## Thesenses at Work 2024

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## A Premium Excellence Programme

Project

## **Marres**







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## What?

Welcome to our exploration of "The Senses at Work" for Marres, House for Contemporary Culture in Maastricht. As part of the PREMIUM Excellence Programme at Maastricht University, we dive into how sensory experiences can transform the workplace. Beyond the five primary senses, we explore proprioception, vestibular, and interoception, understanding their impact on our daily lives and work environments.

Marres' innovative approach to multi-sensory art inspires our project, aiming to enrich professional spaces by integrating these sensory insights. In an era where work and leisure blend seamlessly, our project highlights how consciously engaging with the senses can change the way you perceive the world. Join us on this journey to redefine the workplace through sensory awareness and artistic innovation.



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Belonging

Authors

## ENTS

Cubicles

## Introduction

by Saloni Meghnani

Our ability to sense the world around us is not limited to the five senses we learn about in primary school. In fact, our include proprioception. senses vestibular. and interoception. Proprioception is in use constantly, it is our ability to locate and move our body parts. This ability can be desensitized if we feel tired or are still developing during adolescence. Vestibular senses orient us depending on the position of our heads in relation to gravity. We rely on this for eye movements, reflex responses, circulation and even breathing! Interoception is all about our insides. When we feel hungry or thirsty, or if you experience stomach aches, breathlessness or even an itch.

Sensory studies are a growing area in empirical research. The senses are not to be confused with feelings and emotions, although using words can be a way to express sensations. Focusing on the senses reverts us to a more primal way of living and experiencing the world around us.

Our daily environments are often overstimulating with sounds, colors, textures, smells, and navigating these spaces sometimes requires living on autopilot. This could mean that a lot of our daily routine living occurs on a subliminal level. For example, combing your hair or brushing your teeth. These simple actions are rich sensory experiences that we might not pay attention to. But perhaps we should.

Try and sense the teeth of your comb running over your scalp to the ends of your hair. Move it slower each time. Notice the sensations in your hand, head and hair. Even when you brush your teeth, feel the weight of the toothbrush in your fingers. Focus on the bristles of your toothbrush in your gums spreading a cool, minty sensation.

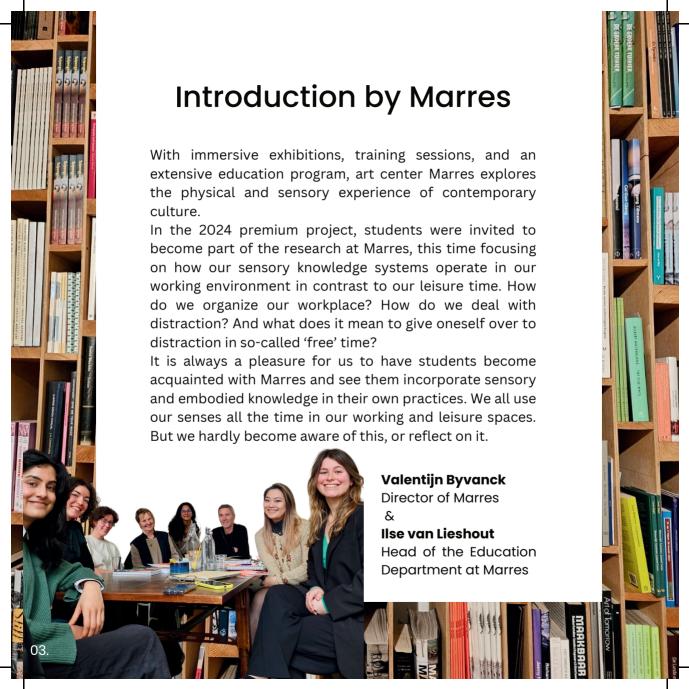
Increased screen time, higher workloads, multitasking, acquiring material goods, and overconsuming news are inherent parts of our daily lives that can distract from consciously perceiving and appreciating the nuances of being alive. I often feel that I live in my head more than in the world around me, which means I am missing out on a lot. Which makes me want to leave my earphones at home when I move around the city and maybe touch a tree or inhale the earthy smells after it has rained.

