



work happy°

HOW WE WANT TO WORK NOW

LOOKING FOR A NEW BALANCE





THE TIMES ARE CHANGING

The pandemic forced a huge upheaval in the workplace. We've all gone through business and personal challenges, of change and change again as we continue to look for a new normal.

But as we emerge from crisis into adjustment and acceptance, how have our experiences shaped our attitudes and expectations for the future?

How do people across the UK feel about how, why and when we work and how it affects their sense of well-being?

We have seen that little-to-no travel time, more flexibility around working hours, and greater proximity to family can significantly improve work-life balance.



**GET IT RIGHT
AND REMOTE
WORKING CAN
UNLOCK POSITIVE
RESULTS**

Questions were raised around the suitability of tech, the flexibility of company culture, and issues with the availability of training and recognition. Themes of productivity and personal well-being also emerged.

Get it right and remote working can unlock positive results across the board but get it wrong and the knock-on impact to these two essential pillars of success can be devastating.



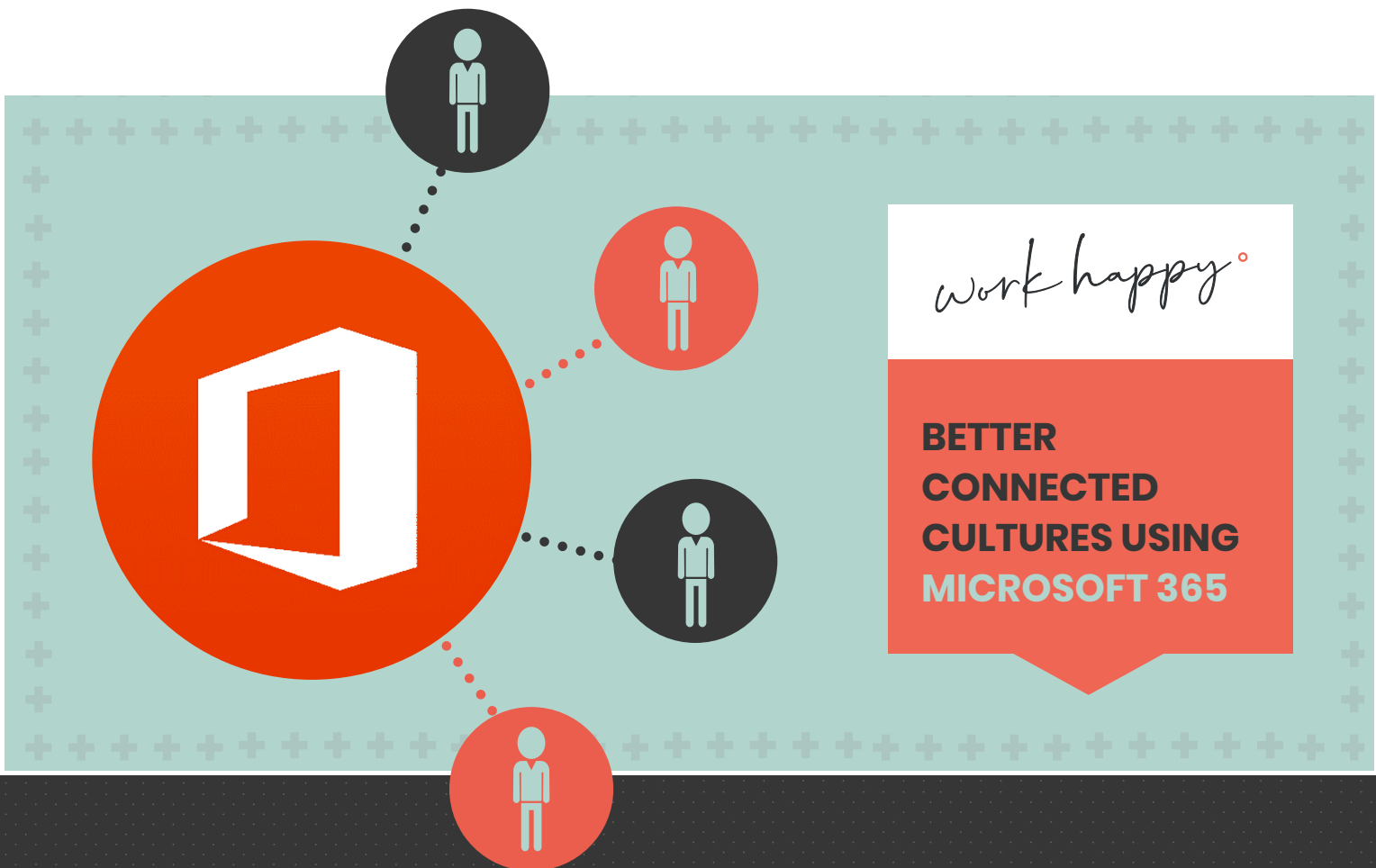


WORK HAPPY

At Silicon Reef we challenge businesses to embrace a new way of working using technology. We call this **Work Happy**.

People are more than the job they do but how and when they work can significantly impact their emotional and physical well-being.

By studying people and understanding how they work best, we help to create more productive, better connected cultures using **Microsoft 365**.



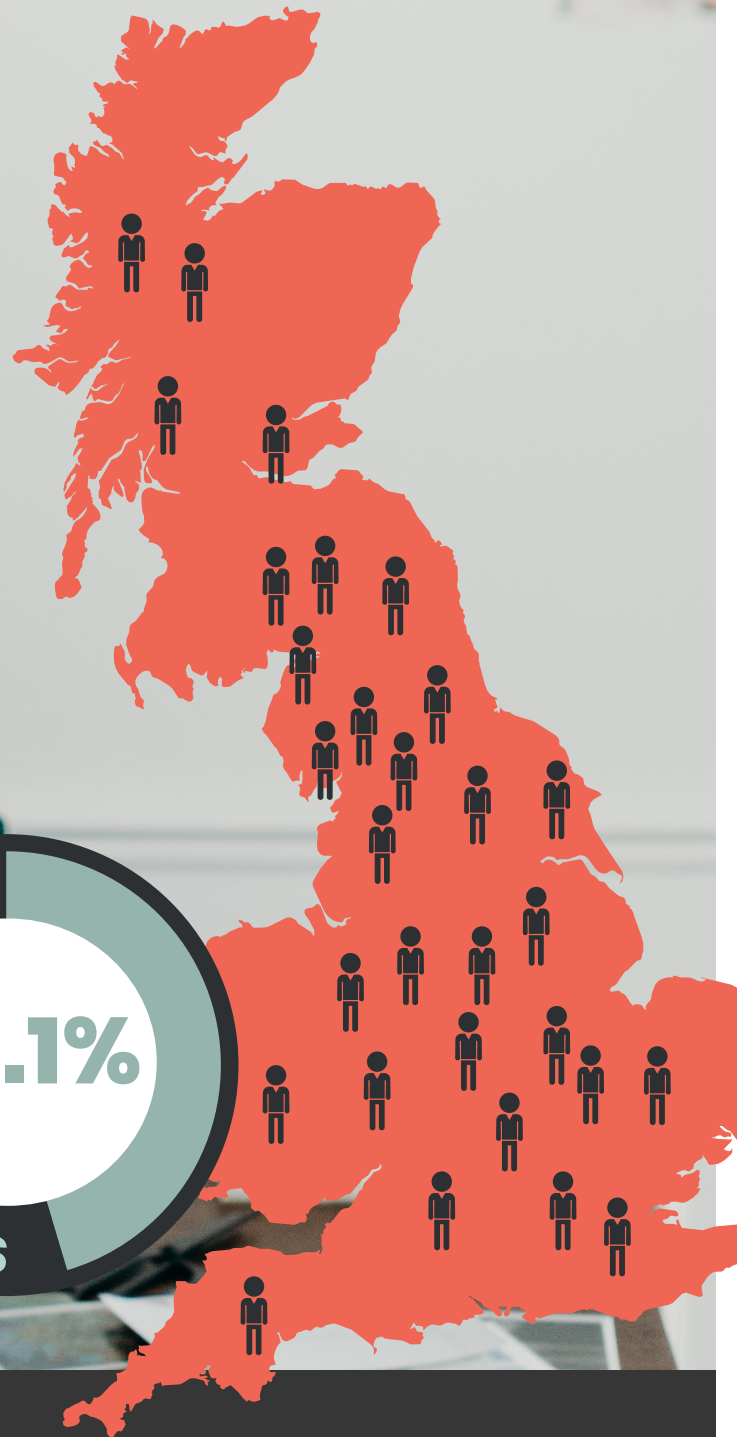
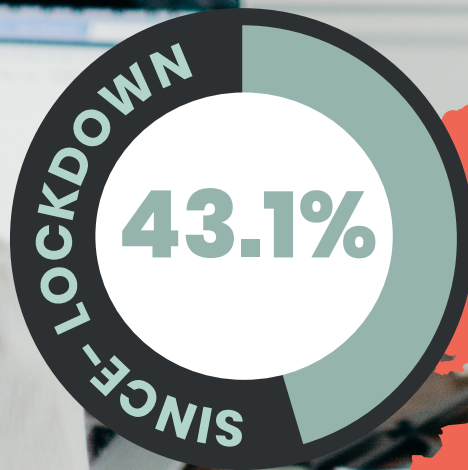
This is what we at **Silicon Reef** have been doing for years and we are welcoming the challenge to introduce a new wave of businesses to a modern way of working.



