

Steelcase CEU Offerings

2023

Steelcase is here to support your professional development by offering an array of Continuing Education Unit (CEU) courses accredited by the American Institute of Architects (AIA) and the Interior Design Continuing Education Council (IDCEC). Available courses cover our research and insights on the ways and places where people work, learn and heal.

Engaging in regular, ongoing education strengthens you as a professional by improving individual attitudes, competencies, knowledge and skills in specific subjects. Steelcase has created the following CEU courses with this in mind.

If you are a dealer or designer and are interested in organizing a Steelcase CEU course event, please contact your Steelcase Workplace consultant.

If you are a Steelcase instructor or wish to become a certified instructor, please contact the Steelcase CEU coordinator at CEU@steelcase.com for course code requests.

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Hybrid Learning Spaces

Course Description

It's time to rethink strategies, space and technology to meet the new needs and expectations of hybrid learners. Organizations are onboarding, reskilling and upskilling people at a rapid pace while schools and universities are learning quickly how to adapt to serve both in-person and remote learners. Our research has uncovered three key principles for creating spaces that support better hybrid learning experiences. These principles centered around inclusivity, engagement and ease have led to new learning space applications that successfully integrate technology in physical space to fully support hybrid teaching and learning

AIA Course Number	SC0858
AIA LU Credits	1.0
AIA LU Designation	LU / HSW
IDCEC CEU Credits	0.1
IDCEC CEU Designation	LU / HSW





Biophilia, Wellness and the Visual Environment

Course Description

In this course, attendees will gain an understanding of the concept of biophilia, and learn how biophilic design principles can be employed in an interior. The design aspects will focus on visual and material elements that give occupants a connection to nature, especially through surface materials. Attendees will also learn about how biophilia and “positive distraction” can reinforce beneficial effects for wellness. The course will also touch on current building standards that give credits for employing biophilic principles.

AIA Course Number	SC0814
AIA LU Credits	1.0
AIA LU Designation	LU
IDCEC CEU Credits	0.1
IDCEC CEU Designation	HSW



Blended Learning

Course Description

Blended learning – an instructional approach that combines online and face-to-face learning continues to evolve as a way to provide students with the higher-order thinking skills and collaborative habits that are essential for today's more complex and connected world. Whether schools experiment or shift significantly to different hybrid learning models, this transition is not always easy.

Steelcase researchers have discovered four key insights to help educational institutions understand how pedagogy, space and technology can promote engaging blended learning experiences. On campus learning is shifting to higher cognitive modes and tailored experiences

- Students and educators have varying levels of familiarity and comfort with blended learning
- Technology can disconnect us from others
- The built environment is being asked to do more

It is increasingly important that institutions explore opportunities to create built environments that support pedagogical practices and make blended learning an engaging experience for students and instructors.

AIA Course Number	SC0838
AIA LU Credits	1.0
AIA LU Designation	LU
IDCEC CEU Credits	0.1
IDCEC CEU Designation	HSW



Centering Wellbeing through Learning Spaces

Course Description

There is growing concern for student and educator wellbeing and the challenges each are facing, making it difficult for each group to do their best learning and teaching. New research helps you better understand and identify ways to center wellbeing in learning spaces.

Our research suggests that a person's wellbeing is better understood as a confluence of physical, cognitive and emotional factors. The research identifies six pillars of human wellbeing that are universally true: meaning, belonging, authenticity, mindfulness, optimism and vitality. Additionally, the dimensions of what impacts our wellbeing are intrinsically connected to our personal relationships and the people/environments around us.

AIA Course Number	SC0845
AIA LU Credits	1.0
AIA LU Designation	HSW
IDCEC CEU Credits	0.1
IDCEC CEU Designation	HSW



Emotional Wellbeing in the Workplace

Course Description

Can the workplace actually be a place where people leave healthier than when they arrive? Today, many employers are rethinking how to address wellbeing by taking a more proactive, human-centered approach. A synthesis of research by Steelcase researchers has identified six dimensions of emotional wellbeing that can be impacted by the built environment. This course will explore the rising importance of emotional wellbeing and demonstrate that by creating a workplace that addresses the emotional wellbeing of people, architects and designers will be able to help organizations increase employee engagement and drive business performance. The course also shares thought starters and design principles that can be used by architects and designers to create environments where people will thrive.

IDCEC Expiration	April 30, 2023
Date IDCEC CEU	0.1
Credits IDCEC	HSW, General
CEU Designation	



General Active Learning Classroom

Course Description

Today's educators recognize that the integration of active learning presents opportunities for enhanced student engagement and success, and they are responding to the diverse needs of 21st-century learners with refreshing openness. However, a majority of classrooms currently in use were built for traditional pedagogies. These spaces are not equipped to support learner-centric techniques and technology integration.

