

Office Design Guide

Doyle + Partners

D +
P



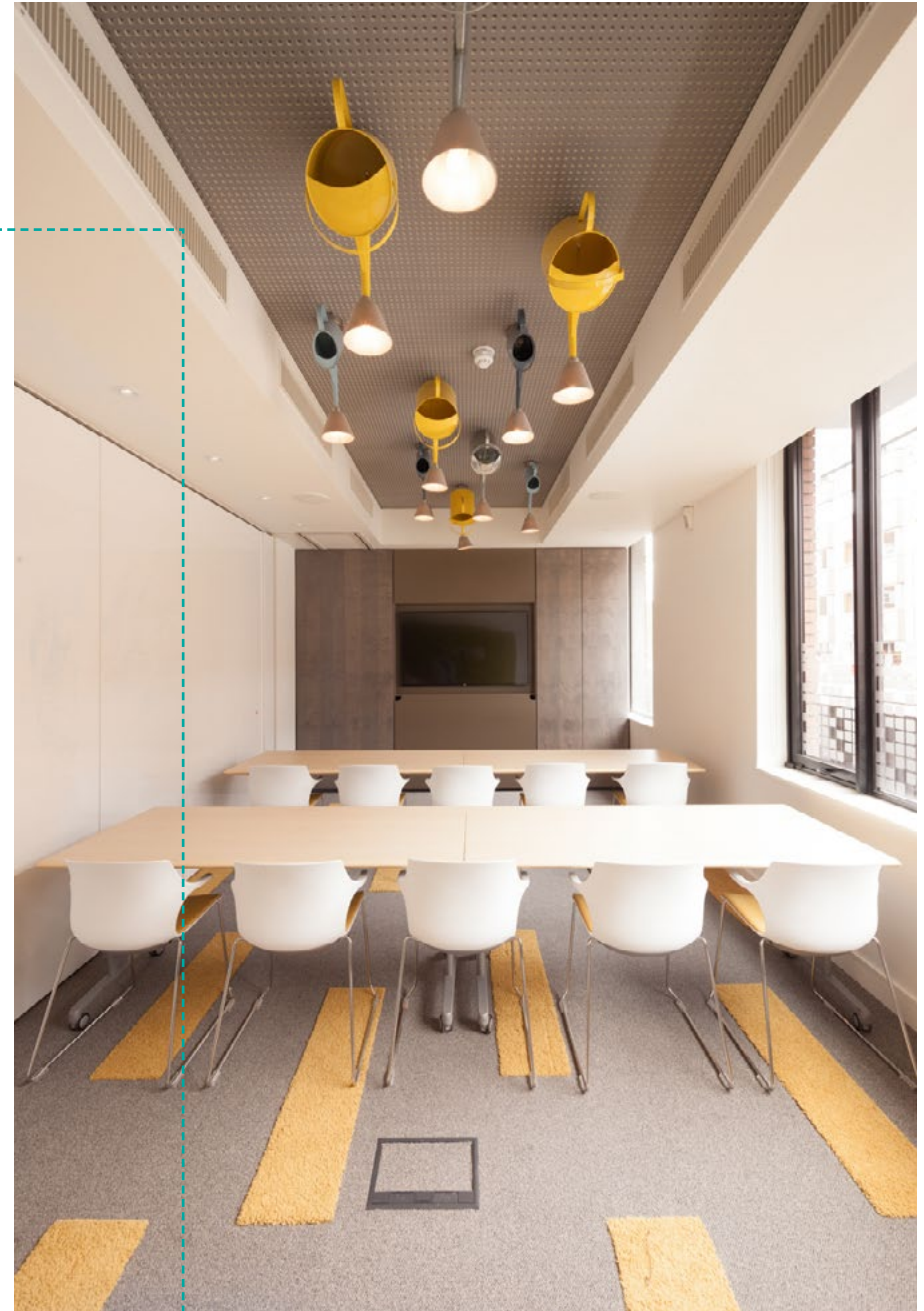
Foreword

Smart organisations understand that their primary goal is to enhance the performance of their people. In a knowledge work economy, people are the engine that keep companies growing, adapting and improving.

