

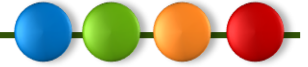


Telecommuting: Organizational Impacts

Jim Morgan

Vice President, Workforce Strategies & Business Development





What's On The Minds of Leaders?

Aligning to the
new ways of
doing things

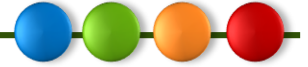
Looking ahead
to workforce
planning

Communicating
difficult
decisions

Managing
change

Handling mental
health concerns

Keeping
employees
engaged



Remote Work: Benefits & Challenges

Benefits



Business Operations

- 83%** Promotes safety; supports social distancing during the pandemic
- 27%** Increases employee productivity
- 13%** Reduces overhead costs
- 8%** Expands geographical territory/presence

Human Resources

- 51%** Increases employee morale, satisfaction, and engagement
- 27%** Reduces unscheduled absences
- 17%** Lowers employee turnover
- 16%** Attracts a larger and stronger talent pool

Challenges

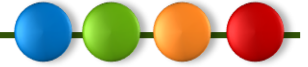


Business Operations

- 66%** Managing performance/productivity
- 40%** Communicating with remote workers
- 36%** Wi-Fi, VPN, video conferencing
- 16%** Technology – confidentiality/security of data

Human Resources

- 66%** Teamwork/collaboration
- 57%** Perceived fairness among employees who can/cannot work remote
- 48%** Separating work/home life
- 34%** Scheduling and monitoring hours worked



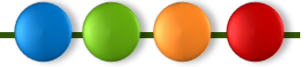
Changes to Process

Recruitment

- ❖ Virtual
- ❖ Scripted
- ❖ Safety Information
- ❖ No panel interviews

Onboarding

- ❖ Virtual
- ❖ eLearning platform



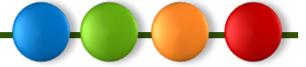
Employee Considerations

- ❖ Miss out on camaraderie/support, isolation
- ❖ Home expenses
- ❖ Security
- ❖ Blurred lines between work and family
- ❖ Difficult to maintain work-life balance
- ❖ Overwork and burnout



Childcare

- ❖ Scheduling (A/B week, days, etc.)
- ❖ Facebook Coordination
- ❖ Concierge Babysitting Services
- ❖ Tutoring Services



Culture

- ❖ What WAS your culture?
- ❖ Was it clear?
- ❖ Was it dependent on face-to-face
- ❖ Are you using the pandemic to try to change it?
- ❖ What are your employees saying?
 - ❖ (Are you asking?)
- ❖ Is everyone aligned?



Performance Reviews

- ❖ Clear performance expectations that are specific and measurable
- ❖ Planning, assigning, and reviewing work and measuring performance
- ❖ Expectations for work/life balance and boundaries
- ❖ Requirements to spend at some time in the office on a regular basis
- ❖ Mode and frequency of communication



Thank you!!!

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