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How the Future of Remote Work Impacts Organizations

About Us

We help onboard and engage remote teams.

Founded in 2013, Blend Me, Inc. consults with startups and small businesses to improve the remote employee experience.

Our services range from Onboarding Strategy and Design, Inclusion and Diversity, Employee Research and Engagement, Internal Marketing and Communications.

Jennifer Cameron

Chief Executive Officer

Kaleem Clarkson

Chief Operating Officer

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Today's Roadmap

- The State of Remote Work: Before and After the Pandemic
- Considerations for the Temporary Shift to Remote Work
- The Three Models of Telework and Considerations for the Permanent Shifts
- Remote Work Implementation Strategies

The State of Remote Work:
Before and After the
Pandemic
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Remote Work Before the Pandemic

Trends in Remote Work Growth

44% = Growth in remote work over the last 5 yrs

91% = Growth in remote work over the last 10 yrs

159% = Growth in remote work over the last 12 yrs

flexjobs

Global Workplace Analytics

FlexJobs
Feb, 2020

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3.4% of the population or 4.7 million people work from home

FlexJobs
February, 2020

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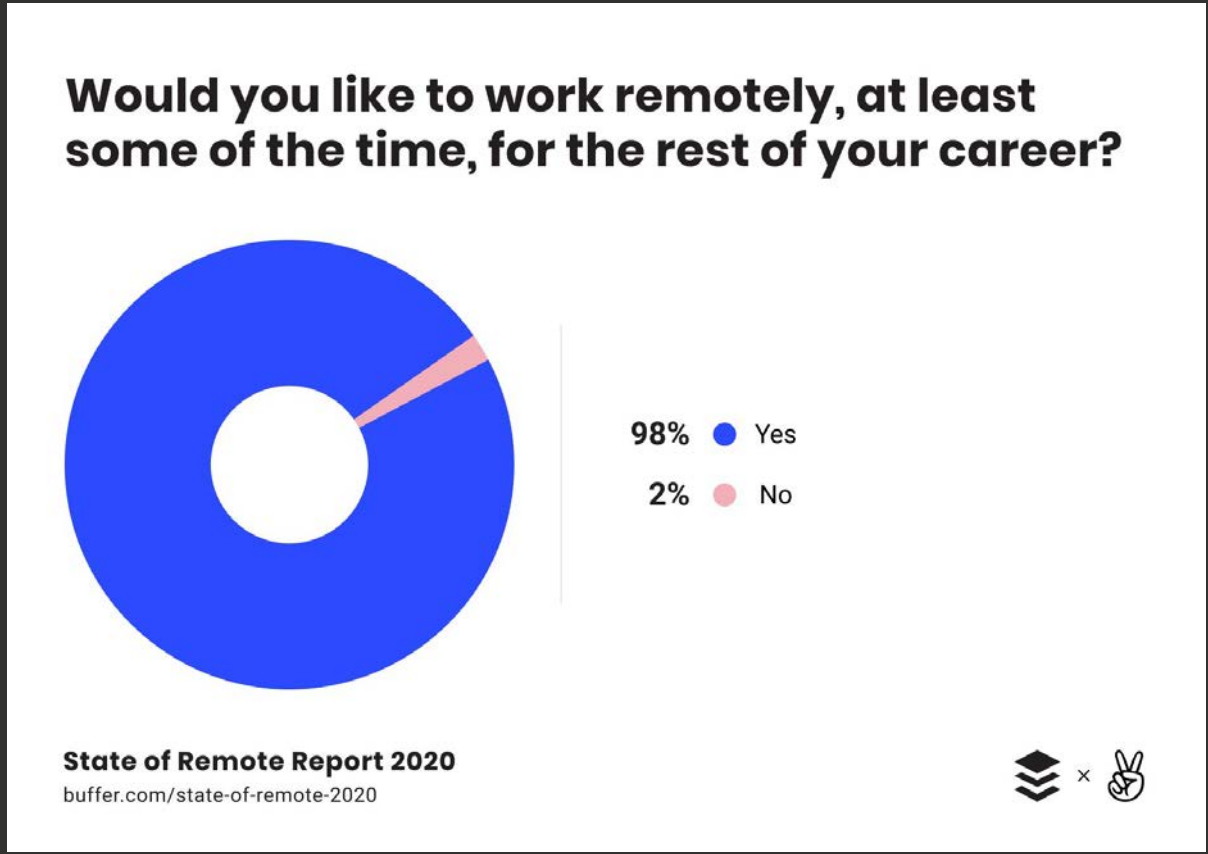
98%

would like to work remotely

This report was published in February of 2020 and the data was collected in November of 2019.