Steelcase Education observations spanning schools of all types yielded new insights into what's happening in modern classrooms, how these changes affect teaching and learning, and how a holistic approach to space can help. This course explores ways to create active learning environments that can solve many of the challenges educators face and prepare young people for an ever-changing future.

AIA Course Number	SC0830
AIA LU Credits	1.0
AIA LU Designation	LU
IDCEC CEU Credits	0.1
IDCEC CEU Designation	HSW

New Era of Hybrid Workspaces



Course Description

Findings from a global study of 5000 people identify three key insights that are critical for a successful hybrid strategy and return to office. This course will identify what people value more now and how organizations need to change their workplaces to attract people back to the office. The course also explores why the workplace needs to draw inspiration from neighborhoods and how this can impact engagement, productivity, retention and culture.

AIA Course Number	SC8827
AIA LU Credits	1.0
AIA LU Designation	LU
IDCEC CEU Credits	0.1
IDCEC CEU Designation	General



NEW esports and Gaming in Learning

Course Description

What is esports and why is it rising in popularity? Why should we bring it into schools? And how can we set up gaming spaces in a way that drives student success? In this presentation, we'll answer those questions by sharing what we've learned about esports and gaming culture from our secondary research, along with information gathered from our own interviews, observations, and experiments. We will then share key design principles for the various zones in an esports space so designers can support compelling esports engagements that promote student engagement and foster learning.

AIA Course Number	SC0859
AIA LU Credits	1.0
AIA LU Designation	LU/HSW
IDCEC CEU Credits	0.1
IDCEC CEU Designation	General/HSW



Acoustics: Speech Privacy+ Sound Masking in Modern Architecture

Course Description

There are many distractions in the workplace that affect productivity. Surveys indicate that noise tops that list, and it's a very subjective issue, which means that managing expectations is just as important as implementing an appropriate solution. This presentation is an opportunity to share some of what we have learned from our projects that can help improve the acoustical environments. By reviewing the basics of sound control, you will learn about the options available to minimize distracting noise and improve the overall acoustical quality of the space.

AIA Course Number	SC0827
LU Credits	1.0
AIA LU Designation	LU
IDCEC CEU Credits	0.1
IDCEC CEU Designation	HSW



Personalized Learning Experiences: Design for Success

Course Description

The most successful personalized learning experiences provide students with the resources they need to leverage their strengths, pursue their academic goals and interests, and assess their progress. However, physical space can constrain access to dynamic resources and diverse experiences that help students reach their learning objectives and achieve personal growth.

Steelcase researchers observed real-world classrooms to investigate how space can support and enhance the benefits of personalized learning. When spaces are intentionally designed to empower student agency, support dynamic interaction and increase resource flexibility, the entire learning community can thrive. In this course, you will learn about the characteristics of authentic personalized learning experiences and discover specific design strategies to enrich learning spaces. You will also find considerations and a variety of applications to help a school or district support personalized learning experiences.

AIA Course Number	SC0826
AIA LU Credits	1.0
AIA LU Designation	LU



A better way
to connect,
collaborate
and create
community.

Work Better: Go Back to a Better Experience

Course Description

The COVID-19 crisis changed life and work as we know it. Economies shifted and entire industries have had to navigate rapid change and uncertainty. Leaders everywhere are continuing to make big decisions on where and how to work, and what returning to the workplace may look like. Some companies are curious about how the workplace will change as a result, some are eager to take action, and many are hesitating. Regardless of their approach, each of these companies represents an opportunity. Customers need guidance and are asking for help. Steelcase has a unique chance to present a clear vision for making the workplace better – one people want to return to. There's a path forward... a way to Work Better.

AIA Course Number	SC0844
AIA LU Credits	1.0
AIA LU Designation	LU
IDCEC CEU Credits	0.1
IDCEC CEU Designation	General



Wireless Wellworking How Real Estate and Work Culture Can Help Organizations Thrive

Course Description

This CEU was based on research conducted over the last 8 years in the UK and further afield during a period of massive change in working practices from fixed allocated desks to a more agile nomadic work pattern. Our Ergonomist, Jim Taylour, has been shadowing the health consequences of some of these changes in working practices with Orangebox clients and focus groups and has captured the views of occupational health, human resources, facilities and the design community. We've got a few academic papers published and the references for these slides can be found in 'Mobile Generations'. As more organizations globally adopt similar working practices, by sharing lessons we've learned we hope this presentation and some of the tools developed can be applied to live projects to ensure more human centered design outcomes.

