



COVID-19: Implications for the Future of Work



When it comes to the future of work and what we once expected that to bring, how has COVID-19 altered the trends?

What are the HR and workforce implications presented by the pandemic for organisations seeking to develop a permanent, sustainable and human-centric work model?



Trend 1: Accelerated Flexibility

- Urgent shift to embrace remote and hybrid working
- Less working nine to five, five days a week in an office setting.
- New ways of working need to be as inclusive as possible
- Must recognise vast differences in circumstances among employees.

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Trend 2: Shoring Up Skills

- Fast-tracked demand for certain skillsets
- Technical skills and ICT expertise are on the rise due to the virtual working shift.
- Digital skills are key to be employable during and after COVID-19.



Trend 3: Accelerated Soft Skills

Critical for navigating uncertainty successfully are:

- Agile thinking
- Problem-solving
- Communication skills
- Empathy
- Emotional intelligence



Trend 4: Tech Enabled People Management & Communication

- Replication of traditional in-person practices virtually
- Recruitment, onboarding, learning, employee communication and retention - now all virtual throughout the talent lifecycle

CLICK HERE for more guidance around using technology to support your background screening programme.



Trend 5: Greater Team Autonomy

- Team agility, individual team responsibility and innovation

Trend 6: Keeping the Human Touch

- AI, robotic process automation (RPA) and machines for mundane and repetitive tasks.
- Human leaders and employees remain important.
- Human aspects: ethical decision-making, maintaining connection, showing empathy, common-sense and more.





Trend 7: Future Focused EVP

- Employees must feel valued, safe and secure
- Relook at policies
- Pay renewed attention to aspects such as work-life balance, sick leave and annual leave, mental health
- Embedding employee wellbeing into every facet of the organisation
- Deliver the right digital experience to employees returning to workplaces

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