



## **Margaret Gilchrist Serrato, PhD MBA AIA ASID LEED <sup>AP</sup>**

Workplace Foresight Architect, Herman Miller

With over twenty-five years of research and design experience, Margaret Gilchrist Serrato has a special focus on creating high-performance working and learning environments. Margaret's education in architecture, interior design and environmental psychology, enhanced by an MBA and a PhD in architecture, culture and behavior enables her to provide comprehensive and dynamic strategic planning for a wide range of clients. Her specialty is workplace strategic planning.

Margaret's professional design experience includes ten years at Lord, Aeck & Sargent, where she was a Senior Architect & Interior Designer, followed by five years at tvsdesign where she was an Associate Principal in the corporate workplace studio. Her publications include a co-authored chapter on Post Occupancy Evaluation in "The Architect's Handbook of Professional Practice", a co-authored chapter on Supporting Work Team Effectiveness in "Facility Design for High-Performance Teams", as well as articles on high-performance workplace design in the Atlanta Journal & Constitution, the Atlanta Business Chronicle, CoreNet Leader, Business to Business, Tradeline, and Architectural Products magazine.

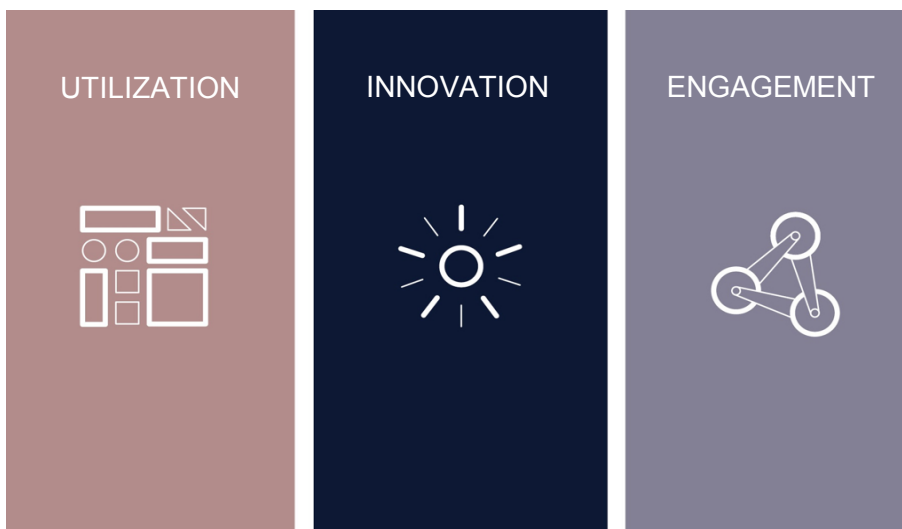
Margaret's speaking engagements include many presentations and workshops at Tradeline, CoreNet, IFMA, TFM, BOMA, NeoCon, SCUP, ASID, IIDA, and the AIA.

Raised in Georgia, Margaret holds degrees from Brenau University, the University of Georgia, the Georgia Institute of Technology and the City University of New York. She also completed a Strategic Facility Planning program at Harvard University and is a LEED Accredited Professional. Her teaching experience includes Converse College, the University of Georgia, and Brenau University where she currently teaches the capstone studio in Interior Design.

Margaret joined Herman Miller in 2009.



# Under Pressure: Looking for Answers Through Workplace Design



## INNOVATE

Innovation has been key to Herman Miller's success for more than half a century.

### Course description

In this course, participants will learn how companies are using workplace design to address the pressures of today's highly competitive marketplace. It focuses on three pressures — space utilization, innovation, and employee engagement — that are driving their efforts and leading to solutions that add value well beyond the conventional considerations of cost and square footage. The presentation also offers suggestions for managing change as companies address these pressures.

### Continuing Education Units

IDCEC (CEU)	0.1
Course	CEU-104866
Subject Code	4.1
Designation	HSW
AIA (LU)	1.0
Program	UNDERPRES
Provider	J308
HSW	Yes

For more information, please contact your Herman Miller representative or [margaret\\_serrato@hermanmiller.com](mailto:margaret_serrato@hermanmiller.com)

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