

As UK professionals look to the future, two-thirds want a hybrid of home work and office work. Only 12% want to work from home full time.

CURRENTLY I'M WORKING:



Even among those who are currently full time at the office, **35%** would prefer a hybrid model.

26% are currently in a hybrid work model.

IDEALLY I WOULD LIKE TO WORK:



67% prefer a hybrid work model.

Over two-thirds of the UK workforce would prefer a hybrid work model; only 12% want to work from home full-time. As of August 2020, only one-quarter of UK professional workers have returned to the office full time; half continue to work from home full time as a result of the COVID-19 pandemic. For the vast majority of these workers, the current work model is a result of company or government policy—few currently have choice in where to work. But as those workers look to the future, many would ideally choose a work scenario that is different than their current state.

Why do the vast majority prefer a hybrid work model? Both working from home and working from the office offer clear and distinct benefits—workers want a future work model that blends the best of both worlds. Expanding this autonomy and choice to the broader UK workforce should be a target for the future.

METHODS The survey of 2,500 UK workers was conducted via an anonymous, panel-based survey from July 9 to August 5, 2020. Respondents were required to have worked in an office prior to COVID-19. Responses were distributed across nine industries and represent a wide range of seniority levels, roles, ages, and geographies across the UK.

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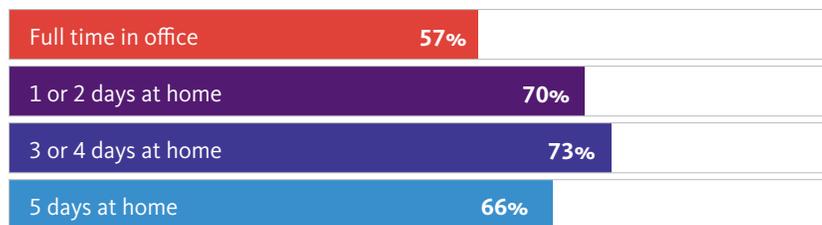
The Benefits of a Hybrid Work Model

For those already in a hybrid work model, combining the best of both home and the workplace is a boon to performance and experience.

Those in a hybrid model are having the best experience. They are more likely than people in other work scenarios to feel comfortable experimenting with new ways of working, to feel as if working during the pandemic has had a positive impact on their creativity, and to feel more overall satisfaction with their job. The hybrid model also may have an impact on perception—those in a hybrid model are more likely to believe their workplace offers

a great experience, including higher scores in rating job satisfaction, personal creativity, and wellbeing. Ultimately, the hybrid model allows employees to match their environment to the work they need to do, creating an optimal mix of work locations. Mobile and home work aren't new, but the COVID-19 pandemic has required many employees to work from home who may not have had the opportunity to previously.

I AM SATISFIED WITH MY JOB

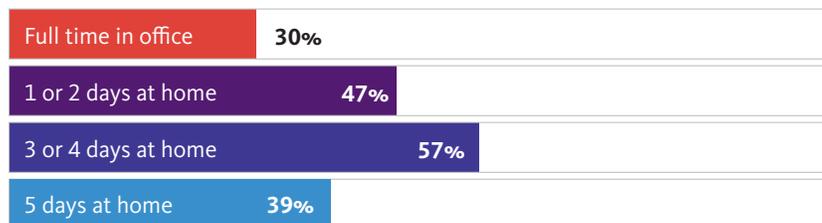


Hybrid work model

Employees in a hybrid model are most likely to be satisfied with their jobs.

Percent of respondents who are satisfied with their jobs.

WORKING DURING THE PANDEMIC HAS HAD A POSITIVE IMPACT ON MY PERSONAL CREATIVITY

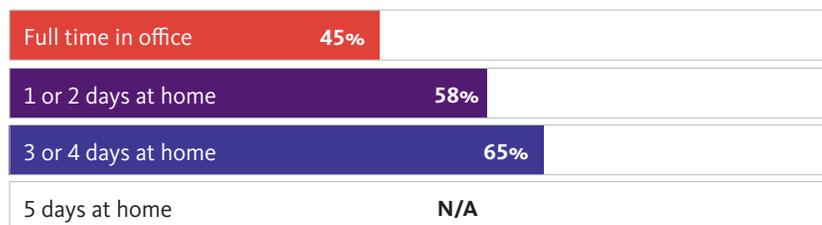


Hybrid work model

Personal creativity benefits from the variety that comes with a hybrid work model.

Percent of respondents who report positive impacts to personal creativity working during COVID.

