

WORK FROM HOME

PRODUCTIVITY, EMOTIONS & FOCUS



WORK FROM HOME PRODUCTIVITY EMOTIONS & FOCUS

This report discusses promotion of work from home as the normal organizational culture. As today, most of the business are focused towards results more than where they are produced.

A lot has to be learned.

We need to comprehend the meaning of **Work from Home** with the changing nature of work, impact of this on workforce and workplace and the need to build new ecosystems of work making it flexible, collaborative and connected.

GlobalHunt have come up with this report to understand and share the trends and opportunities of remote work. The purpose of this study is to share the changing definition of work from home, role of employer-employee relationship and the work-force strategies.

The insights shared in the report gathers views of interactions held between employers and employees of the leading organizations across industries and secondary research. The information given is general in nature and does not intent to mislead or misguide anybody in any form.





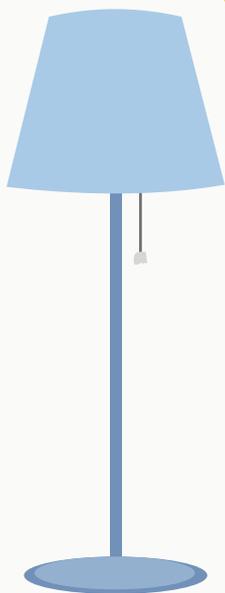
THE WORK IN **TRANSITION**

The world of work have changed constantly with time driven by globalization and technology innovation. Such paradigms have bought tangible change with visible shift in occupations, roles and skills.

The Covid-19 outbreak is one such paradigm shift which have evolved the workspace. Work from Home became mandatory regardless of employer-employee desire. Many were worried with the impact it would have on the productivity while others took it as a positive change.

The mixed emotions were natural as many had to formalize policies, resources and infrastructure to equip their teams with the correct tools and information to ensure the business productivity within overnight. Employees sentiments added on the situation where they were confused on managing their work or some portion of their work from home.

Irrespective of the situations and diverse emotions businesses need to comply and rethink of new strategies to ensure positive progress with productivity. They need to take important decisions with respective to work from home strategies to build a new workforce, new skills and new culture.



THE NEW ECOSYSTEM

The work from home has never been a new concept in the era of digitalization. Work from home have always been a key morale booster for employees in different organizations. However, partial or flexi-hour working has been prevalent and commonly practiced.

Work from home is defined as work that is performed from a different location mainly home from office that enables workers to access to their labor activities by the use of information and communication technologies.

WORK FROM HOME TYPES



FLEXI WORK

- **Definition:** Employees have the flexibility to complete their work outside or within office premises as per set numbers of days or hours.
- **Applicability:** For HR, Technologists, Data Management & Analytics, Learning & Development, Customer Service etc.



WORK FROM HOME

- **Definition:** Employees have to spend 100% of working hours from their respective homes.
- **Applicability:** For Technologists and Data Management & Analytics,

The work from home and flexi work was mostly practiced for 30%-50% of workforce to avoid high infrastructure cost and to maintain wider talent pool.

With the new transformation in society the new workforce transition is occurring. The brick & mortar concepts of workplace are diminishing to go for more virtual workplace. As of now 95%-100% of workforce has been shifted to work from home. The technology is being ramped to support 24/7 workplace so that the employees feel secured and connected to work without a compromise on business continuity and productivity. Work from home is no longer a second place to perform work duties rather it is 'the workplace'.

THE TIME HAS
COME



THE CURRENT CONTOURS OF PRODUCTIVITY

As the concept of workplace have changed so has the contour of productivity. In this section, we share some insights on the changing definition of productivity and its measures.

Reintegration of Skills: Reintegration of skills is the most pertinent step for making work from home successful. This requires clear mapping of employee's skills and analyze the skills in demand. Organizations are analyzing the skills they need to run their business for next coming years keeping in the mind the extinction of physical work environment. Creating and procuring the best skills has always a priority for organizations and with Covid-19 this need is intensifying. Reskilling and upskilling is being achieved by engaging existing employees in high quality learning experience with the desired outcomes.

