About the BSA

The Boston Society for Architecture is a community committed to improving the quality of life for everyone through architecture and design.

We are a chapter of the American Institute of Architects (AIA) and a community nonprofit.

Architecture is for everyone.
Guidelines and Updates

BSA CONNECT LINKEDIN FORUM
This is a LinkedIn forum that we welcome you to join. It’s meant to be a place where you can pose questions, share and find community outside of Knowledge Community meetings and other BSA programming. You can find it by searching for “BSA Connect” on LinkedIn.

BSA PROGRAMS
This webinar will be part of a series of BSA online programs exploring what the “future of work and workspace” will look like post-COVID.

Please visit architects.org for information on upcoming programs, Knowledge Community meetings, as well as upcoming online training sessions. If you are interested in sponsoring, please contact Billy Craig: bcraig@architects.org

Q&A
For our Q&A period, we have selected a number of questions that were submitted ahead of time. Thank you for sharing these. Though we will not be able to address all questions, we encourage you to share any you might have during the webinar by using the Q&A function. If the speakers are able to, they will respond. Otherwise, the BSA may use these questions to inform future programming.

RECORDING
This session will be recorded and posted on architects.org in the next few days.

MEETINGSIFT POLLING
This presentation will engage participants with real-time polling via MeetingSift. Please use another device, such as phone or tablet. URL and password are included in the presentation slides. Responses are anonymous, and we share the results during the meeting.
The criticality of choice in the next normal

Tuesday May 5, 2020  |  2-3pm
Who are you?

- Developer: 18%
- Engineer: 14%
- Other: 13%
- Project Manager: 11%
- Broker: 7%
- Architect/Interior Designer/Planner: 7%
- Workplace Strategist: 7%
- Facilities/Operations/Property Mgr: 5.5%
- End user: 4.7%
- Landlord: 3.1%
- Student: 2%
- Vendor/Rep: 1.1%
- Other: 2.3%
- End user: 6.6%
How has this pandemic changed your view on remote work?

- 34% No change, I was not a fan before
- 27% Unsure
- 17% No change, I was a fan before
- 13% Favorably
- 9.1% Unfavorably
hypothesis

organizations that mobilize towards choice and prioritize “stakeholder-based” decision-making will be the most sought after and successful in the next normal.
In a word, what does workplace choice mean to you?
choice theory psychology

leader management

• Engages all workers; continuously listens and asks for suggestions
• Models work for employees; encourages employee input
• Employees empowered to review their own work
• Supports quality by facilitating continual improvement and a positive work environment
external control psychology

boss management

- Set the standards for the work to be done; rarely consults employees
- Tells rather than shows; rarely asks for input on how it could be done better
- The boss inspects the work, employees are not involved with the evaluation
- When employees resist the boss, the boss uses threats and punishments to try to make them do what he/she wants
workplace indicators

- Affordability crisis
- Remote work acceptance
- Open office perceptions
- Physical and mental health support
Pre-pandemic, what was your average round trip commute time?

- 120+ minutes: 23%
- 40-60 minutes: 15%
- 100-120 minutes: 5.2%
- 0-20 minutes: 9%
- 60-80 minutes: 8%
- 20-40 minutes: 5%
- 80-100 minutes: 11%
Pre-pandemic, on average how often did you work from home?

- Never
- 1-2 days/week
- Not allowed
- 5 days/week
- 1-2 days/month
I am able to effectively complete my individual work at home

- Neutral: 34%
- Strongly disagree: 13%
- Disagree: 17%
- Agree: 17%
- Strongly agree: 9.1%
Post-pandemic, you would be most effective in your role working from home:

- 3-4 days/week
- 1-2 days/week
- Never
- 5 days/week
- 1-2 days/month
- **Affordability crisis**
  - Increasing housing costs = increased commute times
  - Increased healthcare coverage but at higher costs

- **Remote work acceptance**
  - Increasing acceptance but gap between workers who want and are “allowed” exists

- **Open office perceptions**
  - Backlash of open offices contradicts edicts to increase density

- **Physical and mental health support**
  - More sustainable physical environment
  - Increase in amenities and services promoting physical health

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- **Affordability crisis**
  - Lack of income, housing, healthcare, childcare security

- **Remote work acceptance**
  - No choice regarding work location
  - Fear of returning to physical office environments

- **Open office perceptions**
  - Fear of proximity and safety

- **Physical and mental health support**
  - Fear of infection
  - Isolation may be worse than the virus
  - Secondary health implications
Maslow’s Hierarchy of Needs

- **Physiological needs**: air, water, food, shelter, sleep, clothing, reproduction
- **Safety needs**: personal security, employment, resources, health, property
- **Love and belonging**: friendship, intimacy, family, sense of connection
- **Esteem**: respect, self-esteem, status, recognition, strength, freedom
- **Self-actualization**: desire to become the most that one can be

*pandemic life*
In a word, what do you miss about going to the office?
In a word, what are you enjoying about working from home?
We can get there from here...
**The Plum Tree Model**

*Product Creators:* "On a clear day, we can see forever."

*Top Management:* "What do you need to motivate you?"

"We’ve got what we need: sunshine and air."

*Corporate Resources Flow up from the Roots to Management and on up to Product Creators.*

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**The Next Normal**

*Gordon MacKenzie’s book “Orbiting the Giant Hairball”*
Affordability crisis
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Affordability crisis
- Improved employment, housing and resource safety nets

Remote work acceptance
- Individual and team control in how, when and where work is accomplished

Open office perceptions
- Space-type and locational options to satisfy individuals’ varying needs – home office becomes a space type

Physical and mental health support
- Renewed emphasis on health and well-being (including mental and emotional)
“Pandemics as a social shock do give workers more leverage to demand things,” said Patrick Wyman, a historian and host of the Tides of History podcast. “Crises like these reveal what is already broken or in the process of breaking.”

- **1300’s Bubonic Plague** helped end serfdom

- **1918 Post WWI + Spanish Flu** ended 12-hour workday. More women in the workforce, eventually gaining them more power to gain higher wages and the right to vote

- **2020 COVID-19**?
“May your choices reflect your hopes, not your fears.”
Nelson Mandela
read this!

**Choice Theory** by William Glasser, M.D.

*Could the Pandemic Wind Up Fixing What’s Broken About Work in America?* The New York Times

**Orbiting the Giant Hairball** by Gordon Mackenzie

**The Great Affordability Crisis Breaking America** The Atlantic

**Global Workplace Analytics Telecommuting statistics**

*“Loneliness is at Epidemic Levels in America”* Cigna Loneliness Report
Thank you!

Your feedback is important. Write communications@architects.org

Stay up to date at architects.org.

Join our social media conversations on Facebook, Instagram, LinkedIn, and Twitter. And, sign up for our e-newsletter, Currents.
Sponsor BSA virtual programming

The BSA is committed to providing resources that are valuable and useful for our members as they work through rapidly changing local and global circumstances.

To discuss sponsorship and collaboration opportunities, please reach out to:

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Now more than ever, the BSA is committed to keeping our community engaged and connected.