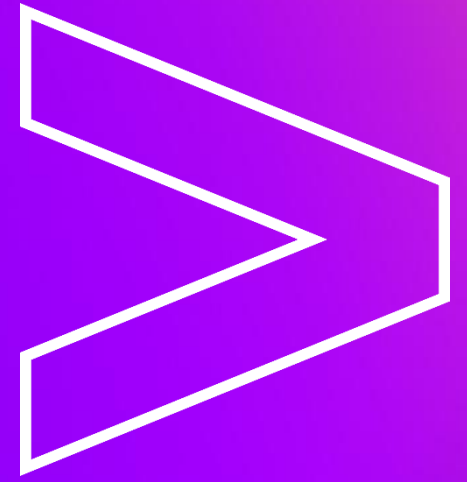


# Frictionless Future of Work

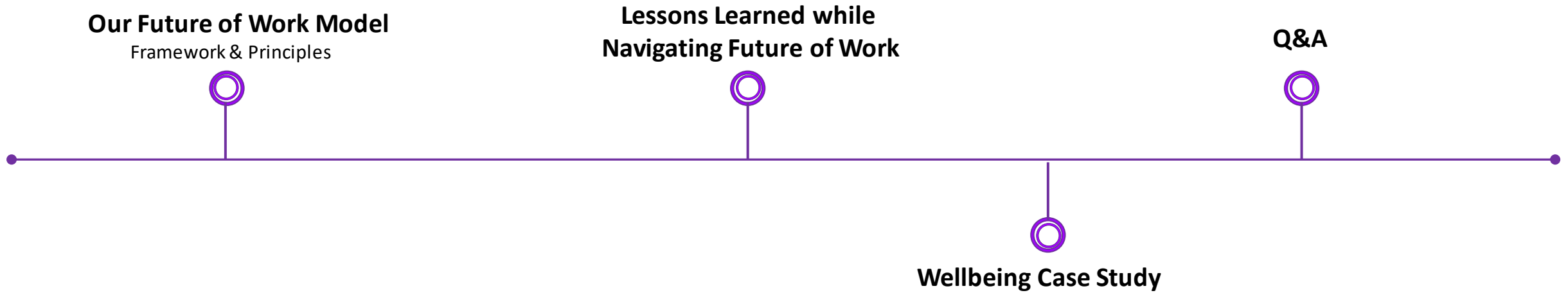


## Lessons Learned While Navigating Future Of Work

Accenture Romania

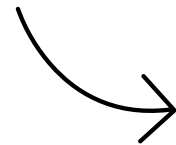


# AGENDA



After two years of working almost exclusively remote, we had to decide upon our new working model.

And we did by **co-creating** it with our employees.



### Human-led culture

Focus on an inclusive, connected culture & positive employee experience.



### In-person connection

Focus on enabling in-person interaction for collaboration, learning, knowledge sharing & creating connection.



### Flexibility

Identified as key enabler of hybrid environment.

## Future of Work Model



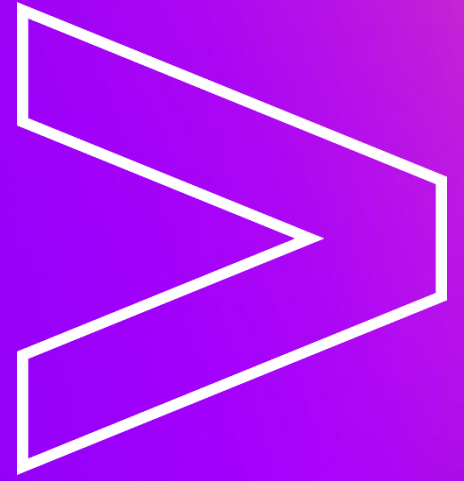
### Not a one-size-fits-all model

Flexible framework to accommodate different profiles & types of work.



### Decision framework

Guidelines to support a consistent approach to decision making.