AIA Course Number	SC0848
AIA LU Credits	1
AIA LU Designation	LU
IDCEC CEU Credits	0.1
IDCEC CEU Designation	General / HSW



Waiting Spaces

Course Description

How can healthcare environments support patients, families, evolving safety standards and system throughput, all without compromising performance? With the growth of virtual care and the ongoing evolution of care experiences due to COVID-19, Steelcase has new and ongoing research to better understand and identify ways to support every participant in the care experience through waiting and transition space design.

AIA Course Number	SC0849
AIA LU Credits	0.1
AIA LU Designation	LU / HSW
IDCEC CEU Credits	0.1
IDCEC CEU Designation	General / HSW

General Courses

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Ancillary Spaces That Perform and Inspire

Course Description

Companies all over the world are adding inspiring, shared spaces. Competition for talent is a top concern, and a unique, inviting workspace is a key attraction + retention tool.

But a lot of these spaces are sitting empty. Why?

This seminar will talk about:

- The trends that are driving interest in ancillary
- The challenges of designing and sourcing ancillary spaces vs traditional offices
- Research-driving insights into what makes a successful, inspiring space
- Best practices for designing ancillary spaces

AIA LU Credits 1.0

AIA LU Designation LU

IDCEC LU Credits 1.0

IDCEC LU Designation LU

Bauhaus in Context

Course Description

The purpose of this course is to give an overview of the Bauhaus movement and its major design principles. The course will delve into some of those principles in more detail, such as: cross disciplinary integrated design, innovation and experimentation, and functionality. The curriculum seeks to show attendees how these Bauhaus concepts are still alive today, and relates the principles to modern day trends in architecture and design..

AIA LU Credits 1.0

AIA LU Designation LU

IDCEC CEU Credits 0.1

IDCEC CEU Designation General

Furniture Design and Textiles: The Mastery of Fabrication

Course Description

This fundamental course will take designers through the design and development process for furniture, taking into consideration the frame, suspension, foam and design intent. The journey continues with a look at fabrics, ranging from fiber to weaving to print. It culminates as we explore the two coming together—the creation of a cover set and the upholstery process. We discover how characteristics of fabric behave on certain designs and how to thoughtfully weave one's way through the selection process. The training ends with visual celebrations of when the combinations work and when they do not.

AIA Course Number	SC0834
AIA LU Credits	1.0
AIA LU Designation	LU

Modern Danish Design: Influential Danish Designers

Course Description

Today's design has been influenced by designers from many different places with vastly different backgrounds. This is an opportunity to focus on Danish designers, specifically Hans Wegner, and how craftsmanship, drive for perfection, and simple but clean designs have influenced modern design. Through this course you should expect to gain an intimate understanding of the Danish Masters, who they are and how their modern yet classic designs continue to seize the design world's attention today.

AIA Course Number	SC0823
AIA LU Credits	1.0
AIA LU Designation	LU
IDCEC CEU Credits	0.1

Privacy Crisis—Workplace Privacy

Course Description

Space design and collaborative work, especially in North America, have made it possible for organizations to optimize their real estate and speed innovation. At the same time, these fast-growing trends have been compromised to individual work and worker privacy. Mobile devices have given rise to the phenomenon of mobile work, offering many employees an option to work almost anywhere—a freedom that they didn't have before. However, alternative work settings are often either too isolating or too public, and they lack the technology access and other amenities that give workers what they want and need for sustained, productive work.

Meanwhile, the proliferation of data, particularly new information technology, is making privacy invasion easier and that's been exacerbating concerns and increasing awareness of privacy as a precious resource under threat. When it comes to solving for employee engagement in today's world, place matters—a great deal.

Highly engaged employees are also the most satisfied with their work environment, while highly disengaged employees, in contrast, are not. Learn about the research that was conducted by Steelcase with over 10,500 employees living in 14 countries and how satisfied they are with their current work environment.

AIA Course Number	SC0839
AIA LU Credits	1.0
AIA LU Designation	LU

Textiles 101: From Fiber to Application

Course Description

In this course, attendees will learn key elements about textiles in order to properly specify for furniture and interiors. Textile and coated fabric types, their production, constructions, and dye and print processes are reviewed. Considerations for textile specifications are demonstrated, including, cost, end use, and selecting for setting/environment. Performance requirements and the furniture application and approvals process are discussed in further detail.

Join us to learn all the basics of Textiles!

AIA Course Number	SC0854
AIA LU Credits	1.0
AIA LU Designation	LU
IDCEC CEU Credits	0.1
IDCEC CEU Designation	LU

The Case for Modular: Modular Construction and the Agile Workplace

Course Description

Agility is a buzzword right now, and for good reason. To keep pace with technology and innovation, organizations must constantly adapt to survive. An agile workplace strategy can help organizations quickly respond to changing conditions, and drive the innovation and creativity necessary to stay ahead of the curve.

This CEU is about the role that modular construction can play in the agile workplace of today and tomorrow, and how to identify the projects and clients that may benefit from this approach.

