PULSE firstup

Remote Employee Engagement



Although some businesses have begun the return to the physical office as COVID-19 restrictions ease in some regions, many are still operating with a remote workforce. Without the in-person interactions available through a physical workspace, how do leaders keep remote teams engaged?

In this One-Minute Insight Report, Pulse surveyed over 250 tech decision-makers to understand:

- How they engage remote employees, and if they use tech to track engagement
- The things leaders struggle with personally when working remotely
- How team morale is holding up, and if employees want a return to the physical office

Data collected from March 20 - April 7, 2021 Total respondents: 251 tech decision-makers

One-on-ones the go-to for remote employee engagement—and many are exploring engagement-tracking technology

While 84% of leaders conduct regular one-on-ones with employees, most aren't engaging employees via other means.

DOES YOUR TEAM DO ANY OF THE FOLLOWING TO ENGAGE EMPLOYEES REMOTELY?



When teams do arrange ways to engage employees remotely, 25-50% tend to show up.

WHAT PERCENTAGE OF EMPLOYEES REGULARLY ENGAGE WITH THESE EVENTS?

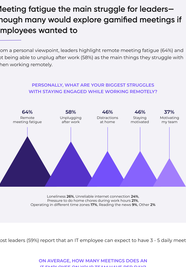


"We have tried virtual exercise class[es] [and] virtual activities, but we find most employees [would] rather switch off the screen for some offline time."

- Manager, small-medium business

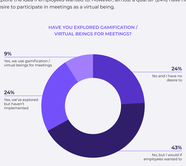
Half (50%) of respondents have a policy at their organization that allows employees to expense online courses for skills development, and 40% give time for personal development projects.

DO YOU HAVE ANY OF THE FOLLOWING POLICIES IN PLACE?



While most (81%) leaders aren't using technology to track employee engagement currently, over a third (35%) are exploring the idea.

DO YOU USE ANY TECHNOLOGY TO TRACK EMPLOYEE ENGAGEMENT?



"We have blocked every Friday afternoon for no meetings and have an org quarterly day off, both of which have been effective."

- C-suite, large enterprise

"Be empathetic, flexible, supportive and check in regularly with employees to see how they are doing. Make it a point to schedule in breaks and non-work related items."

- Director, small-medium business

Meeting fatigue the main struggle for leaders—though many would explore gamified meetings if employees wanted to

From a personal viewpoint, leaders highlight remote meeting fatigue (64%) and not being able to unplug after work (58%) as the main things they struggle with when working remotely.

PERSONALLY, WHAT ARE YOUR BIGGEST STRUGGLES WITH STAYING ENGAGED WHILE WORKING REMOTELY?



Loneliness **26%**, Unreliable internet connection **24%**, Pressure to do home chores during work hours **21%**, Operating in different time zones **17%**, Reading the room **9%**, Other **2%**

Most leaders (59%) report that an IT employee can expect to have 3 - 5 daily meetings.

ON AVERAGE, HOW MANY MEETINGS DOES AN IT EMPLOYEE ON YOUR TEAM HAVE PER DAY?



Perhaps one way to tackle meeting fatigue is through gamifying meetings, or to attend them as "virtual beings" [avatars]. 43% of decision-makers say they would explore the idea if employees wanted to. However, almost a quarter (24%) have no desire to participate in meetings as a virtual being.

HAVE YOU EXPLORED GAMIFICATION / VIRTUAL BEINGS FOR MEETINGS?

"I have been thinking of holding online party games ... but the problem would be that since many of my team are not native English speakers, they could feel disadvantaged."

- C-suite, large enterprise

Morale holding firm but most leaders believe employees want to return to the physical office

Despite more than a year of the COVID-19 pandemic, 89% leaders are reporting a positive team morale.

HOW WOULD YOU DESCRIBE THE MORALE OF YOUR TEAM RIGHT NOW?

Two-thirds (66%) of leaders believe that their employees want to make a return to the physical office.

TO WHAT EXTENT DO YOU AGREE WITH THE FOLLOWING: EMPLOYEES WANT TO RETURN TO THE PHYSICAL OFFICE.

"I have worked remotely for 6 years. Every morning at 8:30 we have a morning video call, where we'll check in with what projects we have going on. They usually last about 15 minutes - video is optional, and we can check in on projects with each other, ask questions, talk about personal milestones like birthdays ... After years of doing this we've gotten to know each other much better than we ever did working in person."

- C-suite, large business

Respondent Breakdown

REGION

TITLE

COMPANY SIZE