Remote After the Pandemic

Working remotely at least part of the time is projected to nearly triple from 12% before the COVID-19 pandemic to 30% after the pandemic.

pwc
June, 2020

More than half (55%) of employers anticipate that most of their workers will work remotely long after COVID-19.

pwc
June, 2020

Companies who are now offering all-remote options

- Adobe
- Aetna
- Amazon
- Ancestry.com
- Capital One
- Coinbase
- Facebook
- Gartner
- Infosys
- Lambda School
- Mastercard
- Microsoft
- Nationwide Insurance
- Nielsen
- PayPal
- Raytheon BBN Technologies
- Salesforce
- Shopify
- Siemens
- Slack
- Smartsheet
- Square
- The Hartford
- Twitter
- Upwork
- Zillow
- Zipwhip

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Law Firms on Going Remote After the Pandemic

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A new study by Loeb Leadership finds that **67%** of lawyers and staff want to continue to work remotely, even when it's safe to return to offices.

Law.com
June, 2020

Husch Blackwell, a top 100 law firm launched a “virtual office” that includes 50 employees and nearly 40 lawyers who volunteered to give up their office space in exchange for permanent work-from-anywhere status.

Bloomberg Law.com
July, 2020

Association of Legal Administrators Poll

A recent Association of Legal Administrators (ALA) webinar and poll titled “How to plan and manage when change is the only constant.”

91%

of respondents believe the changes in working practices, including more remote working, are permanent.

75%

of respondents believe that the current situation will accelerate law firms’ plans to change their back-office services structure.

74%

of respondents either agree or strongly agree that COVID-19 has made their staff more willing to change their working practices.

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Considerations for a Temporary Shift to Remote

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Everyone must return back to the office

1

Justifying the return to office

Difficult to say that employees must return to the office when they have been equally or more productive working from home during these times it was forced.

2

Difficulties for employee retention

Experience turnover as employees are realizing the benefits of flexible work; if you don't offer it, may find it hard to retain good employees.

3

Access to employee talent is restricted to location

Geography will continue to be a barrier for recruitment when you restrict your presence to location(s) with office buildings.

4

Potential impacts to productivity

Employees have learned to navigate the best way to work at home and changing yet again could cause disruption to productivity and services.

5

Workplace safety

Office space will be very different - extensive cleaning measures, proximity of people in elevators and seating configurations, PPE equipment, restrooms, water foundations, visitor policies, food delivery, etc..

6

Reverting to previous habits

Rather than micromanage tasks, empower others for more challenging work; Became efficient when forced to make processes electronic rather than printing and filing paper docs, etc.

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Considerations for a permanent shift to remote work and the different

Telework Models

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Fully Distributed
All Remote

A distributed company **has no centralized workplace.** Distributed employee's work from wherever they are comfortable and productive.

Challenges for Fully Distributed / All-Remote Workplaces

1. **Establishing trust mindset**
   Change in traditional mindset that employees are not working if you can't see them. Gauge performance on data/results.

2. **Align policies and procedures that fit remote work**
   Personnel policies may shift (use of earned time, time clocks for non-exempt employees). Stated Business Hours, time zones could have an impact; accessibility for some.

3. **Preventing burnout**
   Tendency to work longer hours at the convenience of being at home - can lead to burnout or feelings of loneliness from isolation.

4. **Technology and software**
   Lots of considerations for security, document sharing, communication, collaboration, and IT remote support.

5. **Ensuring productive workspaces**
   Coworking for some who do not have an adequate home work space, strong internet connection; office Chair/Desk - ergonomically sound, Laptop, Monitor, Camera, Printer/Scanner

6. **Maintaining a collaborative culture**
   Intentional engagement efforts with retreats and team building events; no longer have physical spaces to collaborate and brainstorm.

