

The background of the slide is a grid of office windows. In the top row, a man in a blue shirt is visible in one of the windows, with a 'HELP' sign on the wall behind him. The text 'The Future of Wellbeing & Facilities Management' is overlaid in a large, light blue font.

The Future of Wellbeing & Facilities Management

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Visiting the zoo

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We are all one species,
but very different animals

Return to homogenous office

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What is wellbeing?

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“Health is a state of complete physical, mental and social **wellbeing** and not merely the absence of disease or infirmity.”

World Health Organization (1948)

“We use a broad definition of health that encompasses both physical and mental health, as well as **wellbeing**. This means we are not only interested in whether or not people are ill or have a health condition, but also in how healthy and well they are.”

Department of Health (2010)

What is wellbeing?

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Subjective (personal) wellbeing

How people think and feel about their own wellbeing, including:
life satisfaction (evaluation)
positive emotions (**hedonic**)
meaningful life (**eudemonic**)

Objective wellbeing

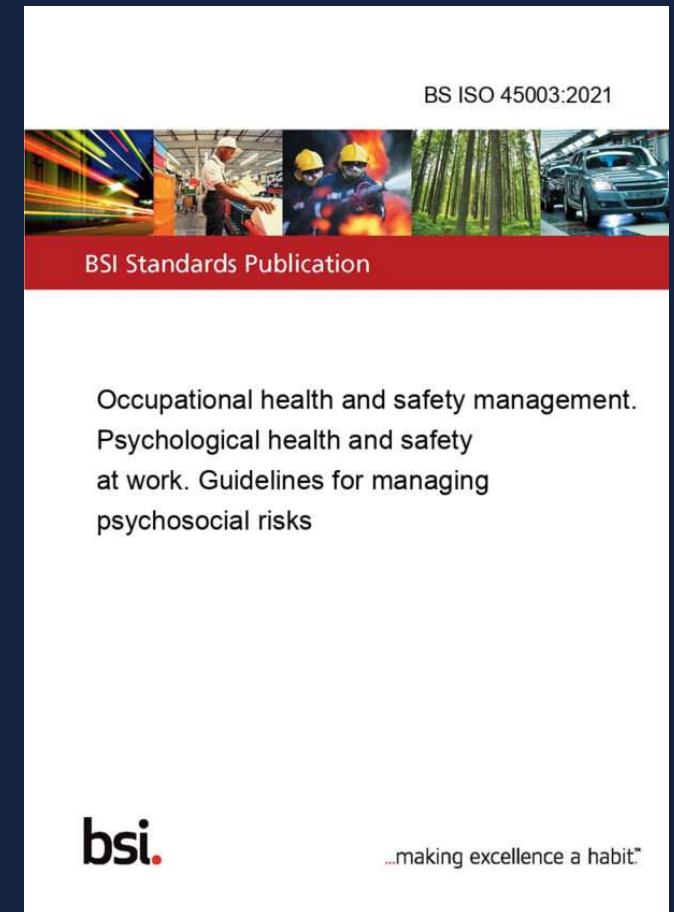
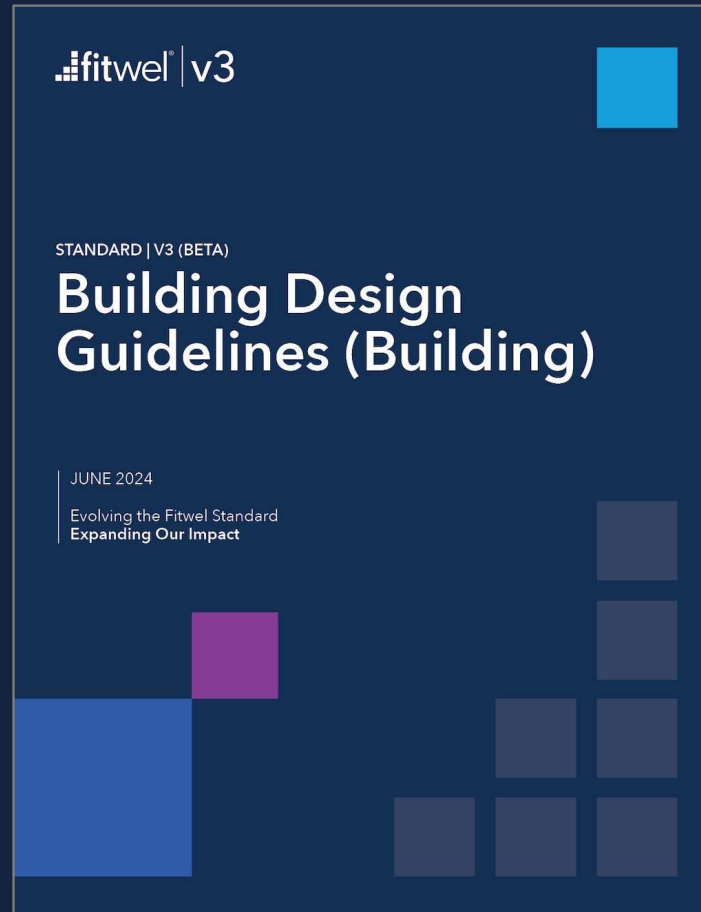
Objective wellbeing can be measured through self-report of health conditions or mortality rates and life expectancy etc.

