

Global perspectives: Thriving in the new normal

THU
23
JUL

Zoom Webinar
23 Jul 2020, 11:30 AM (GMT+8)



Subhadra Dutta



STITCH FIX



Andrew Petering



Neo Zhang



Agenda

- Setting the Stage: Leading in the New Normal
- Panel discussion
- Q&A



Chee Tung Leong

Co-founder and CEO

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“Through this renewed partnership with EngageRocket, we are maximizing the strength of our HR data as a basis for improving HR processes and systems to provide a better experience for all employees.”

Libertha Hutapea - Head of Talent, Learning & Development at Tokopedia

SA

Sylvia Ang
 30 Aug at 06:46 PM in IHRP Community

Hi, we would like to conduct a Pulse Survey. Anyone has recommendation on good pulse survey tools?

0

3

Comment

SPTS

Sherwin Parulian Tien Siregar
 Posted Aug 30

...

Highly recommend engage rocket. Used them in previous org. And using them now. Ping me for contact if you like

0

Reply

0

0

Rachel Lee
 Posted Aug 30

...

Engage Rocket.

0

Reply

0

0

Alicia Cheng
 Posted 24 sec ago

...

We use Engagerocket too!

0

Reply

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FEATURED IN:



Most employees keen to continue working from home after Covid-19 circuit breaker:



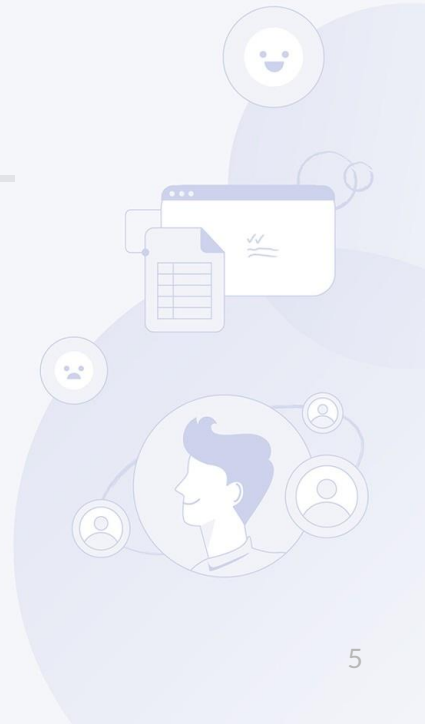
“The survey is conducted by Engagerocket in partnership with SHRI and the IHRP [xxx] that companies can use to gain a sense of their employees’ well-being, with the aim of enhancing the effectiveness of work-from-home arrangements”