Our project follows this trajectory and focuses on global shifts in working practices that blur the line between workspaces and leisure spaces. Remote working policies means that you could be taking corporate meetings from an white-sand beach in the Maldives or attending calls with clients from a mountain in Taiwan!



How does this shape your perception of your job? Does it influence your capacity to differentiate between being on a break and working? This is what we investigated in our project and what this magazine condenses in an engaging way.

Happy reading!



"Becoming aware of my own sensory system during the day, has meant for me that I recognize stress, joy and the differently experienced perspectives of others much better. I also developed the ability to distance myself from that, which made me a better worker at the office or at home. For instance being conscious of a beautifully crafted object in my working surroundings, even something mundane like a coffee cup; turning choosing a cup into a small ritual to relax the strain of a difficult conservation at work, or of a disturbing e-mail—this is a wonderful and powerful tool to have in our often quite overwhelming contemporary world, on- or offline."

#### llse van Lieshout

Head of the Education Department at Marres

## **Our Discoveries**

by Angelica D'sa

Our research journey began with qualitative interviews involving 10 individuals from diverse professional backgrounds. These semi-structured interviews provided unique insights into evolving working trends. Through these discovered discussions. we individuals have varied requirements for creating an effective working space. Some need an allocated area and ergonomic equipment like monitors, while others find comfort in personal items such as a favourite coffee mug or traditional tools like paper and pen.

A key finding was that collaboration and socialising are significant motivators for people to work onsite. However, participants also highlighted that onsite environments come with substantial distractions. Another important finding was the diverse ways people transition from work to leisure. Some change their physical environment, others shift their mindset, and some do not draw a clear line between work and leisure.

Building on these qualitative insights, comprehensive developed we а questionnaire, which was completed by nearly 70 individuals. The demographic data revealed that the largest percentage of respondents were fulltime workers, with the majority residing in Europe. A significant portion had been working remotely for 1 to 3 years, aligning with the timeline of the COVID-19 pandemic. Despite a global rise in working. most participants reported spending considerable time at their onsite workplaces, mainly due to policy. The questionnaire company included a comparison of onsite and offsite work environments, rated on a 5point scale across various factors. Lighting conditions were rated higher for onsite environments (4.05) compared to offsite (3.87). Ergonomic factors also scored better onsite (3.99) than offsite (3.43), indicating that investing in correct equipment is essential for physical wellbeing.

Conversely, aesthetics received slightly higher ratings for offsite environments (3.89)compared to (3.82).onsite suggesting that personal workspaces at home are often more visually comforting. Temperature and air quality were another area where offsite work environments excelled (3.99) over onsite ones (3.62). possibly due to more controlled home environments. Opportunities for feedback and collaboration were notably higher onsite (3.99) than offsite (3.27), reinforcing of face-to-face the importance interactions in professional settings. Noise levels were perceived to be better offsite (3.67) than onsite (3.37), highlighting the quieter home environment as a significant advantage.

The advantages of working onsite include being around colleagues, opportunities for collaboration, and spontaneous interactions. In contrast, the primary advantages of offsite work is the flexibility of working times and styles. Break activities also vary significantly between the two settings. Onsite workers take breaks by having coffee or lunch with colleagues, fostering social connections and teamwork.

Offsite workers, however, tend to use their breaks for household chores, meal preparation, or watching TV, indicating a blend of personal and professional life. Additional observations from our research include the encouragement to leave the house when working onsite, which adds structure to the day. On the other hand, working offsite is often perceived as more comfortable and has the added benefit of saving travel time, contributing to a better work-life balance.

In conclusion, our research provided insight into how the senses and physical environments play a critical role in individuals' everyday work lives. These findings underscore the importance of considering both the tangible intangible factors that influence productivity and well-being in different working environments. The recurring patterns and intriguing topics uncovered through this study are further explored throughout this magazine, offering a comprehensive view of the evolving work landscape.