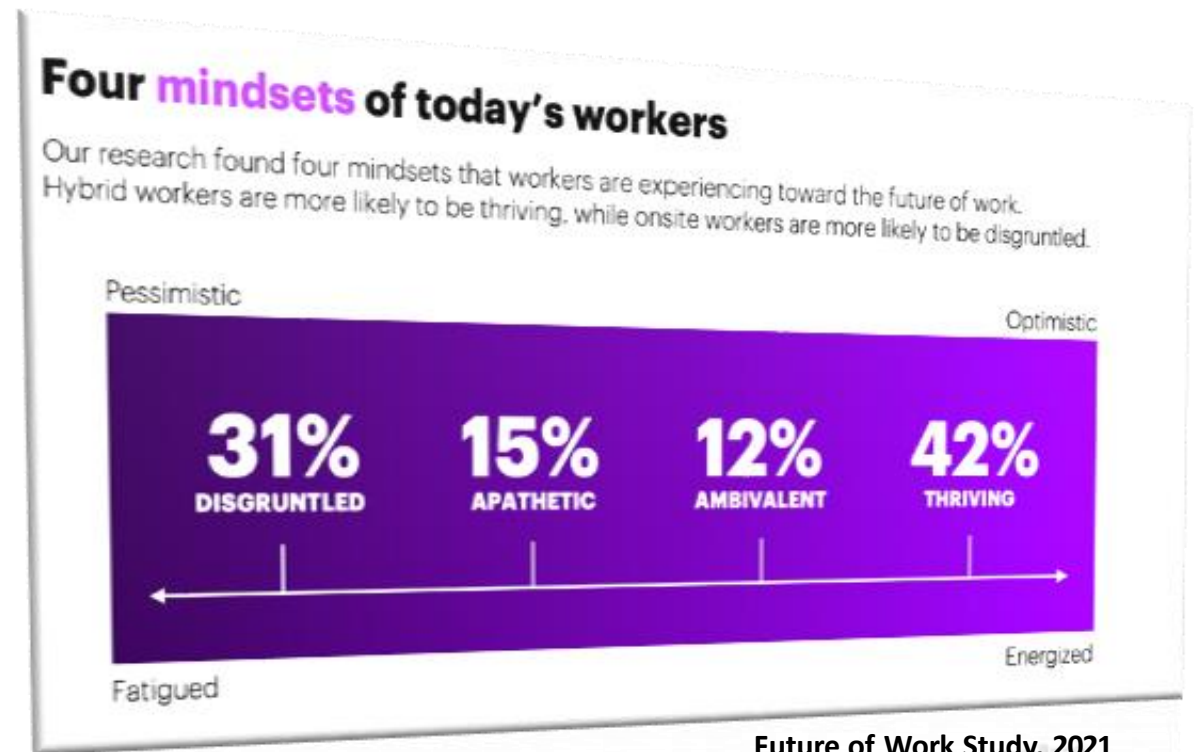
We have implemented our Future of Work model at the start of 2022 and this is what we learned so far...

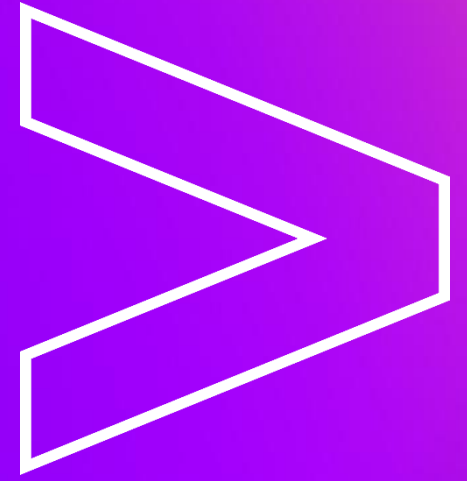
# 1. Lack of flexibility of when & where we work is a strong predictor of attrition, while flexibility alone does not guarantee engagement.

Besides turnover, we should also focus on our quite quitters.