Leading in the New Normal

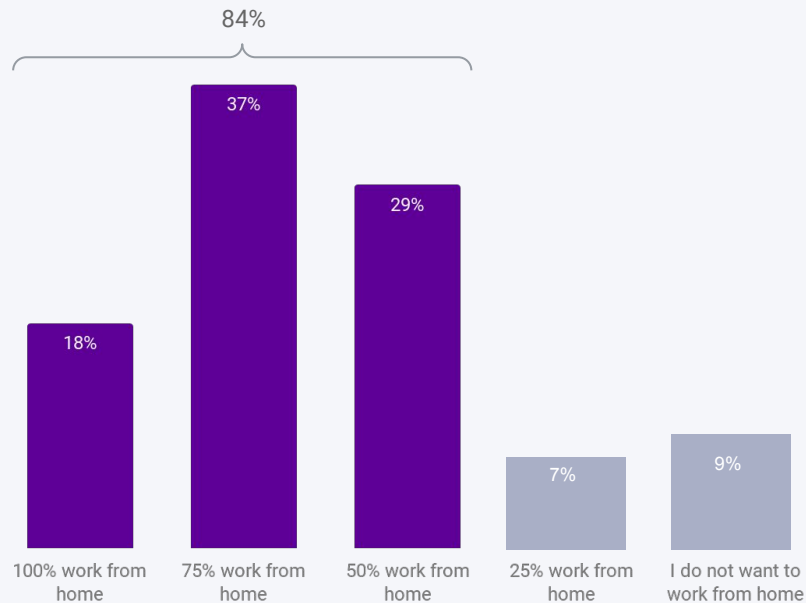
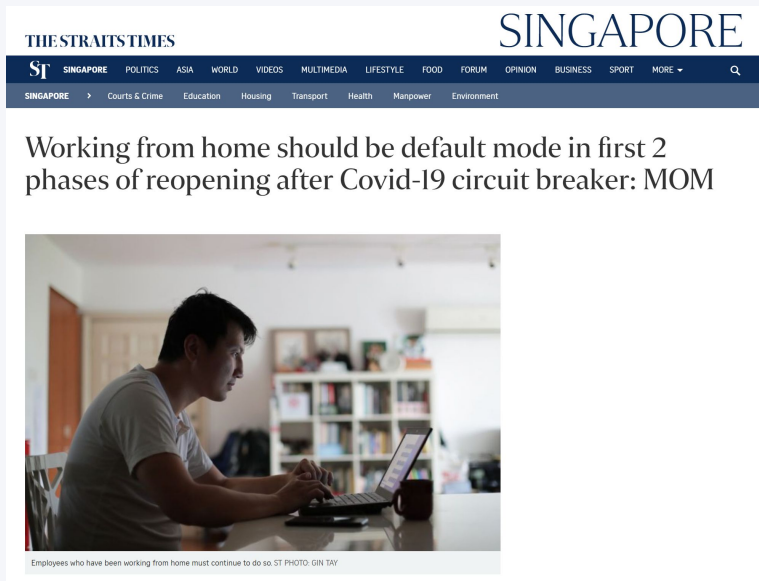
1. Remote working: Preferences & Productivity
2. Leading: Team morale & engagement
3. Mental health & psychology



Remote working: Preferences & Productivity



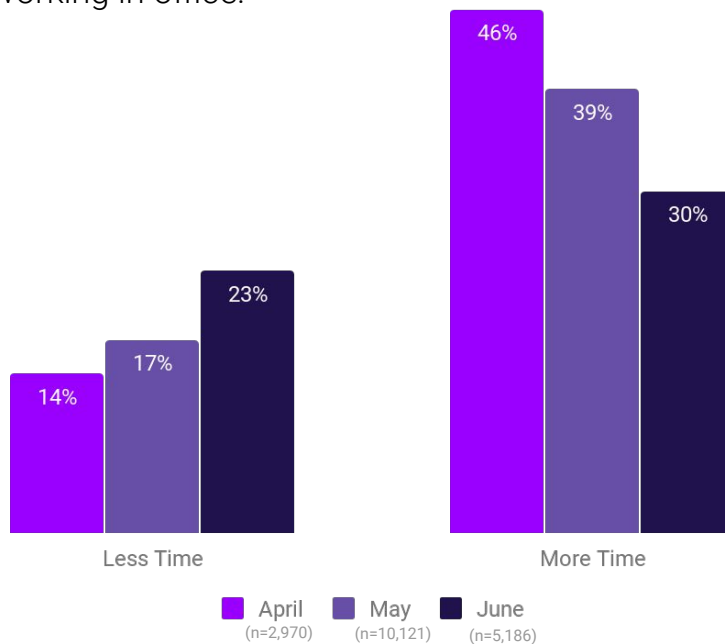
Strong & stable preference to work from home