BEHIND THE RESEARCH

The COVID-19 pandemic had a **massive impact** on the way people work.

UK EMPLOYEES WORKING FROM HOME IN 2020
SINCE THE START OF LOCKDOWN



Silicon Reef wanted to gain a deeper understanding of the specific impact of working from home. We commissioned research to help us build a picture of the impact across the UK, building vital insight into how people want (and need) to work in the future – **as well as the challenges that could get in their way.**



READY TO WORK DIFFERENTLY POST-PANDEMIC?



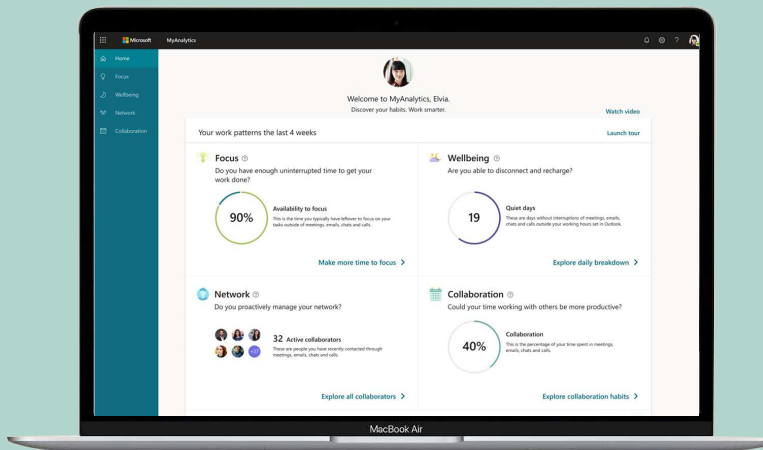
13% of employees want to go back to working solely in the office in the future



49% want to condense working into shorter weeks



47% want greater flexibility on the times they can work during the day



How can **M365** help you **Work Happy**?

MyAnalytics is at the heart of the M365 platform. This is more than just a data reporting tool and gives invaluable insights into the way we work, provoking change geared towards improving well-being and effective collaboration.

MyAnalytics enables the discussion around workplace flexibility – providing real data that can inform employees and managers around how they work best.

All the information in **MyAnalytics** is collated from your activity in the M365 space and re-presented to you in a unique dashboard. Employees and leaders can reflect on this data, building a picture of their natural workflow, how they interact with colleagues and contacts, and where their pinch points are.