Advantages for Fully Distributed / All-Remote Workplaces

1

Work-life balance

Employees able to integrate professional and personal activities rather than separate; remote model increases engagement which increases productivity.

2

Reduce turnover

Because employees prefer remote work options, you will likely retain them. A Stanford study found some organizations had as high as a 50% reduction in turnover when employees were allowed to work from home.

3

Increase productivity

People find they have fewer distractions at home which increases focus and leads to fewer mistakes; employees are more effective and have better accountability - results-driven.

4

Talent not restricted to location

No boundaries for recruitment of talent which means increased diversity among candidates; diversity of thought makes you more effective.

5

Company expense savings

While there are expenditures on office equipment for home offices, the savings outweigh it; no building leases, utility bills, corp office furnishings, building maintenance fees, parking, etc.

6

Employee expense savings

Employees save on average between $2,500-4,000 a year, working just half-time remotely, on commute time, vehicle wear-and-tear, gas, etc.

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Telecommute

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Telecommuter employees **share their time commuting** to a central workplace and working from home.

Challenges for Telecommute Workplaces

1

Inclusion on decision-making

When employees are in/out of the office on different days, it can be difficult to include everyone on decisions when they are not present.

2

Logistics for space scheduling

When employees are in/out of the office on different days, calendaring around logistics can become tricky; individual offices, hoteling space, and conference rooms need to be considered.

3

Increased turnover

Employees want increased flexibility at work and seek more work-life balance; could become difficult to retain employees if all employees are not offered this.

4

Access to diverse talent

Recruitment of employees is limited to your geographical area; minimizes options for talent selection and diversity.

Advantages for Telecommute Workplaces

1

Provides some flexibility

For some employees who may not have had any flexible work options and are able to move to a telecommute model, will feel happier and you will see an increase in morale and engagement.

2

Reduction in commuting expenses

Employees will experience a slight reduction in commuting expenses when they are able to telecommute a few days per week.

3

Less operational planning

This is mostly a 'business as usual' model so there is not going to be a lot of operational planning involved like with other remote models.

4

Continued face-to-face interaction

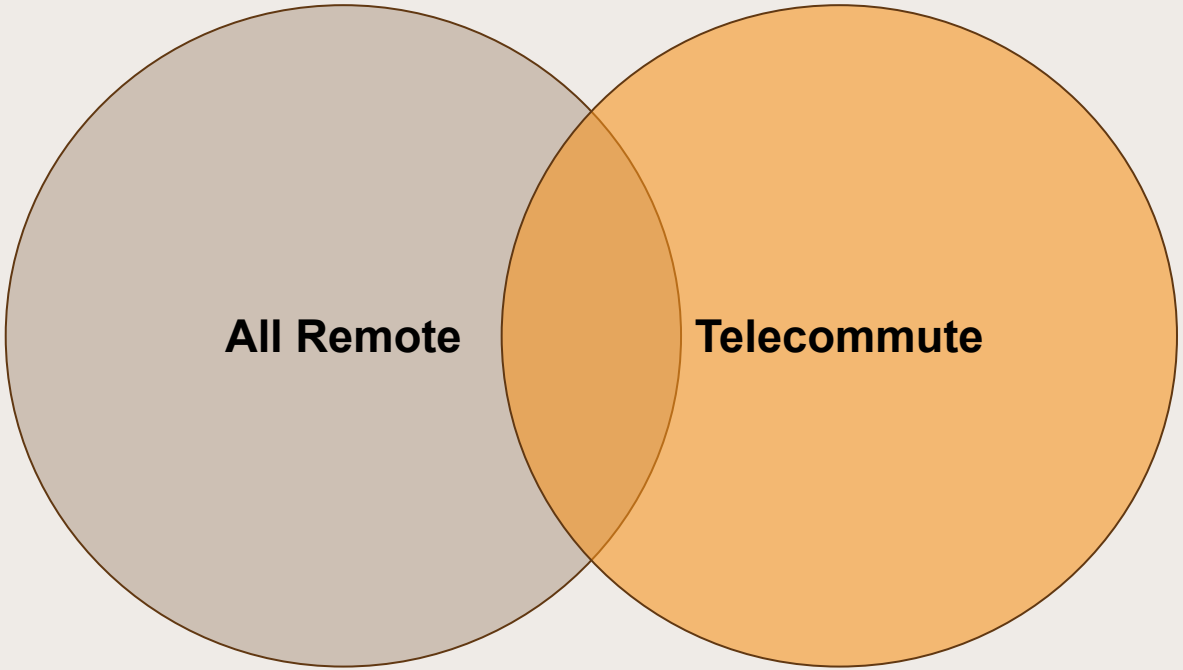
There is always a positive outcome when people can interact in person and make connections with coworkers; undeniable that synergies happen in-person.