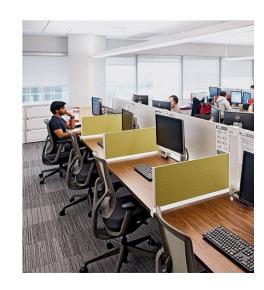
## Open Spaces in Fostering Creativity

by Saloni Meghnani

After speaking to Aman, the Marketing Director for HarperCollins Publishing, India, I was left wondering how physical space can inspire creativity. Having worked in various sectors of the media industry such as journalism, public relations, marketing, advertising, and radio, I have experienced a range of different workstations. The ones I felt the most motivated and inspired in were all open-plan offices.

I asked Aman about his workplace. He passionately described the trendy open office set up, with plenty of entertainment for employee breaks and teambuilding. Most offices adopt this open plan concept, with the goal of removing divisions, improving collaboration, and accessibility.

Individual cabins create a divide and I think that in a creative sort of area, there should be a free flow of communication. Despite the adoption of this type of interior design, there are mixed reviews on whether the intention of this design truly fulfills its purpose. Some say that such open environments can spark creativity and collaboration. On the other hand, a piece from Harvard Business Review claims that the role of the watercooler is now dispersed into an entire floor of accessibility and connection. But what does this entail? Can architecture truly inspire collaboration and creativity?



As Bernstein and Waber describe in their article, the anatomy of collaboration stems from the culture and values of an organization. While removing dividers can reduce privacy, Aman explained that bookable meeting rooms are a perfect solution for private meetings and spaces in the office remain versatile. However, the acoustics of such offices can create distracting and overwhelming environments. The people and the physical space co-shape the atmosphere, whether that is energetic, fast-paced, intimidating, or boring.



Open-plan offices might actually have the opposite effect than intended, face-to-face interactions can significantly drop and the dependence on digital communication can increase. I can relate this to one of my internships at a news agency, where I communicated with editors or supervisors through Skype messaging even though they sat 2 meters away from me. I was appalled. I imagined the nature of the job demanded collocation but more than that, I figured speaking about article edits face-to-face would resolve the issue faster.

Ultimately, the degree of interaction among team members depends on where they sit and meet. For creative work that needs ideas flowing and thoughts exchanged, I find open spaces with plenty of natural light and plants conducive to my mood and collaboration with colleagues.

### **A Conversation**

by Lia (Kai) Stoyanova

When we began working on this project, my conception of the senses was limited to general knowledge and muddled memories of now distant lectures. Combine that with the specificity of the workplace as a setting and you have the perfect recipe for an obstructed and cliched outlook. The way out of my narrow viewpoint was through finding touch stones of connection between my interests in the arts and social sciences, and the vast research done on the senses. My way of finding points of entry into things I do not fully understand is by asking "What here speaks to me?". Slowly, what unfurled was the realization that the senses are our tether to others, the world around us and ourselves.

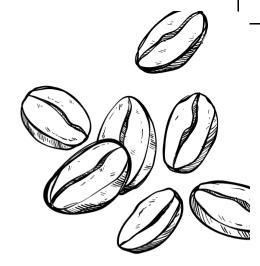
In the context of the workplace, this realization gives one the ability to escape monotony, complacency and ignorance.

What begins with the seemingly simple question on the senses at work grows into an exploration of what is most important to you in the world you inhabit. What does your workspace invoke in you? What does it move you to do? Do you feel motivated to focus on your work? Do you feel connected to those around you? How are you made to engage with the world? All of this can feel a bit overwhelming, because it is. In that case, take one moment to focus on what is going on inside you and around you right now. Then ask yourself one simple thing:



# 

## 



## **COFFEE PLEASE**

Imagine yourself at an office for a work meeting, and you are offered a coffee. After accepting it and drinking your coffee, you are taken over by this feeling of relaxation. It is not like you have to drink coffee or ingest caffeine to feel this way. It is about having a coffee, just having it and holding it. The act of having coffee.

