

# Knowing results from workplace designs

How stories from unique workers help designers and  
managers

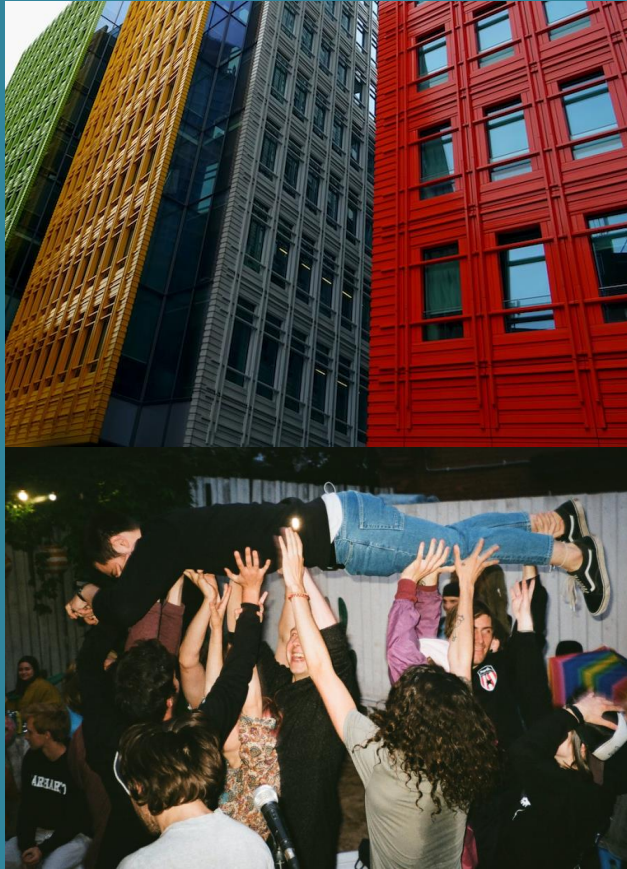


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**How well are  
Universal & inclusive design working?**



1. Where metrics are lacking, User Specific 'Inclusive' design can fail
2. How we can discover results
3. What might this look like?
4. How does our organisation make this happen?

Universal design is **one-size-fits-all.**

Inclusive design is **one-size- fits-one**

Treviranus

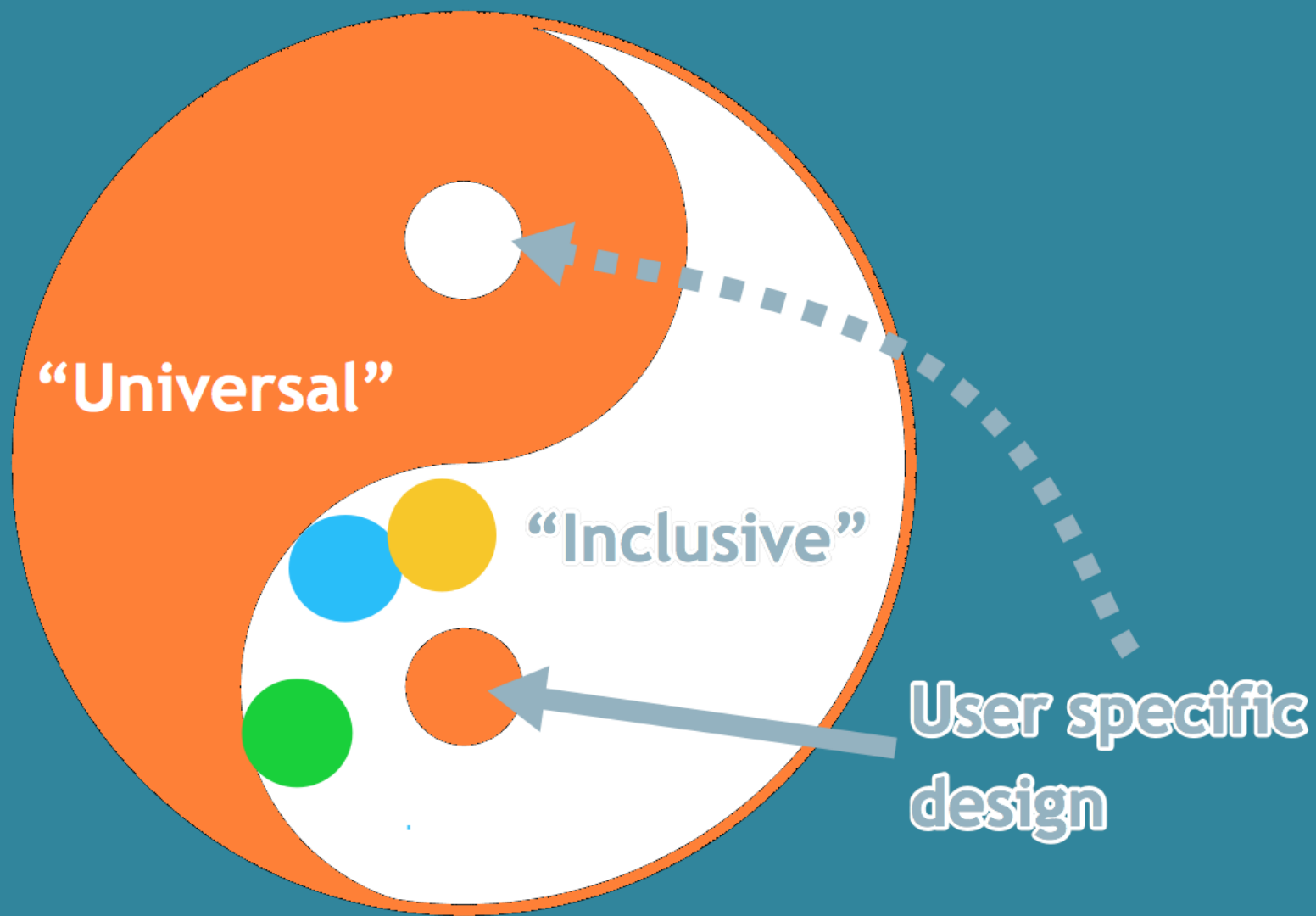
Inclusive design doesn't mean you're designing one thing for all people.

