Questions

Dr. Paul White
Appreciation at Work™

Ask questions…**Win!**

If we address your question live, you'll receive a free registration code to take the *Expanded Remote version of the Motivating By Appreciation Inventory.*

Get involved and **be recognized**!

Q & A will take place at the end of the webcast, but you can submit questions any time using your tool tray on the right side of your screen.

Logistics – Getting Information:

To receive:

 a) a handout version of the slide deck,
 b) links to the remote research published,
 c) a sample report for the Remote version of the *Motivating By Appreciation Inventory,*

email **yesdrpaul@gmail.com**
with "Terryberry" in the subject line.

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Why Managing Remote Employees is So Difficult
(and what to do about it)

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Onsite   vs.   Remote

"I can't remember—do I work at home or do I live at work?"

Why Managing Remote Employees Is So Difficult

"Remote employees" are not a homogenous group.

- Role of employee
- Frequency of remote work
- Distance / Location
- Preferred mode of communication
- Who they communicate with

Why Managing Remote Employees Is So Difficult

"Expectations"

- People have differing backgrounds, experiences, values & life circumstances.

Including about Remote Work!

Why Managing Remote Employees Is So Difficult

The Challenge of Effective Communication
- Clear communication is difficult enough
- Reduced frequency & availability
- Introduction of multimodal means
- Decreased channels of communication

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Poll of 400+ Remote Employees (2023)

Amount Work Remotely
- 19%   1 day / week
- 41%   2-4 days / week
- 40%   Fully Remote
- <1%   None (but work with remote colleagues)

Age of Respondents
- 3%   ≤ 29 years old
- 12%   30 - 39 years old
- 27%   40 – 49 years old
- 37%   50 – 59 years old
- 21%   60 + years old

Benefits of Working Remotely
(February 2023)

38% Not having to commute (time & cost)

Benefits of Working Remotely
(February 2023)

27% More productive / Less distractions

Benefits of Working Remotely
(February 2023)

21%

Flexibility
- work when works best for them
- schedule other activities

Benefits of Working Remotely
(February 2023)

21% Work / Life Balance
- eat healthier
- comfort of home
- time for other things

Downsides of Working Remotely
(February 2023)

57% Loneliness / Lack of social contact with colleagues

Downsides of Working Remotely
(February 2023)

12% Difficulties in Collaborating & Managing, Brainstorming, Getting input

WARNING:

Online communication isn't sufficient.

- Videoconferencing is a great tool BUT neuroscience is showing that in-person communication is qualitatively different (and better)

- Peer to peer recognition is a good start BUT it is only Words.

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IF AT ALL POSSIBLE:

Meet together in person,
at least occasionally.

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Downsides of Working Remotely
(February 2023)

12% Less productive / Distractions / Supplies not available

Downsides of Working Remotely
(February 2023)

9%

Work longer hours

Downside of Working Remotely
(one more)

Research: Remote vs. Onsite Employees
Differences in How Appreciation is Desired

Keys to Effectiveness:
- *Proactive*
- *Peers*
- *Personal*

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Research: Remote vs. Onsite Employees Differences in How Appreciation is Desired

Remote: Desire for Quality Time increases

Onsite employees: 26%

Remote employees: 36%

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Communicating Authentic Appreciation Increases Staff Retention

The Great Resignation

A recent study by MIT found **feeling appreciated** was

3x

more likely to predict employee attrition than compensation

*January 2023

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In a 3 ½ year study* with 13,000+ nurses

Percent of Nurses	Amount of Recog.	Median Tenure
9%	None	.5 yrs
16%	~2x/yr	1.1 yrs
25%	~3x/yr	2.3 yrs
25%	1+x/qtr	3.5 yrs
25%	~4x/qtr	3.5 yrs

*2023 Dr. Rick Garlick & WorkProud

Meaningful Acts of Appreciation
(Remote Employee Poll 2023)

18% QUALITY TIME

"Taking time to listen to my thoughts & ideas.

"Give me undivided attention when we are talking on the phone (don't multi-task)".

Meaningful Acts of Appreciation
(Remote Employee Poll 2023)

11%

ACTS OF SERVICE

"Schedule a call or video conference when it is convenient according to <u>my</u> time zone".

"Offer to take some of my daily responsibilities while I am working on a time-pressured project".

Meaningful Acts of Appreciation
(Remote Employee Poll 2023)

11% 🎁 TANGIBLE GIFTS

"Order (and pay for) lunch for me when the team is having a working lunch meeting in the office."

___% cited *Time Off* as the type of "gift" they want

Meaningful Acts of Appreciation
(Remote Employee Poll 2023)

36 % cited *Time Off* as the type of "gift" they want

Key Steps to Take

- Define type of remote employees
- Seek to understand & gather input
- Address the most important issue for your employees
- Revisit expectations in context of goals and "reality"
- Clarify and prioritize

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Top Two Priorities

- Develop processes and activities to facilitate social connection between team members.

- Figure out ways to have team members meet together in person, at least occasionally.

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Implications for Leaders

- Develop a plan for your team members ***supporting one another*** (both remote and onsite) –
  Remote MBA Inventory and
  Virtual Appreciation at Work Training

- Focus on *staying connected* with your colleagues -- including what is going on with them ***personally*** (at home, stressors, social support).
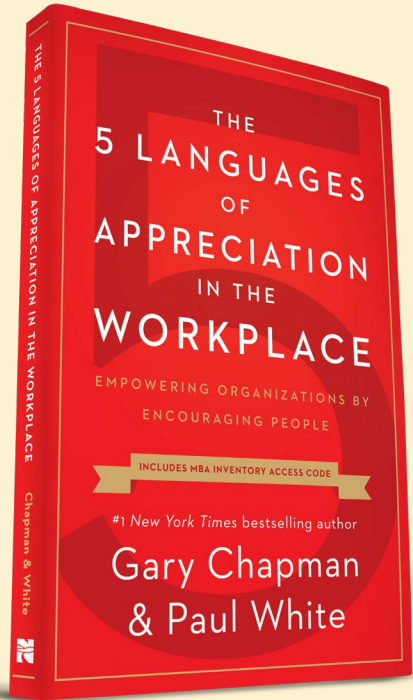
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Thank you for joining us!

This program is pre-approved for ONE HRCI Credit and ONE SHRM PDC

| HRCI Activity/ Program ID: **623484** | SHRM Activity/ Program ID: **23-CKFRS** |