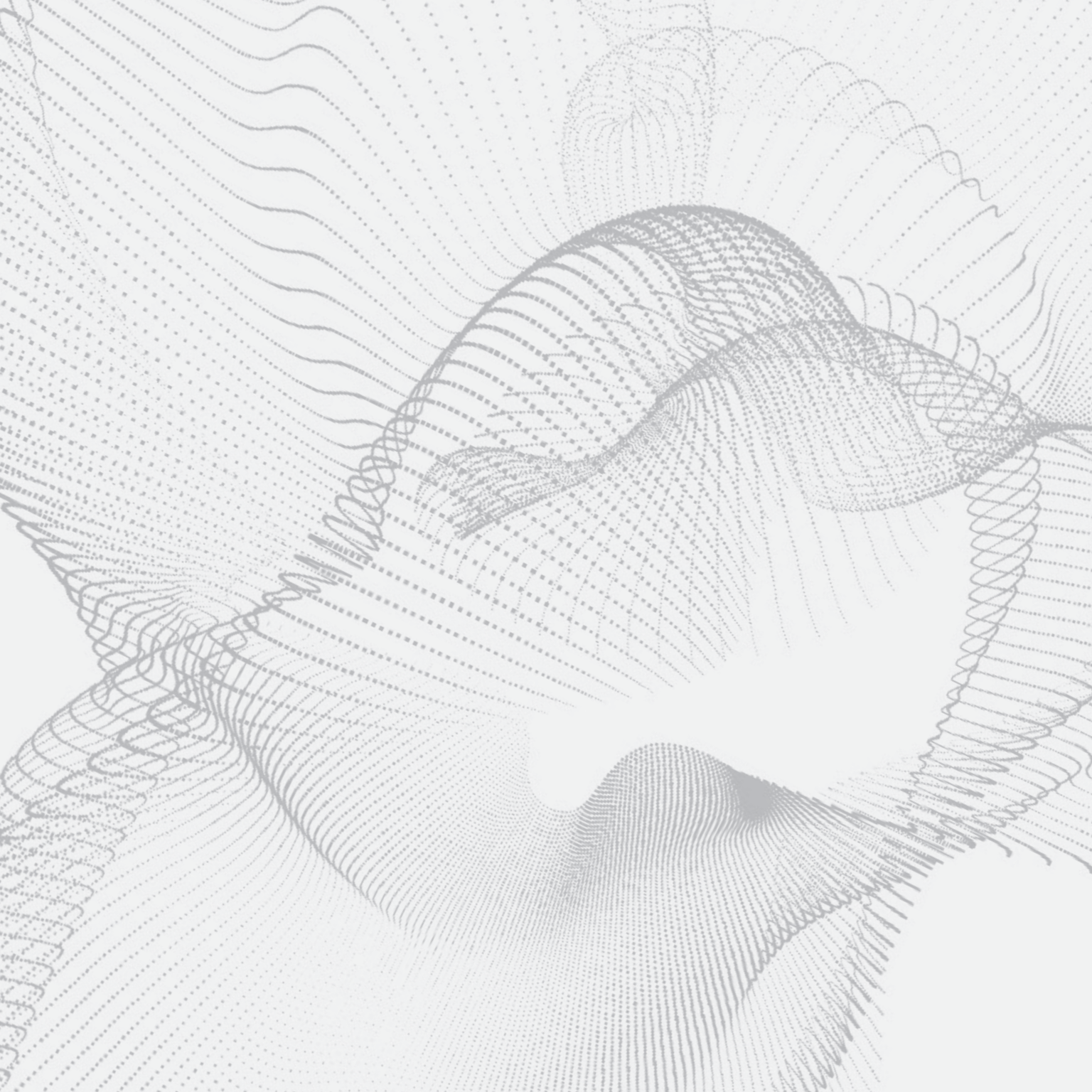




Change Management

Communicating for maximum efficiency



Integrated Project Services

AT CORGAN, WE VALUE AGILITY IN PROBLEM SOLVING.

