

The Sound of Change - “Mind the Gap”

The profound challenges and opportunities
of remote working

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1st December 2020

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From Home

www.workingfromhomepro.info

Aim

to provide you with essential findings
concerning the 'new normal' ways of working

Background

Paradigm shift

No longer short-term, experimental

How to optimise performance: not where we work, but HOW we work

Productivity, cost, flexibility, talent attraction & retention

Risks and misapprehensions

Profound challenges for leadership, processes, creating high quality jobs, value creation, structures, performance, measurement, cultures, innovation, recruitment, inclusivity, wellbeing and career

development

4 key themes to explore with you

1. REMOTE WORKING IS OUR NEW NORMAL

2. GAPS BETWEEN LEADERS AND TEAMS

3. WELLBEING

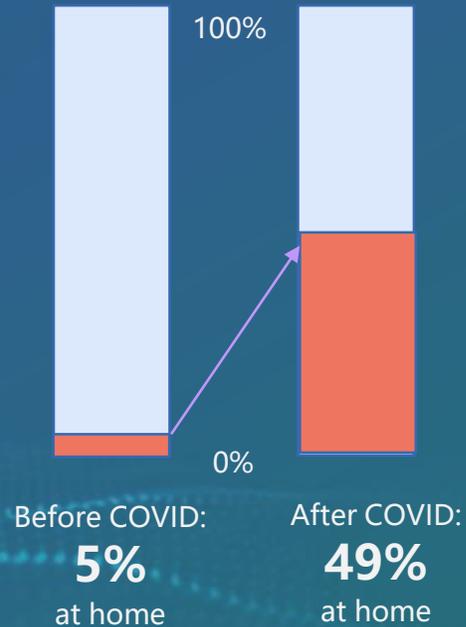
**4. DEVELOPING REMOTE TALENT, USING SPECIFIC
REMOTE WORKING LEADERSHIP TECHNIQUES**

The new normal:

Distributed or remote working: a fundamental switch in how we work and where service organisations create value in the UK

Up to 14 million people, or 49% of UK employees working at home¹

86% of people who worked from home in 2020 did so because of COVID¹



Sources:

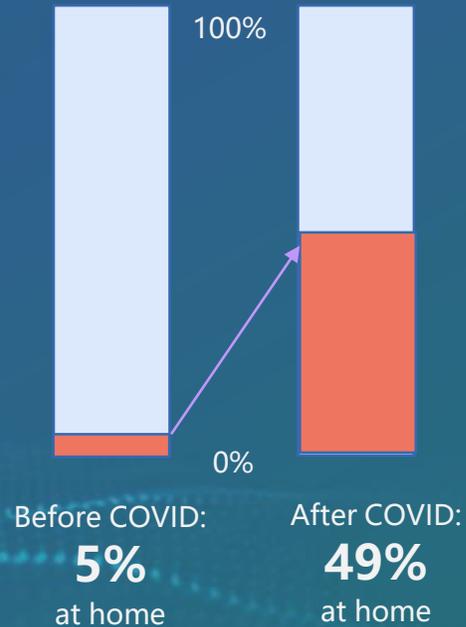
1. ONS, UK data June and October 2020
2. World Economic Forum and Slack report on remote working 2020
3. Frost & Sullivan: August 2020
4. GALLUP, August 2020. Remote Work Outcomes study, UK, France and US

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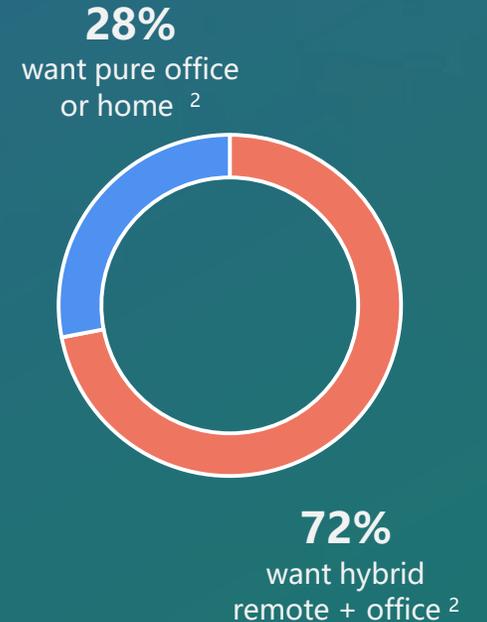
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Now, 72% want a hybrid remote-office model²

