficient. A reservation system developed by Warner's IT team makes reserving each room easy, while an iPad outside each room displays the booking schedule.





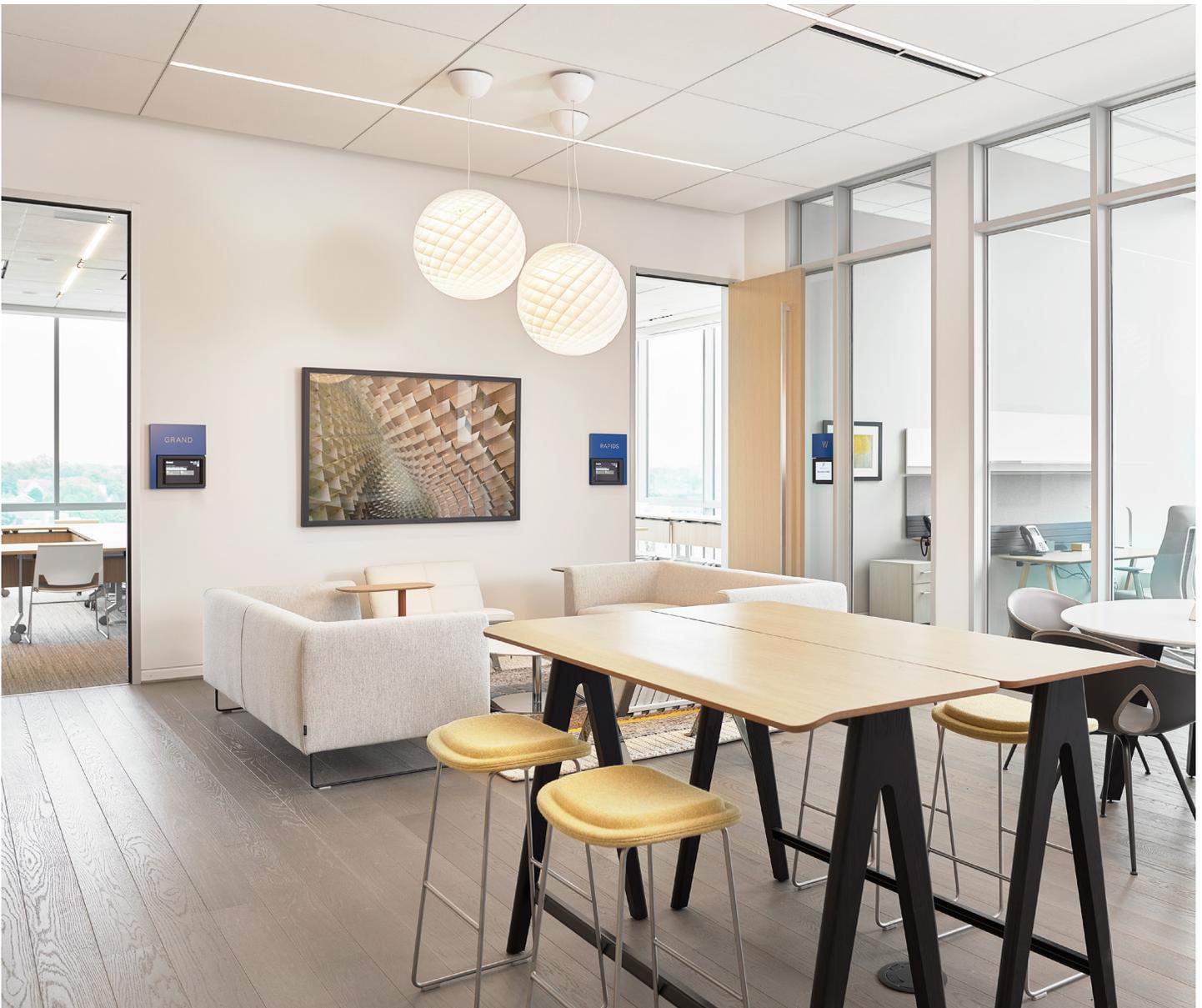
Social Spaces Add Variety and Choice

Each of Warner's main floors has a coffee nook and collaboration space, adding a variety of places where people can work, connect, take breaks, and relax.



Hoteling for Visiting Attorneys & Guests

Attorneys visiting from Warner's seven additional offices never miss a beat. Hoteling spaces give them everything they need to work, including Wi-Fi, power for charging devices, and sit-to-stand workstations so they can change posture throughout the day. Seven private offices provide visiting attorneys and guests with privacy and places for confidential phone conversations. And of course, they are welcome to make use of any of the community spaces, which give them the opportunity to build relationships and feel socially connected with colleagues.