You're designing a diversity of ways to participate so that **everyone has a sense of belonging**




**Universal**

**Inclusive**







A middle-aged man with short grey hair, wearing a dark suit, white shirt, and patterned tie, is shown from the chest up. He has a serious, slightly concerned expression. The background is a modern office interior with large windows and white structural elements.

**Paul Harrington**  
Real Estate Director, PwC

Houston, we have a  
problem

There is good evidence agile work environments do not work for many autistic people- **believe me I gave it a red hot go and ended up requesting a fixed workstation** after about 8 months of trying to settle in a different spot each day.

ASD employee in consulting firm

<https://medium.com/@AshleaMcKay/supporting-workplace-diversity-speaking-from-experience-4fd437f1d897>



So silence –

**“no criticism since the move  
earlier this month”**

Does not mean NO issues

WHAT

SO WHAT

NOW WHAT



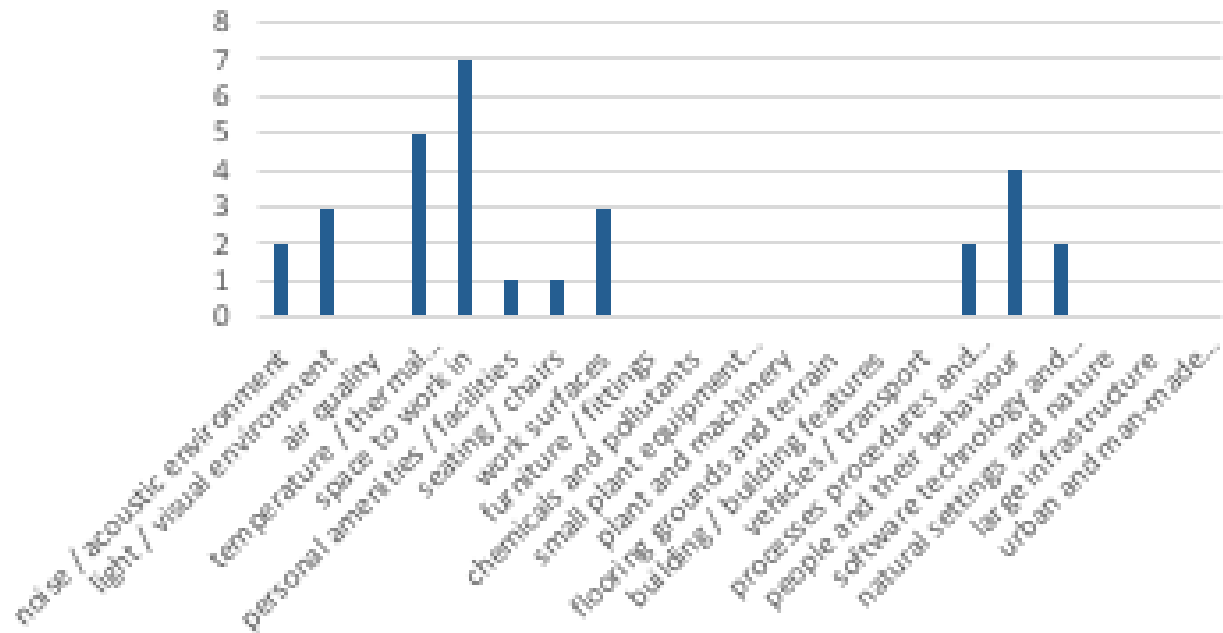
**Capture stories, analyse, design,  
manage**



