

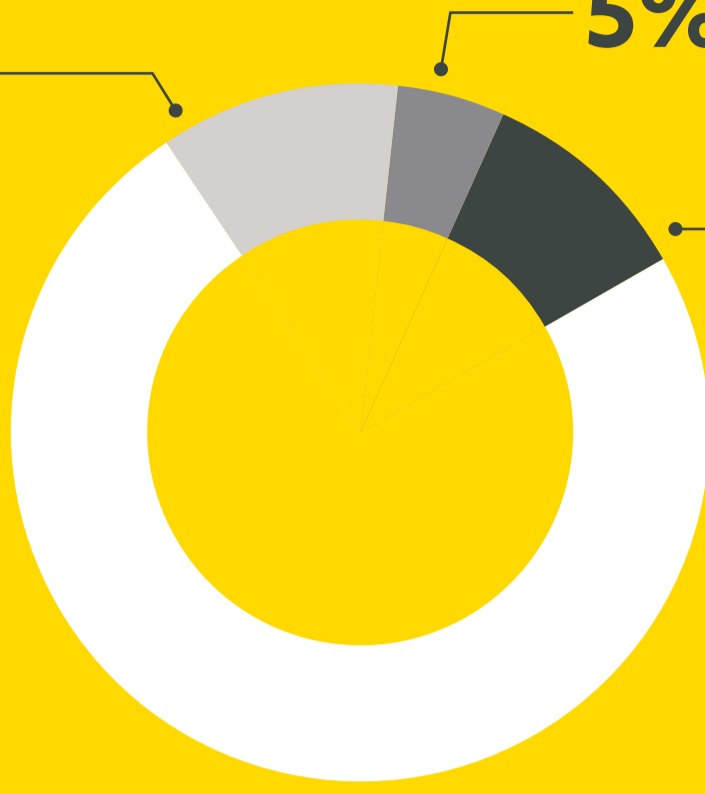
Life After Lockdown

We are seeing unprecedented shifts in the way that we work, travel and live. But what changes will become permanent? We asked for your thoughts on the world of work after lockdown. Here's what you said.

Q1

When lockdown is over and you return to work, which of the following best describes how you will feel?

11%
I'm not sure how I feel right now



5% Take me back to exactly the way things were, I'm missing my old routine

74% I DON'T WANT TO GO BACK TO THE WAY THINGS WERE, we should learn from this and improve things.

1/10 Having time out has made me realise I want a career change.



Q2

At work, what things should change as a result of COVID-19?

5 KEY THEMES

EMERGED FROM YOUR FEEDBACK

COMMUNICATION

- More open and collaborative channels
- Personalised and transparent communication
- Improve crisis management

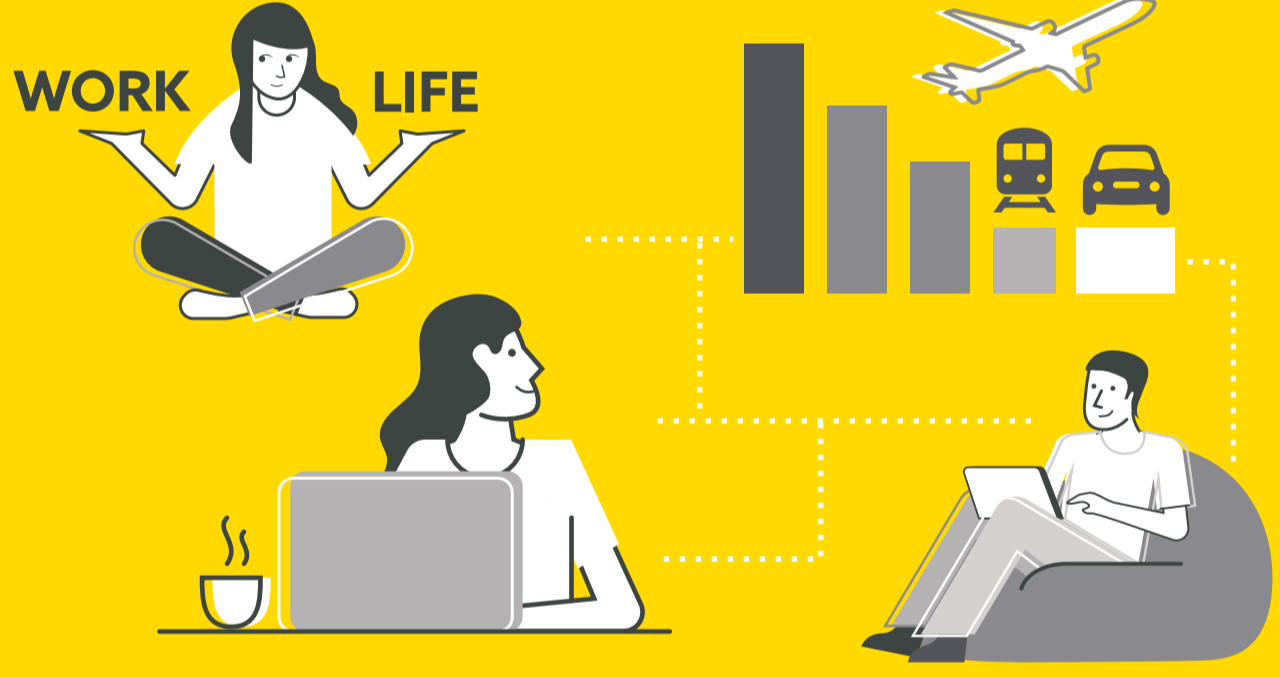


CULTURE AND RECOGNITION

- More visible leadership
- Be more open and empathetic
- Higher levels of trust
- Do more cross-team activities
- Provide support for leaders to work collaboratively when under stress

WAYS OF WORKING

- A focus on work/life balance
- Increased flexible working
- Less business travel
- A more collaborative office environment



LEARNING AND DEVELOPMENT

- Focus on mental health and wellbeing
- Support and develop digital skills
- Support teams on how to work remotely, stay connected and work better in teams
- Resilience coaching



USE OF TECHNOLOGY

- Think virtual first
- Invest in technology
- Faster VPN*
- Video conferencing and virtual event tools*
- New collaboration tools*



Q3

What could your organisation do more or do less of to improve employee communication and culture?

DO MORE!

- Talk more and check in on colleagues
- Aligned and regular communication
- Visible leadership
- Involve employees when making decisions that impact them
- Be human and show our real personalities
- Really listen and ask for feedback
- Recognition
- Team activities and development



DO LESS!

- Siloed working
- Sending emails
- Business travel
- Reactive decision making
- Command and control management style
- Blanket communication and recognition

