BEworks Work-from-Home Diagnostic Tool

Evaluating the 5 Dimensions of Work from Home Success

The Business Case for Employee Engagement

"Optimizing human factors is critical not just for employee wellbeing, but for the financial success of businesses."

Dan Ariely, BEworks Co-Founder

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The way we work has changed as we know it

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A shift to Remote Work was already underway prior to COVID-19

What was once a slow transition tied to the high costs of living in large cities and an improvement in remote working technologies, has been accelerated by government mandates to shift employee work environments from the office to the home.

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Prior to COVID-19 between 2005 and 2017 the number of remote workers in the U.S.

INCREASED BY

159%

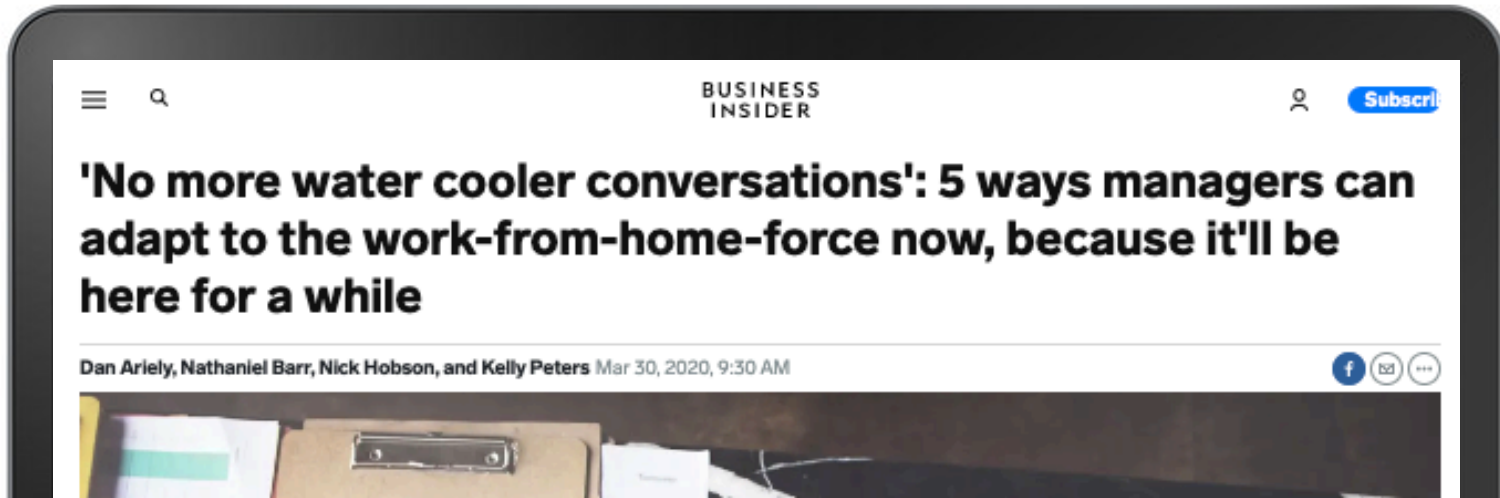**The number of wage and salary workers WFH is approximately**

25%

WORKED FROM HOME

at some point in 2017–2018 (and other estimates are on the order of 43%).
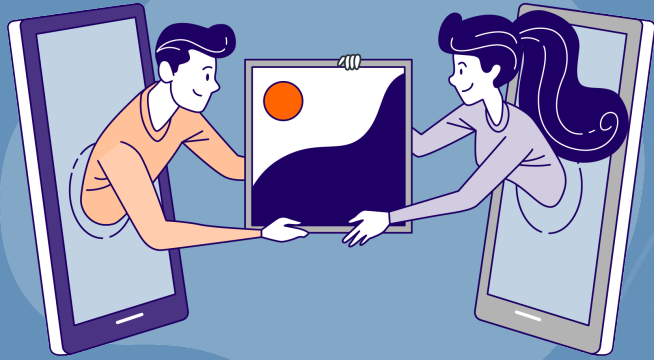
Ready or not, work is going home

"Whether business leaders are ready for it or not, increasing numbers of employees are going to be spending more of their time working remotely. Rather than spend time fretting over the consequences, energy should be allocated to proactively mitigating the challenges that come with working from home."