I decided that after lunch I would go outside and work on my project to have a break from the lights. This is socially isolating but the best solution I could see.

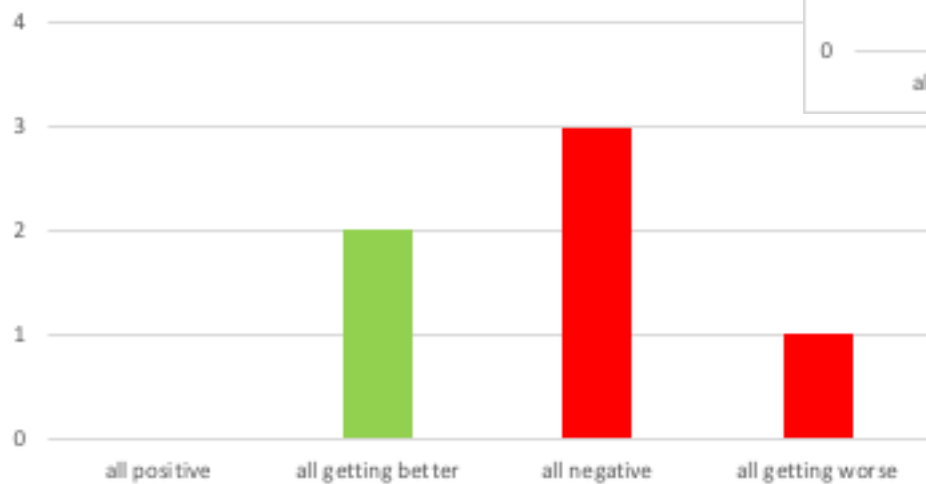
I start to feel tired, irritable and headachy and then I remember that I find these fluorescent lights particularly strong.