Not surprisingly, thoughtful workplace design can be a powerful tool for supporting employee performance. And a collateral benefit is that what typically supports productivity also enhances employee health and wellness – it's all interrelated.

Six fundamental design elements can positively impact the workplace environment and support the work being done:

Thermal Comfort and Temperature, Access to Nature and Views, Colour, Noise Control, Crowding and Choice.



Liferay HQ, Dublin
D + P Services: Architecture, Interior Design,
Graphics/Branding, Furniture Design

Thermal Comfort and Temperature

Thermal comfort is created through the right combination of temperature, airflow and humidity. A combination of these elements is required for physical comfort in the workplace. When you hear people complaining about temperature in the workplace, chances are that airflow and humidity are part of the reason.

Workplace Strategies

- Consider underfloor air, which provides individual control of air flow.
- Provide zoned temperature controls or, if possible, individual controls in each enclosed space (offices, conference rooms etc.)
- Provide operable windows or operable window coverings to maximize sunlight, airflow and temperature control.
- The ideal temperature in office environments is 70.88 degrees Fahrenheit (21.6 degrees Celsius) with a 1-2 percent decrease in performance for every 1.8 degree F (1 degree C) above or below.
- Slightly lower temperatures are associated with higher accuracy on simulated tasks and reduced sick leave.
- Personal control over ambient conditions, especially temperature, increases productivity. One research study tracked workers in an insurance company as they moved to a new building with advanced thermal controls in their workstations. The study found that productivity increases of 2.8 percent could be attributed to the new workstations.

Access to Nature – Views and Daylight

People generally prefer to be surrounded by nature, which provides endless sources of variation and sensory change. The instinctive bond between humans and other living systems, often called Biophilia, is important to replicate in interior environments. It is also beneficial for people to spend time outside, even for limited time, during the day.

Workplace Strategies

- Organise the floor plate to maximise natural light penetration onto the floor. For example, place enclosed spaces around the core of the building and open spaces at the perimeter where windows are located.
- Use glass where visual privacy is not required.
- Give preference of “nice views” to shared spaces.
- Provide outdoor areas for use by employees. Encourage employees to go outside for breaks, even if just for a few minutes.
- Daylight helps people regulate circadian rhythms, the daily cycles of waking and sleeping hours. When these rhythms are upset, people experience stress.
- The presence of daylight and windows, as well as opportunities for active and passive contact with nature, sensory change and variability, positively impact well-being.
- Given complete freedom, people want to be on a height looking down. They prefer open, savanna-like terrain with scattered trees and shrubs and they want to be near a body of water, such as a river or lake. They pay hefty prices to have these views.

Colour

How people perceive colour varies based on their culture and life experiences. However, there are some generalisations about how colour is likely to be perceived, either overtly or subliminally, in the workplace.

Workplace Strategies

- Use colour strategically to promote desired behaviours and feelings based on psychological reactions, not personal preference.
- Vary colour use through the workplace. Use it as a design technique to identify circulation or the changing character of space.
- Use lighter colour to help reflect light through the space and increase the amount of natural light. (See “Access to Nature, Views and Daylight”)
- Brighter colours (reds, as well as blues and greens) are associated with higher focus and task accuracy.

Blue is calming and cooling, promoting mental control and clear, creative thinking.

Red enhances feelings of strength and energy; it is associated with vitality and ambition.

Pink lessens feelings of irritation, aggression, loneliness, discouragement and burden.

Yellow makes people feel clear-headed and alert, allowing for clear thinking for decision making.

Orange helps ease emotions and boost self-esteem. It creates enthusiasm for life.

