



**rhino**  
INTERIORS GROUP

# Workplace Consultancy

# Contents

## Are you getting the best from your People and Place?

This guide will help you remove the guesswork and empower your talent with a workspace that is optimised for your business. Learn more about how workplace consultancy can help your business and transform your ways of working.



**Introduction**

**What's included in workplace consultancy?**

**Advantages of workplace consultancy**

**Investing in your space**

**When to consider workplace consultancy?**

**Case studies**

**People & place**

**Our team**

**Create exceptional spaces**

# A deep dive into your organisation

Workplace consultancy is one of our most reliable tools for learning about your workspace but what exactly is it?

Workplace Consultancy is data gathering and planning - the difference between engineering a successful outcome and just hoping for one!

It examines present habits, issues and friction, makes sense of them in the context of your staff and industry; a programme of activity that allows us to assess the key components of your workplace - People, Place and Process.

The outcome of workplace consultancy is to develop a solid base to provide an evidence based design that enhances your working environment.



**Only 23% of employees are engaged at work...**

Globally, 30% of managers and 23% of employees are engaged. Only a few organisations are reaching higher levels of employee engagement and wellbeing.

# The advantages of workplace consultancy

Capturing data on the operational, emotional and functional aspects of your workplace will enable you to see what is working, and what isn't. From gaining valuable insights on how individual teams work to improving space efficiencies and reducing costs, workplace consultancy removes guesswork.

Depending on the type of office project you are planning, workplace consultancy can add value in a number of ways.

**Get in touch with one of our team to discuss your workplace strategy.**



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## What can workplace consultancy do for you?

Workplace consultancy provides an accurate look into your business and offers detailed analysis of your environment and how your people interact with it. Some of the key advantages include:

- **Increase space efficiency**
- **Add intelligence on teams**
- **Create financial savings**
- **Help understand your space**
- **Provide data-backed facts**
- **Improve attrition**

# What's included in a workplace consultancy

A workplace consultancy process is made up of a variety of different activities that help to determine how the workspaces in your office, and the people within it, are performing.

To ensure that your workplace is functional, efficient and supportive for your people, different workplace consultancy activities can help provide valuable insights by looking internally to understand how business environments are being used on a daily basis and where the inefficiencies are.

The process of workplace consultancy itself is to create a picture and develop an understanding of how the workplace can support enhanced experience, utilisation and in turn, productivity.

## Activity types

When you begin a workplace consultancy, there will be a number of activities available to you. The goal of these activities is to assess behaviours and utilisation levels to reveal issues and friction which will help to generate a better understanding of the DNA of your organisation. Activities include:



**Client Brief Meetings**



**Observation studies**



**Workshops**



**Smart Sensors & Badge Data**



**Data analysis**



**Report & feedback**

# When to consider workplace consultancy?

As with any design project, the data gathering and planning takes place prior to a course of action being selected. It is the equivalent of the architect producing plans and calculations for a house extension; you wouldn't start without them. So it's important to allocate enough time to capture all the information required.

A full workplace consultancy comprises consultation with senior staff, workshops with teams, online surveys, and an occupancy survey of existing space to create a heatmap of usage patterns. Depending on which activities you opt for in the process, the time required can vary.

We recommend allowing **8-12 weeks** to complete the workplace consultancy process and allow for all data to be analysed.



## Who manages the process?

We manage the process to minimise disruption and can tailor the process to customise the amount of input (and therefore time) you and your team need to invest.

The workplace consultancy process is designed to capture a realistic snapshot of your business so naturally there is a requirement for some input from you and your staff for activities like workshops and surveys. Our team handles the heavy lifting, allowing you and your staff to focus on core responsibilities.

## Futureproofing your space

One of the common challenges around beginning a workplace consultancy is not having enough time.