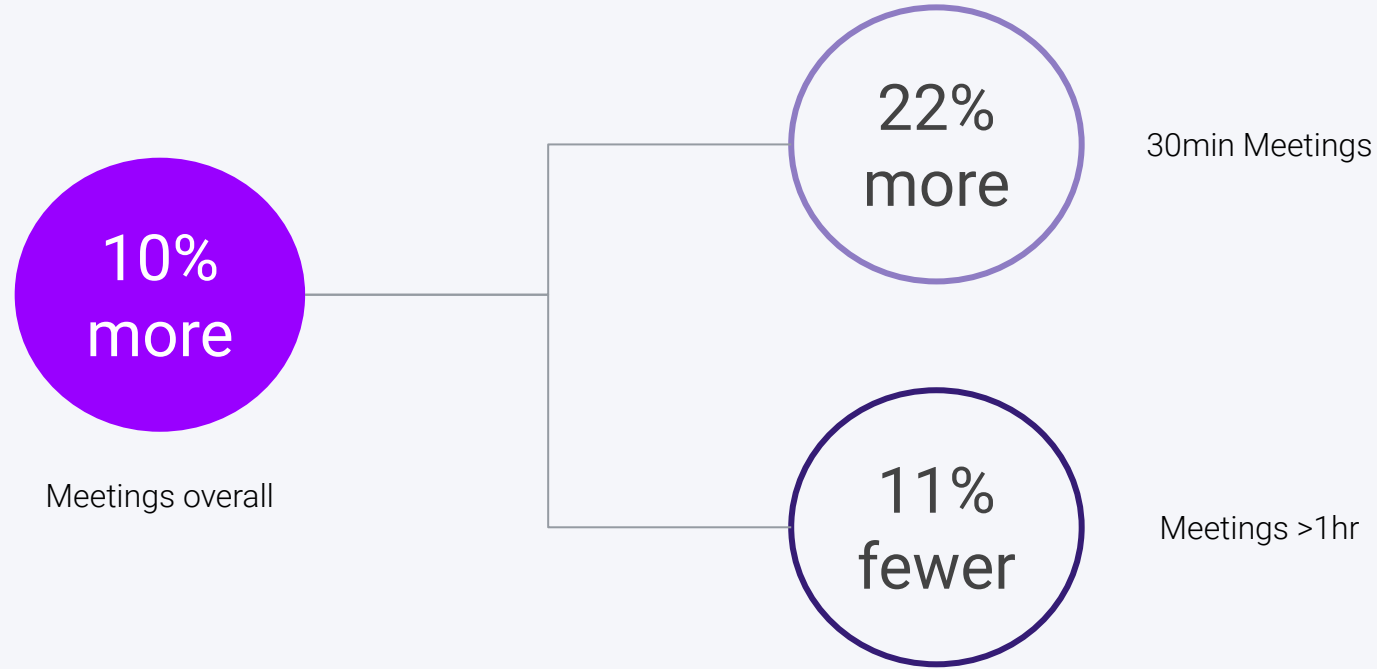
Responses to "Based on my experience working through the circuit breaker and beyond, I can see myself working from home permanently:"

Productivity is increasing over time

When working from home, it takes me _____ to achieve the same productivity as compared to working in office.



