

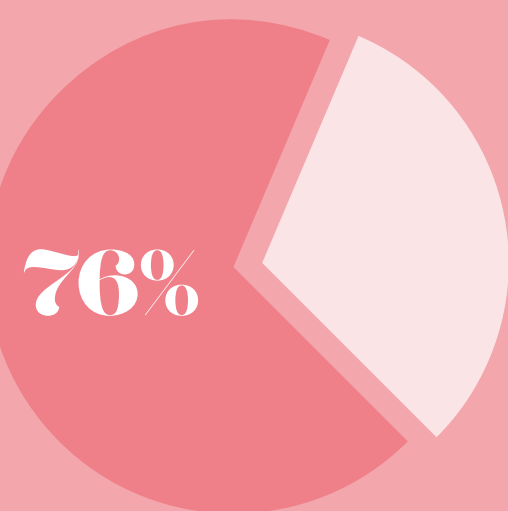


# Research – Resetting Normal: Defining the new era of work

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



mix of office-based and remote working is the optimal model (45% home 51% office).

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.



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



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.

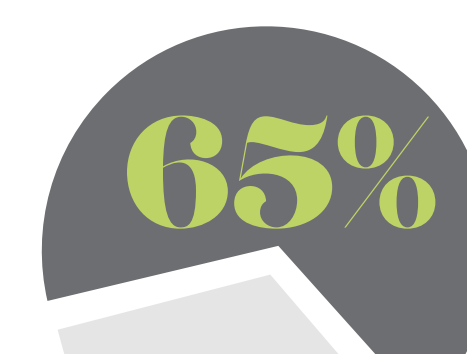
82%

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

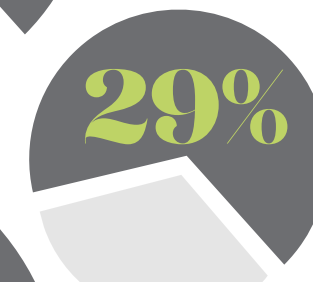
Work/life balance, job security and being trusted are key elements to post pandemic working life



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

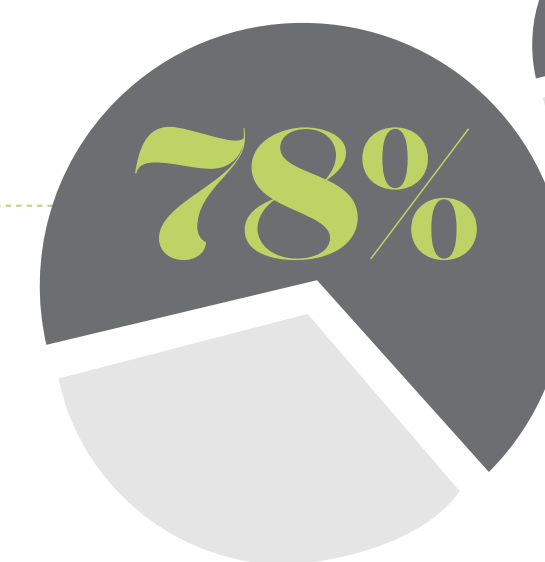


Feel their digital skills have improved as a consequence of remote working



Would change jobs within the same sector if there was an opportunity to learn new skills..

Of people want more digital upskilling post pandemic

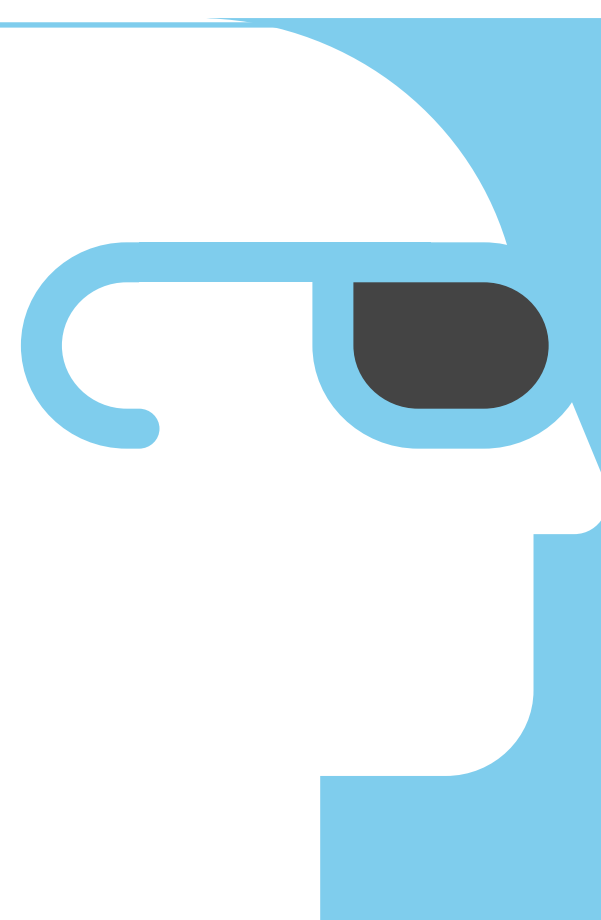


The upskilling that employees want:



## 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 - 94% say managers met or exceeded their expectations during this time. Companies are now the most trusted to “reset normal” - more than any other institution.



84%

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

83%

believe the responsibility sits with themselves as individuals

71%

believe governments must play a role