“It requires that basic needs are met, that individuals have a **sense of purpose**, that they feel able to **achieve important personal goals** and participate in society.” DEFRA (2010)

“Creating an environment to promote a state of **contentment** which allows an employee to **flourish** and achieve their **full potential** for the benefit of themselves and their organisation.” CIPD (2007)

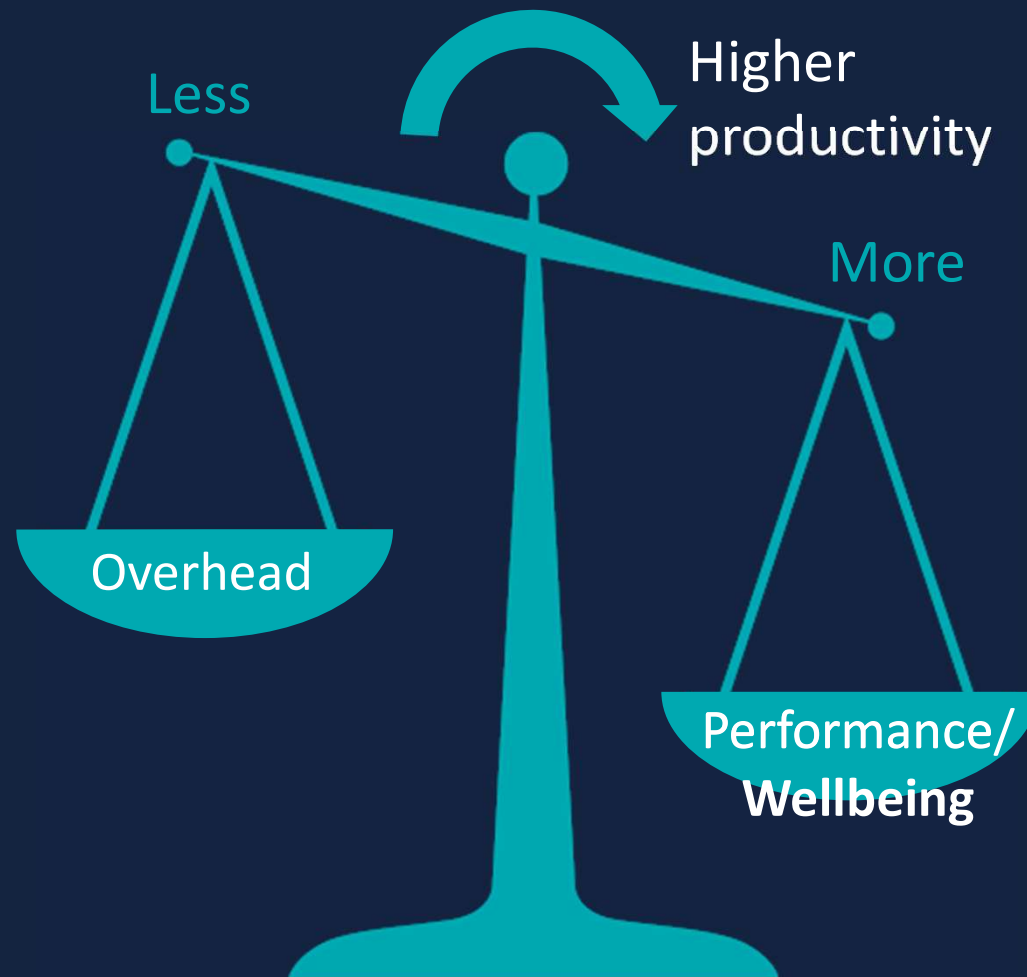
Best practice – Standards

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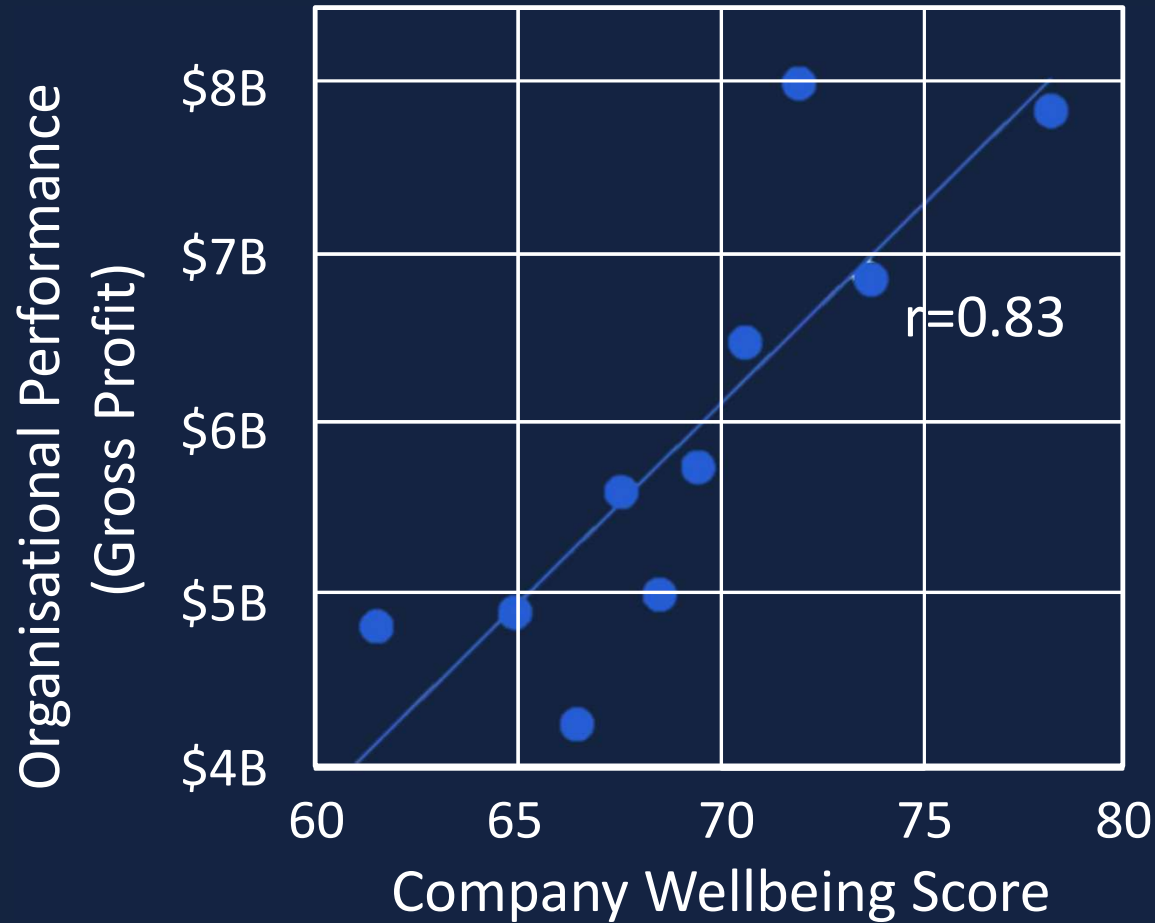
Productivity equation