This is how Kurt from BURO B enters a meeting. First he takes a moment to make everyone feel relaxed and then he begins. He believes that if you are working relaxed, you can concentrate. It is about the ritual of holding the cup and grounding yourself in a routine that feels familiar and conditions your mind and body to become aligned in the present.

What is your ritual?

**Divine Lecis** 



**Divine Lecis** 

It has to grow spontaneously.

Yeah.

Like I made some concept about it and we call it cells.

It's like cells and they're interfering with each other and they grow.

And after a while they touch each other.

And that's nice.

That's good.

And then it becomes a little dense and then you have to move or you have to look for a new office.

And in our office it was quite interesting because when we started, if you needed your colleague, you had to look for them.

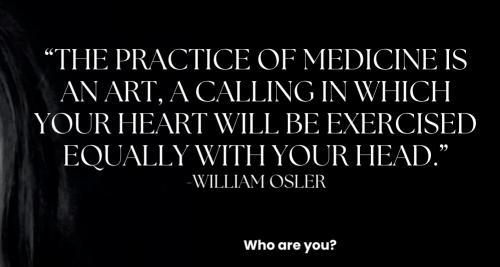
And right now it's more cozy because it's connected.

The huge space is becoming a large space.

And now in the next year it will be becoming a normal space.

And that was for us because we're designing these kinds of spaces.

In our own office it was quite interesting to realize what was happening because we were talking about this with our own clients.



I am Divine Lecis, a 5th-year medical student. I am now doing my rotation in a lot of different disciplines in and outside the hospital. If I am not in the hospital, I am probably with my family enjoying and cherishing our time together.

#### Describe your journey in 5 words.

Challenging, awareness, overstimulation, tactile, resilience.

#### What surprised you the most?

The more aware I got of my senses, the more I started noticing things I have not been noticing in a while. The birds chirping in the background when I am for example writing this piece. The tactile feeling of touching certain materials like my keyboard. I would describe it as smooth touch, automatic and fulfilling to push the keyboard and seeing the letters becoming a whole page. It also made me realize how happy I am that I have the possibility to sometimes block certain senses. If not, I would be overstimulated all the time. For example, when doing the auscultation of the lungs, you can hear the heart through that and the people talking to another patient next to your patient. So you need to block those distractions in this case to really hear the (ab)normalities of the lung.

#### What will you take with you for the future?

The power of the senses in my working field. The importance of really feeling something, noticing normal versus abnormal and afterwards describing what you feel is a very difficult skill. We do this in almost every medical examination. Think about a lump in the breast, what consistency does it have? And what does that tell you? The beating of the heart, what abnormalities can you hear? Do you hear a souffle? Do you hear a regular or irregular heartbeat? And how are you going to describe this?

#### **Divine Lecis**

### The Senses in Transition

by Lia (Kai) Stoyanova

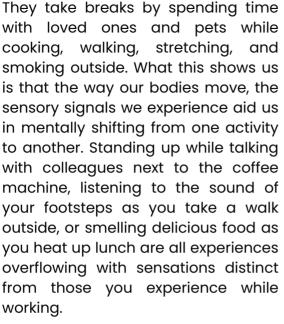
In our fast-paced everyday lives, we often feel a pressure that weighs down on us caused either by internal factors, outside forces, or both. What I'm referring to is the pressure to work more, to get more things done and faster, to create more.

Our workspaces are one of the places where this tends to manifest the most. How many times have you found yourself skipping a break



because you just have to send this email or edit one more slide? Or how many times have you gone on a break and not even a minute later found yourself back at it, toiling away at an endless to-do list? This tendency is easy to empathize with. Often, the demands of everyday life can become overwhelming and there are times when we may not even have the option of taking a break. But these factors just make downtime even more important.

