

# "The Future of Work" 5 priorities to consider

Forces such as digitalization are driving the next decade of workplace transformation.

The good news? Business leaders can start re-focusing their strategy and culture now to emerge stronger.

PwC has identified five priorities that help provide a path forward for a company's "Future of Work" plan.

### 1. Business strategy Staying adaptable and resilient in the face of change is a key part of the future of work. What about the current situation will make your company better in the long run? **73**% Work flexibility Better resiliency and agility **56%** echnology investments **53%** ew ways to serve customers **27**% Source: PwC US CFO Pulse Survey, Jun 2020, 330 surveyed The flexibility it offers also helps boost productivity and work-life balance, further spurring this shift. **Invest in: Current progress:** 72% of companies say they Creating a flexible and will respond to COVID-19 with effective working better resilience and agility environment PwC US CFO Survey. June 2020, 330 surveyed 2. Talent planning Hiring to accomplish workforce goals alone is not enough. Companies should think about three steps: 1 Recruit well Assess your company's values and mission, and keep an eye on diversity and inclusion while hiring Gender diversity initiatives... **54% 57%** Increase profits Bring greater Improve business Increase talent and productivity outcomes (agree) attraction/retention creativity, innovation and Source: International Labour Organization, 2019 openness 2 Retain talent 3 Stay adaptable Focus on building your employees' Leverage alternative models, skills and boosting their workplace such as the gig economy, at the right time and price How likely are companies to financially perform above median? (2017 national) 100 = peak interest 2018 Source: Bloomberg, 2018 Invest in: **Current progress:**