Rise of the 30min meeting

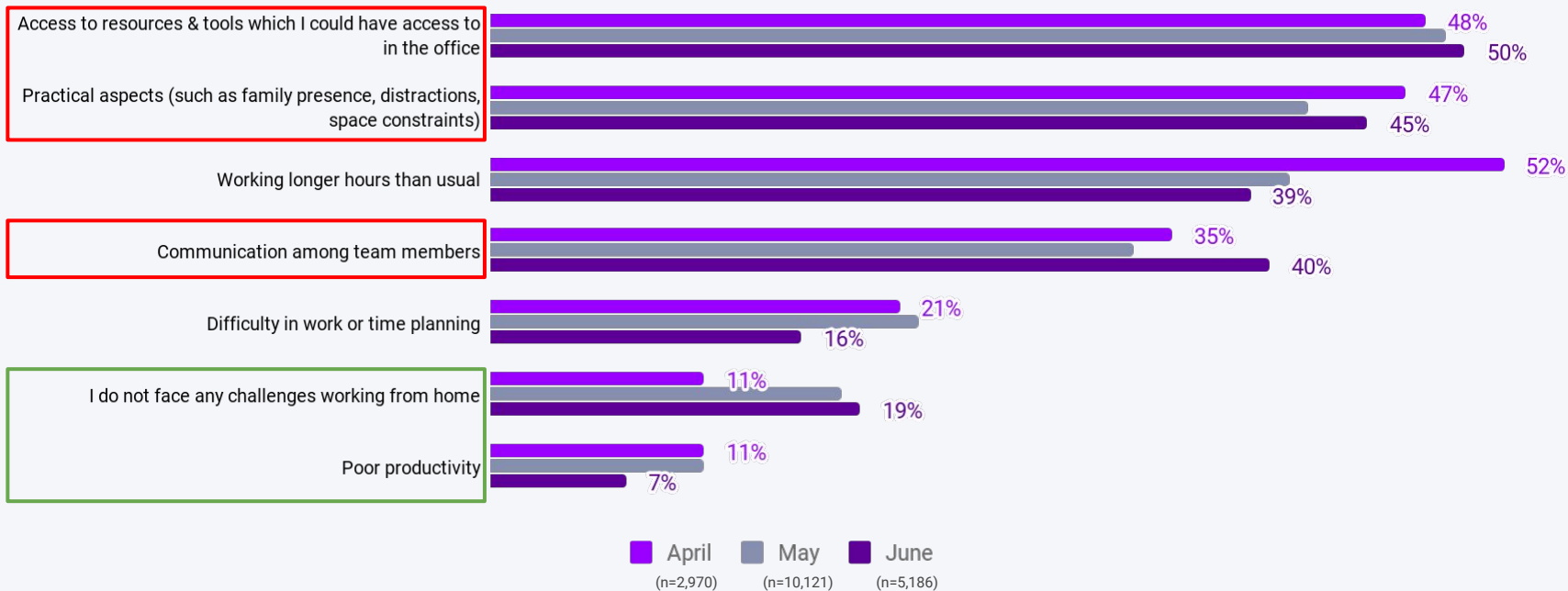


Source: Microsoft Workplace Analytics

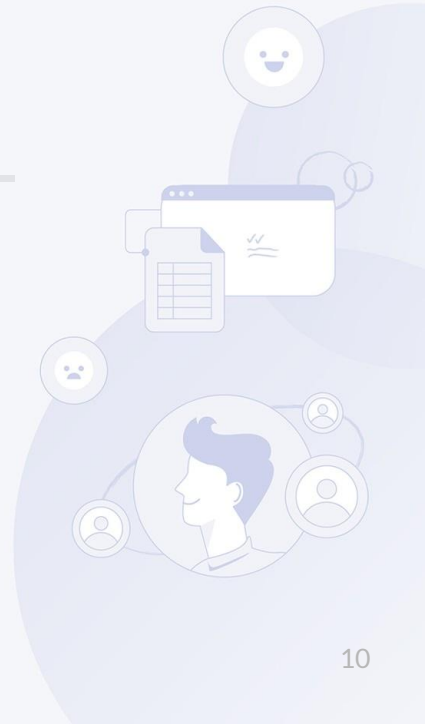


Infrastructure & ways of working remain challenges amidst personal adaptation

When working from home, the main challenge I face is (select up to 3):

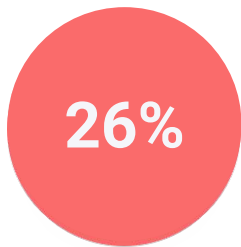


Leading: Team morale & engagement

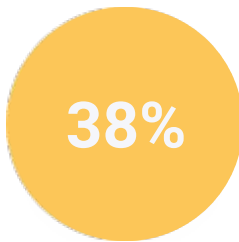


Employee Net Promoter Score (eNPS)

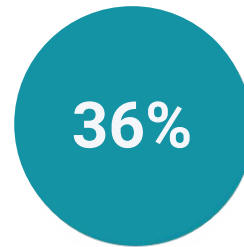
How likely are you to recommend this organisation to friends or family as a place to work?



