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Advanced Skill Certificate in Strategic Facilities Management

## Workplace Strategy and Design

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### Activity-based Working (ABW)

Concept referring to a work style that provides employees with a choice of settings in which to complete their tasks, rather than assigning them to a fixed desk or office. ABW aims to improve productivity, creativity, and collaboration by allowing workers to choose the right space for the task at hand. Related terms: flexible workspaces, remote work, hot-desking.

### Agile Working

An approach that gives employees the freedom to choose where, when, and how they work, as long as they meet their objectives. Agile working encourages flexibility, autonomy, and mobility, and it can lead to increased job satisfaction, productivity, and work-life balance. Related terms: flexible workspaces, remote work, activity-based working.

### Biophilic Design

A design approach that seeks to connect people with nature by incorporating natural elements, such as plants, water, and natural light, into the built environment. Biophilic design can improve cognitive function, reduce stress, and enhance well-being. Related terms: sustainable design, green buildings, evidence-based design.

### Change Management

The process of planning, implementing, and monitoring changes to an organization's people, processes, and technology. Change management aims to minimize disruption, ensure adoption, and maximize the benefits of change. Related terms: organizational development, transformation, continuous improvement.

### Churn Rate

The rate at which employees or tenants leave an organization or a building and are replaced by new ones. A high churn rate can indicate dissatisfaction, low productivity, or high turnover costs. Related terms: employee retention, tenant retention, talent management.

### Co-creation

A collaborative process of designing and implementing solutions by involving stakeholders, such as employees, customers, or partners, in the decision-making and problem-solving processes. Co-creation can lead to better outcomes, higher engagement, and greater ownership. Related terms: participatory design, user-centered design, design thinking.

### Collaborative Spaces

Physical or virtual spaces that facilitate interaction, communication, and collaboration among people. Collaborative spaces can include meeting rooms, break-out areas, social spaces, or digital platforms. Related terms: activity-based working, agile working, team-based working.

### Community Building

The process of creating and sustaining a sense of belonging, identity, and connection among people who share a common purpose, interest, or place. Community building can enhance engagement, trust, and well-being. Related terms: social capital, social networks, organizational culture.

### Cultural Intelligence (CQ)

The ability to understand, appreciate, and adapt to cultural differences and similarities in various contexts. CQ can improve communication, collaboration, and innovation in diverse teams and organizations. Related terms: diversity and inclusion, global mindset, emotional intelligence.

### Design Thinking

A problem-solving approach that focuses on empathy, creativity, and experimentation to develop human-centered solutions. Design thinking involves five stages: empathize, define, ideate, prototype, and test. Related terms: co-creation, user-centered design, agile methodology.

### Evidence-Based Design

A design approach that uses research, data, and best practices to inform and evaluate decisions about the built environment. Evidence-based design aims to improve health, safety, and well-being outcomes. Related terms: performance measurement, post-occupancy evaluation, building information modeling.

### Experience Design

The process of creating and managing experiences that engage, delight, and inspire people in various contexts, such as work, play, or learning. Experience design involves understanding users' needs, emotions, and behaviors, and designing spaces, services, or products that meet or exceed their expectations. Related terms: user experience, customer experience, service design.

### Flexible Workspaces

Physical or virtual spaces that allow for flexibility and adaptability in terms of layout, function, or use. Flexible workspaces can include open-plan offices, hot-desking areas, activity-based zones, or virtual collaboration platforms. Related terms: activity-based working, agile working, remote work.

### Future of Work

The emerging trends, challenges, and opportunities related to the changing nature of work, workforce, and workplace. The future of work includes topics such as automation, artificial intelligence, gig economy, diversity, and sustainability. Related terms: workplace strategy, organizational design, human resources.

### Hot-Desking

A workspace management strategy that allows employees to use any available desk or workstation, rather than assigning them to a fixed one. Hot-desking can promote flexibility, mobility, and collaboration, but it can also create challenges in terms of privacy, identity, and ergonomics. Related terms: activity-based working, flexible workspaces, agile working.

### Human-Centered Design

A problem-solving approach that puts people at the center of the design process, by understanding their needs, preferences, and behaviors, and co-creating solutions that meet or exceed their expectations. Human-centered design involves empathy, creativity, and iteration. Related terms: user-centered design, design thinking, participatory design.

### Inclusive Design

A design approach that considers the diversity, accessibility, and usability needs of all people, regardless of their age, ability, culture, or background. Inclusive design aims to create equitable, sustainable, and innovative solutions. Related terms: universal design, accessible design, assistive technology.