AIA Course Number	SC0835
AIA LU Credits	1.0
AIA LU Designation	LU/HSW
IDCEC CEU Credits	0.1
IDCEC CEU Designation	HSW

Color, Part One: Color Theory + the Neuroscience of Color

Course Description

WHAT IS COLOR? HOW DO OUR EYES DETECT COLOR & OUR BRAINS INTERPRET WHAT WE SEE? HOW ELSE DO WE RESPOND TO COLOR? In this course, attendees will learn about color and the visible light spectrum, how our eyes perceive color and how our brains interpret color. The neuroscience behind our perceptions of color is demonstrated with examples of color perception and color relativity. In the section on “working with color,” basic color terms, the color wheel, complementary colors, and tints and shades will be demonstrated. The course will also touch on the psychology of color and color associations globally. As time permits, attendees may participate in a color exercise (for in-person attendance). Join us to take a journey into the world of color!

AIA LU Credits	1.0
AIA LU Designation	LU
IDCEC CEU Credits	0.1
IDCEC CEU Designation	General

Realizing Relationship Buildings

Course Description

As a seasoned ergonomist and passionate champion of workspaces that support wellbeing, I'm increasingly concerned by how many initiatives relating to wellbeing and the adoption of new dynamic workspaces appear to falter before they've really got off the ground.

You'd expect such well-intentioned initiatives to be embraced, supported and successful (after all, no one wants to work in a neglected dungeon), so why are up to 50% of wellness programs missing their objectives?

AIA LU Credits	1.0
AIA LU Designation	LU/HSW
IDCEC CEU Credits	0.1
IDCEC CEU Designation	LU/HSW

The Need to Consider USB-C Power CEU

Course Description

The rapidly emerging way of powering the devices that we use to get work done, requires a basic level of understanding. This course will provide that, and some additional considerations that go beyond USB-C basics, to ensure the expected experience you/your employees/clients expect when connecting to power.

AIA Course Number	SC0857
AIA LU Credits	1.0
AIA LU Designation	LU
IDCEC CEU Credits	0.1
IDCEC CEU Designation	LU

Work Better: Creating a Hybrid Workplace

Course Description

Organizations around the world are in very different states of embracing and implementing hybrid work strategies. There is no single correct hybrid strategy and no company at a large scale has done this before. This presentation shares what we are learning – through our own experiments and what other companies have done or are trying to help organizations with their own hybrid work journeys.

AIA Course Number	SC8824
AIA LU Credits	1.0
AIA LU Designation	LU
IDCEC CEU Credits	0.1
IDCEC CEU Designation	HSW

Think Better: Neuroscience— The Next Competitive Advantage

Course Description

It's fast becoming a deeply embedded yearning of our time: In workplaces throughout the world, there's awareness that we're not performing to our full potential and too many distractions are to blame. While the diagnosis may seem clear, most people feel helpless to do anything about it other than to keep working harder at staying focused. But neuroscience research is now shedding new light on the fundamental problem, offering decipherable clues for how to better support attention at work. By integrating the discoveries of neuroscience with their own investigations into worker behaviors and the changing nature of work, the Steelcase WorkSpace Futures team offers new insights and ideas for how workplaces can be reimaged in innovative ways to optimize brain performance.

AIA Course Number	SC0841
AIA LU Credits	1.0
AIA LU Designation	LU/HSW

Workplace Wellbeing

Course Description

This course is about the importance of understanding wellbeing in the workplace. It is a growing concern for many organizations and is quickly becoming a bottom-line issue that drives business performance. CEOs value employees who are collaborative, communicative, creative and flexible. But only recently are leaders realizing that fostering these skills requires a focus on employees' wellbeing. New Steelcase research and insights show how the workplace can help organizations attain the employee wellbeing and business results they desire. Learn how to design workplaces that holistically support employees' physical, cognitive and emotional wellbeing.

AIA Course Number	SC0832
AIA LU Credits	1.0
AIA LU Designation	LU/HSW
IDCEC CEU Credits	0.1
IDCEC CEU Designation	HSW

New Performance for the Private Office

Course Description

As we all know, the world is ever evolving – and with it, work. The spaces where people work must be designed to flex and accommodate changing needs and shifts across industries and levels. With that, the universal private office too must adapt to new ways of working, new preferences and new needs. From law to technology, to higher ed and C-suite, private offices are a mainstay and can play a significant role in performance, productivity and wellbeing for those using them. Many private offices need to be reimagined to reflect today’s workstyles and satisfy people’s expectations. It’s time for better performance from the private office.

This course seeks to examine the trends influencing how people work. And specially, how that relates to user needs around private office. Attendees will get brief exposure to human-centered design and other research, with heavy focus on the insights gained, key design principles and helpful space application examples across sectors, including legal.