We listen to understand, evaluate, and challenge research, and are attuned to all that's going on in the world. Using our integrated project services model, we build responsive teams comprised of designers, researchers, and experts in trends, communication, and strategy. Together, beautiful and hardworking solutions are created for your company.

What is change management?

Change management is all about managing the expectations, fear, and potential negativity around change in the workplace. It helps employees understand and embrace new ways of working with minimal resistance and maximum efficiency.

WHAT DOES THAT REALLY MEAN?

It means that we'll guide you step-by-step. We'll show you how to engage employees and solicit feedback for buy-in, share our best practices for successfully implementing changes, and help you communicate effectively.

Corgan approaches every project utilizing a process of intentional communication to increase successful adoption of the new environment. People accept change at their own pace, and we are adept at identifying tools and creating opportunities for our clients to educate and inform impacted people. Keeping employees informed during the design, construction and move processes can facilitate acceptance and increase productivity.

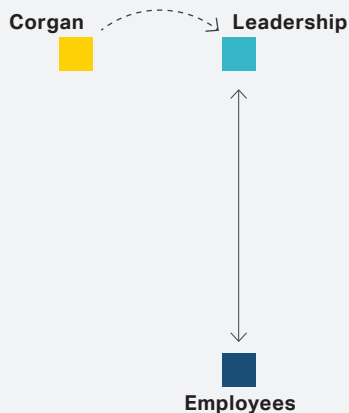


Our Approach Is Customized For You

We know each project is different. The degree of change and your own internal resources can drive the level of involvement. We don't subscribe to a 'one-size-fits-all' approach.

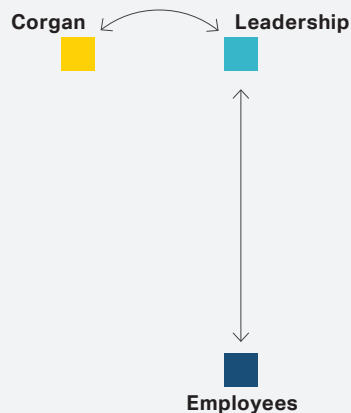
Planning-Based

Our two-week process is great for clients who need help getting started, but have the resources to take on implementation and creation of communication and deliverables in-house. We'll help you develop the strategy, and you'll handle the rest.



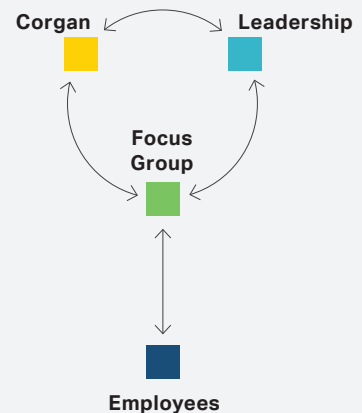
Consultant-Based

Our consultant-based services are great for clients who are looking for leadership throughout the process. We work with your internal leadership team, providing guidance and direction for best practices and project schedule alignment.



Full Engagement

Short on in-house resources? Let us do the heavy lifting. We'll handle everything from content generation to employee trainings. We are here to guide, create and deploy your change customized management strategy.

