Staffing and Remote Worker

UTA 2022
Agenda

- Introduction
- Current Environment
- Candidates
- Why Remote Work
- Tips for Engagement and Culture in a remote workforce

- Special thanks to BGSF for assistance with the content and survey data.
- Stop by their booth or visit them at www.bgsf.com
Introduction

- Ron Womble, IT Chief of Staff for Nashville Electric Service
  - rwomble@nespower.com

Remote Work Environment
- Pre-pandemic
  - Very limited
  - Limited eligibility
  - 1-2 days per week per eligible employee
- Post Pandemic
  - >80% of IT Employees remote/hybrid
  - ~50% full time remote

“Culture eats strategy for lunch”
- Peter Drucker
Why are you tired after eating?

1. You drank alcohol with your meal.
2. Your meal was high in fat and carbs.
3. Certain hormones are being thrown out of whack.
4. You ate a pretty big lunch.
5. A hidden food tolerance could be to blame.
6. Your caffeine addiction isn’t doing you any favors.
7. You may have an underlying condition.

Source: Prevention Magazine, 7 Reasons You Constantly Feel Tired after Eating-and How to Get Your Energy Back; June 17, 2021
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This will be interactive

- Grab your phone or tablet
- Open your web browser
- In the address window go to: vevox.app
- Enter Session ID: 137-338-164
- Click Join Session
Why am logging on to my phone?

1. Email, obviously - 43.24%
2. Candy Crush is calling me - 2.7%
3. Checking in at the Grant Center on Facebook - 0%
4. I want to provide feedback! - 54.05%
Current Environment*

- Unemployment Rate
  - Nationally – 3.5%
  - Tennessee – 3.4%
  - Nashville, Tn – 3.1%

- Open Jobs
  - Nationally – 11.2 million
  - TN – 291,000
  - Nashville, Tn – 35,000

*July 2022
Quitter’s Market

Many factors have led to the historic quits levels—the ongoing pandemic, vaccine mandates and a strong candidate’s market are just some considerations that may be leading more workers to put in their notice. The last 10 months of 2021—since March—saw the largest exodus of employees on record.Hover over each line to see more details about the year and how many workers quit each month.

Chart: Mauro Whiteman • Source: U.S. Bureau of Labor Statistics, Job Openings and Labor Turnover Survey. • Created with Datawrapper
The Great Resignation

- Average of 4 Million employees/month in 2021
- 94% Do not regret leaving.
- Continuing in 2022 with 31% looking for a new job.
- Flexibility is key
  - 37% of individual contributors left for a flexible work location, schedule, ability to work from home/anywhere.
  - 54% report flexibility as a top factor to stay at their company.

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1 Society for Human Resource Management, March 2022
2 Conference Board, July 2022
Quiet Quitting

- Remaining in your job without going above and beyond.
- Is it real?
  - TikTok trend?
  - Just called a job?
  - New Vocabulary?
- Reflection of Employee Engagement
  - Employee Engagement at 32%
  - Actively Disengaged has increased 18%

U.S. Employee Engagement Trend, Annual Averages

GALLUP
What matters most to you at work?

1. Pay: 18.92%
2. Growth Opportunities: 5.41%
3. Purpose and Passion: 54.05%
4. Company Culture: 21.62%

BGSF LinkedIn Polls, 2021
What does flexibility mean to you?

1. Working hours 33.33%
2. Hybrid Work 63.89%
3. Advancement 0%
4. Other 2.78%

What did respondents say?

Hybrid Work 55%
Working Hours 34%
Advancement 10%
Other 1%

BGSF LinkedIn Polls, 2021
What is the leading factor in re-evaluating your career goals?

1. Compensation 16.67%
2. Professional Growth 33.33%
3. Flexibility 47.22%
4. Benefits 2.78%

What did respondents say?

BGSF LinkedIn Polls, 2021
What percentage of your workforce is currently remote?

1. 100% On-site  
   - 18.18%
2. <30% Remote  
   - 30.3%
3. Approximately 30% - 70% remote  
   - 33.33%
4. >70% Remote  
   - 18.18%
What are your plans for remote work in the future?

1. Keep doing exactly what we're doing 51.61%
2. Start returning to the office when possible 3.23%
3. Increase the percentage of remote workers 45.16%
Why Allow Remote Work?

- Improves work-life balance
- Increases productivity
- Improves Employee Retention
- Lowers cost
- Broader Talent Pool
- Increases technology adoption
Successful Employee Engagement Starts with a Remote Work Plan
Successful Remote Work

- Policy
  - Who is eligible
  - Revocation
  - Designated Workspace
  - Work hours
  - Equipment and Bandwidth
  - Security
  - Outages / issues

- Set Clear Expectations
  - Availability
  - Communication
  - Productivity
  - Quality
Successful Remote Work

- Tools and Resources
  - Equipment - Company owned or BYOD
  - Seamless access to files and resources
  - Access to support
  - Collaboration tools
  - Video conferencing

- Training
  - Managers
  - Team
    - Local
Engagement

- Begin at Recruitment
  - Communicate: Mission, Vision, and Values
  - What is important to your organization?
- Ask employees
- Pulse Surveys
- Pair Up with another employee
- Skip level meetings

- Remote work creates a lack of organic exposure
- Find intentional ways to stay connected
- Build in social time
- Create rituals regardless of location
  - Annual meetings
  - Quarterly Meetings
  - More frequent check ins
Engagement

- Recognition
  - Formal
  - Informal
  - Celebrate the victories – large and small
  - Allow for in-office work

- The New KPI
  - Keep people interested
  - Keep people informed
  - Keep people involved
  - Keep people inspired
Thank you!