Noise Control

The U.S. General Services Administration recently published a comprehensive guide to acoustics in the workplace. In it, they state, “Office acoustics is a key contributor to work performances and wellbeing in the workplace. The ability to find quiet times and places is essential to support complex knowledge work, while the ability to have planes or spontaneous interactions without disturbing others is necessary for team work and relationship development. Having speech privacy is necessary for confidential interactions and work processes. ‘Acoustical comfort’ is achieved when the workplace provides appropriate acoustical support for interaction, confidentiality and concentrative work.”

Noise is an issue in most workplace environments. Interestingly, it can enable or disable productivity, depending on individual preferences and the type of work being done. The key is enabling people to control noise by providing access to a room with a door and acoustical separation when needed.

When employees have a degree of control over the noise in their environment, they are less distracted by it.



JLR Marshalls, Waterford
D + P Services: Architecture and Interior Design



Workplace Strategies

- Designers recommend three strategies for achieving a non-intrusive level of speech privacy. They include absorption (through acoustical ceiling, fabrics and carpet), blocking (through furniture system, panels walls partitions and screens; and covering (sound masking). To achieve the desired result, all three strategies must be integrated.
- Try to separate energetic, centralised and noisy spaces from quiet areas. Create opportunities for people to come together without disturbing colleagues.
- In open plan environments, ensure that people are sitting near those with similar work patterns or subjects of study.
- Consider a “virtual door” policy in which people sitting in an open workstation aren’t necessarily available to talk.
- Provide headsets to tune out noise.
- Define policies for employees to be able to reserve quiet space and collaboration space.

Perceived noise (discernible by the average human ear) is typically higher in open office environments but this depends on a space’s organisation, the materials and the nature of work being done.

Crowding

When people feel crowded they often feel stressed, which influences their satisfaction of the workplace. The perception of space and whether a person feels crowded varies greatly by cultural background, individual preferences and gender. The following rules of thumb are from Sally Augustin, an environmental psychologist and expert in how people perceive space.

Workplace Strategies

- Reduce the impact of “dense” space and the impact of seeing a significant number of people at once by orienting individual workspace openings such as workstation openings or desk positions in an office to minimize views into others’ workstations while seated.
- When possible, provide views to windows to reduce perception of crowding. This could be accomplished by moving circulation to the perimeter of the space and relocating fixed elements such as offices or conference rooms to the interior of the space.
- Lighter, brighter spaces, as well as rooms with high ceilings or those that have walls with mirrors, are perceived as less crowded.
- In the same conditions, men are more likely to feel crowded than women. Men have better peripheral vision than women and are more likely to perceive others in the same space.
- People who work in high-rise buildings feel more crowded than people who do not. This effect is reduced for people who reside on the upper stories in tall buildings, likely because they have better views and access to daylight.
- The perception of crowding can be reduced through the use of furniture, plants, decorative elements or pillars. These objects prevent people from feeling crowded or distracted.

Choice

Today’s knowledge work requires high levels of concentration, collaboration and everything in between. Well-designed workplaces provide opportunities for both and allow individuals to choose when and how they use them.

Susan Cain’s book, ‘Quiet, The Power of Introverts’ has caused a not-so-quiet revolution from knowledge workers everywhere. She said in an interview, “A ‘best office’ is one that would give people a choice of how much stimulation is coming at them at any one time. I would create an office that has lots of nooks and crannies, lots of zones of privacy but also lots of zones where people can come together and schmooze and hang out. Another thing is that when people work on projects, there should be more of a tolerance for people working on their own. I think it’s okay to work on a team but within that team, the individual members need to be able to go off by themselves and do their own things and have a lot of autonomy and more privacy.”

Sally Augustin claims, “When we don’t feel in control of what happens to us in a place, we are stressed, discouraged and frustrated. Feeling in control is the key here; we don’t have to actually exercise control to reap psychological benefits.

Provide a variety of work settings in the right proportion to support a variety of work functions:

Focus Work: Provide quiet zones or spaces for concentrated work.

