

# Work-From-Home and Return-To-Work Diagnostics

BEworks' suite of diagnostic tools will help your organization optimally manage transitions



# BEworks Work-from-Home Diagnostic Tool

**Evaluating the 5 Dimensions of Work from Home Success** 



# Low WFH productivity stems from psychological factors – it isn't just a technology challenge

While many companies have been focused on solving technical issues for the WFH workforce, the most significant risk to productivity that a shift to WFH poses to employees and business leaders is psychological in nature

### The Work From Home Diagnostic is a critical supplement to Employee Engagement Surveys

### **Employee Engagement - What?**

- High level tracking
- Informative but often not actionable
- Considers attitudes that may not translate to behaviours

### **Work From Home Diagnostic - Why?**

- Focused deep diagnostic
- Measures issues directly relevant to the WFH environment
- Considers the Global Pandemic environment
- Reveals underlying psychological mechanisms
- Diagnostic informs strategies to optimize behaviours in the current WFH environment and an eventual return to traditional offices

Optimizing performance requires a comprehensive understanding of your employees' current behavior and the psychological factors driving it!

### BEworks WFH Diagnostic Tool: Understand how your 'Work From Home' Employees are Doing

BEworks' simple and scientific Work-from-Home (WFH) Diagnostic Tool is designed to allow organizations to quickly learn how their employees are doing in the areas that matter most to engagement and productivity.

### Measure the 5 factors that matter most to employee and organizational success



- 1 Trust
- 2 Creativity
- 3 Collaboration
- 4 Social Connection
- 5 Psychological Safety

### The 5-Factors in Your Organization



### **TRUST**

Do employees trust their colleagues, the organization and its directives?



### **CREATIVITY**

Do working conditions support or hamper creativity?



### **COLLABORATION**

Can employees communicate and cooperate easily?



### CONNECTION

Are employees able to overcome isolation and disconnection?



### **PSYCHOLOGICAL SAFETY**

Do employees feel able to openly express ideas, concerns and questions?

### Associated with:

- Job performance
- Open communication

### **Organization-Level** Interventions

### Associated with:

- Innovation in products/processes
- Motivation
- Ability to overcome obstacles

### Associated with:

- Operational efficiency
- Knowledge sharing
- Open communication

### Associated with:

- Motivation
- Wellbeing
- Cognitive functioning

### Associated with:

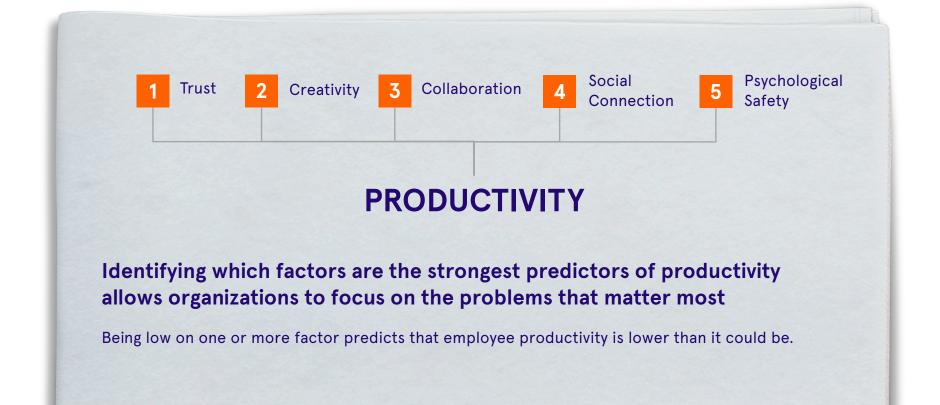
- Motivation
- Wellbeing

Individual-Level **Team-Based Interventions** Interventions

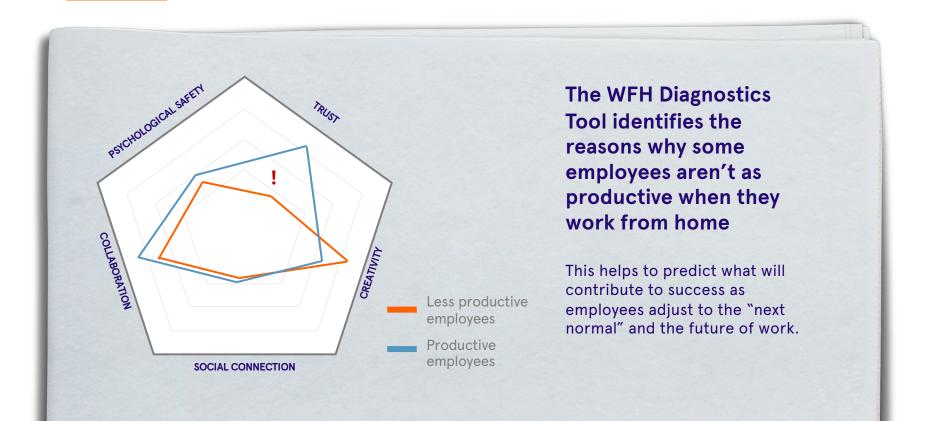
**Team-Based Interventions Team-Based Interventions** 