READ MORE OF OUR PERSPECTIVE HERE:

BUSINESS INSIDER

'No more water cooler conversations': 5 ways managers can adapt to the work-from-home-force now, because it'll be here for a while

Dan Ariely, Nathaniel Barr, Nick Hobson, and Kelly Peters   Mar 30, 2020, 9:30 AM

# The True Challenge of Working from Home (WFH) is psychological

While many companies are still working to solve technical issues for the WFH workforce, the most significant challenges that a shift to WFH pose to employees and business leaders are **behavioral and psychological in nature**

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BE_works_ **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 their productivity and wellbeing.

Measure the 5 factors that matter the most to employee and organizational success
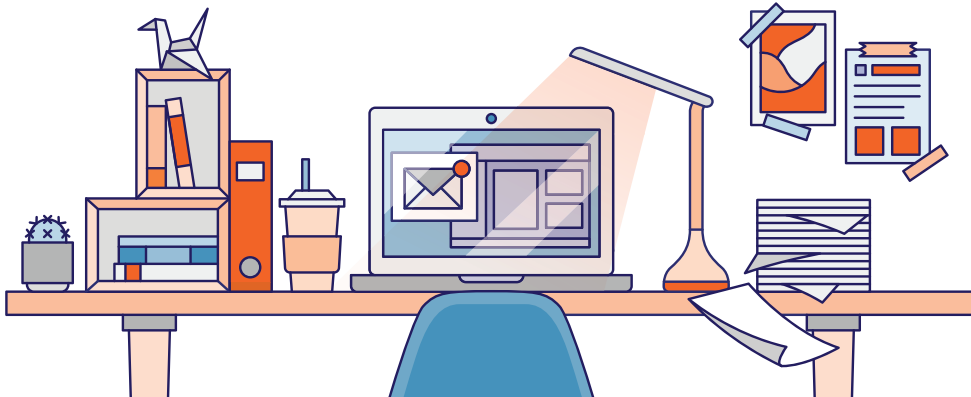
1	Trust
2	Creativity
3	Collaboration
4	Social Connection
5	Psychological Safety