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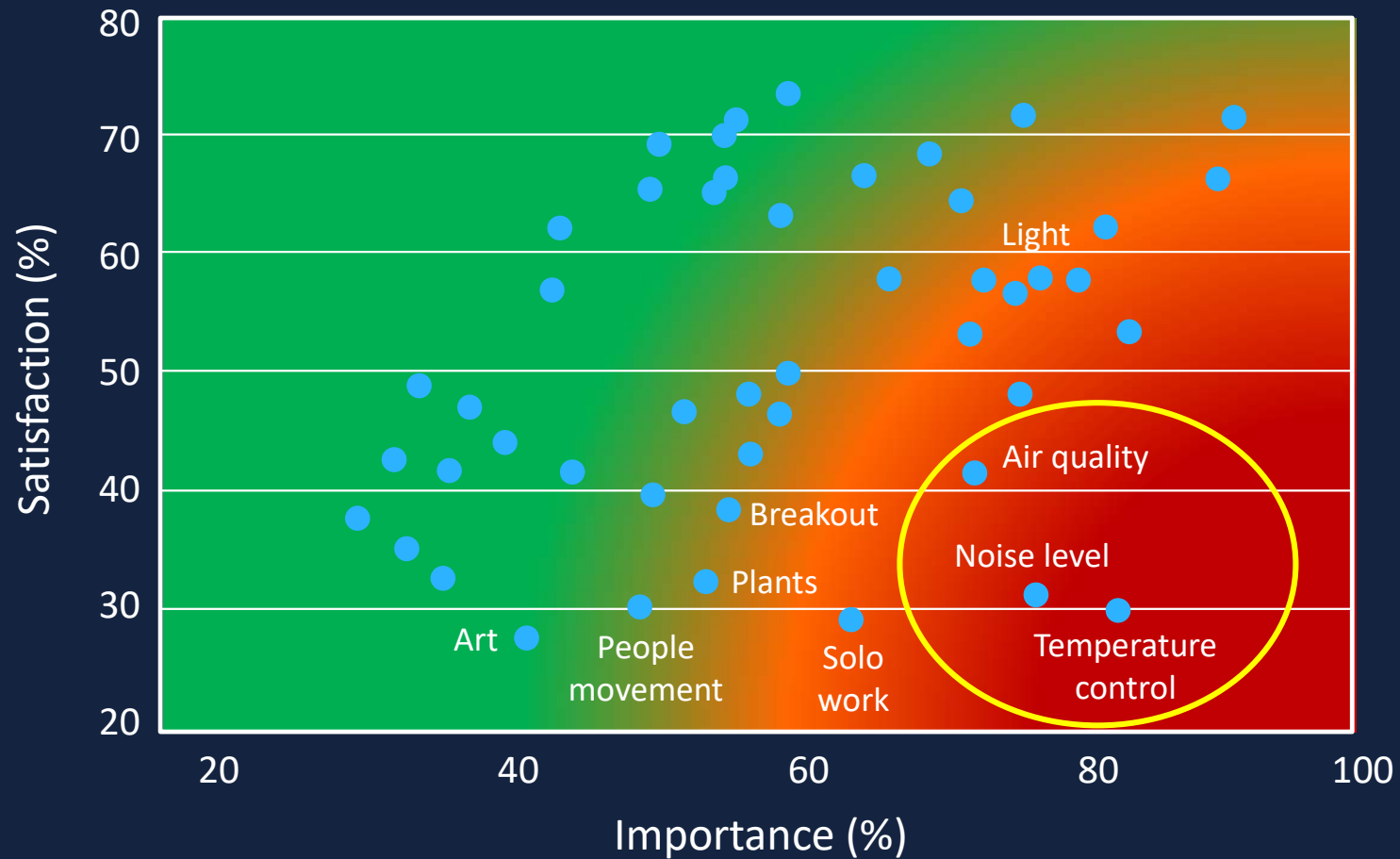
Wellbeing & performance

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Environmental satisfaction

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Derived from Leesman (2018), N = 401,362

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Design and task performance

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Lighting

Lower Upper

0.1-1.8%



Acoustics

1.2-6.7%



Temperature

0.1-1.8%



Ventilation/IAQ

0.1-2.0%



Control

Lower Upper

0.6-2.6%



Furniture

4.5-5.4%



Space

2.7-5.2%



Refurb/mixed

0.9-8.2%

Design impact on core metrics

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0.3-3.5% increased task performance