Join us as we explore how to better design the private office we need now.

AIA Course Number	SC0833
AIA LU Credits	1.0
AIA LU Designation	LU
IDCEC CEU Credits	0.1
IDCEC CEU Designation	General

Emerging Spaces for Learning

Course Description

Social dynamics, technology shifts, and pedagogy influences have a significant impact on the traditional classroom. This course will define the drivers and benefits of new environments for learning and explore emerging spaces including mixed reality, maker spaces, outdoor learning, Esports and learning commons.

AIA Course Number	SC0843
AIA LU Credits	1.0
AIA LU Designation	LU
IDCEC CEU Credits	0.1
IDCEC CEU Designation	General

Understanding Agile and Designing To Support Agile Teams

Course Description

As more companies prioritize speed, innovation and customer focus, agile is becoming an increasingly popular way of managing projects. This course is an overview of agile project management, Steelcase's learnings from our research into agile and our own IT department's agile pilot, and how we've taken those learnings and developed insights into designing spaces to best support agile teams and how they work.

Appropriate for both audiences new to agile and ones who already have a deep understanding of agile work.

AIA Course Number	SC0808
AIA LU Credits	1.0
AIA LU Designation	LU
IDCEC CEU Credits	0.1
IDCEC CEU Designation	General

Virus Mitigation and Workplace Safety: Design Considerations

Course Description

How can I make my workplace safe for people to return?"

This is a concern on nearly every customer's mind, whether they're looking for help in reconfiguring their existing spaces or designing a new one. How do we fit everyone in the space while allowing for distancing? What about air management? And how do I prepare for the next outbreak, so I don't have to shut down again?

This course has 6 objectives. We want you to understand:

- Viruses vs. bacteria, and what antimicrobial means
- The importance of a holistic approach to safety
- The critical role of air management
- Key space design principles
- How to guide customers in feeling safe while caring for their contract products and materials.
- How infection control guidelines can help companies be safer and feel safer, both now and during annual outbreaks like flu season.

AIA Course Number	SC0847
AIA LU Credits	1.0
AIA LU Designation	LU/HSW
IDCEC CEU Credits	0.1
IDCEC CEU Designation	General

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Clinical Worker Wellbeing: Safety in Clinician Workspaces

Course Description

The work of clinicians is demanding, with real and perceived potential for injury to clinicians and their patients. Clinicians often compromise their personal safety and comfort out of concern over patient injury. In this course, participants will understand the risks, as well as what clinicians want and need for a better experience. Findings are based on more than 2,000 hours of observation and an online survey of 300 clinicians conducted by SteelcaseHealth, and are also informed by secondary research.

Cleaning and Disinfecting of Surface Materials

Course Description

The purpose of this course is to give an overview of cleaning and disinfection practices of surface materials in the built environment. Knowledge from healthcare environments is considered for application to other interior environments. The differences between cleaning, disinfecting and sanitizing are described, and the process steps for “how to” are discussed. Specific disinfection practices for SARS-CoV-2 (the virus that cause Covid- 19) are shared. The use of technologies like antimicrobials and UV light are also discussed.

AIA Course Number	SC8822
AIA LU Credits	1.0
AIA LU Designation	LU/HSW
IDCEC CEU Credits	0.1
IDCEC CEU Designation	HSW

AIA Course Number	SC0836
AIA LU Credits	1.0
AIA LU Designation	LU/HSW
IDCEC CEU Credits	0.1
IDCEC CEU Designation	HSW

Designing for Family Support—The Foundation of Patient Experience

Course Description

Supporting all facets of the patient experience in a hospital setting involves understanding and catering to family members and other stakeholders too. When healthcare institutions focus on everyone involved in the patient health journey, it creates a solid support loop that influences better overall outcomes—for patients, the hospital and even the community. This course outlines patient and family involvement, and the nuanced benefits of family involvement in the patient experience. By learning about the needs of each player, including family, clinicians and hospital staff, course attendees will learn about and connect the dots to the key design considerations for the spaces these players occupy that majorly impact satisfaction, wellbeing and overall positive experiences.

AIA LU Credits	1.0
AIA LU Designation	1 LU HSW
IDCEC CEU Credits	0.1
IDCEC CEU Designation	HSW

Exam Experiences Reimagined: Designing for Mutual Participation

Course Description

There are over 1 billion visits to doctors' offices in America each year. And more and more frequently, they are to manage one or more chronic health conditions. In light of this incredible volume—which is only projected to increase—exam rooms today require a new type of experience, one that builds on doctor-patient-family member collaboration.