Defining Productivity: The bigger question *“How do I define Productivity”* with work from home is being thought repeatedly. The question lies with every single business of how to keep the business going. Setting goals for each team with achievable timelines is required to ensure business continuity. Planning potential achievements for next month keeping in mind the market trends and employees capabilities is helping in keeping employees aligned with company's vision. Setting shorter goals and monitoring them on weekly basis are adhered to keep the employees motivated to prioritize their efforts. Moreover, a huge thought-over is being done to prioritize productivity as per parameters in terms of monetary revenue, maintaining successful customer relationship, meeting client demands on time, maintaining successful customer interactions, or providing strategic decisions to sustain business. Organizations are progressing towards Results Oriented Work Environment (ROWE) where quantitatively they are defining their realistic expectations and are preparing employees to achieve them. Basic technology tools such a VPN, file sharing systems and access to essential software are significant to keep the business movement alive. Along with basic technology, the need is to have collaboration tools as well to sustain the office neighborhood concept. A virtual space where stakeholders can interact and collaborate. Moreover, with a shift towards 24/7 work culture such technologies are being planned and implemented to reduce human interface and technologies can play the bigger role.

24/7 Connected Workplace: The new work culture is about being connected 24/7 to drive business continuity with maximum potential. 24/7 work culture is a direct reflection of the increasing demands and complexity faced by businesses globally. *“Scope, Scale & Speed”* pace of every business is accelerating and with Covid-19 outbreak this speed cannot be slowed hence, disruptive technologies are making way to ensure 24/7 workplace. A further benefit of the 24/7 workplace is to reduce geographical constraints and expand the talent pool availability.

Expanding Geographical Talent Pool

This means that organizations and employees overcoming the geospatial barriers. Till date, certain preferences were made towards hiring talent pool from specific cities to ensure daily connectivity with the workplace. But now, the mindset has changing towards expanding the geographical reach as today's employees and employers are virtual. The geographical preference will give way for concentrating on professional attributes like skills, knowledge and expertise to perform a job.

INSIGHTS FROM ORGANIZATIONS

Are you redefining productivity?



■ Yes 73%
 ■ NO 19%
 ■ Not Really 8%

Do you think WFH have changed employees contribution?



✓ Yes 71%
 ✗ No 27%
 ? Not Really 2%

Have you introduced new technologies to keep the business continuity?



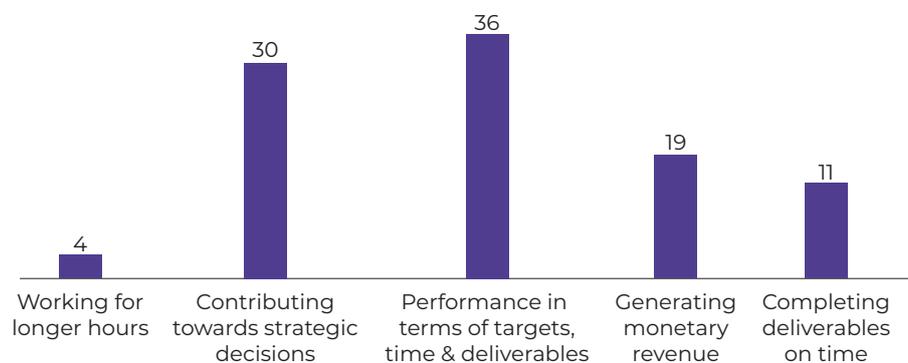
✓ 84%
✗ 16%

What are the new skills?



- Leadership
- Adaptable
- Critical thinking
- Tech savvy
- Emotional Intelligence
- Resilience

How do you define new productivity?



INSIGHTS FROM ORGANIZATIONS

Are you contributing to company in the same way like you did before?



Are you comfortable using the new productivity technology?