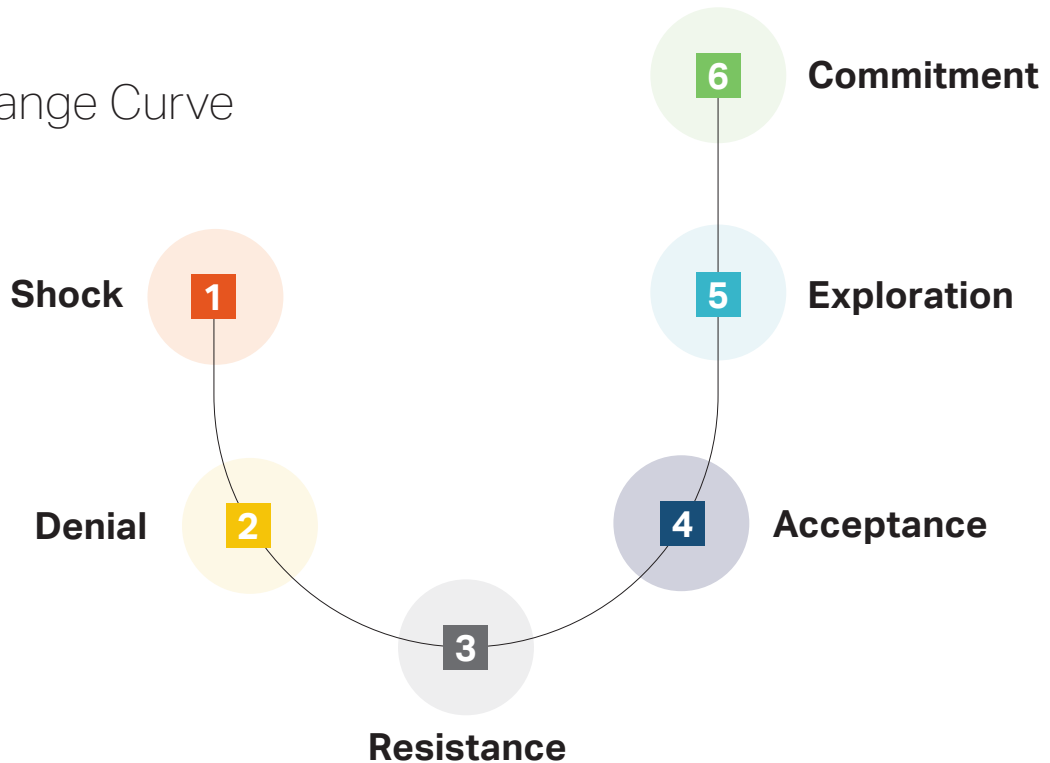


Employee Engagement

As change management consultants, we know that understanding our client's mission, culture, and values helps our architects and designers create the best possible end result. As part of that understanding, we utilize a change management program to proactively engage staff in the process, addressing their needs and concerns throughout the project process. This allows us to see around corners and better predict where challenges in the new environment might lie.

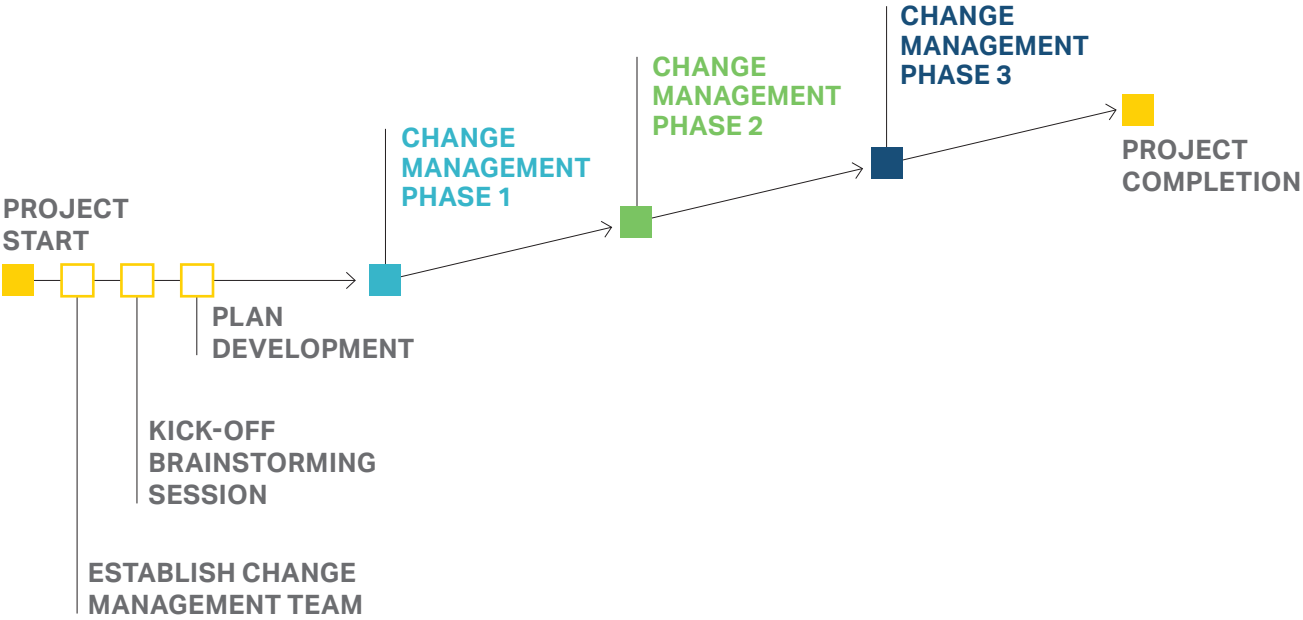
In order to design your change management plan, we work to first understand your leadership structure and employee expectations. We know that change happens at different times, so we seek to meet people where they are.

