DLR GROUP

THE RECONNECTED WORKPLACE

Back to Office

As enterprises across the nation begin looking transitioning back to the physical workplace, DLR Group wants to understand how mood, behaviors, engagement, and work modalities shifted during Work from Home (WFH), so that we can apply these lessons learned to transform our client's physical workplace.

Preliminary findings from almost **900** responses from across the nation show how we are all connected – people across all roles, age groups, and geographies are facing similar benefits and obstacles during WFH. These valuable insights into how work has changed and where we're headed, can inform reentry strategies during this unprecedented time. The degree of change WFH has had on work process, flow, routines, and engagement – and how that might influence changes as we return. It also shows a "litmus" of employees' comfort with returning to the office.

People are resilient despite the circumstances.
56% feel good or great

Peoples' overall well-being impacts their engagement, productivity, and effectiveness. Those who report feeling "good / great" show increased mood, productivity, engagement and effectiveness compared to being in the office while those who report feeling "bad / terrible" show decreased productivity, engagement, and effectiveness at home compared to being in the office.

"With the lack of a commute, I approach the day feeling refreshed instead of stressed."

Why might they be feeling great?
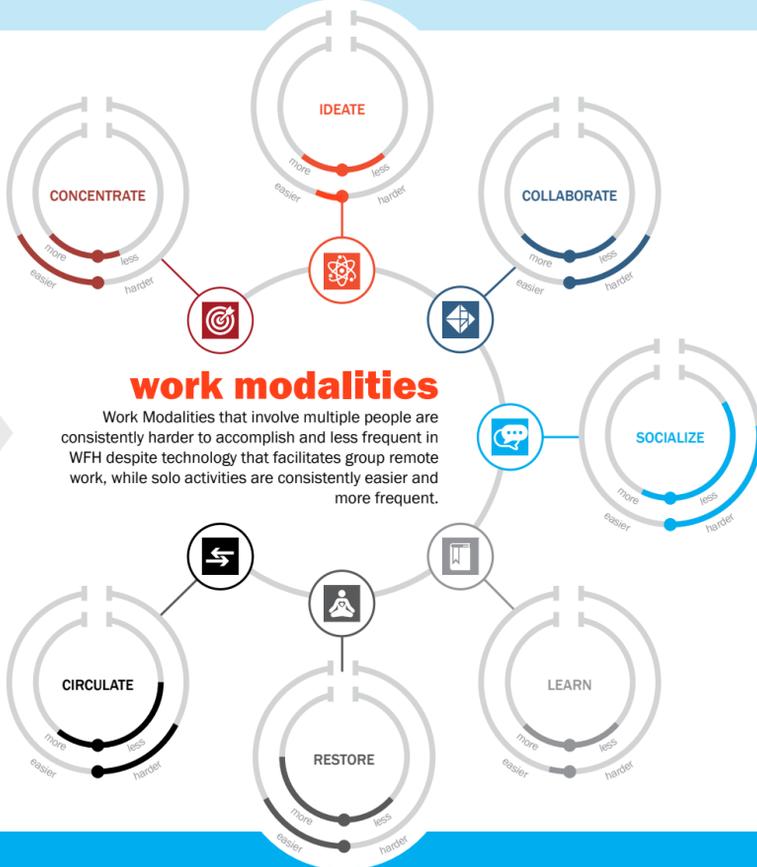People have more freedom over their time.

82% reduced commute time

51% increased time with family, pets, or loved ones

42% ability to craft a schedule and routine that work for them

Despite their resilience, people across all roles, age groups, and geographies are facing similar obstacles during WFH.

59% increase in meetings

54% lack of in-person interaction

45% workspace ergonomics

"Meetings cause fatigue if they happen too often, and can be wasteful if there is no true purpose."

work modalities

IDEATE

CONCENTRATE

COLLABORATE

SOCIALIZE

CIRCULATE

RESTORE

LEARN

Work Modalities that involve multiple people are consistently harder to accomplish and less frequent in WFH despite technology that facilitates group remote work, while solo activities are consistently easier and more frequent.

Outer Ring To what extent has it become harder or easier to do this type of task during WFH?