DETRACTORS



PASSIVES



PROMOTERS

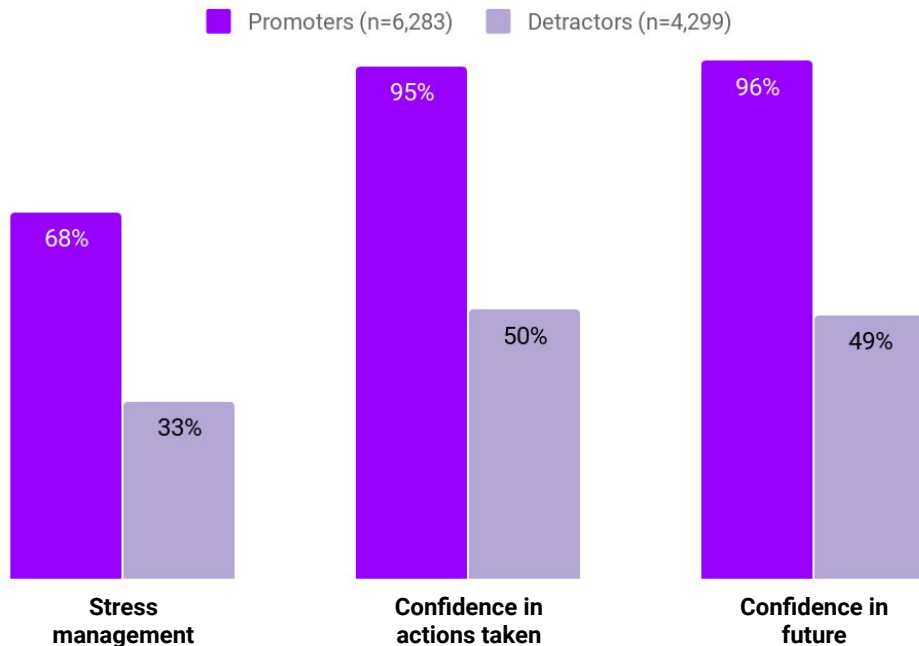
$$36\% - 26\% = +10$$

EngageRocket's Benchmark is -8



Culture & engagement **reduces stress, improves resilience by 2X**

% Favourable across outcomes



Promoters are **5X** more likely to answer Strongly Agree to "I am confident of the future of my organisation."

Stress management: "All things considered, my stress levels are still acceptable."

Confidence in actions taken: "I am confident in the action steps taken by my organisation to address problems resulting from COVID-19 situation."

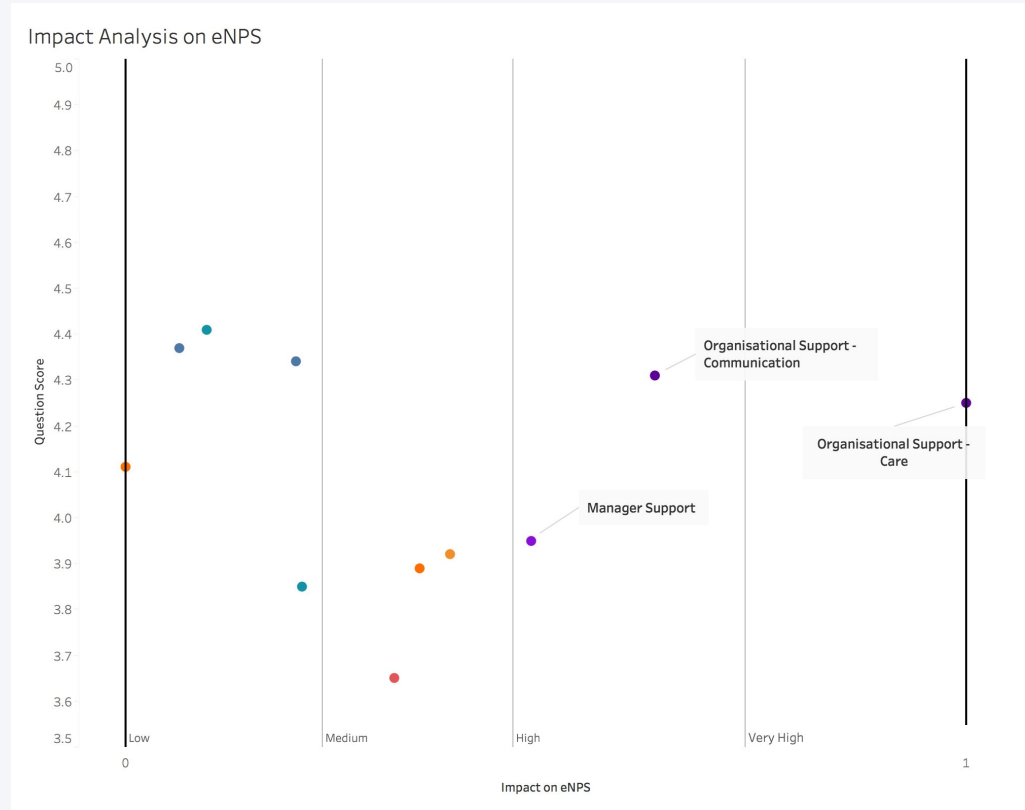
Confidence in future: "I am confident of the future of my organisation."