HAPPY TO BE HOME

Only 8% had the flexibility to work from home before April 2020.

The shift out of the office and into the home environment was very well received.



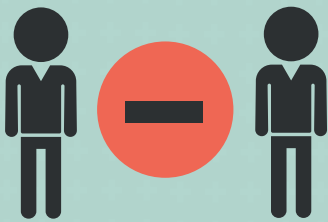
89%

found working from home 'like normal' or better during the pandemic.



70%

working from home felt moderately productive or higher.



6%

found that their working relationships have been impacted negatively since working from home.

Employees really enjoyed the benefits that remote working offered.



44%

stress levels improved



64%

enjoying the luxury of not doing the daily commute



67%

felt they had more free time

There were, however, challenges. Those challenges start with meeting some of the most basic of human needs ... the company of others, and the resources to perform effectively.



GET THE **BASICS RIGHT**

What happens when the fundamental building blocks are missing?

79% working from home felt excluded and lonely at some point

72% working from home did not have the right tools to work effectively

Workplace loneliness can just as easily happen at the office as it can when working from home and feeling disconnected can lead to lower engagement and less personal commitment to the business.

How can M365 help you **Work Happy?**

MS Teams is probably the most effective and widely known app of the **M365 suite**, providing **Chat, Call, Collaborate and Meet** functions all within one tool.

Chat - puts the fun back into work and helps you portray your personality through GIFs, stickers and emojis. A great tool to quickly ask for advice or send a question out to the whole team or company. Chat gives you everything from instant messaging team chats and one-to-ones.

Call - the oft-forgotten classic communication medium. A call can be an incredibly effective way to make human connection wherever your employees are working. With Teams group calls you can schedule regular breakouts to keep in touch across the day or week.

Collaborate - by sending links direct to files within the same tool and with access to share and edit Word documents, PowerPoint and Excel files in real time, Teams allows you to guide each other through project documentation with ease. Teams also helps to onboard new team members, share entire projects or create new ones. To stop new starters feeling lost, you can create a Teams folder, or a SharePoint Online site, to signpost them to relevant content, share contacts and involve them in group chats from the offset.

Meet - turn on the camera when you meet. The opportunity for face-to-face interaction - commonly missing when working home - is invaluable. Being able to see a smile or even a small reaction, can give reassurance and help beat loneliness.

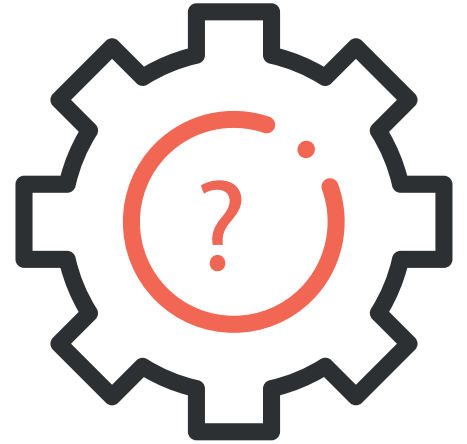
As well as Teams, office polls or surveys - powered by MS Forms - are a great way to quickly get answers from your team and inject a bit of fun into their week. Completed anonymously, forms allow colleagues to be more open and honest.