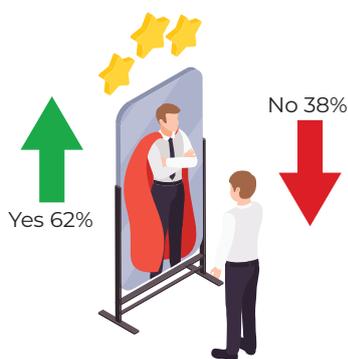
Do you think yourself to be a virtual employee?



Do you think that professional competition have increased with Covid19?



During Covid-19 have you improved any of your professional skill?



SHOWING THE RIGHT **EMOTIONS**



WHEN CARING IS A NECESSITY

Compassion

We need to accept. Accepting the fact that this time everyone needs to support each other by giving more than what is expected. Organizations are prioritizing employees' physical condition, emotional resilience, social connections & financial health. While the employees are also cooperating with working hours, salary cuts, learning skills in demands, taking up extra work to support business continuity.

Humility

We all are in this together. Achieving a common goal has become a priority and that common goal is "business continuity". Building a sense of social cohesion along with individual purpose has been a key to keep the business momentum. As the boundaries between work and personal time are now bleak, the employers and employees are moving towards forming clear routines. Giving space with flexibility and autonomy are forming key working rules to stay positive.

Resilience

This too shall pass. Being mentally strong is the need of the hour. As working professionals, we all are going through fear, anxiety, insecurity and setbacks. We need to be stronger than ever to keep ourselves motivated and be patient enough for things to be stable. To manage the mental outbreaks mental resilience programs are being implemented for positivity.

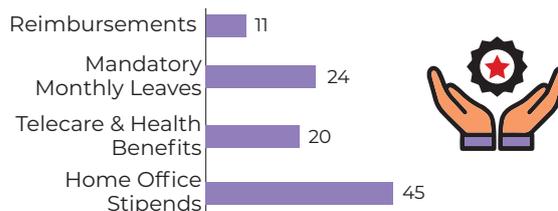


INSIGHTS FROM ORGANIZATIONS

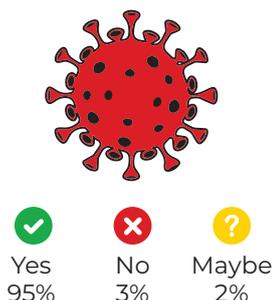
Are you satisfied with majority of employees working from home?



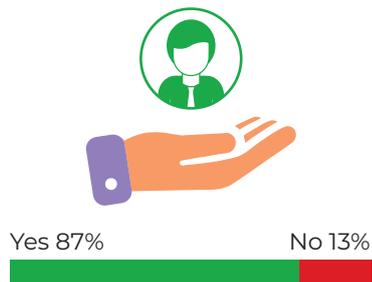
What are the personal benefits that you are providing in work from home to employees?



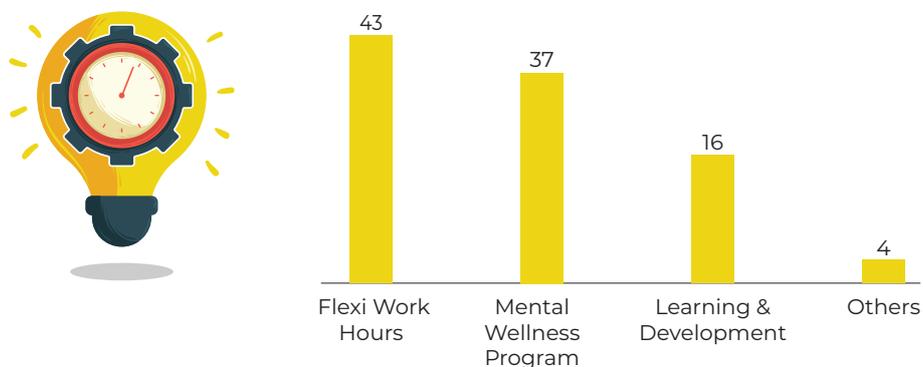
Have your employees able to handle the Covid-19 business slowdown efficiently?



Have you been able to establish employees support system during Covid-19?

