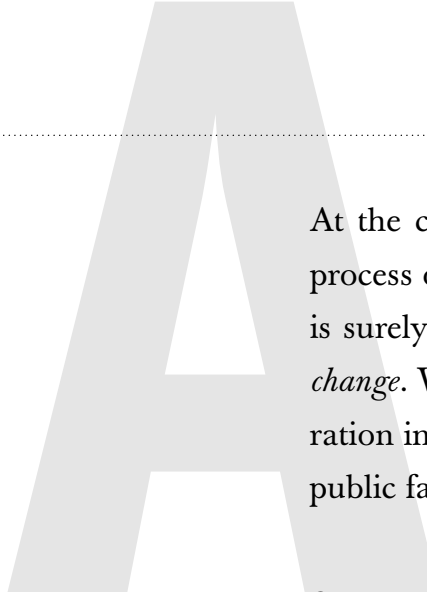


# 25

# Programming for Change

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At the commencement of any project, when the designer begins the process of discovery into a client's needs, wants, and desires, one thing is surely present no matter what the project or client type, and that is *change*. Whether it is a residential client in search of a home, a corporation in search of a headquarters, a government agency in search of a public facility, a new project or a remodel, there will be change.

Change is a powerful occurrence that has notable effects on humans whose lives are wrapped around its events. Change brings with it every spectrum of emotion, from excitement and expectation to fear and apprehension. It is in the presence of the unknown that these emotions can often be magnified and affect the quality of communication and understanding that needs to be present to design a project successfully.

In order to begin to discover the effects of change on the client and therefore on the client's future needs, one must consider the effects of change on the client's entire system. If you are designing for a family, the effects of change will be different for the husband than for the wife or the children. In corporate work, what works well for the finance department might cause conflict with the human resources department. Therefore, we must look at our clients as a whole system and we must also understand their parts, their structures, and their strategic objectives, if we are to assist our clients in making successful decisions about their future.

Programming in a broad sense is the process, methodology, and tool used in the discovery and/or creation of the unknown and the known. Depending on the complexity of the problem, the magnitude of change, and the emotional and factual understanding of the client for its own future desired state, it can be simple and straightforward, or extremely elaborate, with a multitude of interrelated or interconnected parts.

"Traditional" programming records a description of space needs and documents the elements within a project that are necessary to meet the client's requirements. The process used to establish this document is typically an interview, or perhaps a questionnaire, between the client and the designer recording the client's responses. The client is then asked to review the infor-