



“PLASTARC brought the perfect balance of experience and specificity to our collaboration. Their recommendations proved invaluable as we built a newly hybrid workplace.”

LPL

Setting the Stage: Piloting the Future of Work

Pre-design
Pilot
Change Management
Post-Occupancy Assessment
Finance
2021-2022
Fort Mill, SC
San Diego, CA
7,100 staff
421,000 sqft (Fort Mill)
450,000 sqft (San Diego)

For years, LPL Financial’s offices had had all of the typical traits of a traditional work environment, such as individually allotted desks, stratified spaces, and an expectation that all employees would come into the office. But when the pandemic demanded the adoption of remote work, LPL had the foresight to embrace an opportunity: desks were cleared and no longer assigned to individuals, and in two separate office buildings, LPL closed down four out of five floors. To systematize the best practices that the pandemic had inspired and cultivate a post-Covid workplace that could be more productive and supportive, LPL needed to assess its options and tailor a complementary array of technological, spatial, and policy strategies.

PLASTARC was contracted in early 2021 to support LPL through this transition. After conducting a series of workshops and interviews to determine employees’ needs, PLASTARC’s recommendations helped shape two separate pilot programs – in Fort Mill and San Diego, respectively – that both gave way to faster communication, a greater sense of well-being, and higher productivity. PLASTARC proved highly adaptable, meeting the demands of each moment as it helped with anything from change management to the granular development of new workplace strategies for two culturally distinct offices.



Methods

- Conducted leadership interviews to identify LPL’s workplace priorities
- Oversaw mini-surveys to understand the impact WFH had on employees and managers
- Facilitated workshops to establish workstyles and needs of individual business groups
- Developed recommendations for design, technology, and people policy
- Conducted pre- and post-occupancy evaluations of both pilot programs



Key Values & Outcomes

- Created custom office and business unit profiles for Fort Mill and San Diego, respectively
- Proposed several solutions to support the hybrid work environments at both locations
- Captured occupants’ pilot feedback and communicated them to the design team for continuous improvement
- Identified opportunities for further enhancement of the pilots, including tech consistency, spatial diversity, acoustics, and ABW training