Care & communication at all levels drive **engagement & loyalty** in crises

Based on multiple regression analysis of 17,742 respondents, we found:

- Organisational communication and care has the **highest impact on engagement**
(I am well taken care of by my organisation during this current COVID-19 pandemic. & My organisation communicates effectively during this COVID-19 pandemic (e.g., safety & wellness guidance, work from home practices, travel policies).)
- Manager support has the second highest impact, through **clear and regular feedback**
(My direct manager provides clear and regular feedback on how well I do my work.)



Managers: the missing link



7hr → 14hr
per week



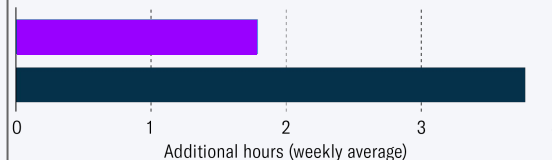
↑115%
(50% for ICs)

Manager One-on-Ones Can Help Contain Longer WFH Hours

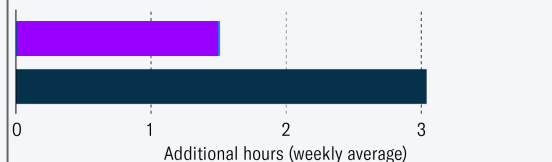
Employees at Microsoft whose managers regularly checked in with them during the early stages of the Covid-19 crisis saw less of an increase in both collaboration hours and general working hours than employees whose managers didn't.

■ High manager 1:1 time ■ Low manager 1:1 time

Change in amount of time spent collaborating



Change in amount of time spent working overall

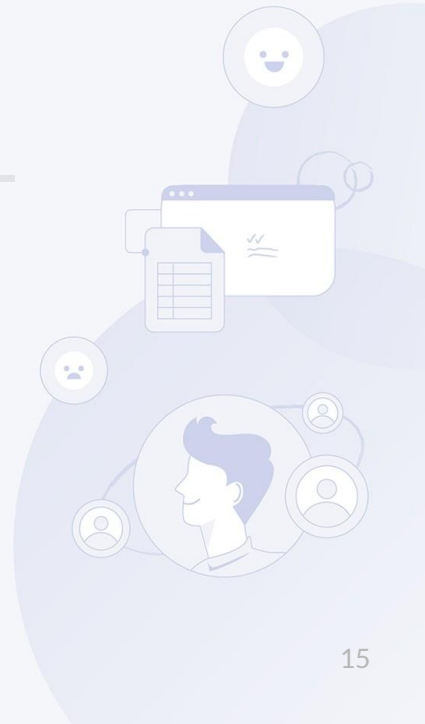


Note: High manager 1:1 time is an average of 30 minutes per week. Low manager 1:1 time is an average of 15 minutes per week.
Source: Microsoft Workplace Analytics

