



eBook

The Future of

WFH



Who's making the transition work—**and what cloud-based tools are they using**

Survey: Younger workers are struggling remotely

In a hyper-connected world of video teleconferencing and working from home (WFH), a new survey¹ discovered something surprising: the supposedly most tech-savvy workers are the ones having the greatest difficulty working remotely. The survey found 95% of Generation Z and 93% of Millennial workers are struggling to adapt to the dynamics of working from home.

What could explain the unlikely findings? Perhaps it's because the younger set is clinging to more traditional forms of communication like email to track and/or measure their output. The survey found that Gen Z (73%) and Millennials (71%) use email to track and/or measure their output, compared to Generation X and Boomers (67%).

In this eBook, we'll look into trends that are emerging in the new WFH environment as well as some methods to work more productively and collaborate more effectively from your home base.

¹["Over 90% of Young Workers Having Difficulty Working from Home, Survey Finds," ENGINE INSIGHTS, April 2020.](#)

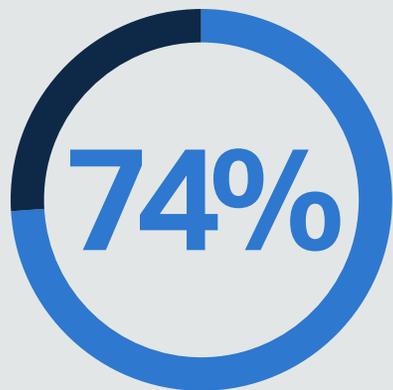




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What will the **new normal** look like?

The University of Chicago found that 37% of all jobs in the U.S. can plausibly be performed entirely at home.¹ While some workers may be adapting to working from the kitchen table or apartment balcony better than others, workers overall prefer to work from home—at least some of the time. According to another survey,² an overwhelming 98% want to continue working remotely at least part of the time for the remainder of their careers.

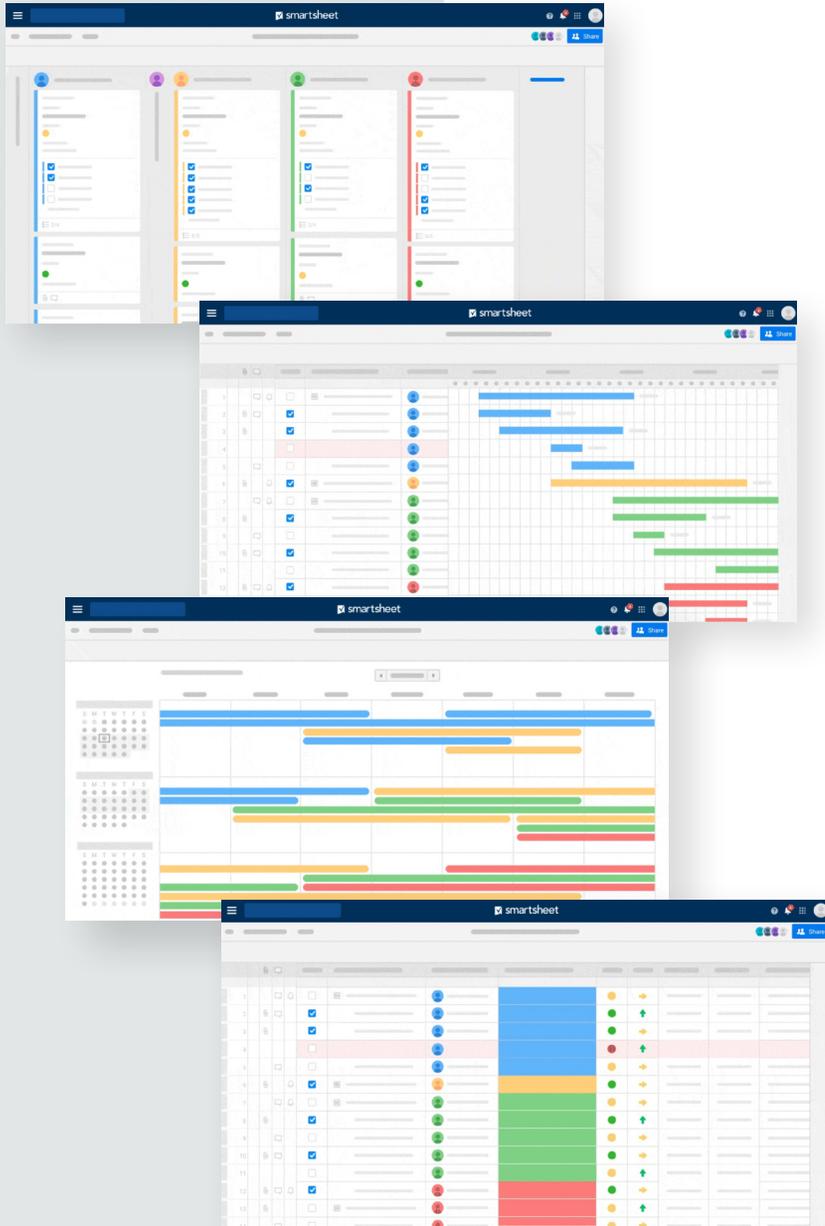
It appears many of those WFH lovers will get the opportunity as Chief Financial Officers see value in a workforce that doesn't congregate at a central location. Almost three-quarters (74%) of CFOs³ say they will move at least 5% of previously on-site employees to permanent remote positions following this unprecedented time. A quarter say they'll shift 20% of their workers.