Collaboration: Emphasize small group collaboration and provide diverse settings (formal and informal).

Learning: Consider the workplace to be an educational environment that supports learning and mentoring by providing e-learning and in-person, one-on-one learning.

Socialising: Provide a variety of informal spaces that accommodate work and casual communication while fostering informal collaboration and innovation.

Provide Technology: headsets, sound masking and white noise – that allows workers to perform focused work when necessary.

Provide technology that allows workers to connect and collaborate more effectively in person and virtually. Consider a mix of teleconference, video conference, web conference, instant messaging, social media and other tools to enable different teams to communicate in the way they work most easily.



Liferay HQ, Dublin
D + P Services: Architecture, Interior Design
Graphics/Branding, Furniture Design

Focus: Individual work involving concentration and attention devoted to a particular task or project.

For decades, the office environment favoured focus work. Today, the ability to concentrate and devote uninterrupted effort to a particular task or project defines the focus work mode. This activity is characterized by thinking, reflecting, analysing, problem-solving, creating, imagining, reviewing, assessing and producing work. Studies at MIT and Harvard also show that workers can make leaps in productivity if they are granted protected distraction-free time to get their individual work done. Average companies spend 21% more of their time in focus work that top-performing companies even though they rank it less critical to their job performance.

Learn: Acquiring knowledge of a subject or skill through education or experience.

In a knowledge economy, a highly skilled and knowledgeable workforce is critical to business growth and success. Learning involves problem-solving, memorization, concept exploration and development, discovery and reflection, as well as the ability to integrate and apply the knowledge. Research finds that workers spend on average, 6% of their time in learning activities. Compared to average companies, top-performing companies rate learning as 80% more critical to job success and spend 40% more time in this work mode.

Socialise: Interactions that create trust, common bonds and values, collective identity, collegiality and productive relationships.

Socialising plays a critical role in fostering social networks, the infrastructure that moves knowledge through an organisation to create innovation. This work mode is characterised by interactions in the workplace that create common bonds and values, collective identity, collegiality and productive relationships. In the 21st century workplace, socialising creates and builds social capital and encourages the trust of colleagues. Research shows that workers spend, on average, 6% of their time in social activities. Socialising can no longer be considered a time-waster, as top-performing companies socialise 16% more than average companies. Further, they consider it almost three times more critical than average companies, the largest gap among all the work mode comparisons. In post-survey round tables, clients cite retention, communication and innovation as critical outcomes of this work mode. The social aspects of work are clearly becoming more critical to organisational performance.

Collaborate: Working with another person or group – in person, via technology or a combination of both – to achieve a goal.

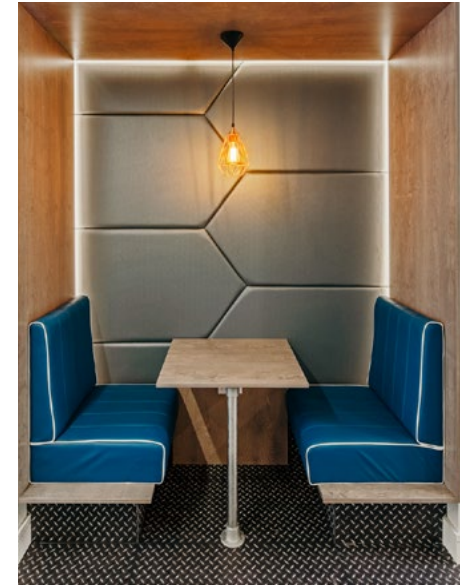


Lifera HQ, Dublin
D + P Services:
Architecture, Interior
Design, Graphics/
Branding, Furniture
Design

As work becomes more complex, it requires teams to get projects done. To work with another person or a group to achieve a specific business goal defines the collaborative work mode. This activity is characterised by working with others to plan, strategize, share knowledge and information, problem-solve, develop, innovate, create and produce as a team. Research shows that workers spend, on average, 32% of their time collaborating. Companies increasingly rely on collaboration and team-based organisational structures to contend with the growing complexity and faster pace of the business environment. Collaboration can also result in increased productivity, innovation and the ability to respond more creatively to complex organisational challenges. Top companies not only collaborate more than average companies but consider collaboration more than twice as critical to job success.