0.1-0.4% reduced absenteeism



0.3-4.5% reduced attrition & increased attraction



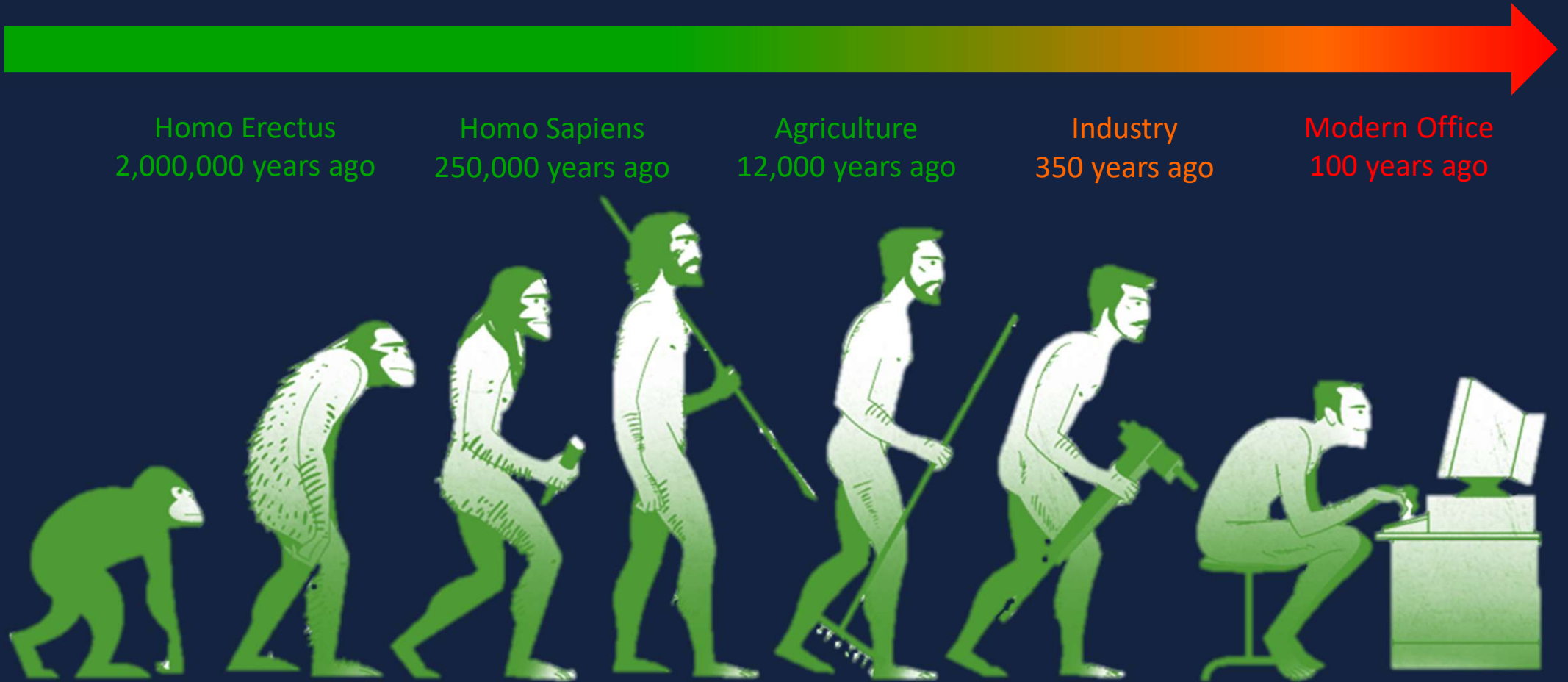
2.4-5.0% increased organisational performance



0.1-0.6% improved health & wellbeing

Evolutionary psychology

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Evolutionary psychology

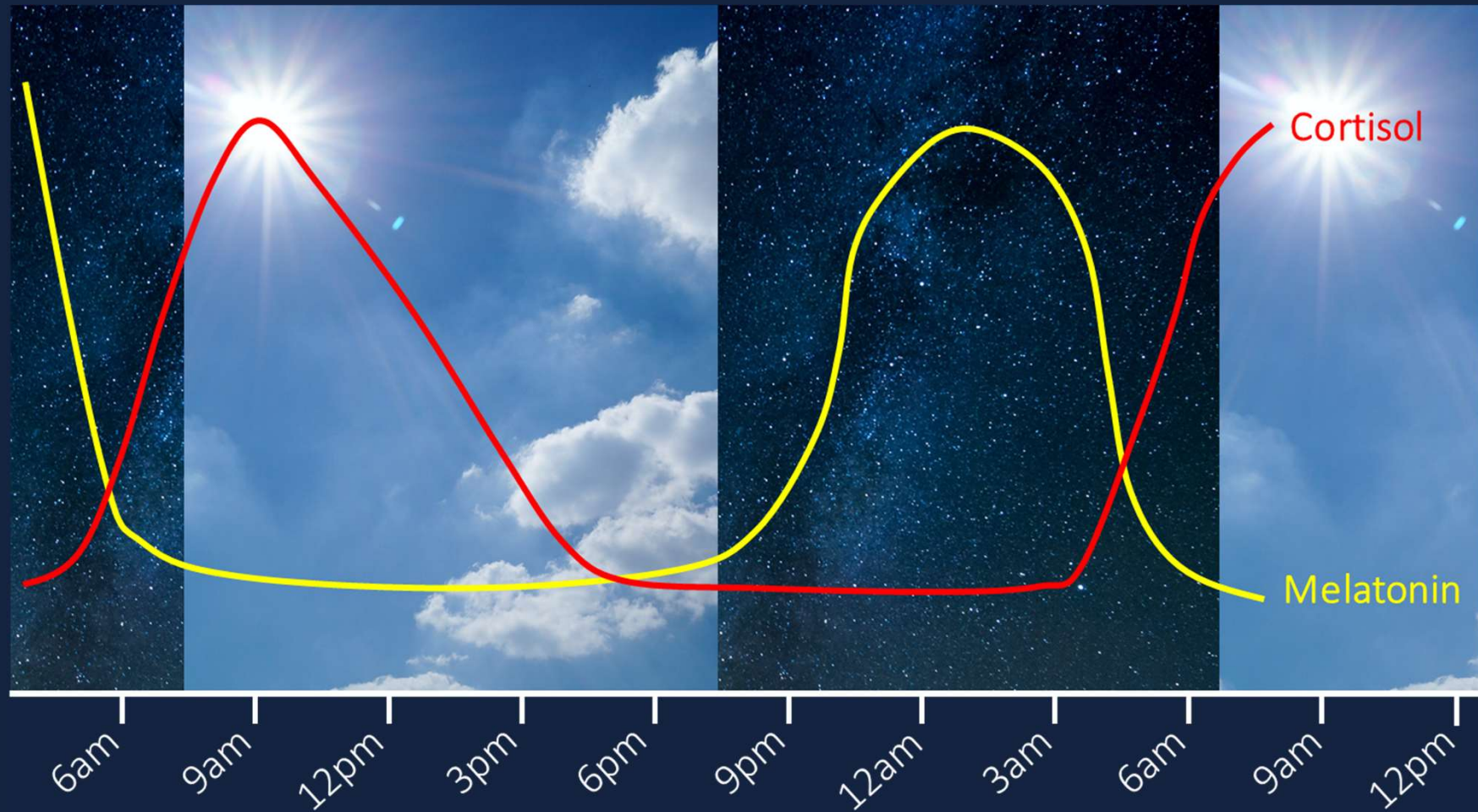
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- Daylight/vista
- Thermal variation
- Natural ventilation
- Sound level/scape
- Social
- Inquisitive
- Contemplative
- Nature/biophilia

