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Executive Certificate in Workplace Strategy and Facilities Services

## Workplace Strategy Development

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Workplace Strategy Development is a critical area of study in the Executive Certificate in Workplace Strategy and Facilities Services. This field focuses on creating effective work environments that support organizational goals and employee well-being. Here are some key terms and vocabulary you need to know:

1. **Workplace Strategy:** A workplace strategy is a plan that aligns an organization's physical work environment with its business objectives, culture, and work processes. It considers how the workplace can support productivity, innovation, collaboration, and employee satisfaction.
2. **Activity-based Working (ABW):** ABW is a workplace strategy that provides employees with a choice of work settings that are tailored to the tasks they need to perform. It encourages mobility and flexibility, allowing employees to work in different areas of the office throughout the day.
3. **Agile Working:** Agile working is a flexible work arrangement that enables employees to work from any location, at any time, using any device. It emphasizes outcomes over inputs and encourages collaboration, innovation, and productivity.
4. **Change Management:** Change management is 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.
5. **Communication Plan:** A communication plan is a document that outlines how information will be communicated to stakeholders during a workplace change or transition. It includes the messaging, channels, frequency, and audience for each communication.
6. **Culture:** Culture refers to the shared values, beliefs, attitudes, and behaviors that define an organization. It influences how employees interact with each other and how work gets done.
7. **Design Thinking:** Design thinking is a problem-solving approach that emphasizes empathy, creativity, and experimentation. It involves understanding the needs and perspectives of users, generating ideas, prototyping solutions, and testing and refining those solutions.
8. **Facilities Management:** Facilities management is the practice of coordinating and maintaining the physical infrastructure of an organization, including buildings, equipment, and grounds. It involves managing services such as maintenance, security, and cleaning.
9. **Flexible Work Arrangements:** Flexible work arrangements are work schedules that allow employees to vary their start and end times, work part-time, or work from home. They can help employees balance work and personal responsibilities and improve job satisfaction.
10. **Human-centered Design:** Human-centered design is a problem-solving approach that puts people at the center of the design process. It involves understanding users' needs, motivations, and behaviors, and creating solutions that meet those needs in a user-friendly way.
11. **Impact Analysis:** An impact analysis is a study that assesses the potential effects of a workplace change or transition on employees, stakeholders, and the organization as a whole. It can help identify risks, opportunities, and mitigation strategies.
12. **Lean Principles:** Lean principles are a set of concepts and techniques for optimizing work processes and

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eliminating waste. They include continuous improvement, standardization, and automation.

13. Office Hoteling: Office hoteling is a workplace strategy that allows employees to reserve a workspace on an as-needed basis. It can help organizations reduce real estate costs and promote flexibility and mobility.

14. Organizational Development: Organizational development is a field of study that focuses on improving the effectiveness and health of organizations. It involves analyzing and diagnosing organizational problems, designing and implementing interventions, and evaluating outcomes.

15. Real Estate Strategy: A real estate strategy is a plan that aligns an organization's physical workspace with its business objectives, culture, and work processes. It considers factors such as location, size, layout, and design.

16. Space Planning: Space planning is the process of designing and arranging a workplace to meet the needs of employees and the organization. It involves analyzing work processes, workflow, and space utilization, and creating a layout that optimizes functionality, efficiency, and aesthetics.

17. Stakeholder Analysis: A stakeholder analysis is a study that identifies and evaluates the interests, influence, and impact of stakeholders in a workplace change or transition. It can help organizations build support, manage expectations, and mitigate risks.

18. User Experience (UX): User experience refers to the overall experience of using a product, service, or environment. It includes factors such as usability, accessibility,