DIFFERENT LEVELS OF INTERVENTION ARE CALLED FOR TO REPAIR GAPS DETECTED BY THE WFH DIAGNOSTICS TOOL

## The WFH Diagnostics Tool is Built on a Behavioural Model of Productivity



## Deploying the WFH Diagnostics Tool Provides a Data-Driven Process to Drive Strategy



### How We Can Help Diagnose and Solve Your Organization's WFH Challenges...

### **Diagnostics Survey**

15-minute deep dive across the 5 dimensions

### **Pulse Checks**

5-minute random check-ins on "trouble spots"

# The WFH Diagnostics Tool

### **Analysis & Report**

Key insights about how your team is doing

### **Executive Debrief**

Roundtable discussion on the implications of the findings

### **Deeper Dives**

Uncover additional insights about what is working – and what is not (including whether certain employee demographics lead to greater WFH vulnerability – e.g., job function, team type, team size, gender, age, experience on the job



# BEworks Return-to-Work Diagnostics Tool

Learn How to Support your Employees as they Return to Work



## Return-to-Work is not as Simple as "Back to Normal"

- COVID-19 tested organizations' flexibility and creativity as employees transitioned to Work-from-Home
- The immediate future holds additional challenges as employees return to work facing ongoing COVID-19 risks and other reservations

 Repeated ongoing WFH and RTW transitions to seem likely in future: organizations must become adept at handling transitions smoothly  Understanding employees' RTW concerns and attitudes can streamline transitions and reveal potential problems in time to mitigate them



of Americans... would prefer to work remotely "as much as possible" after restrictions are lifted."

- Gallup, May 2020

"The workplaces that we left are not going to be the workplaces that we go back to. We're going to have to learn a new way of interacting with each other."

- Joanna Daly, VP Compensation, Benefits and HR, IBM





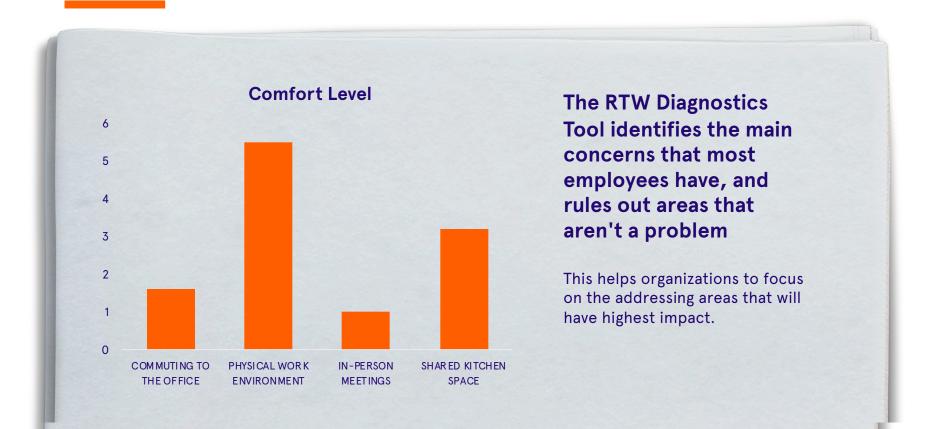
# BEworks Return-to-Work Diagnostics Tool: Predict how your employees are likely to navigate the "Next Normal"

BEworks' Return-to-Work (RTW) Diagnostics Tool will identify employees' top RTW concerns and detect psychological factors that will ease or aggravate your employees' transitions as they RTW.

"Go beyond asking how employees feel about RTW. Learn what factors drive their risk judgments, and whether safety procedures you're considering are viewed as necessary or excessive.

- 1 Assess perceived risk and risk tolerance across domains
- Predict your workforce's level of comfort with RTW using psychometrics
- Diagnose your employees' shared fears so you can draft health and safety protocols that have a widespread impact on employee experience

### Deploying the RTW Diagnostics Tool Reveals Domains Where Risk Tolerance is Low



### The RTW Diagnostics Tool Reveals the Relative Priority of Health and Safety Protocols According to Your Employees

The RTW Diagnostics Tool uses perspective-taking so employees report on what is necessary, and also what feels excessive to them

Your employees reported that moderate measures are sufficient for them to feel comfortable RTW.

### **Basic Measures**

(e.g., hand sanitizer at desks; 2 metre distance between work stations)

### **Moderate Measures**

(e.g., voluntary mask policy; handwashing station; screen guests)

### **Extreme Measures**

(e.g., plexiglas around work stations; mandatory mask policy)

### How We Can Help Diagnose and Solve...

### **Diagnostics Survey**

15-minute exploration of the RTW dimensions that matter most

### **Pulse Check**

Incisive checks on employee's confidence or uncertainty about RTW

# The WFH Diagnostics Tool

### **Analysis & Report**

Identifying risk areas and recommending the best points for intervention

### **Executive Debrief**

Roundtable discussion on the implications of the findings

### **Implementation**

Available ongoing audits and experimentation to assist with implementation as employees adjust to being back in the workplace



### THANK YOU

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