



Research – 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.

77%

say a mix of office-based and remote working is the optimal model

79%

want more flexibility in how and where they work

2. The end of the 9-5?

Tracking results, not hours, clearly emerges as the new way to measure productivity

68%

of employees believe it's time to revisit the length of the working week...

74%

believe contracts should be based on meeting the needs of the business rather than on hours worked

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

81%

of employees want their managers to demonstrate a leadership style focussed on empathy and a supportive attitude.

Work/life balance, job security and trust are key elements to post pandemic working life

Flexibility over hours / schedule

76%

85%

Work / life balance

82%

Job security

Maintain physical health

77%

82%

Trusted to get the job done

4. Digital upskilling: skills have improved, and we want more

- **61%** feel their digital skills have improved as a consequence of remote working
- **72%** of people want more digital upskilling post pandemic
- **30%** would change jobs within the same sector if there was an opportunity to learn new skills.
- The upskilling that employees want:

Using company platforms / systems

70%

72%

Digital skills

70%

Managing remote teams

67%

Soft skills development

5. Employers in the hot-seat to usher in this new era of work

Employers have gained the trust of their employees during the pandemic - 91% say managers met or exceeded their expectations during this time. Companies are now the most trusted to "reset normal" - more than any other institution.

86%

of respondents identify their employer as the most responsible for ensuring a better working world after the pandemic.

78%

believe governments must play a role

76%

believe the responsibility sits with themselves as individuals