The Change Curve



So, what's the plan?

Our goal is to create the most successful change management plan for *you*, so we'll discuss the plan and come up with the best course of action. 100% of our deliverables can be customized to you and your specific needs. Additionally, we come up with new ideas specific to our clients on a regular basis. We'll start exploring these more in-depth in our kick-off brainstorming session.



Who We've Helped

Corgan has provided change management services for a diverse group of clients. Our approach is customized to each client, regardless of your business, we can develop a change management plan that's right for you. The path is varied based on the degree of workplace change, the culture of organization, and the timing of the project. Because our change management team is comprised of interior designers with an understanding of both the functional requirements and the human response to change, we have a unique understanding of pain points and user needs, helping us anticipate adoption challenges. Each of these stories have one thing in common: **a plan.**



Southwest Airlines Headquarters Restack and Renovation

Consultant-based — 850,000 SF — 4,000 Employees

Preserving and enhancing the culture of Southwest Airlines.

Corgan provided full interior design services for Southwest Airlines' headquarters restack and renovation. The project drivers were to increase density in the building and to consolidate standards in order to reduce 'churn' costs. These goals needed to be met while enhancing the employee-focused culture. Corgan led both an employee focus group and the Executive Steering Committee process to define the guiding principles for the SWA project. The project focus was preserving and enhancing the culture while maximizing space for teamwork and increasing mobility.

Corgan also led SWA through a furniture selection process, analysis and mock-up. Given the extensive changes set to take place, Corgan implemented a change management program in conjunction with SWA's culture and communications teams. To test the new standards and supporting spaces for teaming, Corgan designed a 40,000-square-foot 'test area' and partnered with the contractor to build it out to help gain employee buy-in prior to building out the entire headquarters.

Welcome to Your New Home!

We're excited to welcome you to your new work space, and hereby the tenant's most helpful guide. Here are the tips about working in your new space that we hope will help with its transition. Oh, and the space you'll be moving to is not just for us, it's for you too! Please follow the rules. Welcome aboard!

Can you hear me now?

We can. But your neighbors might not be. We've created a free concept approach to help keep the noise down, which includes important information on using the wall-to-wall speaker noise reduction system that we have at the end of the hallway, a white-noise system to mask conversations, demountable walls with built-in sound-dampening panels, and an improved ceiling sound-absorbing system. Together, these spaces are designed, with better acoustics between.

Deal with these strategies, from open-entrance your noise-killers.

We assure of others around you and acknowledge that they might not want to hear what you have to say to the person on the other end of the line.

• Try to lower your voice when speaking on the phone.

• Please refrain from using your speaker phone unless you're in a meeting.

If you have a meeting, please use a meeting room, or if you're in a meeting, please use a meeting room, or if you're in a meeting, please use a meeting room.

CONFERENCE ROOMS

There are several conference rooms, meeting rooms, tables in the lobby, and several other areas for meetings.

- Involve conversations, initial meetings, and conference calls should be done in these areas. Because they're designed to be private, so please be sure that's right for you.
- Schedule these in the conference room, and if you have a meeting, please use a meeting room, or if you're in a meeting, please use a meeting room.
- If you have a meeting, please use a meeting room, or if you're in a meeting, please use a meeting room.