82% of managers expect more flexible remote working policies³



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3. Frost & Sullivan: August 2020
4. GALLUP, August 2020. Remote Work Outcomes study, UK, France and US

The new normal:

Distributed or remote working: a fundamental switch in how we work and where service organisations create value in the UK

“People want to be where they're most productive and least frustrated... clearly, many feel that place is at home.”⁴

GALLUP

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2. World Economic Forum and Slack report on remote working 2020
3. Frost & Sullivan: August 2020
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GAPS

emerging between leaders and teams, and within organisations



Locations
Productivity perception

GAPS:

Our RWPI[©] surveys confirm the desire for flexible working to be the norm
Team members are keen hybrid working advocates; leaders less so

RWPI[©]
Remote Working
Preference Indicator



71%

OF TEAM MEMBERS

Strongly Agreed

that they would prefer to work flexibly between home + office



38%

OF LEADERS

Strongly Agreed

that they would prefer to work flexibly between home + office

International GAPS:

Between UK and other markets suggests that we need to use new ways of working to close the productivity gap



Office for
National Statistics

In the UK we are, on average,

24% less productive

every hour than workers in



Internal productivity GAPS:

Our RWPI[©] survey confirms that there are trust, expectation or reporting gaps between employees and leaders on remote productivity

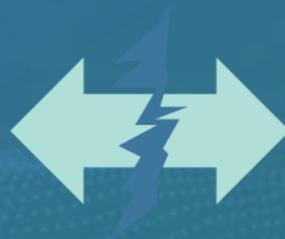
RWPI[©]
Remote Working
Preference Indicator

How **individuals** rate
remote productivity

55%

Agreed or Strongly Agreed

Response to :
I can be more productive at home,
compared to working in my normal office



How **leaders** evaluate their teams'
remote productivity

28%

Agreed or Strongly Agreed

Response to:
My team, since starting to work from home or remotely,
is **more productive** than before lockdown (March 2020)

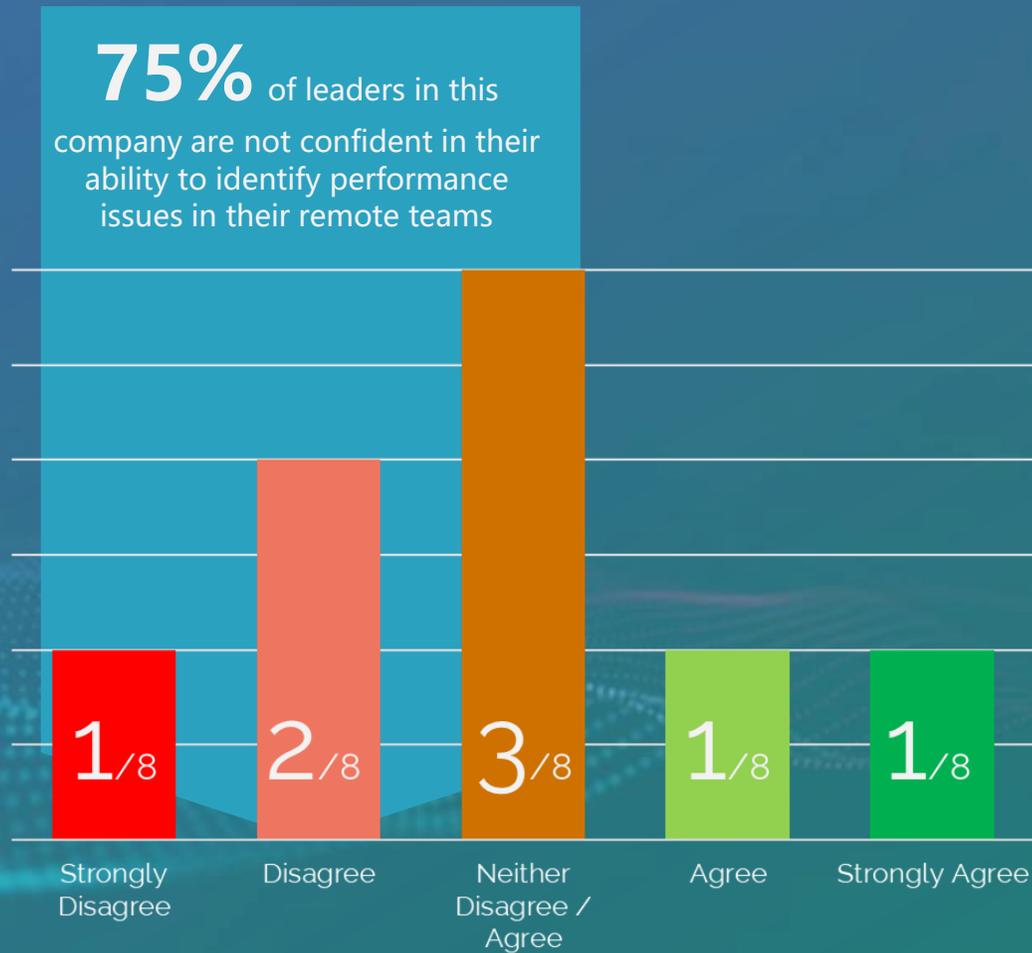
Performance GAPS:

Leaders lack confidence in assessing their teams performance when working remotely

RWPI©

Remote Working
Preference Indicator

Response to statement: Working remotely I am able to identify performance problems in my team, as effectively as when working in an office



Example Company:
survey covered 8 leaders

Wellbeing



Wellbeing:

under profound pressure with the COVID-19 pandemic combined with the impact of sustained remote working



41%

report that COVID-19 was affecting their well-being

Lenovo

71%

of home workers are experiencing worsening physical or mental conditions

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report that COVID-19 was affecting their well-being

71%

of home workers are experiencing worsening physical or mental conditions

93% are working longer

43% struggle to switch off

32% state their mental wellbeing had worsened

29% report worsening physical health

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83%

of leaders cannot
effectively identify
wellbeing issues in their
teams when remote

DEVELOPING REMOTE TALENT, USING SPECIFIC REMOTE WORKING LEADERSHIP TECHNIQUES



RWPI[©] surveys suggests that for a large minority career prospects are diminished since lockdown and remote working, but not being in an office is not seen as the critical factor

RWPI[©]
Remote Working
Preference Indicator

Career prospects have improved since remote

41%

Disagreed or Strongly Disagreed

47%

Neutral

12%
Agreed

Source:
RWPI September - November 2020
1 = Gallup, August 2020. A Leader's Guide to Developing a Work-From-Home Strategy

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RWPI[©]
Remote Working
Preference Indicator

Career prospects have improved since remote

41%

Disagreed or Strongly Disagreed

47%

Neutral

12%
Agreed

Have to be in the office to progress my career

37%

Disagreed

43%

Neutral

16%
Agreed

Source:
RWPI September - November 2020
1 = Gallup, August 2020. A Leader's Guide to Developing a Work-From-Home Strategy

RWPI[©] surveys suggests that for a large minority career prospects are diminished since lockdown and remote working, but not being in an office is not seen as the critical factor

“The most important factor in success of remote working is the effectiveness of managers”¹

CONCLUSION

- 1. REMOTE WORKING IS OUR NEW NORMAL**
- 2. GAPS BETWEEN LEADERS AND TEAMS**
- 3. WELLBEING**
- 4. DEVELOPING REMOTE TALENT, USING SPECIFIC REMOTE WORKING LEADERSHIP TECHNIQUES**

**Remote working is a profound and complex strategic challenge
Requires considered and informed strategic thinking and planning**



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Requires considered and informed strategic thinking and planning

RWPI[©]

Remote Working
Preference Indicator



Comprehensive turnkey survey tool
13 different categories assessed
Meaningful analysis and insights
For your unique teams and situation

Remote working is a profound and complex strategic challenge

Requires considered and informed strategic thinking and planning

RWPI[©]

Remote Working
Preference Indicator



Catalyst[©]

Coaching and leadership
development for remote
leaders and teams

Comprehensive turnkey survey tool
13 different categories assessed
Meaningful analysis and insights
For your unique teams and situation

Bespoke coaching and development
Teams or individuals
Plan – Cascade – Follow up



Thank You

Duncan Christie-Miller

Tom Christie-Miller: COO

1st December 2020

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