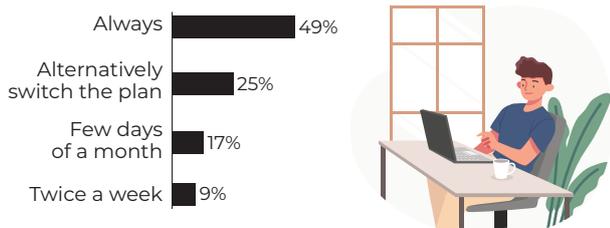


How do you define new productivity?

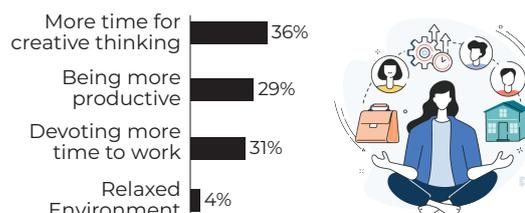


INSIGHTS FROM ORGANIZATIONS

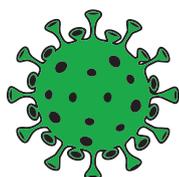
How often will you now prefer working from home?



What are the professional benefits of working from home?



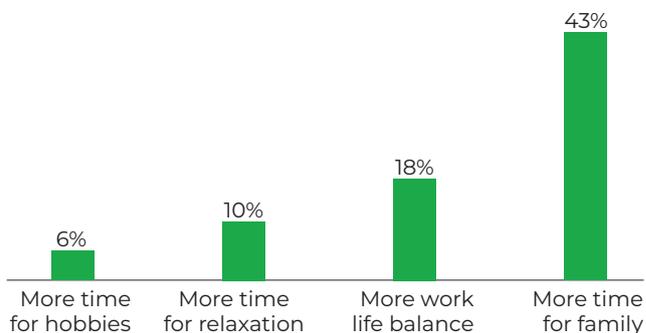
Are you satisfied with your organization response to Covid-19?



Do you feel more responsible towards our business with Covid-19?



What are the personal benefits of working from home?





FOCUSING ON
THE FUTURE

ATTRACTING THE RIGHT SKILLS

Employees for future scenario undoubtedly are preferring work from home. The belief to work from home is 'the' strategy of workplace. Businesses have redesigned their internal policies to offer the best possible work environment for work from home. One such policy that is substantially being redesigned is recruiting the future talent. The recruiting strategy looks like:

Expanded Approach

With work from home, the talent search is expanded. No longer are restrictions for 'preferred locations'. Now when both organizations and employees have become virtual the tremendous potential that can be tapped is endless. Recruitment should focus on right skills, desired experience and candidate potentiality.

Technology Upscale

Recruitment and technology is the future of Human Resource. Shift towards video interviews, psychometric assessments to test candidate capabilities, technology based assignments are the tools to lead recruitment actions in the right directions.

Gamification

Through gamification, organizations are positioning the intent of a job that is required from a candidate. Games are being used and will be used to test candidates on industry knowledge, product knowledge, and skills like creativity and problem-solving.

Data Analytics

Data is significant more than ever. Quantifying candidate's potential and reviewing it through data algorithms is boosting in the right search. Data analytics is the next big thing in recruitment where more than candidate physical appearance their capabilities are recommended.

Questions You Might Want To Ask

- How do you plan your day?
- How do you ensure productivity during the day?
- How do you handle personal distractions?
- How are you handling multi-tasking?
- How well are you communicating with your and team?



Questions You Might Want To Ask

- What is success for you?
- How you feel your success can be measured in remote work set up?
- What percentage of your work is remote?
- How responsive are you in the remote work set up?
- Has work from home affected your productivity?