## What our Talent Expects?

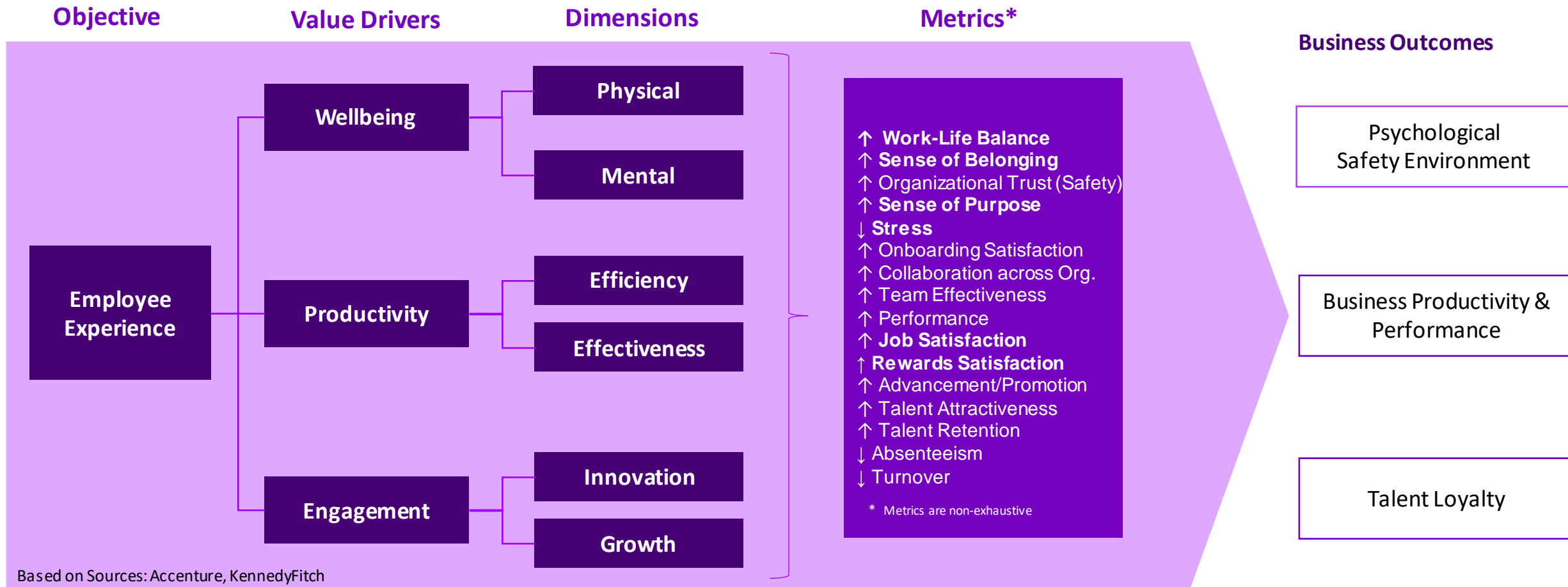
- Over **90% of candidates** interviewed by Accenture recruitment team **expect and require a hybrid working model**.
- **88% of Accenture employees** consider **flexibility** as key enabler of the working model.
- According to Gallup, **4 in 10 employees** say they **want full autonomy** in choosing their schedule, while **6 in 10** want **more structure**.





So clearly flexibility is not enough, but then the question remains...how do we continue to keep our employees engaged in the Future of Work?

## 2. Employee engagement continues to be influenced by the experience we create for our employees throughout the entire employee lifecycle.



The “new engagement core” does not necessarily involve new recipes, but a more accelerated pace in covering talent needs and expectations and a real actionable focus on “**what’s in it for me?**”.



### 3. Wellbeing is no longer optional. It must be re-positioned as an actionable business priority, not as a complementary benefit.

#### VALUE DRIVER

##### How do we define Wellbeing?

Supporting a person's wellness through personalizing work environment & enabling access to essential resources.

Fostering psychological safety and trust, along with leadership support, that empowers employees to manage and balance work with personal obligations.

#### DIMENSIONS

##### How does Wellbeing mean for our employees?



Mental Wellbeing



Physical Wellbeing



Financial Wellbeing



Family Wellbeing



Wellbeing at Work



Purpose

#### HIGHLEVEL BUSINESS OUTCOMES

Improvement in **wellbeing** -----drives-----> Increased **business performance**

**Psychologically safe and healthy** employees are.. ..more likely to promote the organization they work for which.. ..increases the **brand reputation** and **talent loyalty** for the business

**Empowered** employees are able to.. ..set boundaries for professional and personal obligations which.. ..increases business **productivity** and **profitability** during work hours

A **properly equipped** work environment supports.. ..employees in being productive and collaborating with co-workers.. ..to deliver better **quality services & products** for our customers & assets

