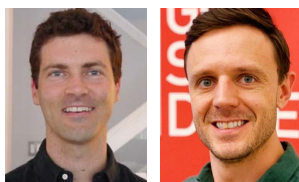


The Digital HQ: Flexible, Inclusive and Connected



Dave Macnee, senior relationship manager for Slack's Future Forum, and **Kevin Carter**, customer success leader for public sector at Slack, share research data on remote work and discuss technology and strategies for getting remote work right.

What trends are you seeing around employee expectations for remote and hybrid work?

Employee expectations have changed. Data from the Future Forum's quarterly survey of 9,000 knowledge workers — the Remote Employee Experience Index — shows employees want to maintain a flexible working model even once the pandemic ends. Only 17 percent of those surveyed want to return to work full time in the office. The vast majority — 63 percent — want some form of flexibility.¹ In addition, recent Federal Employee Viewpoint Survey results show government employees who telework at least three days per week have higher employee satisfaction and engagement index scores than those who telework two or fewer days per week. Employees who are ineligible for telework have the lowest engagement scores of all the workforce.²

As organizations rethink what's possible in terms of work, what does the future look like?

Organizations realize remote work is not simply a preference, it's a work style that's

going to be negotiated with potential employees. As we think about the talent government needs to attract, the digital headquarters will become the norm. Based on our Future Forum primary research and conversations, we believe the digital HQ will be one that is flexible, inclusive and connected.

What challenges stand in the way of sustainable remote/hybrid work?

What we've seen over the past year hasn't just been about working from home. It's been working from home during a pandemic. As the pandemic has stretched into its second year, employees are feeling the strain. The data show that even though the work-from-home experience is better than working in the office full time, employee satisfaction with work-life balance has declined and stress and anxiety have increased. A contributing factor to that stress is the pressure to demonstrate productivity. A third of remote workers say they feel pressure to make sure their managers know that they're working.

What can organizations do to ensure employees succeed in remote/hybrid work environments?

There isn't a one-size-fits-all approach. The organizations we see doing this well are taking this moment to intentionally rethink and redesign work. They're thinking about the principles that guide their mission and the guardrails they need to try new things in a safe and controlled manner. As for specific tactics, that means doing things like giving people flexibility in when they work as well as where they work. We

found that the flexibility in when people work has an even higher impact across all five remote employee experience factors than a person's location — it's having control over your schedule. Success also means finding ways to foster a sense of belonging both when people are working remotely and when they are in a shared physical space. When organizations bring people to the office, what is the intent and what do they need to do to support that intent?

How can technology help keep employees connected, engaged and productive regardless of where they work?

Technology is foundational for connecting employees and fostering a culture of inclusion where remote workers have access to the decision-makers, information and opportunities that traditionally may have been restricted by time and place. It's important to find collaboration tools that let employees work effectively; build community even if they're outside the office; and engage with citizens, agencies and other external partners as easily as their internal teammates do. It's also important to have things like systems of record, where all conversations and decisions are maintained so that everyone has access to the same information regardless of where they work. Finally, agencies need a single tool to bring together things like incident management systems, customer relationship management systems and code development so employees can easily access and leverage them wherever they are.

¹Hybrid rules: The emerging playbook for flexible work. Future Forum. <https://futureforum.com/2021/01/28/hybrid-rules-the-emerging-playbook-for-flexible-work/>

²Federal Employee Viewpoint Survey. Office of Personnel Management. <https://www.opm.gov/fevs/>

Slack for Government

Government agencies and their partners face unprecedented challenges in response to COVID-19.

Slack is the FedRAMP Moderate-authorized channel based messaging platform that provides governments and their partners with a secure, centralized digital HQ.

The Slack for Government guide explores how government agencies are bringing their people, tools, data and processes together in Slack to increase remote work productivity and secure collaboration.

Download the Guide

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