–

The future workplace will be unlike anything we've seen before. A place that will balance spaces for people to engage in extended periods of uninterrupted focus work with an ability to seamlessly engage in informal, formal and virtual collaboration. Learning in all its forms – formal group, individually directed and passive observation – will flourish. Socialising will be encouraged and abundant.



Liferay HQ – Dublin
D + P Services: Architecture, Interior Design
Graphics/Branding, Furniture Design



Meet the Team

Philip Doyle – Owner/ Director, Head of Design and Construction

We are a professional, friendly, close-knit team passionate about Retail, Hospitality and Office Design. We have complementary skills to bring a fully integrated package to our business clients.

Philip is founder and director of the practice with over 12 years experience. He has always been interested in design and construction. His father is a builder and he and his brothers used to work Saturdays and any holidays on construction sites all through school and college. This gave him a great understanding, from a young age, how a building is constructed. It also showed him how tough a building site can be on an icy winters morning. It instilled in him a passion for design and a wish to build projects and not just watch them being built by someone else.

A passionate sportsman Philip played hurling and football all his life and won a number of county titles for his club and an All-Ireland with his school. In the last few years he has taken up trail running and completed the 60k Mt Blanc (UMTB) race last year in France which was difficult but an amazing experience.

Some of our core values in the studio are; Thankfulness, Positivity, Hard Work, Happiness, Honesty, Success and a good work life balance. Life is too important to waste.
Eddie graduated from Dublin School of Architecture DIT Bolton

Eddie Phelan Architect /Partner MRIAI

Street in 2006. Prior to setting up practice, Eddie worked for a design driven practice in Waterford City working on complex new build and conservation projects that were acclaimed both at a national and international level. Eddie has experience of delivering a wide range of high-quality projects from inception to completion, managing all aspects of the project process.

David Merrigan Architect /Partner

David is a graduate of Dublin School of Architecture, DIT Bolton Street. He has extensive experience in Civic, Local government, Commercial and large scale residential projects. David was the project architect for the recently completed French Embassy and Consulate on Merrion Square, Dublin. This particular project involved a number of high specification elements, high levels of confidentiality, a large and complex design team based in Ireland and France and an extremely tight, 14 month time period from inception to completion.

Cybele Fermino Senior Architect

Cybele is an architect with five years professional experience working on various commercial buildings including Hotel and Office design projects, she has extensive skill in: Autodesk Revit Architecture and BIM. A Brazilian, Cybele has been living in Ireland for three years and brings further international experience to Doyle & Partners.

Krzysztof Galaszewski Senior Architect MRIAI

Krzysztof is an architect with 15 years professional experience working on various commercial buildings including hotel, schools and office design projects. He has concentrated his efforts on projects requiring unique problem-solving skills with specialisation in workplace and retail sectors and was an early adapter of Building Information Modelling or BIM. With his advanced skills and understanding of BIM technology, Krzysztof has been able to augment the implementation of LEED design principles in an effort to optimise the energy efficiency of a given project beginning at the early stages of design.

Shane Kelly Senior Architectural Technologist & Designer

Shane Kelly is the technical principal for D + P office. He has more than 15 years' experience in project coordination and architectural design, as well as the administration of projects. Shane is responsible for initiating, developing and monitoring methods of technical design, technical content, quality assurance and construction phase services to ensure a holistic, consistent approach to the delivery of technical design services.

Shane Walsh
Senior
Architectural
Technologist

Shane Walsh is an Architectural Technologist with over 10 years experience. Since graduating he has gained valuable experience in a wide range of sectors – residential, commercial, educational, health, industrial and pharma. Like all Doyle and Partners employees Shane also brings international experience to the company having worked on major projects in Canada, Belgium and the U.K. Shane is a certified Revit user and BIM enthusiast who sees the benefit of collaboration between the entire design team.