Daylight

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Daylight

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Vista/refuge

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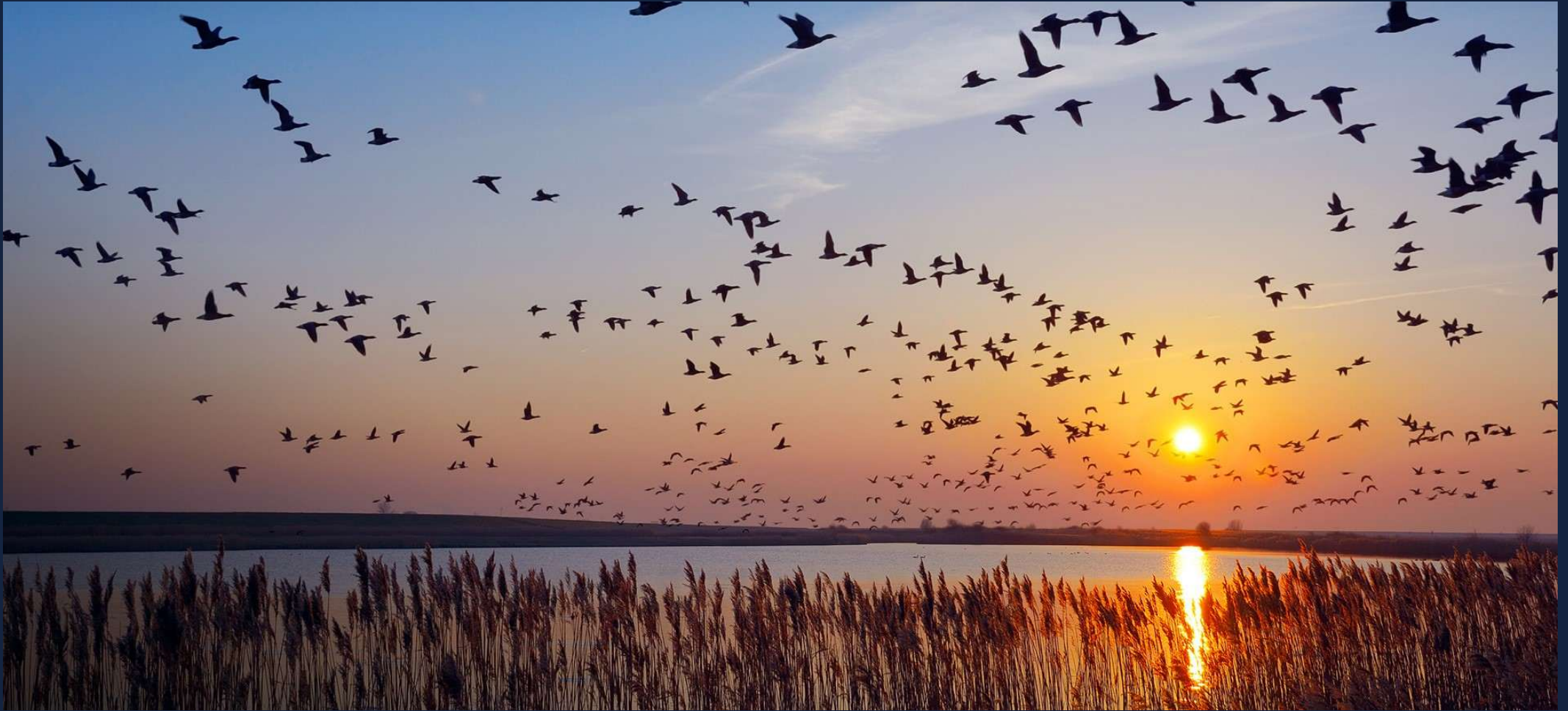
Thermal variation & nat vent

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Sound level/scape

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Social animals

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Inquisitive & contemplative

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Nature/biophilia?

