



4 Keys to Building Today's Human Workplace

**FINDINGS FROM THE WORKHUMAN IQ SPRING
2022 INTERNATIONAL SURVEY REPORT**





Two years ago, a global pandemic turned nearly every universal truth about work on its head.

In today's remote, hybrid and on-site work world, how can organisations mitigate the detrimental side effects of this upheaval?

Based on findings from a Workhuman® iQ survey of 2,268 full-time workers across the U.K., Ireland, U.S. and Canada, this guide provides proof points and practical advice for HR and business leaders to create magnetic, human-centred work cultures that boost engagement, performance and retention.

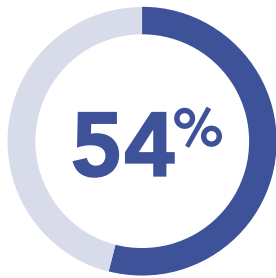
ONE

Fight burnout.

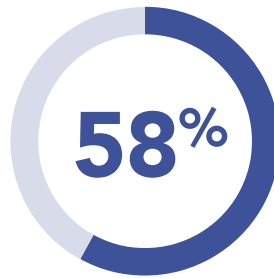
In recent years, workers have experienced extreme levels of stress, uncertainty and burnout, all of which negatively impacts productivity, performance and retention.

How can you ensure well-being takes centre stage in your HR strategy?

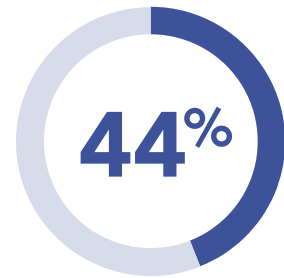




said they feel mentally exhausted and drained after every workday.



said they do not think much about what they're doing at work and function on autopilot.



said they have trouble staying focused at work.

Tip: Ask for feedback – and listen.

Why? With a dispersed workforce, the only way you'll know how employees are feeling is by asking for feedback on a regular basis.

How? Consider sending a pulse survey to gauge how connected on-site, hybrid and remote employees feel to your mission and culture. Ask what would make them feel more connected and what resources they need for their overall well-being.

TWO

Focus on recognition.

Job seeking is down slightly from our June 2021 survey (36% from 38%), but still higher than December 2019 (21%). The stakes are high when you consider the cost to replace an employee is up to two times their salary.

So how do you keep your employees happy in the new work world?



People who were thanked in the last month are:

Half as likely to be looking for a new job



More than 2x as likely to be highly engaged



More than 2x as likely to feel respected at work



More than 3x as likely to see a path to grow in the organization



Tip: Say “thank you” – and mean it.

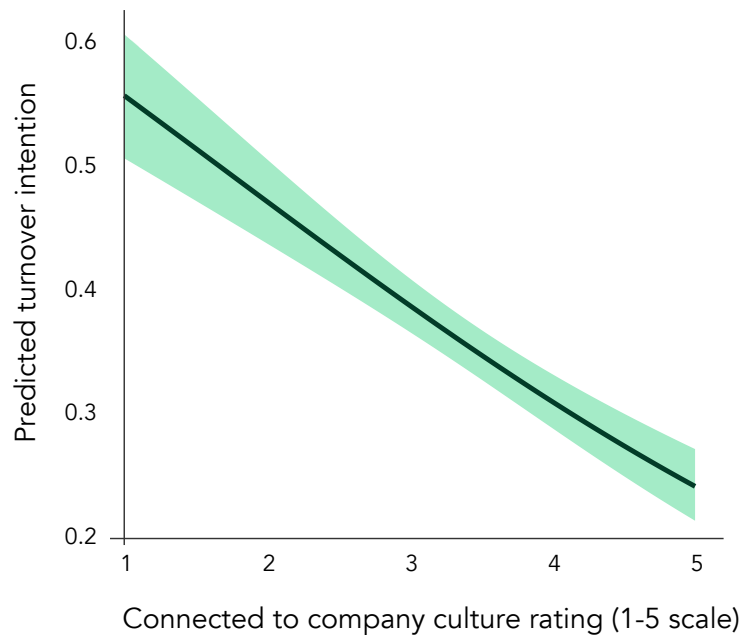
Why? Showing appreciation builds meaning, making people feel respected and motivated to take on whatever challenge your organisation faces.

How? An employee recognition programme where everyone has the opportunity to give and receive thanks is your armour to buffer against stress and solidify the connections you need for the future of work.

THREE

Strengthen inclusion and belonging.

A strong sense of connection to company culture and colleagues is directly associated with decreased employee turnover intention.



When asked how important diversity, equity, and inclusion (DE&I) is in terms of staying at their current organisation, 72% said it's somewhat or very important. That number is even higher for Gen Z workers (86%) and Black workers (87%).

Do your employees know where you stand on important issues?

Tip: Communicate your values.

Why? Most workers want to work for an organisation that values DE&I.

How? While no company has DE&I perfectly figured out, it's important that everyone knows what your values are, where you're at and the road map ahead.

FOUR

Build stronger ties.

Chances are, people will experience a major life event while working, whether it's buying a house, getting married, running a marathon or having a baby. With today's distributed workforce, it's much more difficult to celebrate these moments.

HR and business leaders need to take a step back and think about ways to make work less transactional – and more human.

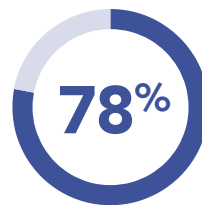




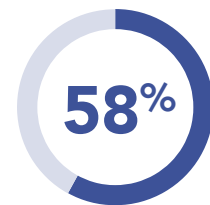
Two out of three workers say they would appreciate more opportunities to celebrate personal life events at work, yet **54% of organisations don't currently celebrate** those events.

Remote workers employed at companies that commemorate these moments:

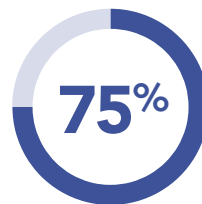
Feel more respected than those who don't



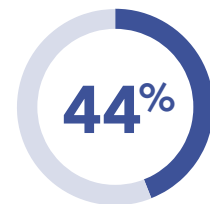
vs.



Feel more appreciated than those who don't



vs.



Tip: Be human.

Why? No one does their best work if they don't feel their colleagues and company value them as people.

How? Make a conscious effort to celebrate life moments – big and small – with your team. Give people space and time to take care of their personal and family life so they're less likely to feel burned out and can be more present at work too.

What's next

At a time when people are questioning how they make a living and how they spend their time, HR and business leaders should take a step back and think about ways to make work less transactional – and more human.

Can you find simple ways to infuse gratitude and appreciation into the employee life cycle – beyond just an annual review or service anniversary? Are there opportunities to solicit employee feedback more regularly and consistently?

Doubling down on connection, community and belonging isn't just good for your employees, it's also what makes the more business sense – reducing employee turnover, boosting performance and increasing employee engagement.

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