


# PLANNING

A modern hallway with large windows on the right side, providing a view of greenery outside. The floor is light-colored with a blue carpet runner. The walls are white, and there is a framed picture on the wall in the distance.

Visitor Experience

**“Our organization relies on harvesting the technical knowledge, volunteer energy and expertise of our members.”**

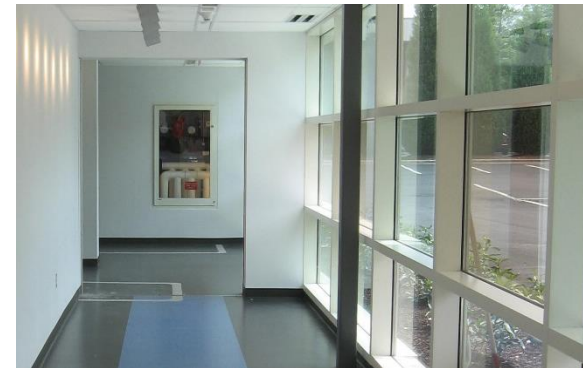
**“We want this space to inspire visitors to participate and honor them for their volunteer service and commitment.”**

**– Jeff Littleton**

## Visitor Experience

### We want visitors to see/feel:

- Credibility
- Authenticity
- Professionalism
- Member-centric
- Our Historic impact (Gallery)
- Warmth
- Comfort
- Appreciation
- Inspiration
- Sophistication (technology & solutions)
- High-tech (but not sterile, white, cold or metallic)



## Employee Experience

### We want employees to see/feel:

- Safe
- Inspiration
- Connection (to something exciting, meaningful and greater than themselves)
- Team spirit (part of a top-notch team)
- Nature, living things, light
- Color, Art
- Interactive exhibits
- Performance
- Authenticity
- Comfort



## Social Connection

### Social/Cultural Needs:

- A place to eat together
- The able to eat outside together
- An outside area sheltered from the extremes
- Encourage social connection and interdepartmental collaboration
- Protect a concentrative work area from interruptions
- A place to feel comfortable socializing without being disruptive
- Gratitude in having a voice and some choice in their workplace