In this instance, there is always the option to tailor the amount of activities undertaken to meet the required timeline. Sometimes referred to as a 'light touch', there are always options to develop a data-driven design brief for your workplace. The time you invest upfront pays dividends in the form of a workspace that works seamlessly for your team.

# Investing in your space

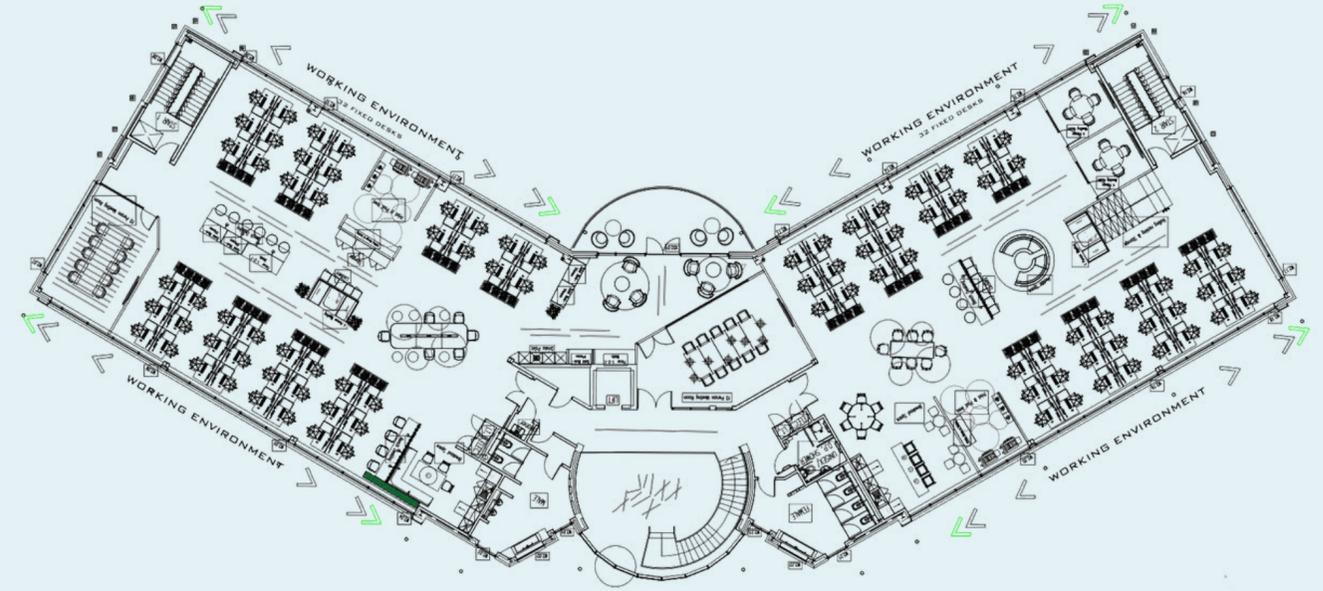
A full workplace consultancy study is an investment into your workplace. By developing a greater understanding of your workplace, you will be able to make decisions on how to reduce your real estate, improve space efficiency and shrink operational costs which can all help your business save money.

Through our People and Place studies, we can help clients forecast tangible cost savings by showing them how to improve the efficiency of their space. Workplace consultancy doesn't just focus on the look and feel of the space - it is the blueprint for enhancing workflow and improving business performance which correlates to a financial saving.



To put costs into perspective, a £250,000 investment in a 5,000 sq ft office equates to just £50 per sq ft per year over a decade.