Drawing on the model of mutual participation, Steelcase research believes mutual participation is expressed through three main ideas:

- Interpersonal Sensitivity—humanizing the physician-patient relationship
 - Egalitarian Presence—empowering the physician-patient relationship
 - Collaboration + Shared Decision Making—connecting the patient and physician
- Steelcase research identified a new design principle to support mutual participation: the diamond.

AIA Course Number	SC0819
AIA LU Credits	1.0
AIA LU Designation	LU
IDCEC CEU Credits	0.1
IDCEC CEU Designation	HSW

Environments for Cancer Care

Course Description

A cancer diagnosis is scary, and oncology environments often fail to sufficiently put patients at the center of the healthcare process. In this course, participants will understand the drastic improvements possible for patients, clinicians and families in the cancer treatment process by focusing on user-centered design in all of the spaces where healthcare happens. Findings are based on field observations from nine different cancer facilities (ranging from small, private institutions to large research facilities) and contextual interviews of 39 patients, families, clinicians and support staff.

AIA Course Number	SC0735
AIA LU Credits	1.0
AIA LU Designation	LU/HSW
IDCEC CEU Credits	0.1
IDCEC CEU Designation	HSW

Fitwel Ambassador Training

Course Description

This is an educational workshop that provides attendees with a 60-minute Fitwel Ambassador training, introducing the rationale and evidence used to develop Fitwel and its high-impact strategies that link workplace design and operations to improved occupant health outcomes. The course teaches participants how to prepare for the Fitwel exam and how to use the Fitwel digital interface used for project certification. In the process, participants will become design and health experts, walking away with a clear understanding of how to integrate Fitwel strategies within diverse building projects. Fitwel Ambassadors are multidisciplinary leaders who usher their companies and clients through the Fitwel Certification process.

AIA Course Number	SC0831
AIA LU Credits	1.0
AIA LU Designation	LU/HSW
IDCEC CEU Credits	0.1
IDCEC CEU Designation	

Flexibility in Healthcare Environments

Course Description

'Flexibility' is a buzz word today, but one full of both promise and confusion. As diverse stakeholders seek 'flexibility', many are asking: What exactly does flexibility mean?

This session will delve into the results of a study exploring the meaningful use of flexibility.

The research study included a literature scan, a nationwide survey of industry stakeholders (n=143), interviews, and cross-sector case studies. A simple framework emerged for flexibility: 'versatility', 'modifiability', 'convertibility, and scalability'. Stakeholders revealed an appetite for flexibility tempered with concerns, related to ROI, and the perspective that flexibility is more than a spatial concept.

AIA Course Number	SC0855
AIA LU Credits	1.0
AIA LU Designation	LU/HSW
IDCEC CEU Credits	0.1
IDCEC CEU Designation	General

EDAC Course ID CH20-E7-IWM

Sustainability in Healthcare— Safe Materials and More

Course Description

There exists a strong and clear correlation between human health and the chemical and toxic load inherent in materials. Naturally, the healthcare industry aims to incorporate high standards of practice, which involves taking a hard look at the products used within healthcare spaces. As leading healthcare organizations move to a preventative, wellness-driven vision – they are struggling to find products, applications and partners that support their associated sustainability goals. But when the right partnerships exist between these organizations and manufacturing, safety and quality goals can be reached.

This course seeks to examine the potential risks posed by materials used in products within the built environment, and the impact on the health of users and communities, centrally focused on materials used in healthcare settings. You will learn about the highest areas of concern, influential market drivers and players as well as today's frameworks for assessing material health. Get a clear picture of what people can do to ensure safety by role, such as what questions to ask and actions to take as designers and facilities managers. Plus, how to work with manufacturers to achieve material health goals when designing health spaces. Materials make a difference!

AIA Course Number	SC0815
AIA LU Credits	1.0
AIA LU Designation	LU/HSW
IDCEC CEU Credits	0.1
IDCEC CEU Designation	HSW

Time for Change: New Solutions for Healthcare Places

Course Description

The experience of healthcare is rapidly evolving. Spending is high and costs are projected to keep rising. Billions of dollars are wasted without improving health outcomes or experiences. In this course, participants will explore the key issues impacting healthcare today and learn ways that place can help. They will examine insights in space planning in application across five common healthcare settings—each an opportunity to improve connection, empathy and wellbeing. Insights are derived from 18 studies and 15,000 hours of observation conducted by Steelcase Health over the course of more than 10 years.

AIA Course Number	SC0781
AIA LU Credits	1.0
AIA LU Designation	LU/HSW

IDCEC LU Credits	1.0
IDCEC LU Designation	LU/HSW

Thinking Outside the Bus Station: Seating Preferences and Perceptions in Waiting Spaces

Course Description

The national focus on patient and care partner experience and satisfaction brings an increasing awareness of the relationship between the environment and the perception of care; with the corresponding reimbursement implications, designing spaces that deliver value is paramount. Seeking to support and improve patient and care partner experience in the waiting room setting, a major academic medical center in Atlanta, Georgia, and a leader in healthcare environments manufacturing conducted a pre- and post-occupancy study in an outpatient transplant clinic. Learn about seating choice and arrangements across multiple settings, discover a new tool for capturing and visualizing spatial behaviors, and explore the relationship between built environment affordances and perception.