Inner Ring Compared to the period of time before mandated WFH, how much more or less do you perform tasks that fall within the category?

Concentrating is most difficult for those with young children.
"Mom, I'm hungry."

80% say that it's more difficult to ideate as a team during WFH verses as an individual.

75% say that it's more efficient to collaborate during WFH, while levels of collaboration haven't changed.

"I miss the social aspect of working in an office and feel I am missing out on the possibility to learn while my team members have conversations."

*"I have been able to decompress more often throughout the day while being more relaxed and productive."*

Those without access to a private space reported a slight decrease in mood, productivity, effectiveness and engagement during WFH, while those with access reported a slight increase.
75% of those with access to a private space report that restoration is easier, compared to 60% without access.
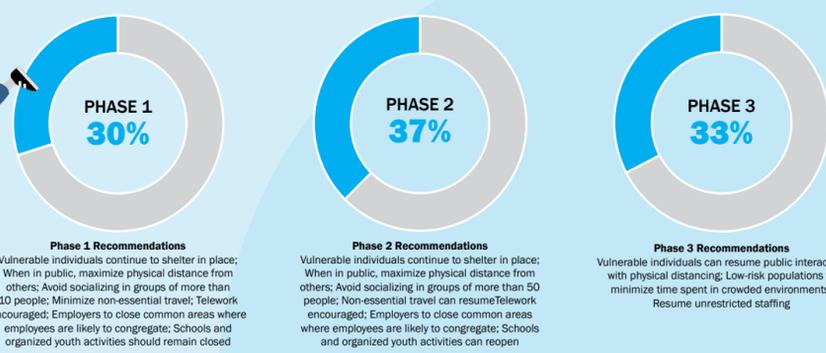
design insight

Help employees hold onto coveted restoration time as they return to the office: convert an underutilized huddle or small meeting room – which would be too tight to fit the intended number of occupants with safe social distancing – into a private restoration space with comfortable, cleanable seating for one, soft colors and lighting, and maybe even a white noise machine with ocean or nature sounds.
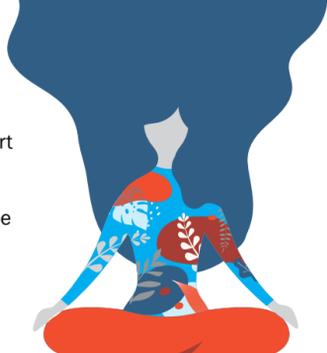
returning to the office

The Federal Government has outlined a phased approach to returning to the office. Employee comfort will play a major role in the continued increase in employee engagement, productivity, and effectiveness when returning to the office. Implementing a strategic "back to office" plan based on the needs and concerns of employees will make for an easier transition to the Reconnected Workplace.

PHASE 1 30%

PHASE 2 37%

PHASE 3 33%

Phase 1 Recommendations
Vulnerable individuals continue to shelter in place; When in public, maximize physical distance from others; Avoid socializing in groups of more than 10 people; Minimize non-essential travel; Telework encouraged; Employers to close common areas where employees are likely to congregate; Schools and organized youth activities should remain closed

Phase 2 Recommendations
Vulnerable individuals continue to shelter in place; When in public, maximize physical distance from others; Avoid socializing in groups of more than 50 people; Non-essential travel can resume;Telework encouraged; Employers to close common areas where employees are likely to congregate; Schools and organized youth activities can reopen

Phase 3 Recommendations
Vulnerable individuals can resume public interaction with physical distancing; Low-risk populations to minimize time spent in crowded environments; Resume unrestricted staffing

TOP CONCERNS

58% proximity to others

52% cleanliness of shared building spaces (elevators, shared lobbies)

45% differing levels of coworkers' compliance with new office protocols

MOST EXCITED

88% in-person social interaction

54% connection to company office culture

52% separation between work and home

52% return to normal routine

design insight

While employees are craving social connection, they're also worried about proximity to others. Make tweaks to existing socialization spaces to subtly signal spacing and hygiene importance. Match the tone of any signage here to your culture – since social spaces are typically more casual, if possible weave in a sense of humor.

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