Resetting normal: Defining the new era of work

We surveyed thousands of workers around the world on how the pandemic has reshaped their attitudes to work. Here are the 5 biggest shifts employers need to make to attract the best talent in the new era of work. Is it time to #ResetNormal?

1. The world is ready for ‘hybrid working’

Employees call for greater workplace flexibility in wake of COVID-19.

- 3 in 4 want a mix of office-based and remote working
- 51% want more flexibility in how and where they work
- 77% want more flexibility in how and where they work

2. The end of the 9-5?

Tracking results, not hours, emerges as a more effective way to measure productivity.

- 69% of employees believe contracts should be based on results rather than hours worked
- 73% say it is important to maintain flexibility in work schedule
- 74% of executives believe it’s important to revisit the length of the working week

3. The high EQ leader

Empathy, trust and a new focus on wellbeing and culture building are the most important leadership skills in the new era of work.

- 74% of employees want their managers to demonstrate a leadership style focussed on empathy and a supportive attitude
- 70% of workers say feeling that they have the right support available for their mental wellbeing is important to their working life after the pandemic
- 51% of managers need support in navigating these new expectations

4. Universal appetite for mass upskilling

The upskilling that employees want:

- 69% of people want more digital upskilling post pandemic

The upskilling that employees want:

- Managing remote teams: 65%
- Using company platforms / systems: 65%
- Soft skills development: 63%

5. Employers most trusted to “reset normal”

Employers have gained the trust of their employees during the pandemic - 88% say managers met or exceeded their expectations during this time. Companies are now the most trusted to “reset normal” - more than any other institution.

- 80% believe their employer is the most responsible for ensuring a better working world after the pandemic
- 73% believe governments must play a role
- 70% believe the responsibility sits with themselves as individuals

6. The importance of upskilling

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7. The future of work

- 8 in 10 C-level/executives believe businesses will benefit from increased flexibility
- 6 in 10 feel their digital skills have improved as a consequence of remote working
- 1 in 3 would change jobs within the same sector if there was an opportunity to learn new skills.