AIA Course Number	SC0816
AIA LU Credits	1.0
AIA LU Designation	LU/HSW

Virtual Care: Supporting a Better Webside Manner

Course Description

Patients and healthcare organizations are choosing virtual care for services that in the past would have required being together in the same room. As healthcare organizations evolve to meet this new type of care delivery, they're exploring how the built environment can best support a better webside manner. There's new research from Steelcase about how the built environment can best support delivery for patients and clinicians. This CEU shares new insights, design principles and applications to support a range of users and behaviors in this evolving care space.

AIA Course Number	SC0827
AIA LU Credits	1.0
AIA LU Designation	LU
IDCEC CEU Credits	0.1
IDCEC CEU Designation	General / HSW
EDAC Course ID	SCH20-E7-IWM

Education Courses

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A Revised Lesson Plan for Student Success

Course Description

There's growing concern among students, parents, educators, administrators, governments and employers that the definition of success needs bolstering, and that requires an updated perspective, new strategies and new metrics.

Steelcase believes that student success includes three essential and interrelated domains:

- Gaining knowledge
- Acquiring practical skills
- Developing personally

A more expansive view of student success puts different demands on a school's physical space. It's important to assess the campus as a connected system of innovative active learning spaces, all working together to support student success.

AIA Course Number	SC0782
AIA LU Credits	1.0
AIA LU Designation	LU
IDCEC CEU Credits	0.1
IDCEC CEU Designation	HSW

SE Active Learning: The Fundamentals of Active Learning

Course Description

This course is intended to illustrate an understanding of the paradigm shift from the traditional to more progressive and modern active learning classroom environment. It will allow participants to generate an awareness of how the learning environment is changing to address evolving teaching methodologies, technology innovations, space inferences and behavioral needs.

IDCEC CEU Credits	0.1
IDCEC CEU Designation	HSW

Hybrid Learning Spaces

Course Description

It's time to rethink strategies, space and technology to meet the new needs and expectations of hybrid learners. Organizations are onboarding, reskilling and upskilling people at a rapid pace while schools and universities are learning quickly how to adapt to serve both in-person and remote learners. Our research has uncovered three key principles for creating spaces that support better hybrid learning experiences. These principles centered around inclusivity, engagement and ease have lead to new learning space applications that successfully integrate technology in physical space to fully support hybrid teaching and learning

AIA Course Number	SC0858
AIA LU Credits	1.0
AIA LU Designation	LU / HSW
IDCEC CEU Credits	0.1
IDCEC CEU Designation	LU / HSW

Large Active Learning Classrooms

Course Description

Educational leaders are recognizing that the typical higher education classroom is not equipped to support the evolution of student-centered learning models. The needs of a large number of students can make the transition to active learning in large classrooms a challenge.

Investigation of large classrooms by Steelcase Education researchers yielded design principles to better support the student experience in these spaces. As higher education institutions envision the future of education to accommodate the diverse needs of students and teachers, the insights shared in this course can be leveraged to create effective and engaging large classrooms.

AIA Course Number	SC0782
AIA LU Credits	1.0
AIA LU Designation	LU
IDCEC CEU Credits	0.1
IDCEC CEU Designation	HSW

Sparking Creativity: Teaching the Creative Process

Course Description

Creative thinking is in demand for students and workers alike. But creativity isn't just about the ability to brainstorm and generate ideas. It's about a process that involves multiple modes, including reflection, collaboration, prototyping and sharing. The combination of these multiple activities leads to solutions for real problems.

Steelcase researchers identified three main activities for practicing creativity:

- Think
- Make
- Share

Designing spaces to support creativity means creating environments that support a range of behaviors throughout the process. It's important to create inclusive spaces that support many student needs and interests.

AIA Course Number	SC0824
AIA LU Credits	1.0
AIA LU Designation	LU
IDCEC CEU Credits	0.1
IDCEC CEU Designation	HSW

Think Better: Attention in Education

Course Description

Steelcase researchers spent months digging through secondary research on the topic of attention and the understanding we are gaining by research on the brain. They integrated these discoveries with their own ongoing investigations into student behavior and learning.

The resulting convergence of findings has inspired new perspectives and new ideas for how environments, when thoughtfully designed, can be a hardworking and effective tool to help students better manage their attention.