RECOGNITION AND VALUE

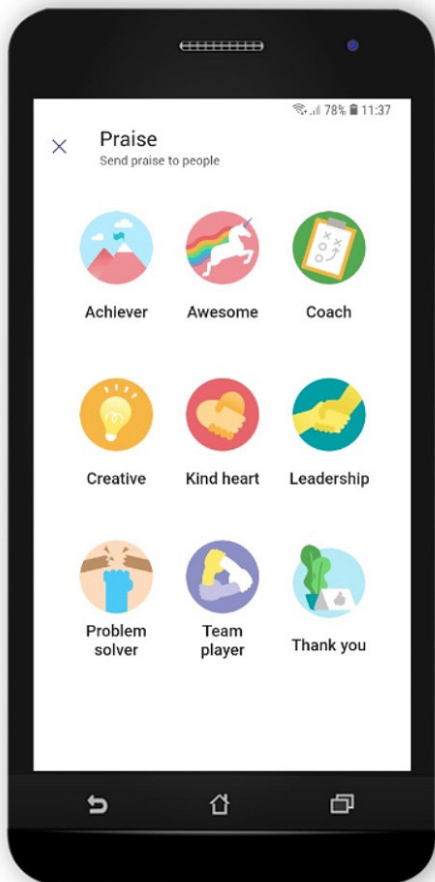
Will people notice how hard I'm working?

42% were worried whether people knew they were working



MS TEAMS PRAISE IS A SIMPLE AND BEAUTIFUL APP.

Recognition and a feeling of visibility – to peers and senior management alike – is a vital component of employee engagement and well-being.



How can M365 help you **Work Happy?**

MS Teams Praise is a fantastic application for enabling a praise and recognition culture. Simply select a badge, write a message, and send it to a colleague in a Teams channel.

The power of the app comes from the psychology that sits behind our human need for recognition. Deloitte have carried out research into this question in the wake of COVID-19. They found that not all recognition delivers the same impact. Some kinds barely register, whereas others ignite feelings of joy, contentedness, and motivation. Praise needs to be specific, contextual, delivered from the most appropriate source (often peer to peer being the most effective) and visible to the right audience (of power makers, peers or even friends and family).

MS Teams users are uniquely positioned to engender a culture of recognition in their organisations through a **sincere and intelligent use of Praise.**



ROOM TO GROW

How can I keep learning and developing?

28% felt training and development has become worse during the pandemic.



Although training can be overlooked in a crisis it is as important as having the right resources. Learning and developing skills significantly contributes to an employee's sense of well-being.

How can M365 help you **Work Happy?**

M365 Learning Pathways – Allow users to access on-demand, live training content online with Learning Pathways, which pulls content from Microsoft and sits on your SharePoint environment. Create your own custom training content and build playlists to help employees with their learning experience. Add text, documents and videos to support your training module and increase engagement.

MS Stream – Visual learning is the modern way. Add short training videos to capture your employee's attention, especially if they are stuck for time. Users can run videos on their mobiles and learn through the mobile app while on the go. Stream also allows you to add forms on the end of videos for gathering near-instant feedback and any video added to Stream can be linked through to other M365 tools and platforms within seconds.

Outlook – It can be hard to find the time for short bursts of training, so using Outlook to manage time allows you to book out time for yourself. Dedicating some 'me time' just for personal development or even to complete mandatory training documents, will help you feel like you are moving forward.

SharePoint Spaces – Training can be a visual experience and Spaces allows you to add a 3D experience to your learning. Create classrooms with access to files, videos, 360degree images and org charts, and add a visual journey, guiding users through training documentation.

SharePoint Online to MS Teams Channel – The most important element with training and development is that it is easily and widely accessible. Adding links and a gateway to the training content from as many platforms as possible will broaden its footprint and can even entice users to also read or watch the training material without realising they are learning.