Before



After



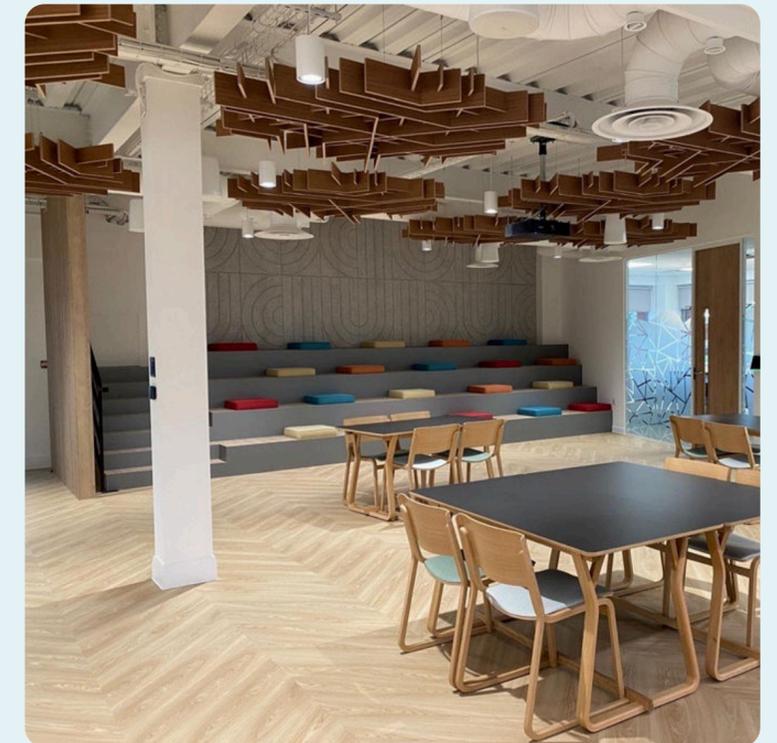
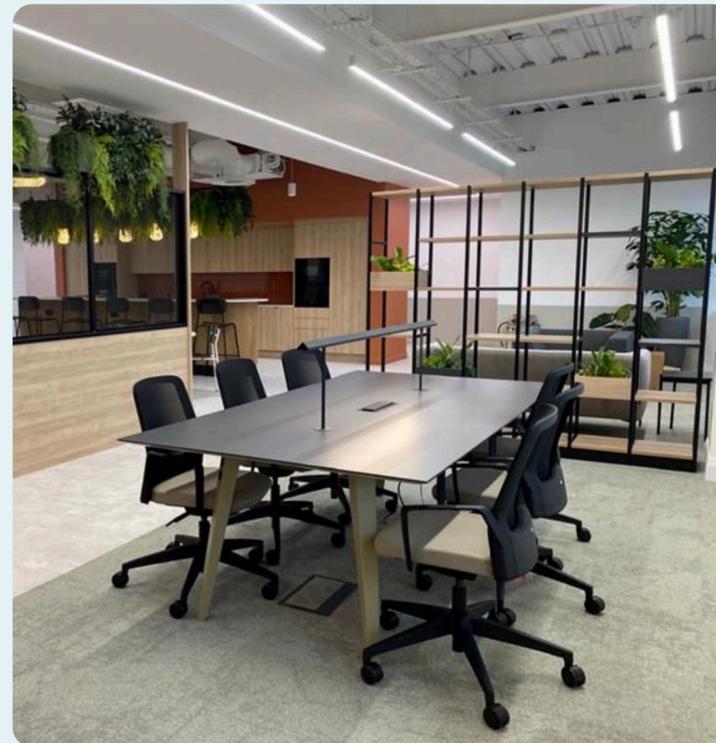
# Case Studies

# Emerson

**Emersons' office was struggling with outdated design, poor lighting, and mismatched furniture, making the space feel uninspiring. Noise distractions in the open-plan layout led staff to seek out meeting rooms for focused work, while inconsistent work-from-home policies created tension between teams.**

To create a more dynamic and functional workplace, we introduced a shared space strategy with no fixed desks, complemented by bookable "hot offices" for private work. Silent and semi-private areas were integrated to reduce distractions, while personal lockers ensured staff had dedicated storage. Meeting spaces were reimagined to include stand-up areas and informal high-back booths, encouraging more flexible collaboration. A large, multi-use breakout area provided a social hub for lunch and an additional workspace throughout the day. Team "neighborhoods" were retained for synergy and specialized needs, while a clearly defined work-from-home policy ensured consistency across departments.

