Welcome!

Global Release of the Survey Findings

“Global Work-from-Home Experience Survey”
Meet our Experts

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Heartfelt thanks!
Our Hero's

Platinum Sponsor:

Gold Sponsor:

Silver Sponsor:

Bronze Sponsor:
The moment we’ve all been waiting for!

<table>
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<th>What can we learn from the work-from-experience during Covid?</th>
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<td>What worked?</td>
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<td>What are the priorities for making work-from-home work better?</td>
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Global Work-from-Home Experience Survey

WHAT

A first-of-its kind global survey to gather much-needed data about the impact of Covid-19 on how and where people are working.

WHY

Provide critical insights into the impact COVID-19 will have on the future of work and the workplace.

HOW

Results are being shared via webinars, articles and a report.
Who Responded
Survey Sample

- **2,865 Responses** over 6-week data gathering period
- March 30-April 24, 2020
- Administered through industry associations, social media and networking
- Representative of office-based workers ("white collar")
Survey Sample
The top 10 things we learned

1. How many people are working from home now?

2. Are people liking their work-from-home experience?
   • 68% say they are very successful at working from home

3. Do people work better at home or the office?
   • Overall, 70% are satisfied with work activity performance at either place, but some activities are better performed at home vs. office

4. Does providing WFH support enable success?
   • 72% say they have what they need
   • Greater likelihood of success if they have skills, tools, resources & good home environment

5. Are managers resistant to the idea of WFH?
   • Agree work performance is same or better, but have issues with remote management and distributed teaming

6. Do people want to come back to the office?
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   • Prefer 2 days/week on average
   • 16% don’t want to come back at all

7. Are people productive at home?
   • 77% fully productive at home
   • Save ½ hour/day in unwanted interruption and give back half of saved commute to additional work time

8. Is WFH creating “burn out”?
   • 77% are satisfied with flexibility in balancing work/non-work and 69% with overall well-being (stress, sleep, exercise)

9. Will we need less office space?
   • Most want to come back 3- days/week. 40% less utilization.
   • Majority are willing to give up assigned space to continue WFH.

10. Is there an ROI to continued WFH as a business strategy?
    • People, Planet & Profit value
Work-from-Home Participation

88% working from home on a regular basis during the pandemic

31% were working at home on a regular basis before
Work-from-Home During Pandemic

Source: Global Work-from-Home Experience Survey, 2020. © 2020 Iometrics and Global Workplace Analytics. All rights reserved.
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    • People, Planet & Profit value
68%

Overall, are very successful working from home

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Demographics: Feel Successful Working from Home

- **Americas:** 73%
  - Europe: 63%
  - Asia: 51%

- **Highest 2,500+:** 74%
  - Lowest 100-499: 62%

- **Boomers/Gen X:** 73%/72%
  - Silent: 68%
  - Gen Y: 59%
  - Gen Z: 44%
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Satisfaction with Work Activity Performance

71% of employees are satisfied with work activity performance* at home currently, on average

72% of employees are satisfied with work activity performance* at the office, on average

*Non-management activities

Better performance at Home
• Managing distractions
• Focus for extended time
• Private conversations
• Think creatively

Better performance at the Office
• Service & support customers
• Keep aware
• Collaborate with others
• Coach, mentor, manage
Satisfaction with Work Activity Performance

- **At the Office** vs. **At Home**
  - Manage Distractions & Interruptions: 40% vs. 72%
  - Think in Creative/Innovative Ways: 63% vs. 80%
  - Collaborate/Work with Others: 86% vs. 60%
  - Coach, Mentor, or Manage Other People: 81% vs. 51%

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    - People, Planet & Profit value
72%

Have access to everything I need to be successful working at home

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Demographics: Have what I need to be successful

- Americas: 77%
- Europe: 75%
- Asia: 59%
- Highest 2,500+: 84%
- Lowest <10,100-499: 69%

- Gen X: 70%
- Gen Y: 64%
- Boomer: 67%
- Gen Z: 44%
- Silent: 37%
Work resources at home

Source: Global Work-from-Home Experience Survey, 2020
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Predictive Analytics: significant drivers of WFH success

Significant Drivers of WFH Success

- Self Discipline
- High quality remote collaboration
- WFH well-being (stress, sleep, exercise)
- Years of WFH
- Career opportunities
- Have what you need to be successful
- Isolated from distractions at home
- Dual screens or ultra-wide monitor at Home
- Ergonomic chair at home
- Few interruptions (min./day)

Source: Global Work-from-Home Experience Survey, 2020
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Results based on Stepwise Regression analysis. Multiple R=.70; R-squared=.48
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Manager Feedback: WFH Impact on them & their Teams

70% of leaders say that WFH is the same or better for their team's work performance, on average.

Most Favorable
- Meeting schedules
- Accomplishment of team goals
- Employee productivity
- Quality of work

Least Favorable
- Employee engagement
- Team cohesion
- Team creativity
- Managing team performance

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Work-from-Home Preferences

Work-from-Home BEFORE-COVID

- 5 days/week: 9%
- 4 days/week: 2%
- 3 days/week: 3%
- 2 days/week: 7%
- 1 day/week: 10%
- 1 to 4 days per MONTH: 20%
- 0 full days, but part of a day: 20%
- None: 29%

Work-from-Home Preference (Post-COVID-19)

- 5 days/week: 16%
- 4 days/week: 7%
- 3 days/week: 17%
- 2 days/week: 23%
- 1 day/week: 14%
- 1 to 4 days per MONTH: 11%
- 0 full days, but part of a day: 6%
- None: 7%

Delta

- 5 days/week: +7%
- 4 days/week: +6%
- 3 days/week: +14%
- 2 days/week: +15%
- 1 day/week: +4%
- 1 to 4 days per MONTH: -9%
- 0 full days, but part of a day: -14%
- None: -22%