THE FUTURE IS WORK HAPPY



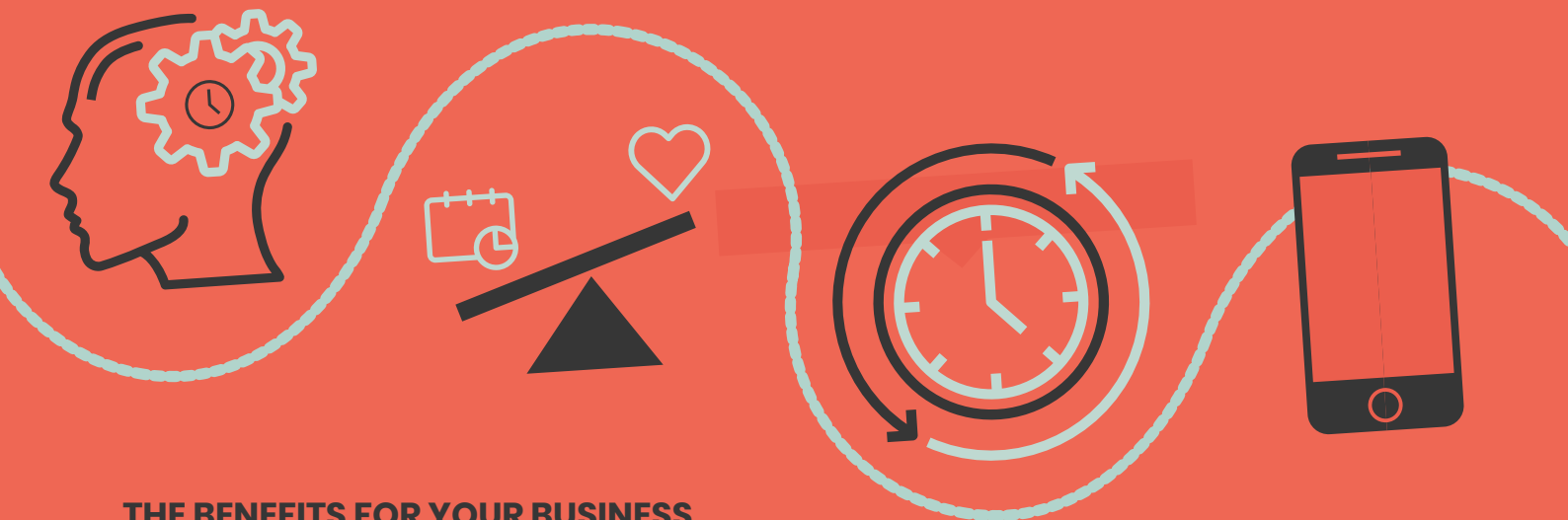
M365 can get you there...

For you and your teams, focussing your efforts post-pandemic on a flexible working environment – with as much flex as suits your business – could be the path to reviving engagement and boosting business benefit.

THE BENEFITS FOR YOUR TEAM

Higher engagement – and a higher level of commitment to the business that supports them – can drive an enormous sense of well-being in an employee. Regular praise and recognition, supported by the tools to achieve on the job (and learn and develop), can heighten confidence and promote calm.

- Freedom and flexibility to work in a way that suits you
- The tools to do your job efficiently and easily
- Greater connection and motivation to your organisation
- Better work and life balance



THE BENEFITS FOR YOUR BUSINESS

An engaged team is inevitably more productive but – even better – a team humming with physical and mental well-being can be highly motivated to do more. With less sick days and more energy to address the job at hand, the Work Happy individual can work faster and effect better change than any other employee.

- Greater productivity
- Speed of organisational growth
- Improved profitability
- Inspired and motivated teams
- Better connection and visibility
- Improved employee retention