Hybrid Remote

Remote employees **work away** from the centralized workplace.

Hybrid Remote: Usually there are one or more offices where a subset of the company commutes to each day — working physically in the same space — paired with a subset of the company that works remotely.

Overlap Between All-Remote and Telecommute



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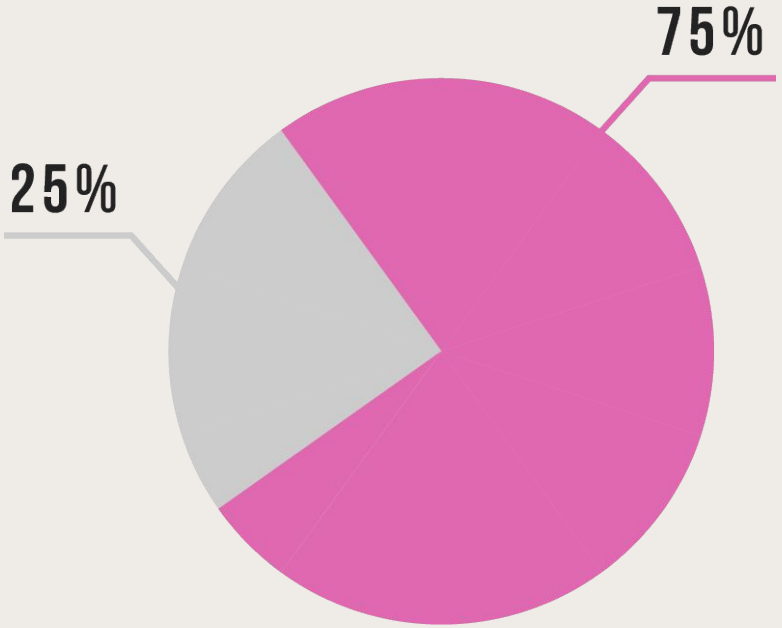
Relative to the Percentage of Remote vs In-Office



Number of In Office Employees

Number of Remote Employees

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Challenges for Hybrid Remote Workplaces

1

Us vs. Them mentality

By allowing only some employees to work remotely, you fragment teams creating an A Team and B Team, reinforcing an Us vs Them mentality.

2

Ensure career development opportunities

Research by Doodle, the online calendar tool, found that 41% of employees feel their career development has stalled during the pandemic and 9% believe they have gone backwards.

3

Determining which roles permitted to work remotely

Applying consistent standards to decide which jobs can be done remotely to avoid perceptions of unfair treatment .

4

The most operational planning

Planning for Remote-hybrid is the most difficult. Policies, procedures, programs and initiatives must be optimized for both in office and work from anywhere employees.

5

Increased turnover*

Potential turnover at its greatest because employees being forced to go back into the office and perceptions of disparate treatment will be heightened for those going from remote back to in-office to those able to stay remote.

6

Talent restricted to location*

For positions determined in-person only, your recruitment pool will be restricted to that location.