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14 biophilic design elements

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Nature in the Space Patterns

-  Visual connection with nature
-  Non-visual connection with Nature
-  Non-rhythmic sensory stimuli
-  Thermal & airflow variability
-  Presence of water
-  Dynamic/diffused light
-  Connection with natural systems

Natural Analogues Patterns

-  Biomorphic forms & patterns
-  Material connection with nature
-  Complexity & order

Nature of the Space Patterns

-  Prospect
-  Refuge
-  Mystery
-  Risk/Peril

Not
just
plants



Biophilic design

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Plants
Water feature
Daylight
Natural materials
Visual connection
Prospect
Refuge/privacy

Courtesy of Bill Browning, Terrapin Bright Green

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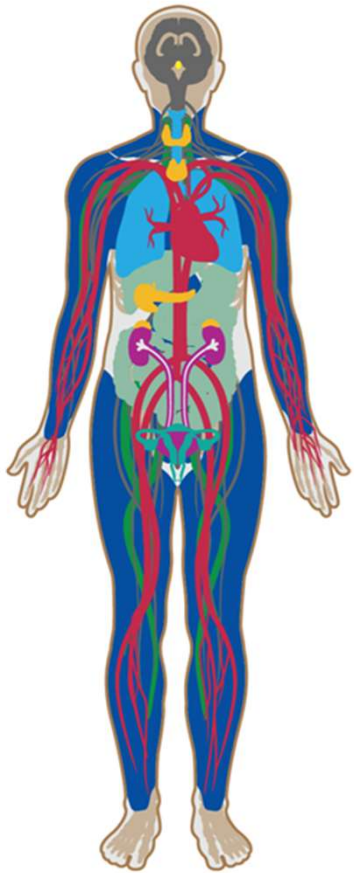
Herzberg

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Guidance & advice

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WELL v2™

Cardiovascular

Digestive

Endocrine

Immune

Integumentary

Muscular

Nervous

Reproductive

Respiratory

Skeletal

Urinary

fitwel®



IMPACTS COMMUNITY
HEALTH



INSTILLS FEELINGS OF
WELL-BEING



REDUCES MORBIDITY +
ABSENTEEISM



PROVIDES HEALTHY
FOOD OPTIONS



SUPPORTS SOCIAL
EQUALITY FOR
VULNERABLE
POPULATIONS



PROMOTES OCCUPANT
SAFETY

BCO

1. BREATHE

2. CLEAN

3. TOUCH

4. HEAR

5. SEE

6. NOURISH

7. OUTSIDE

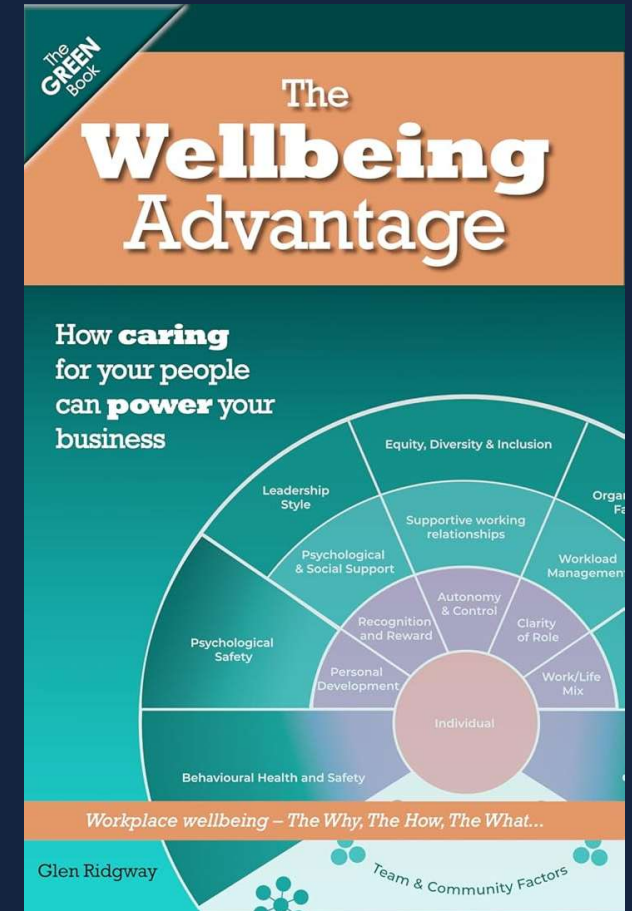
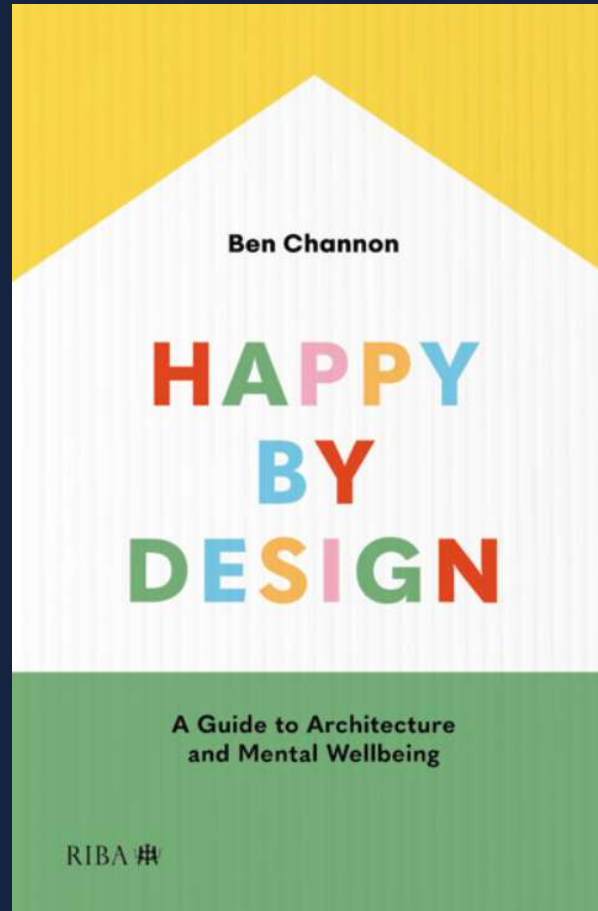
8. INSIDE