Source: Global Work-from-Home Experience Survey, 2020. © 2020 Iometrics and Global Workplace Analytics. All rights reserved.
Work from Home: 1x/week +

Before Covid = 31%
Future = 76%
Average Days/Week

Before: ½
During: 5
Future: 2
Demographics: Preferred Work from Home (days/week)

Americas: 2.5x/week
  Europe: 2.3x
  Asia: 1.8x

Highest <10 Employees: 2.7x
  Lowest 500-2,500: 2.1x

Gen X/Boomers: 2.5x/2.4x
  Gen Y: 2.2x
  Silent: 1.5x
  Gen Z: 1.4x
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   • People, Planet & Profit value

10. Is there an ROI to continued WFH as a business strategy?
77% Are fully productive working from home

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Demographics: Productivity at home

- Americas: 85%
- Europe: 76%
- Asia: 60%

- Highest 2,500+: 85%
- Lowest <10: 70%

- Gen X/Boomers: 83-85%
- Gen Y: 76%
- Gen Z: 44%
- Silent: 37%
Technology/Interruptions

Productivity Inhibitors: Estimated Minutes per Day

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<tr>
<th></th>
<th>AT THE OFFICE</th>
<th>AT HOME</th>
</tr>
</thead>
<tbody>
<tr>
<td>Equipment/Technology Issues or Delays</td>
<td>30</td>
<td>31</td>
</tr>
<tr>
<td>Unwanted Interruptions and Distractions</td>
<td>78</td>
<td>43</td>
</tr>
</tbody>
</table>

Source: Global Work-from-Home Experience Survey, 2020
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Percent of avoided commute time (by working at home) typically used for additional work time

47%

Source: Global Work-from-Home Experience Survey, 2020
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With preferred amount of WFH…

<table>
<thead>
<tr>
<th>Incremental commute hours saved per year</th>
<th>75</th>
<th>Incremental person days/year saved</th>
<th>9.4</th>
<th>Incremental days/year added to productive work time per person</th>
<th>4.6</th>
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    • People, Planet & Profit value
Employee Benefits

• Flexibility 77%
• Well-Being 69%
• Food 54%
• Exercise 48%

Life/Work Conflict vs. Work/Life Conflict
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Workspace You Use at the Office

- Common, shared, open workspaces, 58%
- Private offices, 24%
- High Panel Workstations, 13%
- N/A, 5%

Source: Global Work-from-Home Experience Survey, 2020
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Would you give up your assigned workspace in exchange for an unassigned workspace in order to work-from-home in the future?

**Private offices**
- Yes: 48%
- No: 23%
- Not Sure: 23%

**High Panel Workstations**
- Yes: 61%
- No: 16%
- Not Sure: 22%

**Common, shared, open workspaces**
- Yes: 60%
- No: 18%
- Not Sure: 22%

Source: Global Work-from-Home Experience Survey, 2020
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Demographics: Give-up Assigned Space

Americas: 58%
Europe: 61%
Asia: 47%

Highest <10 & 2,500+: 63-64%
Lowest 10-2,500: 53-54%

Boomers, Gen X, Y: 54-60%
Gen Z: 43%
Silent: 38%
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Is there an ROI in continued WFH as a business strategy?
People
Profit
Per Person
- 9+ days/year
- $2k to 4k/year
- Health: Priceless

Per 100 Employees:
- 154k Miles
- 8k Trips
- 390 Barrels of Oil
- 70 Tons GHG

Per 100 Employees:
- Engagement $1.4M
- Solo Work $280k
- Commute = $140k
- Interruptions = $200k
- COOP = 26,000/day
The Future of Work, and the Workplace
Will the accelerated WFH trend continue? We think so.
How do we optimize the remote work experience?

Technology
Proper Resources
Managers & Culture
Expectations
The future of work, and the workplace

How and where people work
- A blended workplace

Work practice evolution
- The future of work

Workplace innovation
- Support new ways of working

Workspace utilization
- De-densification vs. utilization
74% of CFOs say their company will reduce office space because employees have adapted to working from home, according to a survey of over 300 CFOs by Gartner, a Connecticut-based research and advisory firm.
What should employers do to prepare?

1. GET EMPLOYEE FEEDBACK AND INPUT
2. FOCUS ON WORKPLACE READINESS
3. CREATE A “DAY-ONE” RETURN-TO-OFFICE PLAN
4. IDENTIFY MID-TERM CHANGES
5. EXPLORE LONG-TERM WORKPLACE STRATEGIES
Questions
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Life/Work Conflict vs. Work/Life Conflict

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Download the free report

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THIS REPORT WILL BE AVAILABLE ON MAY 14, 2020
Nearly 3,000 employees responded to the Global Work-from-Home Experience Survey between March 30th and April 24th, 2020 making it the largest global post-COVID employee survey to date. It has revealed:
- Who was working from home before COVID, who’s doing it now, who wants to in the future, and how often they want to do it...
WE:RISE!

https://we.ifma.org/covid-19/
May WE:binar – Designing for Mindfulness and Neurodiversity in the Modern Workplace

Date: Thursday, May 21, 2020
Time: 11:00 AM – 12:00 PM EDT
Hosted by Megan Campbell and Emily Dunn
Workplace Management Program (WMP)

Enhance your Workplace Management and Leadership Skills!

Register now! [https://we.ifma.org/wmp-module-1/](https://we.ifma.org/wmp-module-1/)

- WMP is a Certificate Program offered by IFMA & WE.
- Designed to:
  - **Develop** holistic workplace management skills,
  - **Strengthen** strategic alignment to business goals and
  - **Provide** a framework for leading your organization into the ‘future of work.’

**Starts June 9!**