Solution

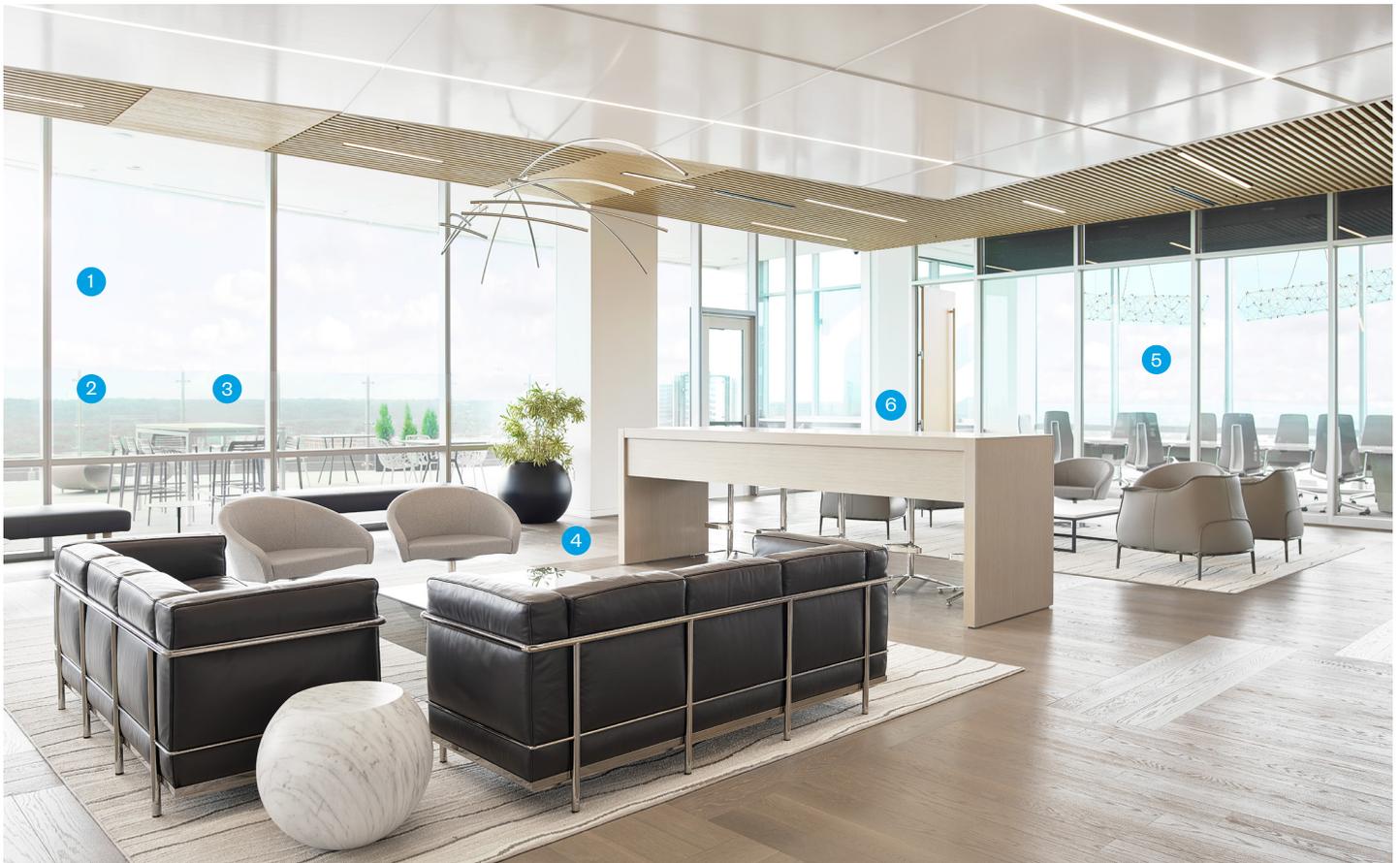
Connect and Gather Indoors or Out

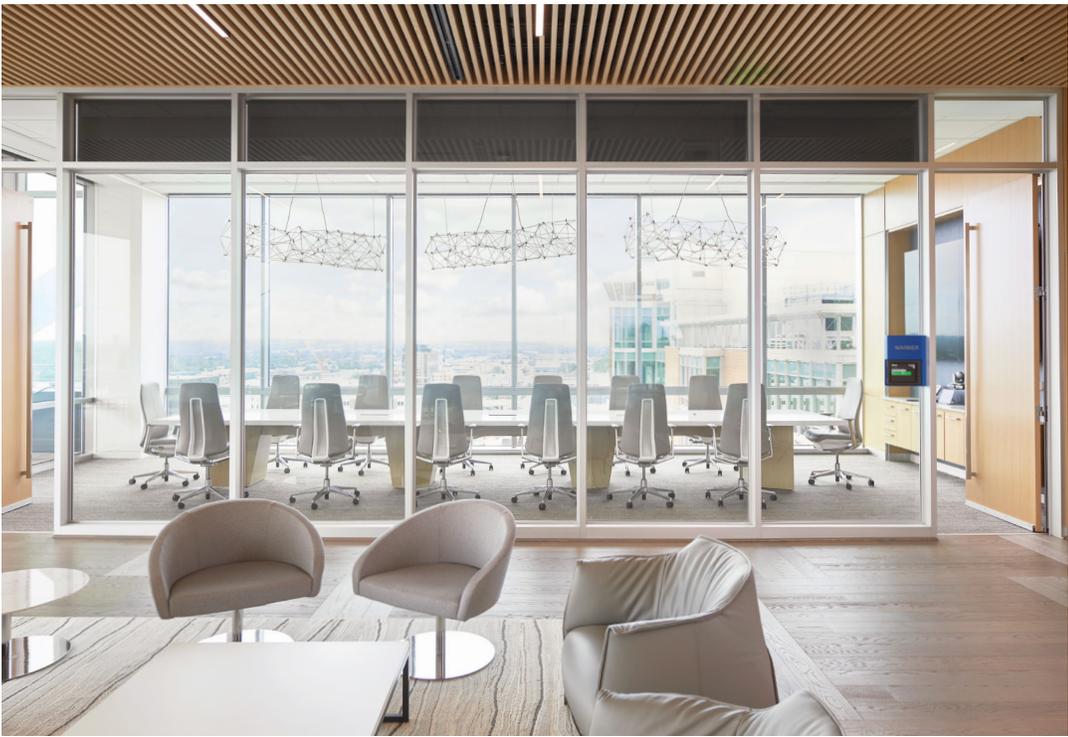
Welcome to the 15th Floor

- 1 Natural light – Floods the entire floor to enhance well-being
- 2 Skyline views – Create a dramatic setting for client meetings and large gatherings
- 3 2,500 sq.-ft. patio – Offers a place to connect with the outdoors and each other
- 4 Soft leather lounge seating – Creates comfortable settings that encourage connection and conversation
- 5 Conference room – Provides a more formal environment for board and client meetings, enhanced by floor-to-ceiling windows
- 6 High-top work table – Allows people to sit or stand as they work in the area

Warner's 15th floor gathering space with skyline views feels more residential than like an office. The warm, spacious lobby offers multiple places to sit or stand—from cozy, contemporary seating around the fireplace to the casual comfort of the soft leather lounge seating to the sit-stand high-top table.

In the board room, a custom marble conference table works in harmony with adjustable seating with back support and edgeless seats for comfort. The patio is a place where employees go to rejuvenate; attorneys entertain clients; and the firm and local organizations host gatherings—small to large. And the spacious, open cafeteria provides booths and a variety of table sizes.







An Adaptable Cafeteria

The cafeteria with its kitchen and a variety of seating areas is a space designed for multiple uses. Employees can prepare and eat meals, and caterers can serve a large event—anything from breakfasts and luncheons to happy hours and formal dinners.



A Private Well-Being Retreat

A wellness room with comfortable furnishings and subdued lighting provides a quiet getaway where individuals can escape and unwind. It's also a place to accommodate the needs of new mothers.

A Cohesive, Connected Space