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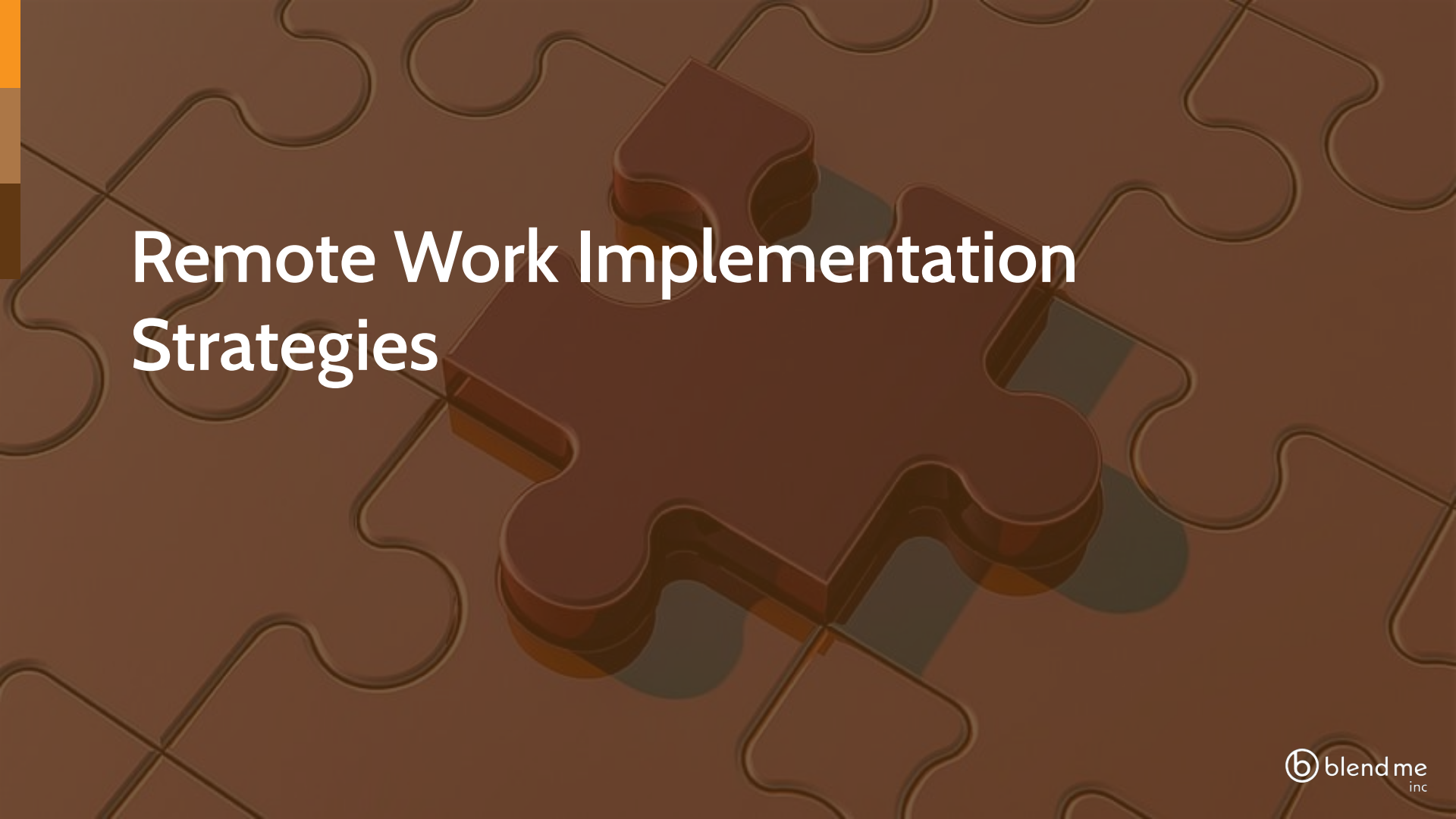
Remote Work Implementation Strategies



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Planning Your Remote Work Strategy

- Seek external counsel from remote work experts
- Prioritize professional development
- Document improvements made during COVID-19
- Reach out to other firms to learn more about their remote work strategies
- Create an inclusive remote work committee of internal stakeholders

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Session Wrap Up

Key Takeaways

- Remote work was already on the rise and will continue to rise
- Pandemic has proven remote work can be productive
- All Remote, Remote Hybrid, and Telecommute all have advantages and challenges
- Seek external advice and be inclusive when planning your remote work strategic plan

We really really like feedback!

Please complete our presentation evaluation

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Thank you for attending.

Let’s do some Q&A