Our Offering

Diagnostics Survey
15-minute deep dive across the 5 dimensions

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

Analysis & Report
Key insights about how your team is doing

Executive Debrief
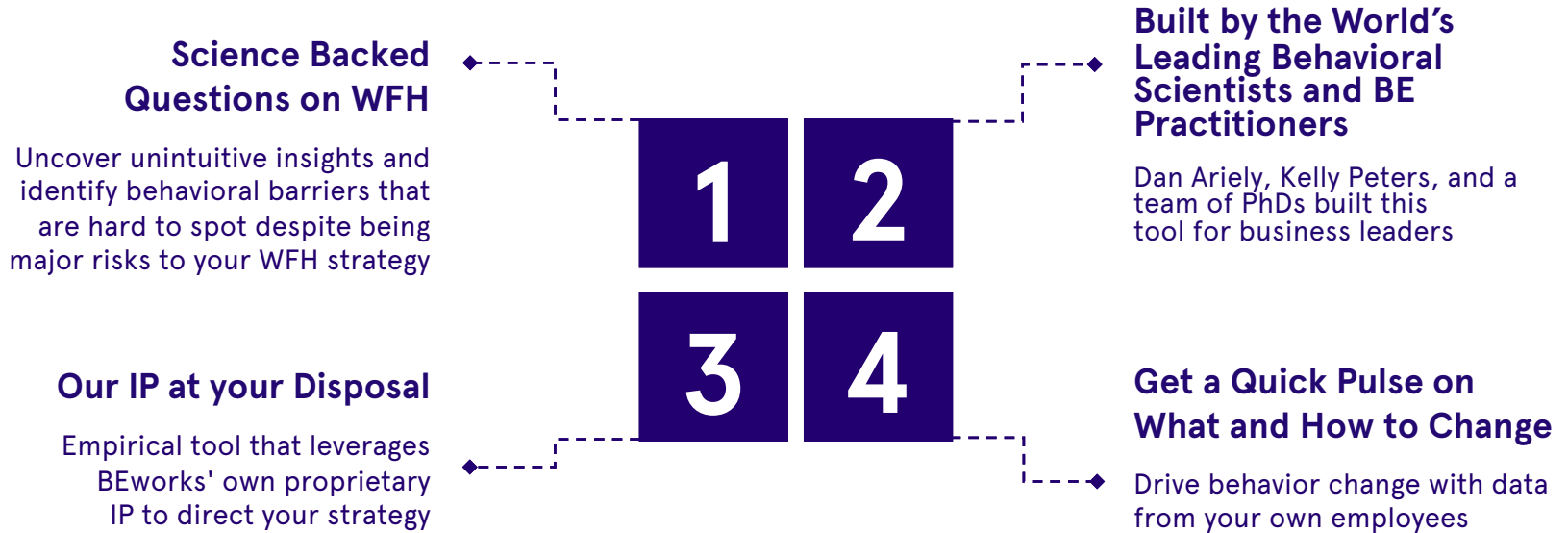Roundtable discussion on the implications of the findings

Deeper Dives
Mining deeper into the data to uncover additional insights about what is working – and not (including whether D&I has been impacted)

The WFH Diagnostics Tool

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Our Science-Based Approach

Asking the right questions should help employees feel heard, but it should also lead to *actionable* insights

Science Backed Questions on WFH

Uncover unintuitive insights and identify behavioral barriers that are hard to spot despite being major risks to your WFH strategy

Built by the World's Leading Behavioral Scientists and BE Practitioners

Dan Ariely, Kelly Peters, and a team of PhDs built this tool for business leaders

1 2

3 4

Our IP at your Disposal

Empirical tool that leverages BEworks' own proprietary IP to direct your strategy

Get a Quick Pulse on What and How to Change

Drive behavior change with data from your own employees

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What the Tool Reveals

The WFH Diagnostics Tool is designed to give you a behavioral lens on how working from home is going.

✓ **Whether support strategies you've put in place are noticed and making a difference**

✓ **Where misperceptions between employees and managers exist**

✓ **If there are sensitive issues that employees are dealing with that require honest sharing**

✓ **Behavioral and Psychological insights that aren't surfaced by traditional employee feedback surveys**

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A Snapshot of the Data

Understand your workforce and respond quickly through data-driven insights
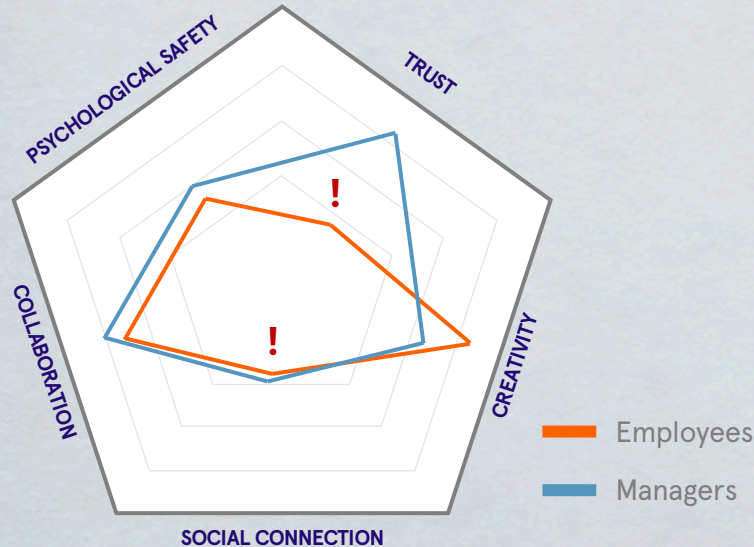
How employees and managers are doing on the 5 WFH dimensions

