"The Future of Work" 5 priorities to consider

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?
  - Work flexibility: 73% agree
  - Better resilience and agility: 72% agree
  - Technology investments: 56% agree
  - Remote worker support: 53% agree
  - Other operations: 27% agree

The flexibility it offers also helps boost productivity and work-life balance, further spurring this shift.

Invest in:
Creating a flexible and effective working environment

Current progress:
72% of companies say they will respond to COVID-19 with better resilience and agility

2. Talent planning
Hiring to accomplish workforce goals alone is not enough. Companies should think about three steps:

- Recruit well
  Assess your company’s values and mission, and keep an eye on diversity and inclusion while hiring

- Retain talent
  Focus on building your employees’ skills and boosting their workplace learning

- Stay adaptable
  Leverage alternative models, such as the gig economy, at the right time and price

Invest in:
The digital journey of your workforce, from tools to software and more

Current progress:
55% of CFOs feel confident in their company’s ability to retain critical talent

3. Learning & innovation
In the future, digital and human skills will be in high demand.

- Automation risks and the skills gap
  - Of jobs are at high risk of automation: 14%
  - Of jobs could be radically transformed: 32%

- Many adults do not have the right skills for the new jobs
  - 6 out of 10 adults lack basic information and communication technology skills or have no computer experience

To keep up with these trends, upskilling—from digital literacy to critical thinking—will be of the essence.

Invest in:
A culture of learning, continuous upskilling, and workforce digitization

Current progress:
45% of CFOs feel very confident in their company’s ability to build skills for the future

4. Employee experience
Employees see their work as more than a "9 to 5"—they seek meaningful work, relationships, and experiences.

- Business drivers:
  - Flexibility is key for 79% of companies
  - Work from wherever they want: 89%
  - Lower pay: 65%

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

Invest in:
Creating a company culture that is a digital leader

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

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

- Business drivers:
  - Flexible workspaces play a role in business success: 79%
  - Businesses can become more productive thanks to flexible working: 89%
  - Businesses are introducing flexible working to reduce capital/operating expenses: 65%

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

To that effect, there is a renewed spotlight on supporting individual needs and well-being.

There are tangible benefits to an engaged workforce:

- +17% productivity
- -41% absenteeism
- -24 to -59% turnover
- +20% sales

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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

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