



# Insights About Remote Work and Expectations in the Shut-in Economy





24 Seven surveyed almost 300 professionals about their recent work from home status as a result of the COVID-19 pandemic. Respondents shed light on topics such as remote work policies, company readiness, personal readiness, and more.



# EVERYBODY PIVOT

- 85% said they were able to fully perform the duties of their role from home
- 72% said that their company was moderately to extremely prepared for remote work
- 91% said they are moderately to extremely prepared for remote work
- 76% of managers are strongly to extremely confident in their ability to manage a remote team

**82% OF RESPONDENTS FEEL THEY ARE VERY TO EXTREMELY EFFECTIVE IN WORKING REMOTELY. MANY HAVE THE TOOLS AND TECHNOLOGY TO BE PRODUCTIVE AND EFFECTIVE AS THEY WORK FROM HOME FOR THE FORESEEABLE FUTURE.**

**87%** have a dedicated workspace with limited distractions for remote work & conference/video calls



Last year, we surveyed talent and those who manage them about what soft skills will be required to navigate an increasingly tech-enabled, remote-work future. Well, the future is now, and these soft skills matter more than ever:

### Top 5 Soft Skills in **EMPLOYEES** of the Future

1. Communication
2. Creativity
3. Adaptability
4. Ability to learn
5. Problem solving

### Top 5 Soft Skills in **MANAGERS** of the Future

1. Communication
2. Leadership
3. Listening
4. Conflict resolution
5. Team work

WHEN WE ASKED  
RESPONDENTS WHAT  
RESOURCES THEY NEEDED  
TO BETTER NAVIGATE THE  
SUDDEN SHIFT TO WORK  
FROM HOME DUE TO  
COVID-19, WEBINARS, SKILLS  
CERTIFICATIONS, AND SOFT  
SKILL TRAINING WERE MOST  
OFTEN CITED

### TRAINING SOUGHT:

- WFH effectiveness
- Remote tech & software use
- Video conference tips
- Technology troubleshooting
- Productivity, focus & discipline guidance
- Remote problem solving & collaboration
- Managing & mentoring remotely
- Remote client management
- Industry trend updates
- Inspiration & morale





## FIRST TIME? MORE FLEXIBLE? OR WHAT?

**30%** said this is the first time their company had instituted a remote policy

**21%** said the crisis-response remote work policy is the same as it was before

**44%** said the crisis-response remote work policy is more flexible than the company's prior approach

**4%** said the crisis-response is less flexible than the company's prior approach



## ONCE YOU GO REMOTE...

In our years of job market attitude & behavior research, talent expressed deep loyalty to employers & a strong inclination to work for companies that have flexible remote work policies. With the COVID-19 crisis, the global workforce is participating in a communal experiment around remote work. Expectations abound that the pre-pandemic concept of “going to work” as defined as brick and mortar space confinement has forever been changed. Three-quarters of those surveyed think that it is more likely than not that companies will be more flexible about remote work post the pandemic crisis.

**How likely is it that the current work-from-home policy will create an opportunity for a more flexible approach to remote working at your company after the crisis?**