<b>Location</b>	Leicester
<b>Type of Project</b>	Office Design & Build
<b>Size</b>	24,000 sq ft
<b>Client Sector</b>	Engineering
<b>Timescale</b>	16 weeks
<b>Value</b>	£2,300,000



# Case Studies

## Lodders

**Lodders Solicitors, a law firm on a growth trajectory, had successfully expanded from a local practice to a significant regional player. As they grew, their main office space was no longer supporting them the requirements of their people.**

Following a shift in their working habits, Lodders required a new workplace strategy to help them adapt to the hybrid working era. Through a People & Place Study, we delivered a thoughtful solution that added more flexibility into their environment. We reimagined their meeting spaces and reduced the provision of rigid working areas to allow the workspace to become more adaptable. Our strategy repositioned the office and introduced new touchdown spaces and flexible meeting areas to improve space utilisation and flow.

<b>Location</b>	Birmingham
<b>Type of Project</b>	Design & Build, Workplace Consultancy
<b>Size</b>	6,500 sq ft
<b>Client Sector</b>	Legal
<b>Timescale</b>	6 weeks
<b>Value</b>	£450,000



# Case Studies

## MPac

Mpac wanted a new workspace that would reflect their brand identity but also enable them to support a shift towards more collaborative ways of working. With rapid growth on the horizon, they needed a flexible, future-proof environment to attract and retain top talent.

The project faced some unique challenges, including the need to redesign while the client's operations continued in the space. Additionally, the balance between creating open spaces for collaboration and ensuring sufficient privacy for focused work required careful planning. Accommodating the client's sustainability goals while managing budget constraints added complexity, but through strategic material sourcing and innovative design solutions, these goals were successfully met.

<b>Location</b>	Tadcaster
<b>Type of Project</b>	Cat B Design & Build, Workplace Consultancy
<b>Size</b>	10,000 sq ft
<b>Client Sector</b>	Manufacturing
<b>Timescale</b>	18 weeks
<b>Value</b>	£700,000



# People & Place

**Workplace Consultancy optimises the most successful outcome in any project. By helping you to truly understand the DNA of your business, we can form a vision for your workplace using fresh data and learnings specific to your ways of working.**

While there are usually many small benefits specific to the company or circumstances, we can generally point to a set of key benefits which underpin every workplace consultancy project.

benefits can be broadly grouped into the 3 areas of influence which the survey focuses on People, Process and Place; and each particular use case will find that the order of benefit is slightly different.

We engage with your teams to build a full understanding of any friction within your present operation resulting from the built environment or the way people interact; providing real-time evaluation of the challenges and aspirations within your organisation.

**When these 3 components harmonise, it means efficiencies have been found and friction has been removed.**



## Place

Workplace consultancy assesses space usage and identifies potential improved efficiencies, leading to better layouts and cost savings.

## Process

Knowing how the environment is creating friction points allows us to create places that are a pleasure to work in, fostering collaboration to improve performance.

## People

Our objective is to design workplaces which are so enjoyable to work in – they're such a magnet that the staff just can't keep away.

# Our Workplace Consultancy team

Our specialist team will work with you to create a robust People and Place study that will help inform your design brief, but will also underpin your workplace strategy.

Through close collaboration with your people, our workplace consultancy team will provide insightful data and feedback. Engagement with your leadership and staff across all levels of seniority is crucial to understanding the mechanics of your business.



