**FACTS & FIGURES**

**CHALLENGES FOR THE WORKPLACE OF THE FUTURE**

**CHANGING WORKFORCE DEMOGRAPHICS**

- **Maturists** (pre-1945)
  - % in UK workforce: 3%
  - IT attitude: Largely disengaged
  - Communication preference: Face-to-face
  - Preference when making financial decisions: Face-to-face

- **Baby Boomers** (1945-1960)
  - % in UK workforce: 33%
  - IT attitude: Early IT adaptors
  - Communication preference: Face-to-face, but telephone or e-mail if required
  - Preference when making financial decisions: Face-to-face, but increasingly go online

- **Generation X** (1961-1980)
  - % in UK workforce: 35%
  - IT attitude: Digital Immigrants
  - Communication preference: Text messaging or e-mail
  - Preference when making financial decisions: Online and mobile

- **Generation Y** (1981-1995)
  - % in UK workforce: 29%
  - IT attitude: Digital Natives
  - Communication preference: Online and mobile (text messaging)
  - Preference when making financial decisions: Face-to-face

- **Generation Z** (Born after 1995)
  - IT attitude: "Technoholics" – entirely depended on IT
  - Communication preference: Text messaging or e-mail
  - Preference when making financial decisions: Solutions will be digitally crowd-sourced

**DIGITAL OVERLOAD / MASS COMMUNICATION**

- Typical mobile users check their phone 150 times per day.
- >300m e-mails in 1 minute worldwide.

**WORK-LIFE BALANCE**

- Millennials are coming into the workforce and driving the business design of the future.
- Gen-Y workers, whom we have largely pigeonholed as having an insatiable appetite for technology, are expressing both a desire for more human, face-to-face interaction and frustration with information and technology overload.

**FLEXIBILITY / MOBILITY**

- Residents: Roles are predominantly static; require a fixed place of work.
- Roamers: Come into Head Office for meetings; need facilities to work when on site, but not based there.
- Hoppers: Roles are highly agile; may be "based" at HQ, but do not need fixed locations.

**HOW DO YOU SEE PEOPLE WORKING IN THE FUTURE?**

- Fixed desk: 40%
- Different locations: 33%
- Fully mobile: 27%
STRONG RELATIONSHIP BETWEEN WORKPLACE DAYLIGHT EXPOSURE AND WORKER’S SLEEP, ACTIVITY AND QUALITY OF LIFE

Air quality strongly affects cognitive performance by 60% to 100%

CONNECTIVITY

EVOLUTION OF NUMBER OF CONNECTED DEVICES

In just 10 years, the number of connected devices or things will be have multiplied by four

50% increased space for collaborative and team work

The Economist, Intelligence Unit, 2014

90% are likely to invest in a standard office support/digital collaboration system

The Digital Office – Improving the way we work, AIIM, 2015

CAPACITY

49% desks in use at any one time

30% meeting rooms in use at any one time

Working Environment

Office layouts 1995 compared to 2014

Johnson Controls, 2011