HBR

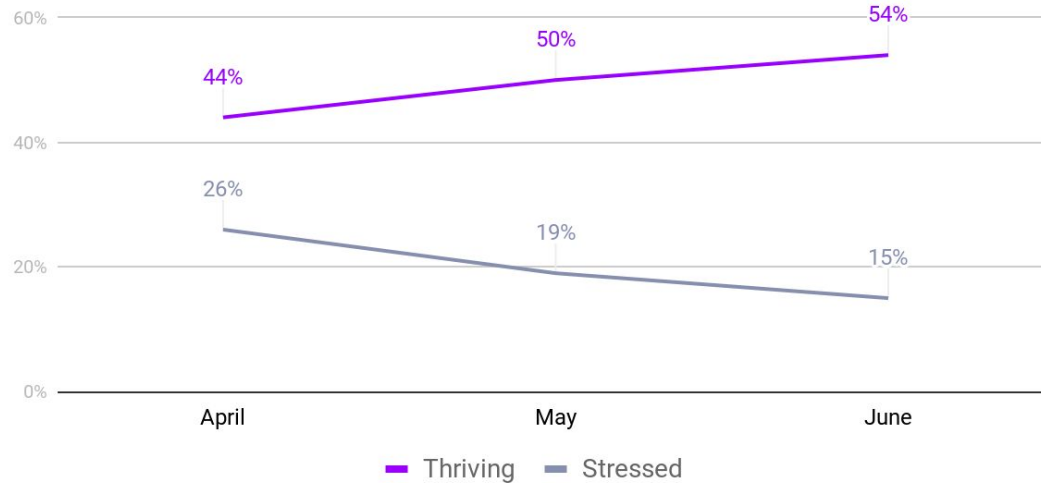


Mental health & psychology



Mental health is improving over time, with fewer workers reporting stress

All things considered, my stress levels are still acceptable.

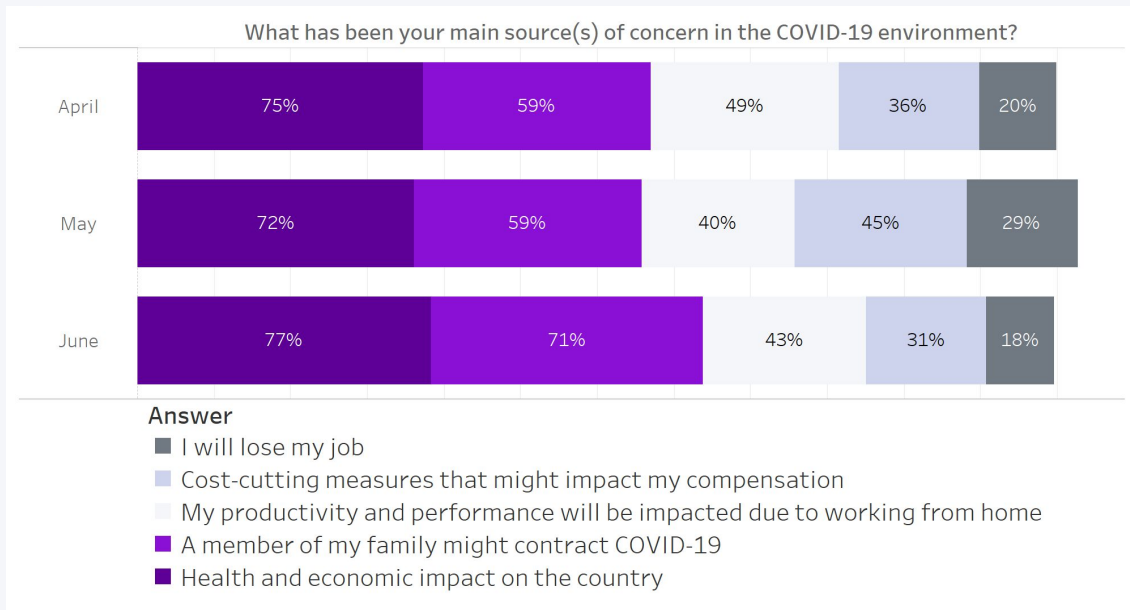


Thriving: answered "Agree" or "Strongly Agree"

Stressed: answered "Disagree" or "Strongly Disagree"

Sample size: 7,890 respondents for Thriving, 3,044 respondents for Stressed

Top concerns about pandemic stable over time



- Health and economic impact on the country
- A member of my family might contract COVID-19
- Impact on productivity and performance