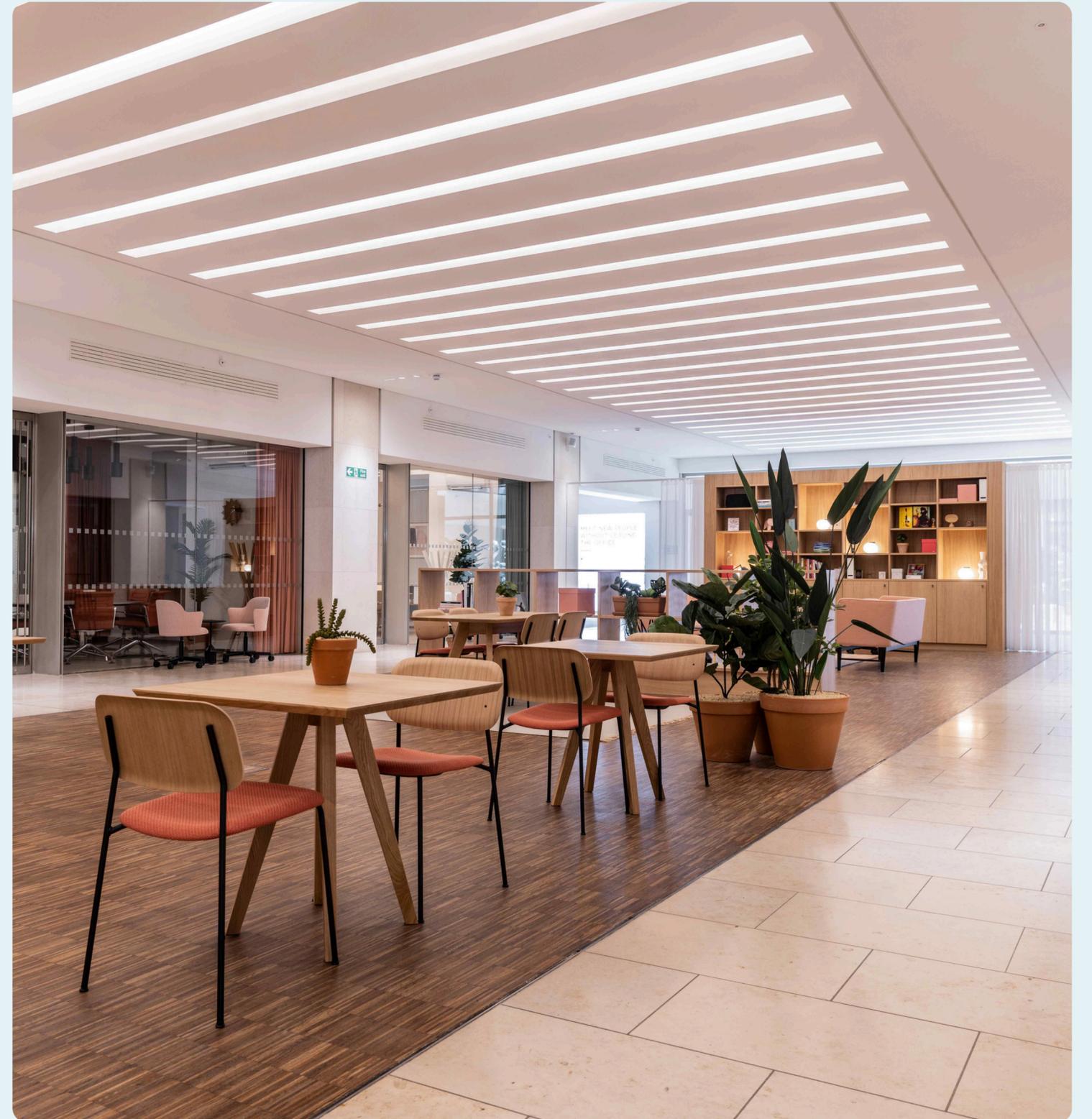
**Howard Barnes**



**Sue Coulson**



**Lois Adair**



# Creating Exceptional Spaces.

“Our focus is on creating strong connections and building partnerships that will last for many years to come.”



**Get in touch!**

**Sue Coulson**

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