9. SENSE

10. FEEL

Guidance & advice

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Design for range, not average

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personality – neurodiversity – sensory sensitivity – disability – age – gender – culture

Neurodiversity – Sensitivity

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HYPOSENSITIVE

NEUROTYPICAL

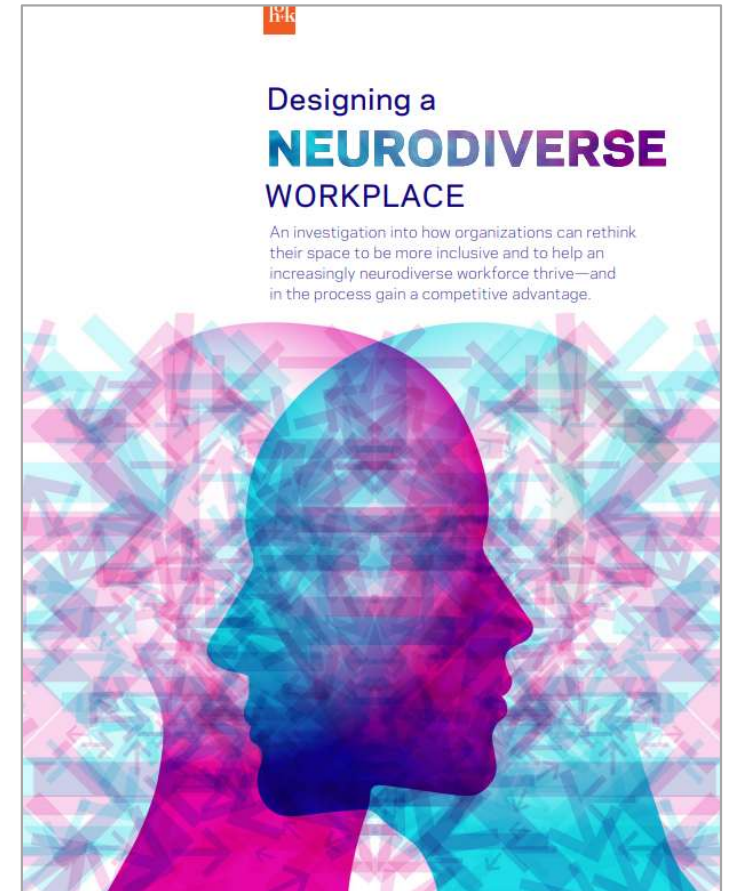
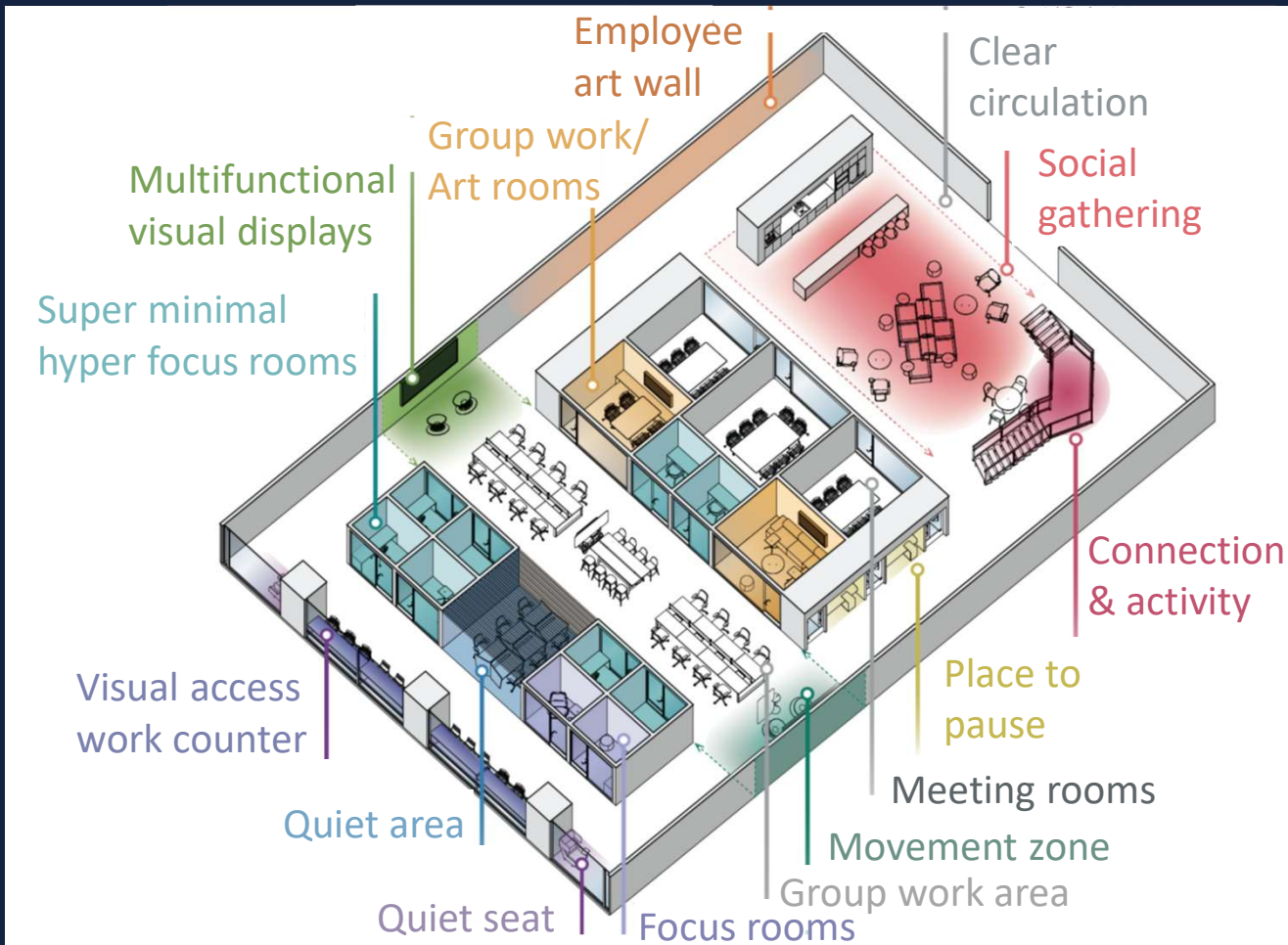
HYPERSENSITIVE