Blurring work-life boundaries



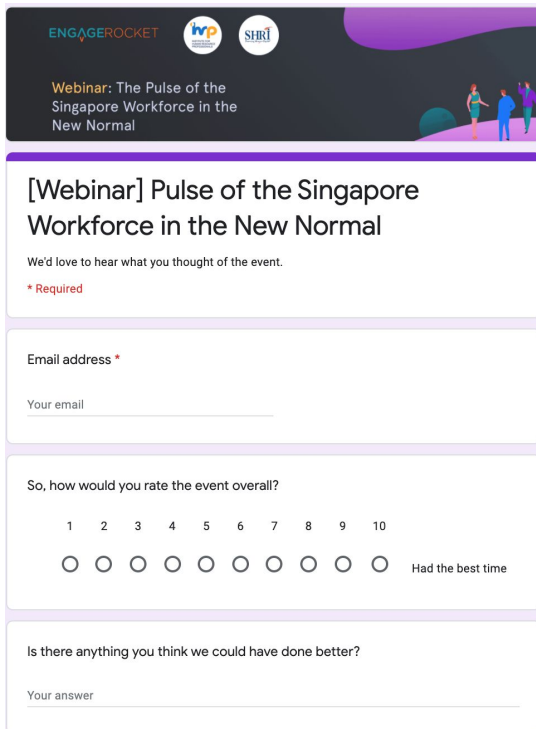
- More time in front of screens during lunch
- Time shift towards more work done asynchronously in the evenings
- Physical space: working from bedrooms, kitchen tables, etc
- Need to monitor the impact on mental health: sanity calls, group lunches, reduced late night IMs, meeting-free days

Leading in the New Normal

1. Remote working: here for awhile
2. Leading: proactive 1:1
3. Mind your team's mental health



Share these slides - Ask for a copy of the slides in our post-event survey



The survey form has a header with logos for ENGAGEROCKET, IVP, and SHRI. The title is "[Webinar] Pulse of the Singapore Workforce in the New Normal". It includes a required email field, a 10-point rating scale for the event, and an open-ended question for feedback.

ENGAGEROCKET IVP SHRI

Webinar: The Pulse of the Singapore Workforce in the New Normal

We'd love to hear what you thought of the event.

* Required

Email address *

Your email

So, how would you rate the event overall?

1 2 3 4 5 6 7 8 9 10

☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ Had the best time

Is there anything you think we could have done better?

Your answer

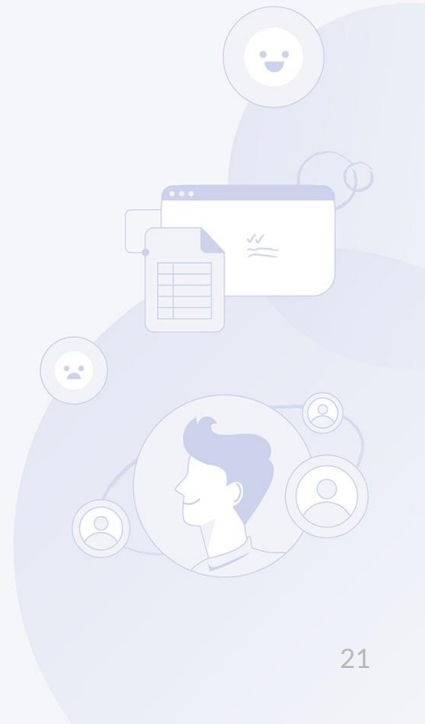


Chee Tung Leong

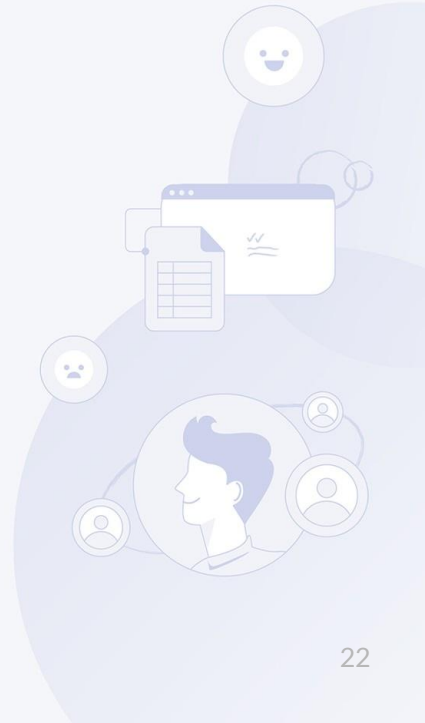
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Quick question...



Panel discussion



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