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*Abstract tesi candidata al premio*



UNIVERSITÀ DEGLI STUDI DI MILANO  
Facoltà di Scienze Politiche, Economiche e Sociali

Master's degree in  
Management of Human Resources

Redesigning the Workspace after Covid-19  
A multidisciplinary approach

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## Abstract

When the Covid-19 pandemic invaded our cities and our lives, we had to get used to a new reality. The impact that the Covid-19 had on the world of work has been overwhelming: millions of people around the world forced to work from home, many closed activities and entire sectors experiencing a significant losses. Despite the negative consequences to our economy, the virus has become a catalyst of a change towards agile working modes that were already underway, accelerating digitisation processes and making people and organisations realise that working remotely is feasible and has many advantages. The changes that our society is undergoing have led to a fundamental re-examination of the approach to work: if it is possible to work effectively remotely, “*Do we still need an office?*” and if so, “*What kind of office do we need?*”. These are the two fundamental questions that we will try to answer to in the research.

Considering the change drivers toward a flexible way of working, the future is delineating as a Hybrid approach of Smart Working, the mix between work at a distance and work in the presence synthesising the best of the two experiences. A successful implementation is achieved only by maintaining a systemic multidisciplinary approach that includes people, technology and the workplace. In particular, the element of the physical environment has a fundamental role for people and organisations: it can positively influence employees’ performance and wellbeing, enhancing engagement and a sense of community at the company level. In this sense, the value of the office is to accommodate what people cannot do efficiently outside of the office, supporting their activities and facilitating collaboration and informal socialisation. To implement a functional office space, we based on the Activity Based Working model, and we outline a possible method for redesigning offices tailored to companies’ needs and features and accompany them in the workplace change management.