Warner's new space reflects the modern ways their teams work together. Rather than being separate, Marketing, HR, the Business Center, and the Law Center are all co-located with offices, collaboration spaces, and neighborhoods. Staff can move about the five floors of Warner's building via a central staircase that promotes connection among teams and movement throughout the day.





Customer Profile

Warner Norcross + Judd is a full-service, client-focused, proactive legal firm. They counsel clients of all sizes—from startups to Fortune 500 companies to closely held business and high net-worth individuals. With more than 230 attorneys in eight offices throughout Michigan, their office in Grand Rapids serves as a place to connect—in-person and virtually—with staff, clients, visitors, and the community. The firm has been in business almost 90 years and they keep their outlook fresh with the motto: “Fun, Pride & Profit...in that order.”

Featured Haworth Products

Active Components™
 Adaptable Workspace® Components
 Archibald™ Chair (HC)
 Auckland™ Lounge Chair (HC)
 Belong™ Screens and Worktools
 Beside® Storage
 Bong™ Table (HC)
 Brooklyn™ Lounge Chair (HC)
 Collaborate® Table and Lounge Chair
 Compose® System and Storage
 Compose Connections™ System
 Dalia Lounge Chair (HC)
 Elan™ Sofa (HC)
 Enclose® Architectural Walls
 Fern® Task Chair
 Forest Armchairs (HC)
 Fronzoni '64 Table (HC)
 GAN Mangas Rugs (HC)
 Ginger Ale Chair (HC)
 Gong™ Table (HC)
 Gran Torino HB Side Table (HC)
 Harbor Work Lounge®
 Hi Pad Stool (HC)
 Immerse® Tables

LC2™ Sofas (HC)
 LIM® Light
 Low Pad Lounge Chair (HC)
 Maari® Side Chair
 Masters Series® Private Office
 Monforte Benches (HC)
 Openest® Sprig™ Table
 Patterns™ Tables
 Pip™ Personal Laptop Table
 Planes® Ancillary Carts
 Planes Conference Tables
 Planes Height-Adjustable Tables
 Poppy® Guest and Lounge Chairs
 q_bic Sofas (HC)
 Riverbend™ Lounge Seating
 Smoke Table (HC)
 Torei Table (HC)
 Very® Side Chair and Stool
 Workware® Technology
 X Series® Storage

HC indicates Haworth Collection products.