HEADQUARTERS MASTER PLAN

THESE WORDS DESCRIBE OUR FUTURE WORKSPACE:

culture **light** **concentration**
mobility
energize **value**
collaboration **wellness** **sustainability**

These 9 Guiding Principles are the inspiration for the Headquarters refresh

FURNITURE - COME CHECK IT OUT!

Furniture Mock Ups will be on display in **Training Rooms E&F** from **1:00 PM November 3rd - 5:00 PM November 8th**

Please stop by to take a look at the proposed workstations, private offices, and desk chairs and be sure to **cast your vote** for your favorites.

NBC Universal New Studio Facility

Consultant-based — 75,000 SF — 200 Employees

Seamlessly moving from a historic building to a brand new home.

Channel 5, an NBCUniversal Affiliate for KXAS/KXTA, partnered with Corgan to head their team in the design and construction of their new 75,000-square-foot studio facility. Joining two sales offices, the newsroom, artwork, and studio functions presented communication challenges. Corgan helped the NBC Leadership uncover and develop the vision for the new facility, encouraging interaction between groups and fostering a new *One Team* approach to their business. Corgan facilitated monthly change management meetings to discuss

feedback received from employees, formulated strategies on how to best address employee questions/concerns, and provided planning assistance for change management events and activities. A furniture mock-up was created with a high-level online survey and detailed furniture scorecard. Corgan provided assistance with welcome kits, building tours, and attended the grand opening to assist in answering employee FAQs.





READY FOR A TEST DRIVE?
Come check out furniture for the new building!
2/18 - 2/25

- Sample NEWS furniture in Fort Worth. (News Conf. RM)
- Sample Sales furniture in Dallas. (GOLD RM)
- Sample chairs for all businesses!
- Tell us what you think!



Stryker Communications Headquarters Relocation

Full Engagement — 90,000 SF — 215 Employees

Aligning a new space with a dynamic, employee-focused culture.

When Stryker made the decision to relocate, they already knew their current workspace did not align with their company culture. They wanted to create an environment that enhanced their culture and promoted the hiring of the best talent. They made the decision to move to a more open environment, but knew this change would not come easy for their employees. A change management plan was put in place to engage, inform and educate employees. A furniture mock-up allowed

employees to understand the actual bells and whistles of their new workstation, especially the well loved sit-to-stand feature. Building tours created excitement and connection. Training sessions educated employees on best practices for collaboration and the ideal spaces to practice it in their building. Upon move in, celebration was encouraged, from welcome gifts to ribbon cuttings, the building was hailed not just as a space to work but as a tool to enhance their business.



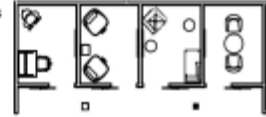


Focus Rooms

Focus rooms are conveniently located adjacent to the workstation neighborhoods. These rooms are furnished in a variety of ways to allow Stryker employees to choose what configuration best fits their needs. Each room has adjustable lighting, and sliding doors. Focus rooms are not on the reservation system and are encouraged to be used for only a few hours at a time.

Use these rooms for:

- Single person conference calls
- Personal phone calls
- A mental break
- Focused individual work
- One on one meetings
- Employee reviews



