

# THE FUTURE OF WORK

With the pandemic having forever redefined the meaning of an office, companies now have a real opportunity to recognise that people want to work differently. This portends a move to a “hybrid” or “blended” model where employees split their time equally between the office and their home or remote location of their preference.<sup>1</sup>

## HYBRID OR BLENDED WORK IS THE FUTURE<sup>2</sup>



### Factors redefining the workplaces of the future:<sup>3</sup>

|    |   |
|----|---|
| 1. | Greater focus on diversity and inclusion                |
| 2. | Greater focus on work-life balance                      |
| 3. | Maximising productivity in a hybrid/blended workspace   |
| 4. | Enhanced focus on reskilling and upskilling             |
| 5. | Harnessing tech to promote collaboration and innovation |



70%

of workers want to continue working remotely.



66%

of corporate leaders plan to redesign their workspaces to suit hybrid work.



## TECH,

the enabler: Over 100 remote collaboration products were launched or enhanced in just the first eight months of 2020.<sup>4</sup>



Video conferencing



Ideation + whiteboarding



Virtual offices

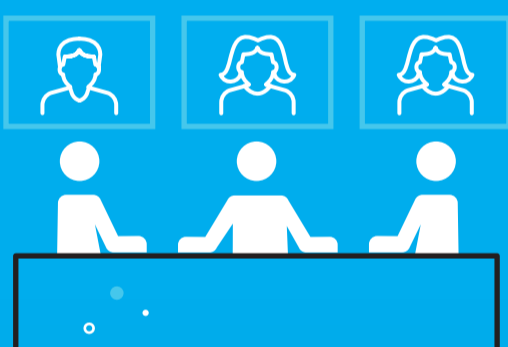
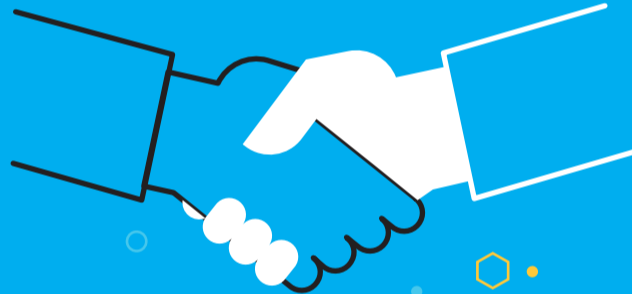


AR + VR technology

## KEY TRAITS OF A HYBRID WORKSPACE

### Empathy:

It's easy to lose sight of the issues remote-working employees might be facing. Be sensitive and understanding towards colleagues and their life experiences.<sup>5,6</sup>



### Inclusion:

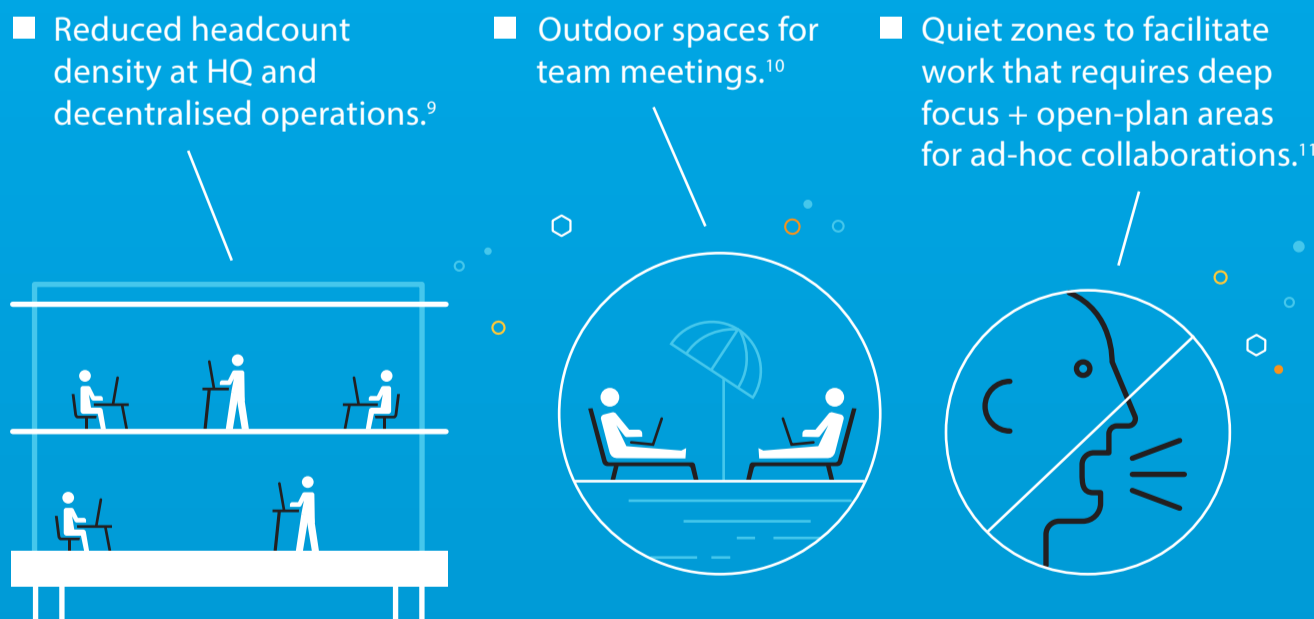
About 80% of communication is non-verbal so everyone – remote or onsite – should have the opportunity to be seen and heard.<sup>7</sup>

### Security:

Hybrid workspaces need greater IT security.<sup>8</sup>



## GLIMPSES INTO THE FUTURE OF WORK



## EVOLVING HOW WE WORK<sup>12</sup>

With a view to balancing the needs of our customers and the organisation, ANZ has built three broad models designed to give people the best of both worlds.



## MAKE THE FUTURE COUNT

Key business leaders will be discussing The Future of Work at this year's ANZ Finance & Treasury Forum, Wednesday 20 October and Thursday 21 October 2021. Don't miss out – contact your ANZ Relationship Manager for your all-access pass to explore key topics of global importance to your business today, with a fantastic speaker line-up across geopolitics, sustainability, technology, pandemic outcomes and leadership.

<sup>1</sup> <https://bluenotes.anz.com/posts/2021/05/how-we-work-covid19-office-home-blended>  
<sup>2</sup> The Next Great Disruption is Hybrid Work – Are We Ready?; Microsoft Work Trend Index: 2021 Annual Report  
<sup>3</sup> <https://www.weforum.org/agenda/2021/06/the-future-of-work-is-here-standards-virtual-team-collaboration-keep-up/>  
<sup>4</sup> <https://www2.deloitte.com/us/en/insights/focus/signals-for-strategists/virtual-team-collaboration.html>  
<sup>5</sup> <https://hbr.org/sponsored/2021/07/5-traits-of-a-successful-hybrid-work-environment>  
<sup>6</sup> <https://bluenotes.anz.com/posts/2021/05/how-we-work-covid19-office-home-blended>  
<sup>7</sup> <https://hbr.org/sponsored/2021/07/5-traits-of-a-successful-hybrid-work-environment>  
<sup>8</sup> Ibid.  
<sup>9</sup> <https://www.colliers.com/en-xa/research/work-cubed-the-future-of-work>  
<sup>10</sup> <https://www.nytimes.com/2021/04/30/technology/google-back-to-office-workers.html>  
<sup>11</sup> <https://www.jll.com/hk/en/trends-and-insights/workplace/why-hybrid-workplace-pilots-are-taking-off>  
<sup>12</sup> <https://bluenotes.anz.com/posts/2021/01/anz-how-we-work-workplace-future-remote-blended-strategy>