For many of our research participants, the key to actively taking a break was in the transition from work to rest. In traditional working spaces, breaks mostly consist of coffee and lunch with colleagues, short walks and smoking outside. For those working from home, the options for how and where to take a break increase, yet similar patterns emerge.





Then, reflect on what

moving your body,

talking with others

or finding a

secluded

recharges you. It may be



## The Power of Touch as a Physiotherapist

by Angelica D'sa

Before starting my sensory exploration journey, I never noticed how integral the senses are in our daily personal and professional lives. After keeping a sensory diary, going on sensory walks, and participating in sensory workshops, a new side of me was awakened. I started to experience the world in a whole other manner, the way it's meant to be experienced. I learnt more about how I can use the senses in my life to improve my well-being, and to be a better professional by ensuring the environment I create is catered to aid the journey of my patients.

The rehabilitation clinics I have worked in were more than just a space for treatments; they were precisely crafted rooms built to engage patients in every way imaginable. As a physiotherapist, I quickly understood the power of touch, the calming, motivating, and reassuring effect it has on a person. I find that this is often reflected in how our workspaces are created. With every surface carefully chosen for its texture, from smooth wooden floors to plush carpets, offering sensory stimulation that aids relaxation and recovery. The large glass windows that allow for all the natural light to stream in, creating a warm and inviting atmosphere. I walk away from this journey, knowing that the senses are not just tools for therapy but are integral components of the healing process. The unique interplay between the environment, patients, and therapists allows for a surreal space to be created where both patients and therapists can escape the chaos of everyday life.

"The hand is the instrument of intelligence." -Maria Montessori

# Switching

Something that left a mark on me this, he told me a story about him working on another task. He looks and asks for the chair next to him. and at one point we talked about recently is an interview I had with an interior architect, named Kurt. being forced to do that) leads to opens his laptop. He looks out of up again. Switch to another task. stimulating creativity. To explain We talked about his workplaces sensorially whilst distracted (or coffee, sits down at a table and working at a café. He grabs his distractions. For Kurt switching Someone taps on his shoulder the window and sees people walking by. He switches to switching mentally and Switch to another task.



So I ask him, "wow, this should be so annoying."

And he surprised me by saying, "I think in some way it is inspiring. I think if you see some other things, some other people, you switch your mind every time. And for me it works. Let's say I'm doing my administrative work and I switch every 10 minutes with something. Switching, it works for me."

And I just stare at him and say,

then?"
He answers, "And if it's
something interesting, it's nice
to be distracted, no?"

'Wow, so you like distractions

**Divine Lecis** 



## Finding Body-Mind Harmony working in Media By Saloni Meghnani

A sensory journey was the ambiguous title of our assignment at the start of this project. Was this meant to be spiritual? Meditative? How often did I need to check in with my senses every week? When would this journey begin or even end?

I viewed this assignment as an opportunity to become more physically present in my daily life and focus on steering away from living in my head. To consider more about how I received from my surroundings before I gave back to them. For me, this is an ongoing battle between my brain and my body. To sense or to think. To focus on the sensation or the cognitive assimilation of the world around me.

Media students can pursue an array of careers that come with unique sensory experiences, and even within one job, there is a good possibility that there are diverse working environments and tasks. This makes it difficult to narrow and specify the sensory experience of working in the media industry because it has a dynamic structure and pace every single day.

exploration of is senses reflecting on moments in mν professional experiences that involved moving a camera and understanding the that ache drives up my shoulder when I need to shoot one scene multiple times. Even when I worked at a radio station, the position and distance of the mic to my mouth, the way I spoke and the air that I exhaled all influenced the quality of the listening experience.

When I interview an individual for an article, I need to evaluate my nonverbal communication and consider how I am seen from their eyes. Do I invite insightful responses to questions? Does my body language show that I am curious and interested in hearing their thoughts?