MY WORKPLACE OFFERS A GREAT EXPERIENCE

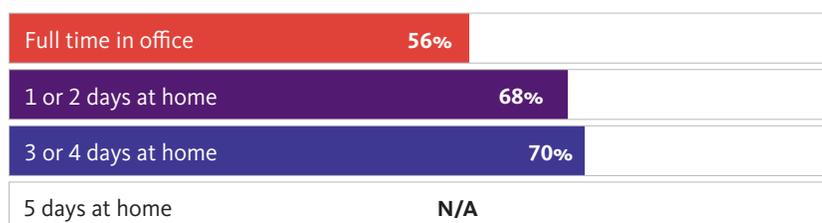


Hybrid work model

Those in a hybrid model are more likely to believe their workplace provides a great experience.

Of those spending some time at the office, percent of respondents who think their workplace offers a great experience.

MY WORKPLACE PROMOTES THE HEALTH AND WELLBEING OF ITS WORKERS



Hybrid work model

Workers in hybrid models are more likely to think their workplace promotes health and wellbeing.

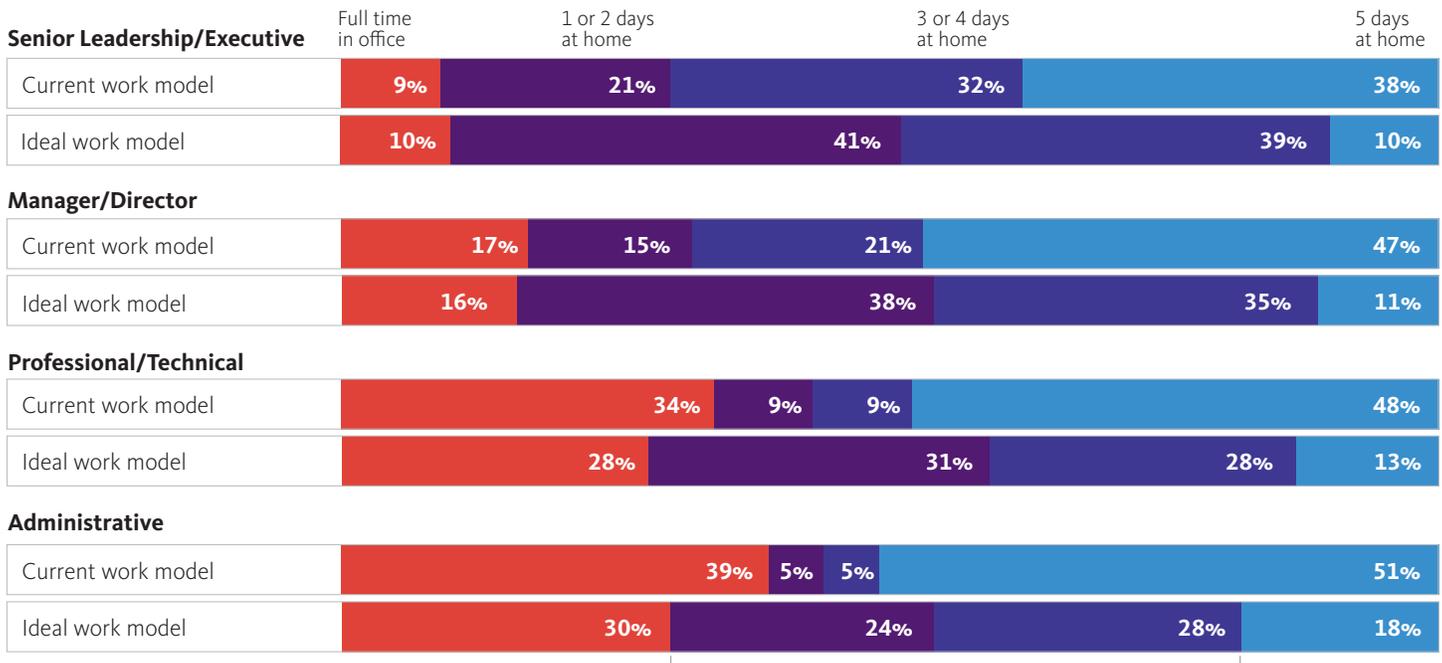
Of those spending some time at the office, the percent of respondents who think their workplace promotes health and wellbeing.

Across roles, the majority of employees prefer a hybrid work model. Those in leadership are most likely to already be taking advantage of one.

Across the UK workforce, people in more senior positions are currently benefiting most from the hybrid work model—consistent with prior 2016 Gensler research noting disparities between junior and senior UK workers. Now, those in senior roles are far more likely to be in a hybrid model, but only slightly more likely to prefer it. In fact, professional, technical, and administrative workers are the most likely to be either full time at home or full time in the

office currently, while more senior employees disproportionately make up those in a hybrid situation. Workers' ideal scenario has a more even distribution. Some variation by seniority may be attributed to job function, as those in senior positions are more likely to say their jobs rely heavily on in-person collaboration. However, all workers must have flexibility as an option not only for the benefits to productivity, but to improve work/life balance, too.