AIA CourseNumber	SC0840
AIA LU Credits	1.0
AIA LU Designation	LU
IDCEC CEU Credits	0.1
IDCEC CEU Designation	General

Supporting the Evolving Library: Empowering Users for Success

Course Description

There's new research from Steelcase about the evolving role of libraries and learning commons on campus. As scholarship becomes more balanced between individual accomplishment and group work, libraries are becoming a place where undergraduates, grad students and faculty can come together to learn, collaborate and engage in community. This CEU shares new insights, design principles and applications to support a range of users and behaviors in this critical campus space.

AIA Course Number	SC0821
AIA LU Credits	1.0
AIA LU Designation	LU
IDCEC CEU Credits	1.0
IDCEC CEU Designation	General / HSW

Reimagining Faculty Spaces

Course Description

Faced with a rapidly changing landscape, workplaces are rethinking how work happens and what the office looks like. Similarly, an evolution is taking place in the field of higher education as technology progresses and expectations change—affecting faculty and staff. Work styles, modes of thinking and myriad activities require diverse and more thoughtfully designed spaces that support faculty wellbeing, satisfaction and success. From areas to concentrate and create, collaborate and rejuvenate, faculty spaces are places where they ruminate and research, express their identity, make connections and host students and guests. It's time to reimagine faculty spaces.

AIA Course Number	SC0851
AIA LU Credits	1.0
AIA LU Designation	LU
IDCEC CEU Credits	0.1
IDCEC CEU Designation	HSW

Surface Material Courses

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CeramicSteel and the Vertical Surface

Course Description

Within the built environment, the need for a vertical surface that is durable as well as customizable is key for any project. Given the vast array of vertical surface applications in healthcare, education, corporate and even public spaces, finding a surface that works across many of these sectors is challenging. This CEU is on the role CeramicSteel can play within the built environment, across many vertical markets and identify how and what projects can benefit from this material.

AIA Course Number	SC0802
AIA LU Credits	1.0
AIA LU Designation	LU/HSW
IDCEC CEU Credits	0.1
IDCEC CEU Designation	HSW

Textiles 101: From Fiber to Application

Course Description

In this course, attendees will learn key elements about textiles in order to properly specify for furniture and interiors. Textile and coated fabric types, their production, constructions, and dye and print processes are reviewed. Considerations for textile specifications are demonstrated, including, cost, end use, and selecting for setting/environment. Performance requirements and the furniture application and approvals process are discussed in further detail. Join us to learn all the basics of Textiles!

AIA Course Number	SC0854
AIA LU Credits	1
AIA LU Designation	LU
IDCEC CEU Credits	0.1
IDCEC CEU Designation	General

Virtual Care: Supporting a Better Webside Manner

Course Description

Patients and healthcare organizations are choosing virtual care for services that in the past would have required being together in the same room. As healthcare organizations evolve to meet this new type of care delivery, they're exploring how the built environment can best support a better webside manner. There's new research from Steelcase about how the built environment can best support delivery for patients and clinicians. This CEU shares new insights, design principles and applications to support a range of users and behaviors in this evolving care space

AIA Course Number	SC0825
AIA LU Credits	1.0
AIA LU Designation	LU
IDCEC CEU Credits	0.1
IDCEC CEU Designation	General

Vertical Surfaces & The Built Environment

Course Description

When specifying materials for a vertical surface, within the built environment, selecting a surface that includes durable, functional and aesthetically pleasing qualities with integrated hardware is a top challenge for the design community. This course walks through how to evaluate vertical surface materials, explain best practices for choosing a surface + hardware combination and discuss applications that lead to various types of vertical surfaces.

AIA Course Number	SC0820
AIA LU Credits	1.0
AIA LU Designation	LU

Industry-Specific Courses

<u>Understanding Wood and Wood Furniture: Wood Characteristics, Veneer and Lay-up Techniques (Part 1)</u>	44
<u>Understanding Wood and Wood Furniture: Wood Finishing and Construction Techniques (Part 2)</u>	4

Understanding Wood and Wood Furniture: (Part 1)

Course Description

This is a hands-on course that explores the transformation of wood from the forest to furniture, including unique properties of wood and species of wood veneers. The discussion includes cutting methods to achieve different patterns and lay-up techniques, wood solids characteristics and where used. .

AIA CourseNumber	SC0811
AIA LU Credits	1.0
AIA LU Designation	LU
IDCEC CEU Credits	0.1
IDCEC CEU Designation	LU / HSW

Understanding Wood and Wood Furniture: (Part 2)

Course Description

This is a hands-on course that explores the transformation of wood from the forest to furniture through construction methods and finishing techniques..

AIA CourseNumber	SC0812
AIA LU Credits	1.0
AIA LU Designation	LU
IDCEC CEU Credits	0.1
IDCEC CEU Designation	LU / HSW

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