## Metrics on design

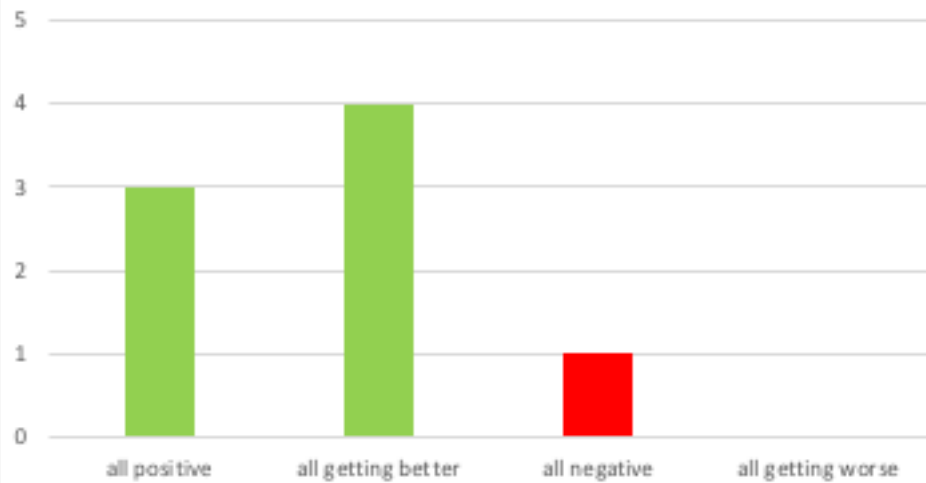




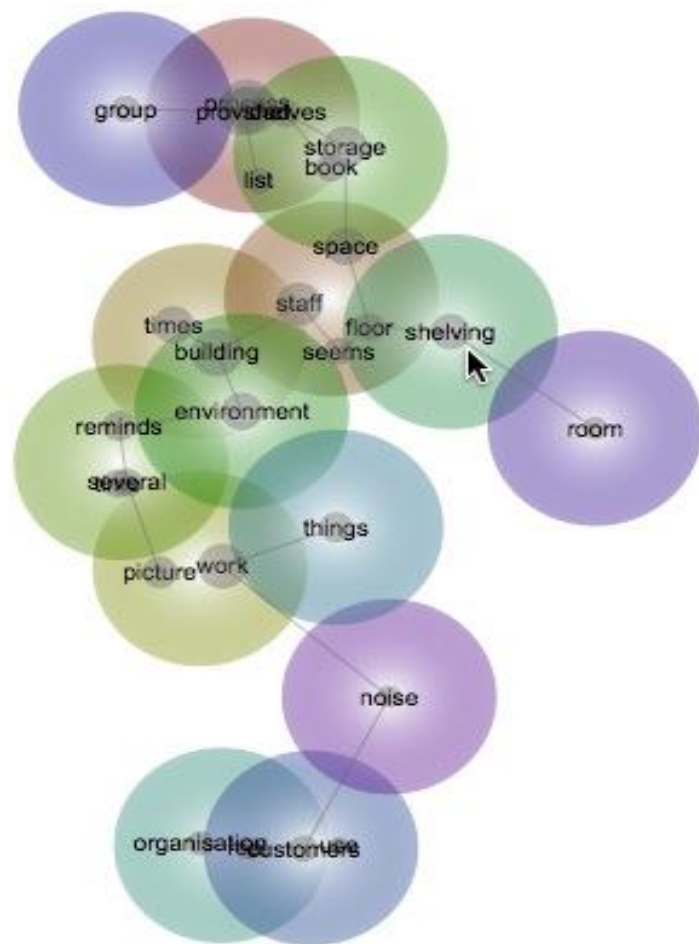
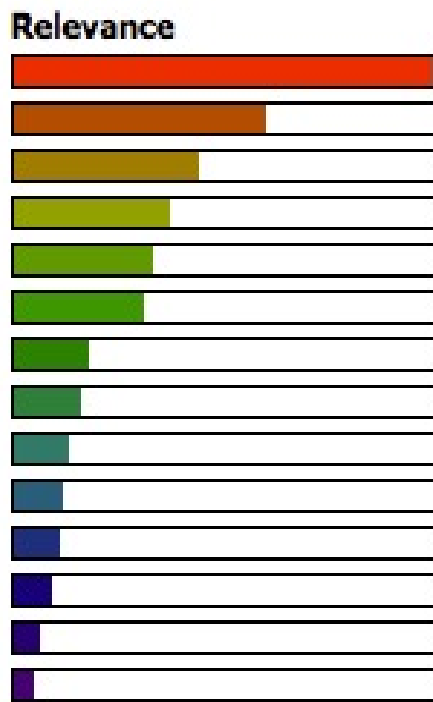
Fewer stories like these



More stories like these

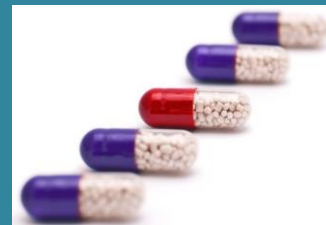


Theme	Connectivity
<a href="#">process</a>	100%
<a href="#">staff</a>	60%
<a href="#">building</a>	44%
<a href="#">work</a>	37%
<a href="#">reminds</a>	33%
<a href="#">storage</a>	31%
<a href="#">environment</a>	18%
<a href="#">shelving</a>	16%
<a href="#">organisation</a>	13%
<a href="#">things</a>	12%
<a href="#">customers</a>	11%
<a href="#">group</a>	09%
<a href="#">room</a>	06%
<a href="#">noise</a>	05%





"You take the blue pill - the story ends, you wake up in your bed and believe whatever you want to believe. You take the red pill - you stay in Wonderland and I show you how deep the rabbit-hole goes "





**Metrics to essential to effective  
design & transitions**