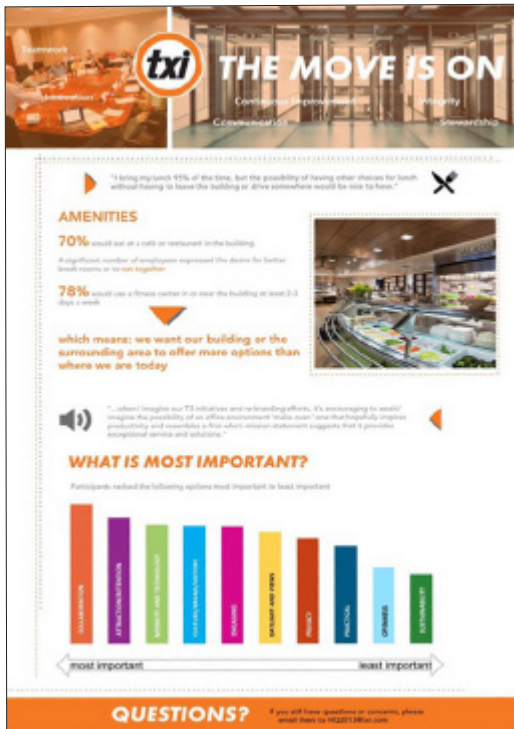
TXI Headquarters Relocation

Consultant-Based — 50,000 SF — 170 Employees

Transitioning from closed and dated to open and collaborative.

TXI wanted to completely update the way they work, moving from a 95% private office configuration to a 95% open office configuration. Visibility, connection, and collaboration were the main drivers of the project. Early on, they made the decision to locate their sales team in a separate facility. Both spaces required the TXI employees

to adjust how they work as they moved into an open office layout. Along with a team of TXI employees, Corgan strategically delivered messages, training sessions, field trips, and furniture mock ups helped transition the employees from a closed environment to an open and collaborative one.





EnLink Headquarters Relocation

Full Engagement — 153,000 SF — 375 Employees

Providing flexibility for future growth without sacrificing privacy.

EnLink employed Corgan for full design services, including workplace strategy, furniture design, branding, and change management. Before beginning design, a visioning session for executives and a workshop for the young leaders of EnLink were conducted. Being mostly private office, they found their business need for flexibility triggered costly and distracting renovations in their current space. However, they realized moving towards a more open office would trigger employee insecurities around privacy and confidentiality.

During the design, valuable feedback from change management efforts allowed people to feel they were heard and moved the needle towards successful design. A furniture mock-up generated excitement around the new workspace while a wall of renderings showcased the new design, keeping people up-to-date on the project's progress. Corgan was able to help EnLink manage the change as well as understand valuable feedback from the user's themselves, incorporating it into the design.



Employee Survey Results



49%
employee
participation

A day in the life of an EnLink employee

50%

grab coffee during their breaks. For 30% of people it's the first thing they do in the morning.



On breaks, employees like to...



go outside for
fresh air



walk around
the office



chat with
coworkers

Our new space will have state of the art coffee bars, centrally located on each floor to serve our employees and promote interaction.

Employee Survey Results

EnLink employees value and want...



Privacy

Multiple phone rooms, complete with lounge furniture and dimmable lighting, will be provided on each floor. Huddle rooms will be readily accessible for private conversations.



Technology

User friendly screens and video conferencing will be provided in multiple conference rooms. Room scheduling devices, mounted next to the door, will allow employees to use meeting spaces as efficiently as possible.



Collaboration

There will be over 70 huddle and conference rooms in the new space, each of varying sizes and degrees of privacy. Open collaboration spaces located in the coffee bars, kitchen area, and throughout the open office will increase informal interaction.

What else will the new space have?

- 2 Training rooms, which can be opened into one big room. Each room will seat over 30 people.
- 4 Amazing views of Dallas. With windows on all four sides of the space, each direction offers a unique perspective of the city.
- 1 Parking garage with elevator access to your specific floor.
- 2 Wellness rooms (also known as mother's rooms for nursing)

Award of Excellence in Internal Communications

Public Relations Society of America



Why Change Management Works

Change management greatly increases the success of adoption of workplace change. Whether the change is as fundamental as new furniture standards or an increase in open collaborative space — or as dramatic as a change in organizational reporting or incorporating mobile work strategies or amenities like fitness or dining — consistent messaging and planning are key to success. We know that information leads to organizational readiness and change management is the process to get there. Regular updates keep the

negative rumor mill from spinning out of control and keep employees feeling informed. By utilizing Corgan's change management experts who work side-by-side with the designers, we keep the change management process in line with the project milestones and are able to leverage design assets to communicate the messaging. The imagining and realizing of a new workplace is a tremendous investment — let's equip each occupant to thrive in the new environment.



Trust us with your changes.



WE WOULD LOVE TO CONNECT.

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