### Innovation Spaces

Physical or virtual spaces that support and encourage creativity, experimentation, and prototyping of new ideas and solutions. Innovation spaces can include ideation rooms, makerspaces, hackathons, or digital platforms. Related terms: design thinking, agile methodology, open innovation.

### Integrated Facilities Management (IFM)

A holistic approach to managing an organization's facilities, assets, and services, by integrating people, processes, and technology. IFM aims to optimize efficiency, effectiveness, and sustainability, and to enhance user experience and satisfaction. Related terms: total facilities management, facility management outsourcing, strategic facilities management.

### Lean Management

A continuous improvement approach that focuses on eliminating waste, reducing variability, and increasing value for customers, by using visual management, standardization, and continuous feedback. Lean management aims to create a culture of excellence, engagement, and empowerment. Related terms: Six Sigma, Kaizen, 5S.

### New Ways of Working (NWOW)

A set of emerging trends and practices related to the changing nature of work, workforce, and workplace, such as activity-based working, agile working, remote work, and flexible workspaces. NWOW aims to improve productivity, creativity, and well-being, by focusing on people, culture, and technology. Related terms: future of work, digital transformation, workplace strategy.

### Organizational Culture

The shared values, beliefs, attitudes, and behaviors that characterize an organization and its members. Organizational culture can influence employee engagement, satisfaction, and performance, and it can be shaped by leadership, communication, and reward systems. Related terms: social capital, community building, change management.

### Performance Measurement

The process of quantifying and evaluating the outcomes, outputs, and impacts of facilities, services, or processes, by using indicators, metrics, and benchmarks. Performance measurement aims to improve accountability, transparency, and continuous improvement. Related terms: balanced scorecard, key performance indicators, return on investment.

### Remote Work

A work arrangement that allows employees to perform their duties from a location outside the traditional office, such as home, a coffee shop, or a co-working space. Remote work can provide flexibility, autonomy, and work-life balance, but it can also create challenges in terms of communication, collaboration, and well-being. Related terms: flexible workspaces, activity-based working, agile working.

### Residential Design

A design approach that combines residential and commercial elements, to create comfortable, homely, and inviting workspaces that support well-being, creativity, and collaboration. Residential design can include features such as sofas, rugs, plants, and natural materials. Related terms: biophilic design, activity-based working, agile working.

### Sensors and IoT

The use of sensors, devices, and networks that enable the collection, communication, and analysis of data about the built environment, such as occupancy, temperature, lighting, or air quality. Sensors and IoT can support workplace strategy, facility management, and user experience. Related terms: building automation, building information modeling, predictive maintenance.

### Service Design

The process of designing and managing services that meet or exceed the needs, expectations, and preferences of users, by using a user-centered, co-creative

Activity-based Working (ABW): A workplace strategy that provides a variety of work settings to support different tasks and activities. It allows employees to choose the most appropriate place to work based on the task they are performing.

Agile Working: A flexible work arrangement that enables employees to work from different locations, including home, office, or on the move, and at different times, as long as the work gets done. It emphasizes

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collaboration, communication, and productivity.

**Biophilic Design:** An architectural and interior design approach that seeks to connect people with nature by incorporating natural elements, such as plants, water, and natural light, into the built environment.

**Change Management:** A structured approach to transitioning individuals, teams, and organizations from a current state to a desired state. It involves planning, communication, training, and support to ensure a successful transition.

**Circular Economy:** An economic system that aims to eliminate waste and the continual use of resources. It involves designing products and systems to be regenerative, repairable, and recyclable.

**Co-creation:** A collaborative approach to designing and implementing workplace strategies that involves stakeholders from different parts of the organization. It aims to create a shared understanding and ownership of the strategy.

**Cognitive Load:** The amount of mental effort required to process and remember information. A well-designed workplace can reduce cognitive load by providing clear signage, intuitive layouts, and a comfortable and distraction-free environment.

**Community Building:** The process of creating a sense of belonging and connection among people in a shared space. It involves facilitating social interactions, providing opportunities for collaboration and learning, and creating a welcoming and inclusive environment.

**Design Thinking:** A problem-solving approach that involves empathizing with users, defining the problem, ideating solutions, prototyping, and testing. It emphasizes creativity, iteration, and user feedback.