- Difficulty perceiving acute sensory details
- Prefer to be over-stimulated
- Need more sensory stimuli to process information

- Amplify and process details of sensory stimuli
- Prefer control over stimuli
- Dislike excessive stimuli

Neurodiversity – Diverse spaces

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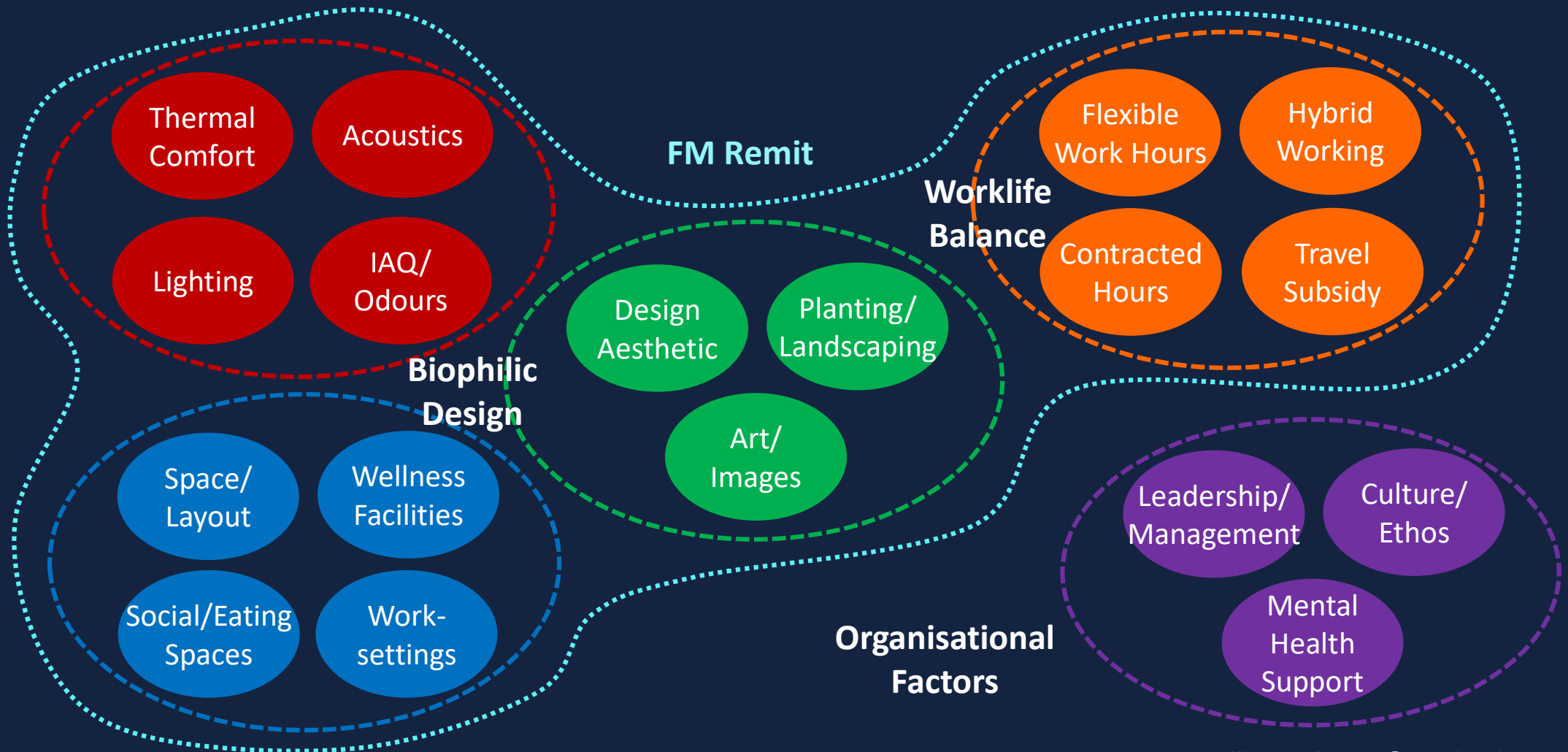


HOK (2019) *Designing a Neurodiverse Workplace*

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Design & other factors

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Recommendations

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-  Office is enabler not cost burden
-  Provide choice of work-settings
-  Biophilic design is more than plants
-  Consider work patterns
-  Design for the range not the average

The background of the slide is a grid of office cubicles. In the top row, a man in a blue shirt is standing in a cubicle, holding up two signs that spell out 'HELP'. The rest of the grid shows various office desks and equipment.

Thank You

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