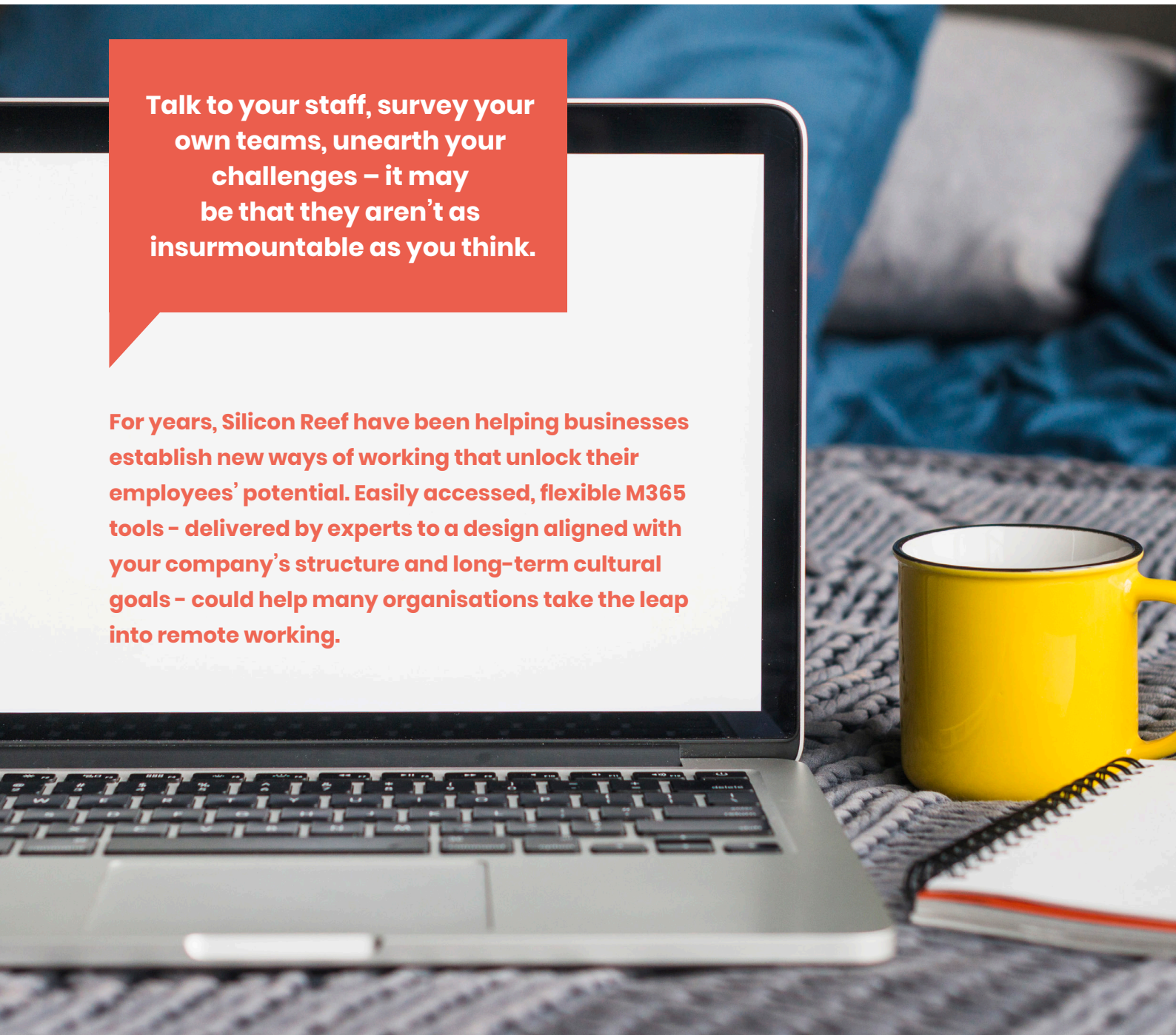
WHAT DO WE DO NOW?

Our survey conclusively demonstrates that the appetite for working more flexibly has taken hold across the UK.

But it also highlights that, although many businesses have adapted for the short term, if these changes are to prevail with minimum risk to engagement and productivity, employees need to have the appropriate tools and the relevant operational design to sustain new flexible working practices.

Talk to your staff, survey your own teams, unearth your challenges – it may be that they aren't as insurmountable as you think.

For years, Silicon Reef have been helping businesses establish new ways of working that unlock their employees' potential. Easily accessed, flexible M365 tools - delivered by experts to a design aligned with your company's structure and long-term cultural goals - could help many organisations take the leap into remote working.





WHAT DO WE DO NOW?



As a trusted Microsoft Silver Partner, Silicon Reef supports organisations to become better connected, more productive and happier.

Specialising in M365, Teams, SharePoint, Workplace Analytics and Power Platform along with bespoke Azure solutions.

From consultancy to migration, development and implementation.



We challenge you to embrace a new way of working.

We challenge you to Work Happy.

Get in touch with our team to discover more.

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