Your workforce is **unanimously low on feelings of social connection,** meaning they may feel isolated, forgotten, and lonely

Your workforce is collaborating effectively and generally feels creative

Employees have lost trust in the organization and managers at some level – A deeper dive is recommended

A Snapshot of the Data

Identify organizational risks and respond to mitigate them

Your Organization is at risk of Burn Out

Employees feel overworked at home and could be at risk of burnout as a result of not taking any additional time off work or feeling overwhelmed.
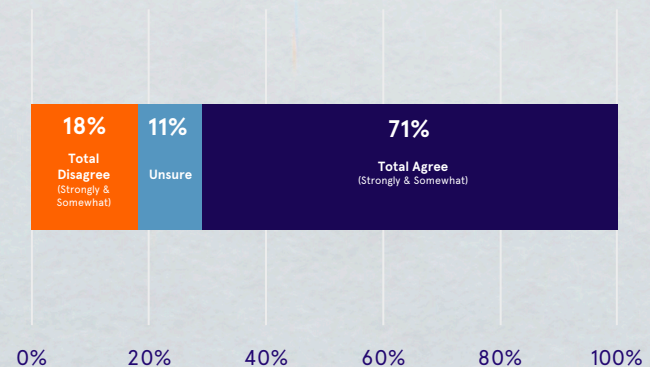
Compared to working at the office, do you feel you are working more, about the same, or less?

Number of Respondents

500	
400	
300	
200	
100	
0	

6% — Working Less
14% — About the Same
80% — Working More
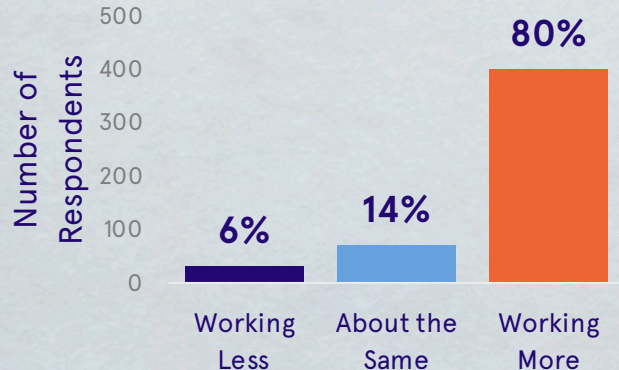
Your organization is at risk of Group Think

People won't come forward when issues arise meaning there are likely issues going unreported during this time.

Do you feel your job would be at risk if you disclosed a work-related issue at this time?

18% Total Disagree (Strongly & Somewhat)
11% Unsure
71% Total Agree (Strongly & Somewhat)

0%   20%   40%   60%   80%   100%

A Snapshot of the Data

Surprising insights emerge by taking a scientific lens to your workforce

WFH is impacting innovation in different ways

Some people are generating more and others less. Probe further to find out who, why, and what to do.

Does working from home enable you to generate more ideas and solutions than a group office setting?

More Ideas, 48%

About the Same, 9%

Less Ideas, 43%

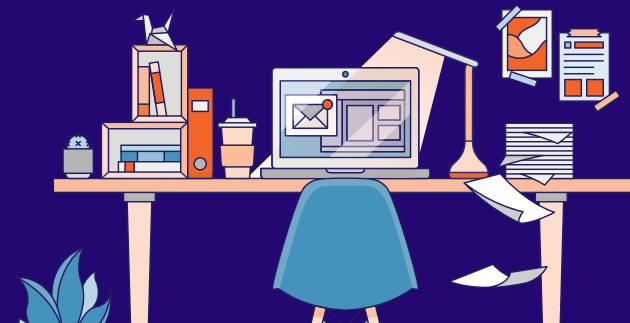Percent of Employees

0% 10% 20% 30% 40% 50% 60%

Your organization is at risk of losing good ideas and solutions

People are not comfortable coming forward meaning good ideas and solutions are likely staying at home

Compared to an in-person group meeting, how comfortable are you sharing an idea or thought you have during a conference call?