**Ergonomics:** The study of how people interact with their environment, particularly in the workplace. It involves designing equipment, tools, and workstations to fit the user's physical and cognitive abilities and needs.

**Flexible Workspace:** A workspace that can be adapted to different needs and activities. It may include movable furniture, partitions, and technology to support collaboration, concentration, and privacy.

**Human-centered Design:** An approach to design that focuses on the needs, preferences, and behaviors of people. It involves empathizing with users, prototyping, and testing solutions to ensure they meet user needs.

**Hot Desking:** A workspace strategy that involves sharing desks and workstations among multiple users. It is often used in conjunction with activity-based working and flexible working arrangements.

**Indoor Environmental Quality (IEQ):** The quality of the indoor environment, including air quality, temperature, lighting, and acoustics. A healthy IEQ can improve productivity, well-being, and job satisfaction.

**Integrated Facilities Management (IFM):** A holistic approach to managing facilities that involves

coordinating and optimizing all aspects of the built environment, including maintenance, operations, and service delivery.

**Internet of Things (IoT):** A network of interconnected devices, sensors, and systems that can communicate and exchange data over the internet. It can be used to monitor and control the built environment, including lighting, temperature, and air quality.

**Lean Management:** A continuous improvement approach that aims to eliminate waste and optimize processes. It involves identifying value streams, mapping processes, and implementing improvements based on data and feedback.

**Life Cycle Assessment (LCA):** An analytical method used to evaluate the environmental impact of a product or system throughout its entire life cycle, from raw material extraction to end-of-life disposal.

**Neuroarchitecture:** An interdisciplinary field that studies the impact of the built environment on the human brain and behavior. It involves applying neuroscientific principles to architectural and interior design.

**New Ways of Working (NWOW):** A workplace strategy that emphasizes flexibility, collaboration, and technology to support knowledge work. It involves rethinking traditional office layouts, work processes, and management practices.

**Occupancy Planning:** The process of analyzing and optimizing the use of space based on the needs and behaviors of occupants. It involves collecting data on space utilization, work patterns, and preferences to inform design and management decisions.

**Performance Measurement:** The process of evaluating the effectiveness and efficiency of workplace strategies and designs based on predefined metrics. It involves collecting and analyzing data on user satisfaction, productivity, well-being, and cost.

**Physical Distancing:** The practice of maintaining a safe distance between people to prevent the spread of infectious diseases. It involves reconfiguring workspaces, reducing occupancy density, and implementing hygiene measures.

**Place Making:** The process of creating spaces that reflect the identity, culture, and values of the people who use them. It involves designing for social interaction, community building, and user engagement.

**Residential Design:** A design style that combines residential and commercial elements to create a comfortable and homelike workplace environment. It involves using residential furniture, textiles, and decor to create a welcoming and relaxed atmosphere.

**Sensors and Beacons:** Devices that can detect and track the presence and behavior of people and objects in a space. They can be used to optimize space utilization, energy efficiency, and user experience.

**Service Design:** A design approach that focuses on creating seamless and user-centered service experiences. It involves mapping user journeys, prototyping services, and implementing improvements based on user feedback.

**Smart Building:** A building that uses technology to optimize its performance, efficiency, and user experience. It involves integrating sensors, automation systems, and data analytics to monitor and control the built environment.

**Sustainability:** The practice of meeting the needs of the present without compromising the ability of future generations to meet their own needs. It involves considering environmental, social, and economic factors in decision-making.

**Universal Design:** An approach to design that aims to create products and environments that are accessible and usable by all people, regardless of age, ability, or culture. It involves considering the full range of human diversity in the design process.

**User Experience (UX):** The overall experience of a person using a product, service, or environment. It involves considering the physical, cognitive, and emotional aspects of the user's interaction with the system.

**Virtual Reality (VR):** A simulated environment that can be experienced through a headset or other device. It can be used to prototype and test workplace designs, train employees, and enhance collaboration.

**Well-being:** A state of physical, mental, and social well-being that enables people to realize their potential, cope with stress, and contribute to their community. It involves considering the physical, psychological, and social factors that influence health and happiness.

**Workplace Strategy:** A long-term plan that aligns the physical workspace with the organization's business objectives, culture, and work processes. It involves analyzing the needs and behaviors of employees, designing flexible and adaptable spaces, and implementing change management processes.

**Workspace Utilization:** The measurement of how space is used over time, based on occupancy, activity, and behavior. It involves collecting data on space utilization, analyzing trends and patterns, and making informed decisions about space planning and management.