

As office environments continue to evolve, companies face the ongoing challenge of balancing collaboration with individual privacy. The rise of hybrid work models and ever-changing employee expectations bring new design priorities to commercial fit-outs. One solution gaining traction is the integration of **office phone booths** — dedicated, private call spaces that promise to reduce *open plan distractions* without sacrificing team synergy.

Leveraging insights from trusted sources such as Harvard Business Review and observing progressive firms like **Lum Chang Brandsbridge**, this post examines whether investing in phone booths makes practical and financial sense today.

Hybrid Work and Changing Expectations

The traditional office is no longer the default workspace for many employees. Hybrid work models — a blend of remote and on-site work — are reshaping how people use office real estate. In these models, staff often come in for specific collaborative tasks but spend a significant portion of their time in focused or quiet work.

Why does this matter for phone booths? Because the way people use the office directly informs the kind of spaces required. Employees expect more than just desks; they want environments that support flexibility, privacy, and productivity throughout their varied workdays.



According to Harvard Business Review...

A recent HBR article highlights that businesses who prioritize flexible, multi-use spaces achieve higher levels of employee satisfaction and performance. The ability to transition between collaborative zones and private areas on demand is critical.

In an open plan layout — while excellent for idea-sharing and team energy — the lack of physical barriers often results in distractions. This makes private call spaces a vital addition to maintain concentration and confidentiality for phone or video calls.

Flexible Layouts and Multi-Purpose Zones

Forward-thinking companies like **Lum Chang Brandsbridge** have led the way by adopting fit-out designs featuring modular zones that serve several functions. Office phone booths are engineered into these flexible layouts to maximize square footage efficiency:

- **Private call booths:** Quiet, soundproof pods for individual calls or focused work.
- **Small meeting pods:** Sometimes phone booths are large enough for two people, doubling as impromptu meeting rooms.
- **Hot desk adjacency:** Phone booths located near shared desks allow a seamless shift from open to private space.

This multi-purpose design approach helps companies retain the openness and movement of an open plan office while offering refuge from surrounding noise and interruptions.



Modern office phone booth integrated within flexible office layout

Design Based on Real Workflows

One of the biggest pitfalls in office redesign is creating spaces based on assumptions rather than actual employee behavior. Smarter solutions involve collecting data on typical workflows and communication patterns to anticipate demand for private call spaces.

Tools such as space utilization sensors, employee surveys, and interviews are invaluable. Lum Chang Brandsbridge, for example, emphasizes data-driven design:

"Our fit-outs are informed by direct input from end users. We ensure that phone booths are placed strategically where people naturally take calls, near collaborative hubs or quiet zones depending on the team's needs."

By understanding when and where employees make private calls, designers can position booths efficiently to avoid bottlenecks or underused cubicles.

Balancing Collaboration and Privacy

Office phone booths address the fundamental tension in the modern workplace: the need for both open collaboration and private focus. While spontaneous conversations and teamwork flourish in open spaces, predictable interruptions and noise make private tasks challenging.

In fact, open plan distractions have been documented to reduce productivity substantially when workers try to multi-task or take confidential calls. Phone booths act as soundproof sanctuaries, enabling:

- Confidential business or HR conversations
- High-concentration work without distraction
- Effective video conferencing without background noise

Yet, these booths should not become isolated "silos" that inhibit lorddecor.com team engagement. Instead, they complement open areas by providing choice — empowering employees to select the best environment for their current task.

Are Office Phone Booths Worth the Investment?

Considering the benefits, many firms weigh cost against return. Important factors include:

Factor Considerations Impact Initial cost Booths vary widely from \$3,000 to \$10,000+ depending on size and features Medium-High upfront investment Space allocation Booths take up footprint that might otherwise be desks or collaborative space Requires smart layout to optimize office flow Employee productivity Reduced distractions, improved call quality, and increased satisfaction Potentially high ROI through efficiency gains Flexibility Modular, movable booths can adapt as needs change Improves long-term space utilization Company culture Supports privacy without undermining community feel Enhances employee experience

In summary, office phone booths are a worthwhile investment for many organizations seeking to address hybrid working challenges and offer employees a better balance of privacy and collaboration. Companies like **Lum Chang Brandsbridge** demonstrate that with thoughtful planning and data-driven design, these installations can significantly boost workplace satisfaction.



Conclusion

The modern office demands more than rows of desks or endless open plan spaces. **Office phone booths** provide a practical solution to the common problem of managing *open plan distractions* while honoring employee needs for a *private call space*. When integrated into flexible layouts inspired by real workflows — as advocated by industry leaders and reported by Harvard Business Review — phone booths enrich the work experience and support evolving hybrid work models.

Ultimately, whether phone booths are worth the investment depends on your company's size, culture, and goals. But with clear evidence of benefits, strategic placement, and modular design, they present an effective tool to future-proof offices and create environments where people truly want to work.

For imagery and design ideas inspired by top commercial fit-outs, explore galleries hosted on platforms like Squarespace CDN, which showcase cutting-edge office installations from around the world.