This embodied knowledge is instinctive. Outside mv professional persona, I am unable to ground myself in my daily routine. I struggle to establish my physical presence in my personal life and this is something continue to practice. Day by day, by doing small exercises that make me present, like wiggling my toes when I am sitting outside or trying to remember the shoes my friends are wearing or feeling the sun warm up my skin.

"By living in our heads more than in the physical world around us, we miss out on the full range of the living experience."



22.

## Escaping the Sensory Void of Cubicles

In the heart of central Taipei, mid-August's scorching heat almost makes me impatient to come to the office for the air conditioning. As I step inside, the cold air spills over me, a stark contrast to the subtropical heat outside. The sweat on my skin cools **almost** too quickly, sending a sharp shiver. It's a jarring change, stepping from the oppressive heat into an AC room, yet I have grown accustomed to this artificial chill over time. The lack of proper ventilation makes the air feel heavy and **almost** too cold. This is why I always keep an extra cardigan at my seat.

My brownish-grey cubicle, with its broken keyboard drawer, is a relic from the '90s. The flickering light casts an eerie glow in the windowless office. Everyone is tucked away in their own cubicle, with an alley offering no real privacy. For two years, I kept my cubicle clean and impersonal, as if it were just a free desk waiting to be assigned. This was my reality from 2019 to 2021.

Pei Fana

## Workplace Identity and Belonging: The Role of Embodied Knowledge in Hybrid Setting by Pei Fang

As the exploratory semi-structured interviews unfold, interesting insights from interviewees about their perceptions of the workplace have caught my attention. These diverse perspectives led me to explore the topic of work identity and sense of belonging, which is crucial for employee satisfaction, motivation, and overall well-being.

One interviewee, an HR professional who works in an open-plan office and shares a desk with her supervisor, shared how this setting positively impacts her sense of belonging. She stated,

"The open office setting really makes me feel closer to people and that makes me more comfortable. I can easily observe my supervisor's emotions. If she's a little stressed today, happy, angry, or sad, I can talk to her or give her some personal space, it depends on the situation."

Her statement highlights the simplest and most direct observation that we often neglect. Reflecting on my days working in a call center, I now realize that it was the lack of embodied knowledge through observing my office environment that could not be substituted through just sound. The human touch was taken out, and I could not assess the "atmosphere" just through noise.

Nevertheless, another interviewee, a process engineer who has three different work settings – an onsite open floor office, a manufacturing plant, and offsite at home – expressed a different viewpoint. He shared,

"I think before I got a chance to work from home, I always thought work is a place to show a certain side of yourself only. That's very formal and well put together. Yes, but having gotten to work from home, I think it has shown me that work doesn't necessarily have to be like that. It can be a lot more comfortable and you're just living, being yourself and getting tasks completed in your own space."

His experiences show a different side of the story of hybrid working arrangements. When organizations provide autonomy for employees and tailor to their personal needs, it not only provides authentic work experiences but also signals trust in their employees. Those working offsite appreciate breaking down barriers between professional and personal life, enabling them to be more authentic and bring their whole selves to work.

Coming back to the onsite workplace, several interviewees share that their companies now offer a variety of facilities to cater to different needs, such as quiet rooms for concentration, comfort rooms for relaxation, common areas, and coffee rooms for socializing. While individual perceptions of these spaces vary, a common pattern surfaces: social interaction is a crucial factor in how we connect and form identities within the workplace.

As organizations evolve to create environments that encourage employees to bring their talents, the design of the workplace becomes exciting. By offering a range of work settings and experiences, both onsite and offsite, companies empower employees to find environments that best construct their sense of identity and belonging.

The insights from these interviews reveal the complex relationship between work identity, a sense of belonging, and the trend of hybrid work arrangements, through the lens of embodied knowledge. As we continue to explore this topic, there is a genuine interest in finding new strategies to help organizations create engaging and satisfying work environments for employees, while accommodating their diverse sensory needs and preferences.



'The cubicle'



Controlled precision: A manufacturing plant's strict temperature and humidity control ensures optimal production, though some workers report headaches within the clean room.