More Comfortable, 8%

About the Same, 32%

Less Comfortable, 60%

Percent of Employees

0% 10% 20% 30% 40% 50% 60% 70%

A Closer Look at the Science behind each of the 5-Key Factors

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Trust – Has it eroded?

What we know: Trust is essential– and trusting one's employees predicts loyalty (i.e., *lower* intention to quit on the part of the employee) (Brower, Lester, Korsgaard & Dineen, 2009).

Questions in the Diagnostic Survey related to trust help organizations understand:

- Do employees feel they can trust the organization to make decisions in their best interest?

- Do they trust the communications and actions being taken in response to the crises?

- Do employees feel they have lost their employer's trust as a result of working-from-home?

- Do they worry that their organization will view them as an expense rather than asset?

Creativity – Will innovation suffer?

What we know: Creativity is a function of not only the person, but also the environment (McCoy & Evans, 2002). It is also moderated by levels of anxiety felt by employees which is likely to be high at this time. However, the silver lining is that individualistic brainstorming can lead to better creative output.

Questions in the Diagnostic Survey related to creativity help organizations understand:

- Do employees feel they are able to generate new ideas and solutions in their new work environments?

- Does their sense of isolation and disconnection impact their creativity?

- Do they feel brainstorming on their own has led to an increase in creative solutions?

- Has the lack of group-think hindered or freed their ability to think of new solutions?

Collaboration – Can it thrive in an isolated workforce?
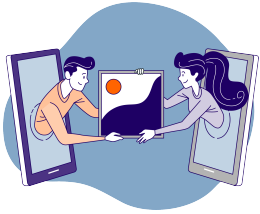
What we know: Risk of the loudest voice dominating, shared ideas to be the focus of discussion instead of unique perspectives making their way through, and a lack of follow-through on action items to occur in the wake of a diffusion of responsibility (Barron & Yechiam, 2002).

Questions in the Diagnostic Survey related to collaboration help organizations understand:

- Which psychological barriers are getting in the way of your teams working together as well as they normally do.

- There is uncertainty about when and how to communicate – "is an email the best way to communicate?"; "what if I don't respond fast enough?"; "do I really need to check in?".

Connection – Can digital replace human connection?

What we know: Research shows that perceived social support at work, for example, boosts remote workers' identification with their company (e.g., seeing the company's successes as their own; Wiesenfeld, Raghuram, & Garud, 2001), and social connection benefits one's health and wellbeing (for a review, see Seppala, Rossomando, & Doty, 2013).

Questions in the Diagnostic Survey related to connection help organizations understand:

- Whether employees feel lonely or forgotten by their colleagues?
- Do employees feel comfortable reaching out for connection when they need it?
- Are employees reaching out to people in the organization outside of work-related tasks?
- Can the organizational culture thrive in a digital context?

Psychological Safety – Can we share without consequence?

What we know: In prior studies, psychological safety has been one of the cornerstones of employee success in WFH contexts. Given this new paradigm, muddied by job insecurity, it is imperative that psychological safety by closely monitored and cultivated.

Questions in the Diagnostic Survey related to psychological safety help organizations understand:

- Do employees feel confident asking for help?

- Do employees feel powerless, or less valued than others on the team?

- Do they feel like they can voice concerns without fear of losing their jobs?

- Do they feel the work environment has become more competitive and individualistic leading to more conflict and an unwillingness to help?

- Do employees feel comfortable speaking up?

"...it's an uncertain journey with neither roadmap nor prescribed end point... We must continue to experiment, measure, and innovate."

– Nathaniel Barr and Kelly Peters

Behavioral Scientist Magazine

THANK YOU

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