Eoin Bennett
Architect

Eoin joined the firm after moving back to Ireland from Italy where he graduated from the Politecnico di Milano after completing his MSc. Architecture, having previously completed both; BSc. Arch. & BSc. Arch Tech at Waterford Institute of Technology. He is a very talented designer with a keen eye for detail and unique understanding of spatial design. Having worked on various retail, commercial, equestrian and residential projects, he's quickly built up a diverse understanding and background in architectural design.

Matthew Keating
Part 2
Architect

Matthew graduated from Waterford School of Architecture in 2015. He has worked for a large range of industrial commercial and residential projects from inception to completion. Matthew has specialist skills in Revit and BIM and is responsible for developing feasibility studies for large scale residential projects using this skillset. Matthew is an exceptionally talented designer with a keen eye for detail.

Services we Offer

Architecture

D + P design solutions result from a collaborative process that encourages our multidisciplinary teams to research alternatives, share knowledge and imagine new ways to solve the challenges of our built environment. Our architecture responds to the needs and aspirations of our clients and communities. We give form and meaning to rooms, buildings and landscapes – always balancing internal functions with external demands of site, climate and culture.

Interior Design

We design interior spaces that improve collaboration, inspire occupants and attract the best employees. The interior design teams study a client's business drivers and culture and create space that helps them flourish. Great interior space has extraordinary effects on our wellness and productivity. D + P's design solutions use space, colour, materials, energy and light as tools to create healthy environments that enhance performance.

Graphics + Branding

Great brands connect. It takes a thoughtfully designed strategy to develop communication programs and branded environments that define, inspire and engage consumers.

Brand Design Service Areas:

Strategic Brand Development

Visual Identity & Communications Design

Environmental & Experiential Design

LEED

LEED, or Leadership in Energy and Environmental Design, is the most widely used green building rating system in the world. Available for virtually all building, community and home project types, LEED provides a framework to create healthy, highly efficient and cost-saving green buildings. LEED certification is a globally recognized symbol of sustainability achievement.

Adaptive Reuse Design Specialists

Adaptive Reuse—the art and design science of reinventing existing buildings — occupies a small but powerful niche within the larger world of commercial development. It's powerful because it gives clients a way into otherwise impenetrable urban centres.

New Service Available

Virtual Reality (VR)

We utilise virtual reality technology to explain the transformation of existing buildings and spaces to our clients and stakeholders. Creating immersive, three-dimensional, virtual models provides a time machine for our clients to travel to a hypothetical future version of their building.





JLR Marshalls, Waterford
D + P Services: Architecture
and Interior Design

Sources:
San Diego Source
Gensler
Hok

At Doyle & Partners our client list includes:

FANAGANS



Colourtrend



AUTOBOLAND



Nolan Transport



Contact:
Philip Doyle
087—3149563
philip@doyleandpartners.ie



Doyle + Partners are a leading design and architecture firm specializing in small to medium retail, corporate and hospitality sectors. Our expertise is based on regular independent research into the retail, corporate and hospitality marketplace.

D + P are a young design company, characterized by an entrepreneurial spirit, true team-work across a number of areas of expertise and new ways of approaching conventional tasks. We have an informal work environment where camaraderie and collegial support are highly valued, where ambition, very high morale and dedication to being the innovators of our field unify the staff.

Our firm is characterized by creativity, high energy and a unifying team spirit. Additionally, we are dedicated to creating and maintaining a workplace where we want to be. We continuously work at becoming better and better at what we do. We are a company in growth and over the last three years, we have worked intensely on the professionalization of our business.

Our client list includes: Volvo, Colourtrend, BMW, Audi, Nolan Transport, NVD, Jaguar, Wright Group, AutoBoland and Fanagans.

www.doyleandpartners.ie