

Client Enrichment Series – Q & A



Topic: *Workplace Engagements*

Presenter: *Ryan Doerfler*

Dates of Presentations: *February 17, 2022*

Additional Workplace Engagements Resources:

GSA PBS Office of Workplace Strategy homepage

<https://www.gsa.gov/governmentwide-initiatives/workplace-strategy>

GSA PBS Office of Workplace Strategy mailbox - [*workplace@gsa.gov*](mailto:workplace@gsa.gov)

CES Session Video - “Workplace Engagements”

<https://www.youtube.com/watch?v=gz5l8NhAsF8&list=PLvdwyPgXnxxXtlR2l3cSAtkf9h32UI3r5&index=1>

CES Session Video - “Workplace Design: Lighting and Acoustics”

<https://www.youtube.com/watch?v=F0cslgdbsvc&list=PLvdwyPgXnxxXtlR2l3cSAtkf9h32UI3r5&index=1&t=12s>

CES Session Video - “Workplace “WIFM” Tool”

<https://www.youtube.com/watch?v=nC3YCfQhZ8l&list=PLvdwyPgXnxxXtlR2l3cSAtkf9h32UI3r5&index=29&t=395s>

CES Session Video - “Shape Your Workplace With Activity Based Planning”

<https://www.youtube.com/watch?v=SOWctyF-IRo&list=PLvdwyPgXnxxXtlR2l3cSAtkf9h32UI3r5&index=10&t=2s>

Activity Based Planning publication

[https://www.gsa.gov/cdnstatic/GSA%20Workplace%20Matters%20ABP%20\(FINAL%20-%2020508%20Compliant\).pdf](https://www.gsa.gov/cdnstatic/GSA%20Workplace%20Matters%20ABP%20(FINAL%20-%2020508%20Compliant).pdf)

Q1. Define distributed work. Is that just another term for telework?

A. Not exactly. Distributed work is where you have an organization with multiple team members in different physical locations. For example, a team may have a supervisor in Chicago, with employees in Seattle, Denver, and Washington DC. In order for the distributed organization to be effective, telework strategies and policies are needed for the team members. However,

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this isn't the only component. Distributed organizations also need to have clear expectations of their team members, processes that support collaboration, and a culture where the distributed individuals can work as a team.

Q2. *In light of COVID, will office sharing continue? (Many people will be concerned about how clean the space might be after it is used).*

A. Office sharing is still a viable workplace strategy for many organizations despite the pandemic. To be successful, a number of factors needed to be considered including the effectiveness of employees working in shared space and working remotely, their ability to collaborate on tasks, their ability to accomplish heads-down work, and of course, does the space meet their health and safety needs. When GSA investigates the potential of an office sharing strategy for a client agency, all of these factors are considered. We do this through interviews, focus groups, and surveys of both leaders and employees. This allows us to appreciate to the extent factors such as COVID and the cleanliness of the space will impact the organization's demand for office space, whether it is shared or not.

Q3. *Do you envision a process facilitating change of agency's design guidelines in view of current workplace trends?*

A. Yes. For the last few years, GSA has helped federal agencies create or change national design guidelines in response to emerging workplace trends. These national workplace strategy services engage the entire organization about what the new workplace could be and provide advice on how to get there. As part of this service, GSA considers remote work and telework policies, team collaboration, hybrid work, and methods for measuring workplace efficiency and effectiveness. If an agency is interested in learning more, reach out to us at workplace@gsa.gov.

Q4. *When and where can we get this WIFM tool or is it only provided by GSA when a project begins?*

A. The Workplace Investment & Feasibility Modeling (WIFM) tool is an Excel-based file that allows the user to forecast potential workplace changes and costs in response to overall workplace strategy changes, such as workstation adjustments or organizational collocations. When used early enough in the project timeline, it can be used to just start subsequent requirements development efforts. WIFM is free and can be obtained by sending an email to ryan.doerfler@gsa.gov. At this time, it is not downloadable from the gsa.gov web site. The tool is designed to be used by client agencies on their own or with GSA's assistance.

Q5. *Does the Rough Order of Magnitude (ROM) estimate afford different locality rates?*

A. Yes, the ROM estimate calculations in WIFM do take into account locality.

Q6. *Would it be possible to have a future training session on the space tool?*

A. Yes. Just send an email to ryan.doerfler@gsa.gov to schedule a time to do a demo of both Excel tools : the Work Pattern Space Calculation Tool and the Workplace Investment &

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Feasibility Modeling (WIFM) tool. The Space Calculation tool typically takes about 45 minutes to go through and WIFM takes about 60 minutes.

Q7. *Would you please review the services you provide at a charge?*

A. GSA provides three workplace strategy services at no cost to the client agency: the Work Pattern Space Calculation tool, the Workplace Investment & Feasibility Modeling (WIFM) tool, and in most instances, Pre-Occupancy Workplace Surveys. The Space Calculation tool and WIFM are free as these have been developed for quick customization to meet client agency preferences. The Surveys are also available at no cost in most cases because a template survey is used. On the other hand, all other workplace strategy services are funded by the client agency.

Q8. *Is the cost based on a percentage?*

A. No. The cost of workplace strategy services are estimated from scratch based on the specific services being requested. We do not use a benchmark figure, such as a cost per square foot, for our estimates.