Calm and cozy: an onsite relaxing room with soft seating, stuffed pandas decor and games which offers a playful escape from work.



My reading space



## Sensory notes\*

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<sup>\*</sup>Take a moment to sense what's around you.

#### In conclusion...

by Lia (Kai) Stoyanova

One person we interviewed gets frustrated by new sounds, while another uses distractions as a source of inspiration, one intentionally seeks out secluded spaces to take his breaks, whereas another changed professions so she can be around people more. Our senses influence us more than we can realize, yet we rarely allow ourselves to notice. Workplaces are changing, and with this unfamiliar world unveiling itself comes the opportunity to explore these new trends and uncover what has existed in and around us this whole time.







In this magazine, we've aimed to showcase our venture into the world of the senses using the results of our one-on-one interviews and survey data, and by reviewing how our own perceptions of work have changed over the course of this project. We further delved into how our senses aid us in transitioning from working to resting and how our workspaces shape our creativity, as well as our identities.

We hope that you feel inspired to go on your own sensory journey. The world of the senses is so vibrant, rich, and personal that encompassing all of it in one magazine is an impossible feat. So, we now hand the torch over to you, dear reader. What will you discover?

About the authors

Angelica D'sa is a Masters student of Health Education and Promotion, she joined this masters following the completion of her Bachelors in Physiotherapy, where her passion in human behaviour first started. By starting this sensory exploration journey, she was intrigued by the way our environments influence our behaviour, well-being, comfort levels, and productivity. Through interviews, observations, and literature she looks at the unique workplace settings of physiotherapists and is excited to share it with you.





**Saloni Meghnani** is an aspiring creative with a few years of experience in the media industry. She has worked as a radio host, journalist, PR specialist, copywriter, and production assistant. Her academic background in journalism, media, and digital technology encompasses a range of sensory experiences and embodied knowledge. Yet, this sensory journey felt more personal than professional, as it challenged her inclination to live in her head rather than in the world. By sharing her personal experiences, she hopes that others can relate and share theirs too! It is crucial for her to grow and live more presently in her body, and this remains an ongoing learning experience for her:)

**Pei Fang** is a Taiwanese master's student of organizational change management and consultancy, on an adventure to find her favorite city to spend her 20s. With an inherent curiosity and a passion for understanding the human experience, Pei draws from her time working in a cubicle and living in various cities to explore the role of embodied knowledge in different settings, particularly in the workplace. Through engaging interviews and observations, she delves into how individuals perceive their work environments and the impact on their sense of identity and belonging.

Join Pei on this sensory adventure as she uncovers insights that just might change the way you think about work!





**Lia (Kai) Stoyanova** is a Health and Social psychology masters' student with an interest in human behavior, well-being and radical self-acceptance. Outside of academia, Lia's an artist with a passion for nature. By combining her knowledge of psychology and her tendency to stop and smell the roses every chance she gets, Lia explores how our senses influence us in and outside of our workspaces. Through this magazine, she hopes to inspire you to create and discover moments of connection with yourself, others, and the world around you.

**Divine Lecis** is a passionate fifth-year medical student with a keen interest in surgery. Beyond the textbooks, she cherishes every moment with her family. Through her journey, she has discovered the profound impact of sensory experiences on health and wellbeing. Divine hopes to showcase the applicability of sensory exploration beyond the expected, inspiring readers to embrace sensory awareness in their own pursuits. This journey illuminates new pathways for learning, healing, and wonder



## **MANY THANKS TO**

**Marres**, especially Ilse and Valentijn for helping us explore the senses and produce this project. **Premium** for organising all the events, workshops, and constant support.

Our mentor and coach, lke and Annechien for their guidance.

Our team for sticking together through the highs and lows.

Readers for picking this up and getting this far.

Imagine this:
a stroll around the park,
the sand between your toes,
the wind through your hair —
imagine this

AT WORK.

What do you sense?