#### METRICS & MEASURES

##### How we define tangible outcomes?

#### Metrics

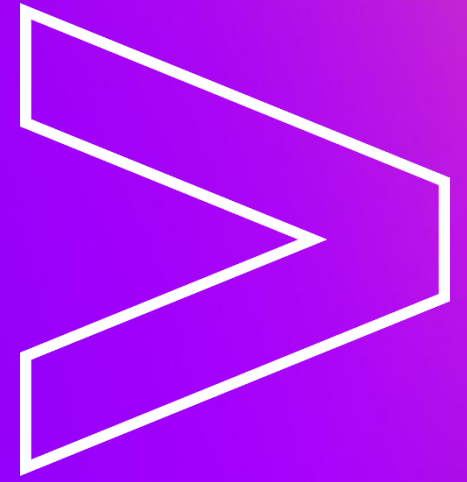
- ↑ Job Satisfaction
- ↑ Organizational Trust (Safety)
- ↑ Work-Life Balance
- ↑ Collaboration across Org.

#### How to measure?

- Attrition / Turnover Rate
- Absenteeism Rate
- Overtime Rate
- Employee Engagement Scores
- NPS







**If Wellbeing is so broad...where do you start?  
Listen to your people...and start with what matters  
most for them.**

**Keep it simple!**



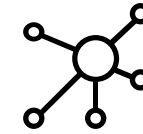


Enhanced access to all wellbeing benefits & resources through **Wellbeing One Stop Shop**



Prioritized **Mental & Emotional Wellbeing**

Free Access to professional support  
Over 100+ Mental Health Allies  
Highlight on Key Resources  
Mental Health Annual Events



**Actively Involved Leadership Team** in all Wellbeing initiatives.

Business Priority  
Business as main driver  
Role models & real-life stories

HIGHLEVEL INITIATIVES 2022-2023

But most important...

We are committed to empower our employees identify & communicate their needs & boundaries at work.

**WHAT'S YOUR NO GO ?**

Boundaries are important in the workplace, as they are in our personal life. Knowing your no-go, communicating it clearly, and sticking to it contribute to your well-being.

SHARE YOUR NO GO and HOW YOU PROTECT IT on **YAMMER!**



> \*Check What's Your No-Go section on the Wellbeing One Stop Shop regularly to find out how to set healthy boundaries.  
> We will continue to update it with resources throughout the year.

Your work day is almost over and you already envision what you will do afterwards...But half an hour or even minutes before turning off the laptop, someone pings you with an urgent task that needs resolution by next morning.

It happened to all of us and sometimes is necessary, but when last minute tasks are recurrent they aren't only frustrating but they take a toll on our well-being.

If you feel last moment tasks are impacting your well-being, here's how you can act:

1. **Validate the level of urgency and impact** - is it really urgent or is it urgent only for the person who pinged you? If you don't feel comfortable to decide on this alone, ask the opinion of your People Lead.
2. **Provide feedback on the way of working** - if there is a certain colleague or stakeholder who has the tendency to share the responsibilities with you last moment recurrently, discuss this to the person in a separate conversation and try to find solutions together. They might not be aware on the impact it has on you.
3. **Keep your People Lead close and find solutions together** - if providing direct feedback or adjusting the way of working is not feasible or not working, ask your People Lead for support.



**Are tasks allocated at the end of the program, with deadline next day in the morning recurrent & impacting your well-being?**

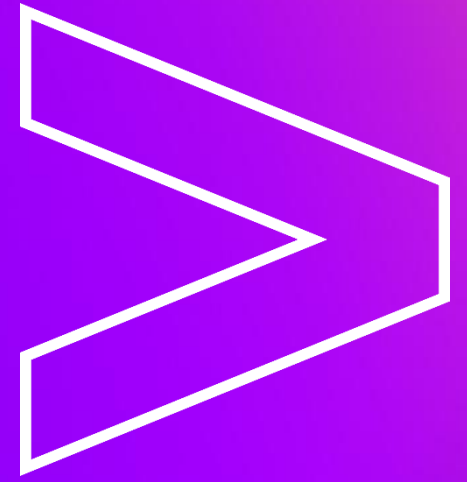


#What'sYourNo-Go

**A healthy boundary might sound like this:**

*I can cover this, but only if I stay longer today. It is important to me to be able to disconnect when my program is over. Could we work together and find solutions, to avoid such short deadlines in the future?*





There are many other lessons and insights we gain every day about the new reality.

Most important being... that we need to get better at listening our people.

**Thank You**