In a time of changing economic and health conditions, tech giants such as Facebook and Twitter are leading the WFH movement, signaling temporary remote measures could become permanent for many employees.

¹ "How Many Jobs Can be Done at Home?," University of Chicago, Booth School of Business, April 2020.

² "The 2020 State of Remote Work," Buffer, 2020.

³ "Gartner CFO Survey Reveals 74% Intend to Shift Some Employees to Remote Work Permanently," Gartner, April 2020.



Video conferencing doesn't solve everything

While much has been made about how improved video conferencing capabilities have revolutionized working remotely, younger workers want to hit mute.

Gen Z (61%) and Millennials (57%) say time spent on video calls actually make it hard to get work done, compared to 35% of Generation X and 26% of Baby Boomers.¹

But while younger workers may be having the hardest time, it's clear that communicating and gathering information about projects while working from the guest room is an ongoing issue for all ages. Overall, 60% of American workers feel less informed about what is going on within their company since they started WFH.²

It's obvious that while working from home, there's a need to have more connection with colleagues than just video conferencing and instant messaging. Employees need to have insight about everything in the "office," with deep visibility into project status and real-time tracking so they can truly know what's going on.

¹ "Over 90% of Young Workers Having Difficulty Working from Home, Survey Finds," ENGINE INSIGHTS, April 2020.

² Ibid.

7 ways to boost at-home productivity



One way to improve collaboration and make sure the whole team feels up to speed and in the loop is with a collaborative work management platform, like the cloud-based Smartsheet. As many companies move their on-premises databases to the cloud, employees benefit with easy access to applications like Smartsheet that give them real-time insight into projects, no matter where they're working from.

Using Smartsheet in conjunction with video conferencing can boost all-around productivity. Here are some tips that will allow you to get things done from the patio, just like you would at the office:

1. **Get laser-focused:** With virtual meetings, make sure you invite the right people, share an agenda beforehand, and make certain everyone knows their role. For complex, recurring meetings, create a sheet in Smartsheet to track, sequence, and prioritize agenda items.
2. **Set an action plan—for everyone:** Capture next steps, assign tasks and deliverables, and set deadlines in real time in your meeting. Using a project sheet in Smartsheet allows you to easily keep track of action items, who's responsible for doing them, and when.
3. **Eliminate unnecessary status updates:** Meetings are about solutions, not simply sharing project status and other things that can be relayed outside the meeting. A sheet in Smartsheet can serve as a go-to reference that all team members can update on the fly.
4. **Get work moving:** Meetings and conversations take up working hours that aren't actionable, making it difficult to execute against your goals, objectives, and organizational strategies. Using Smartsheet in meetings will make sure conversations revolve around actionable items.
5. **Collaborate with relentless efficiency:** Working remotely, it's often challenging to pick up on context that might be gleaned in person. By using Smartsheet to bring various conversations, documents, emails, and information into a central place, those whose missed out on a meeting or chat can easily catch up and accomplish their work.
6. **Spark action:** At the conclusion of your video call, make sure everyone leaves with a solid understanding of what they need to do to achieve the stated objectives, documented in Smartsheet for easy reference.
7. **Define, and then redefine, success:** Working from home is a nimble environment, so staying organized and being able to adapt is critical. Smartsheet keeps your entire team on the same page, even when things are changing very quickly.

Smartsheet built on Amazon Web Services (AWS)



Smartsheet is the enterprise platform for dynamic work that aligns employees with technology so your entire business can move faster, drive innovation, and achieve more.

The platform is easy for business professionals of any level to use—and it's secure and extensible to meet the requirements of IT. Smartsheet allows you to integrate the enterprise tools and apps you already use, so your work moves along seamlessly. With ready-to-use template sets like Remote Employee Onboarding and Getting Things Done (GTD) Tracker, Smartsheet is uniquely suited for building and maintaining virtual teams.

With Smartsheet built on AWS, you're backed by enterprise-grade security. Start-ups and established enterprises can benefit from the speed and efficiency of AWS to innovate at scale.

In a rapid-paced world, Smartsheet empowers organizations and teams to dynamically plan, execute and report on work to move faster, drive innovation, and achieve more.

[Learn more about Smartsheet](#)

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