55% of CFOs feel confident

in their company's ability to

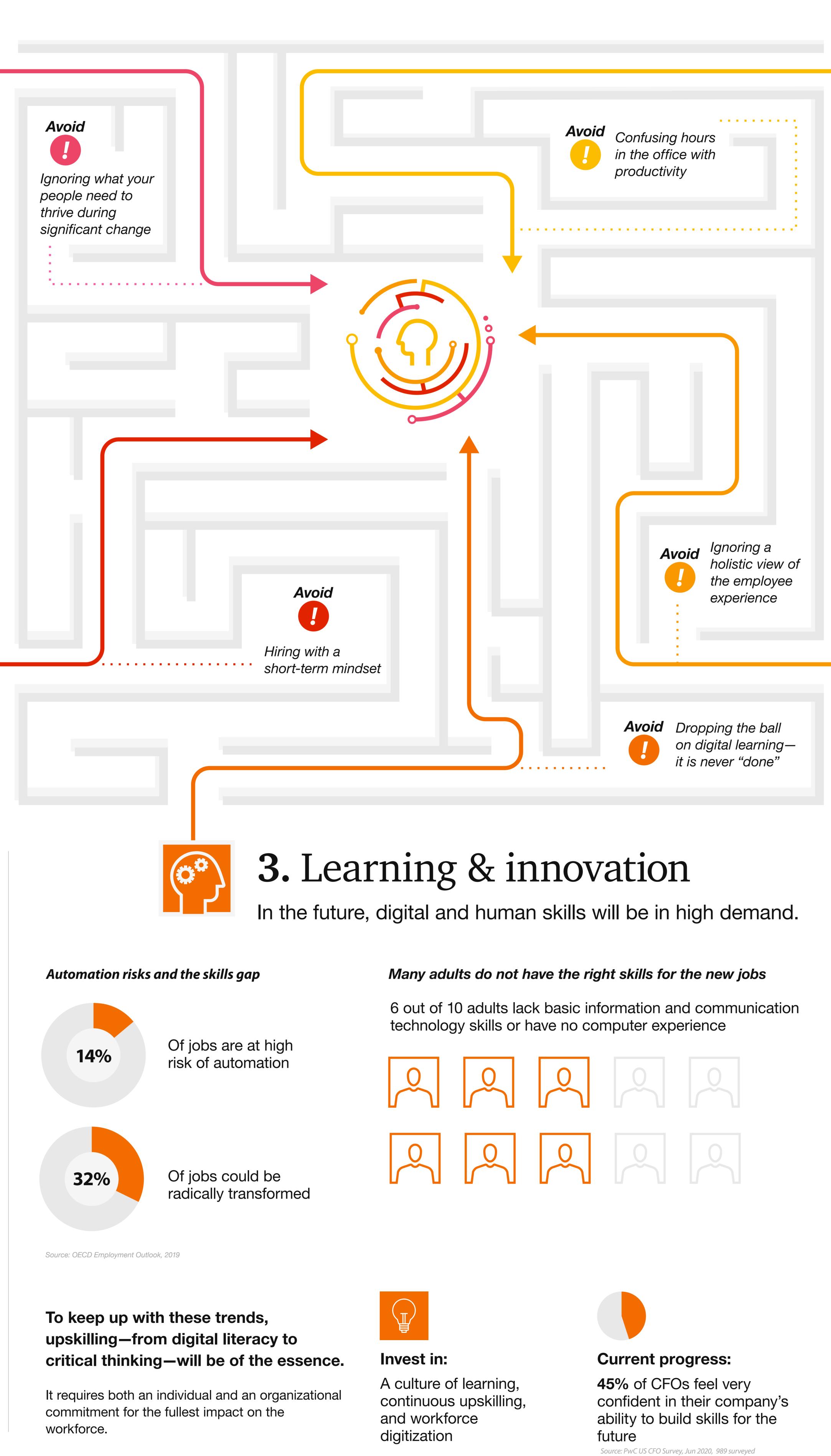
retain critical talent

PwC US CFO Pulse Survey, June 2020, 330 surveyed

The digital journey of your

workforce, from tools to

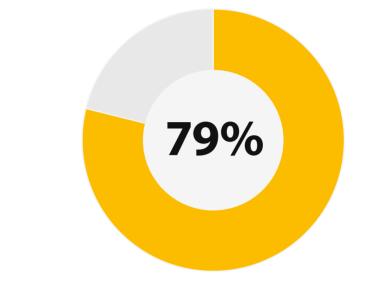
software and more



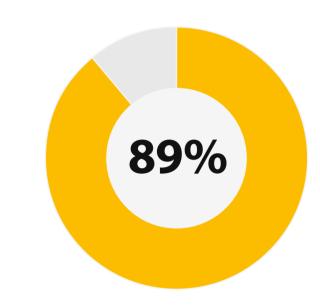
## 5. Work environment

Globally, flexible working is an essential part of the new normal.

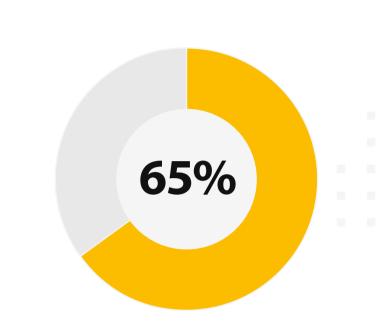
### Business drivers:



Flexible workspaces play a role in business' success



Businesses can become more productive thanks to flexible working



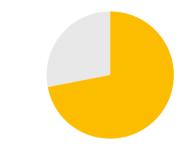
Businesses are introducing flexible working to reduce capital/operating expenses Source: International Workplace Group, Mar 2019

Companies need to consider reconfiguring the physical office and remote work capabilities.



### Invest in:

Supporting employees to work from wherever they want, whenever they want



### **Current progress:**

72% of CFOs believe that work flexibility will make the company better in the long run

# 4. Employee experience

Employees see their work as more than a "9 to 5"—they seek meaningful work,

# workers would consider an offer for a more fulfilling job

relationships, and experiences.

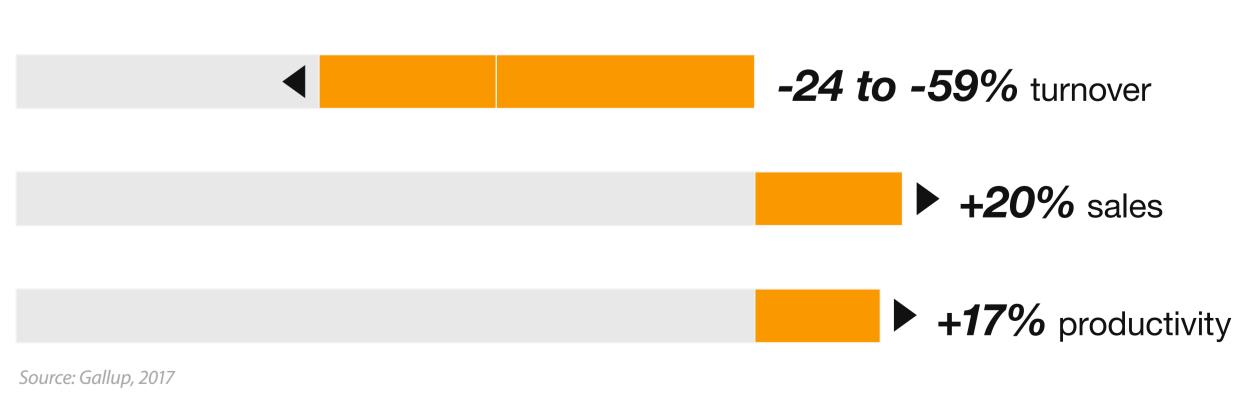
## workers would consider lower pay

To that effect, there is a renewed spotlight on supporting individual

needs and well-being.

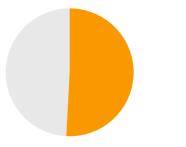
-41% absenteeism

## There are tangible benefits to an engaged workforce:



### Invest in:

Building an engaged workforce by clarifying expectations and promoting positive relationships



### **Current progress:**

51% of CFOs feel confident in their company's ability to manage employee well-being and morale

Source: PwC US CFO Pulse Survey, June 2020, 330 surveyed