WELCOMING

THE FUTURE



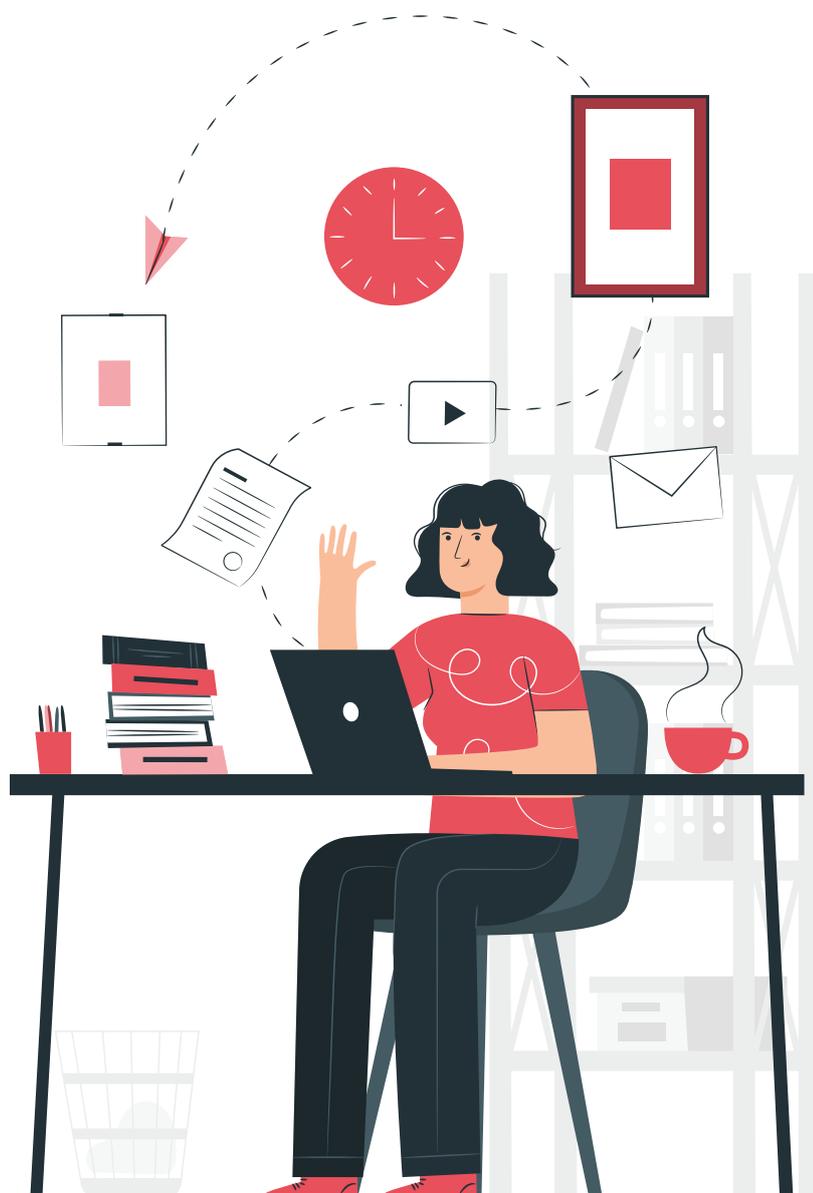
THE WORKPLACE OF TOMORROW

Hiring virtual workers is not just business necessity but is a reality. As it is times to re-align our work and skills for welcoming a new future of virtual workplaces. The current social factors demands virtual setups to reform the businesses and their operations.

Employee benefit policies should be redesigned considering the major shift to work from home. Incentives criteria's and disbursement needs a re-look to transform the workspace.

The business demand is to bring in productive and healthy work environments. Recruitment goal should be more focused on hiring the talent in need and the talent to serve the future.

An immense responsibility comes with the leadership of an organization to ensure a robust and productive work environment through new technology innovations.





GlobalHunt India Private Limited is a human resource consulting firm based in India and founded in 2002. It is credited by leading fortune customers as one of the most valued partner for their recruitment needs, with presence over 9 locations in India and multiple offices in USA, Europe, APAC, ANZ and Middle-East.

The Company provides strategic consulting across 24 Industry Verticals & operates through permanent & temporary staffing services and have been instrumental in setting up the Global Development & Offshore Centres across Industries for leading fortune 500 MNC's in India.