Those in leadership roles are more likely to have already adopted a hybrid work model; many professional, technical, and administrative workers would like to do the same.



Employees with children are just as likely as everyone else to want a hybrid model arrangement.

What people like about working in a hybrid work model:

'I feel that doing a half week from home helps me mentally.'

'I need some social stimulation. Two days in the office helps.'

'It provides a greater work/life balance.'

'I still want to maintain a presence in the office.'

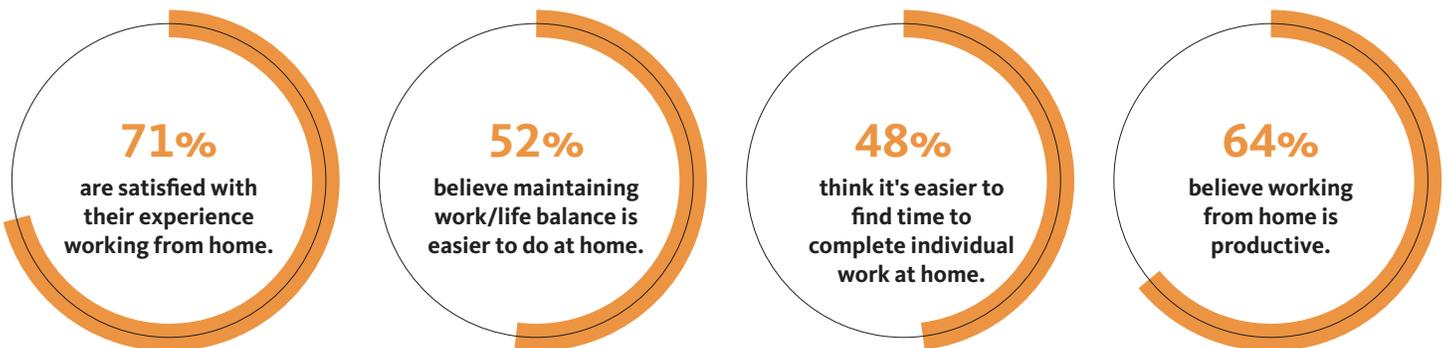
'It provides the best balance for productivity.'

Working from home supports the ability to focus, and empowers workers with the flexibility they need.

There are upsides to working from home. Most employees, across roles and home situations, believe maintaining a work/life balance is easier at home, find working from home to be productive. Despite past concerns about its efficacy, most workers do not believe their personal and team productivity have been negatively impacted. Importantly, working from home provides

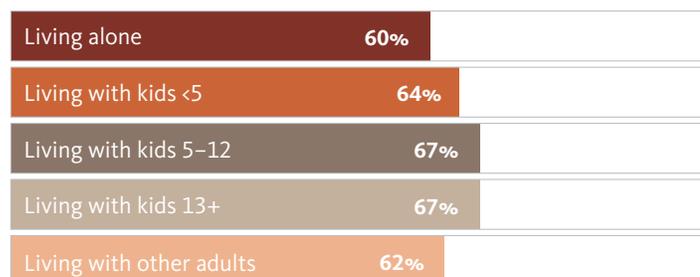
necessary flexibility in both the employee's personal and work life. Few workers want to work from home full time, but most want to continue to work from home in some capacity. Organisations must provide their employees with the flexibility they need while strategically planning for a new paradigm of distributed teams across various locations.

Most UK workers believe working from home is effective and productive.

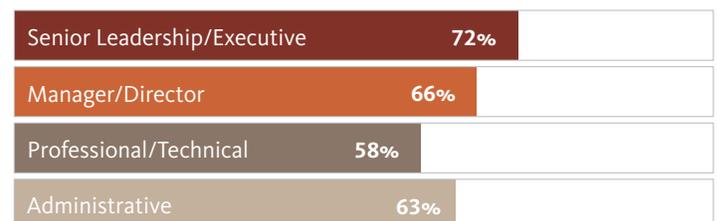


Senior leaders are most likely to see working from home as productive. Those living with children are also somewhat more likely.

Percent who believe working from home is productive, by family status:



Percent who believe working from home is productive, by role:



What people like about working from home:

'Working from home gives me more time and flexibility.'

'I can concentrate more when working from home. There are (fewer) people to talk to and therefore less distractions.'

'More productive.'

'I am still concerned the virus could return.'

'It's an easier way of working. I can spend more time with kids.'

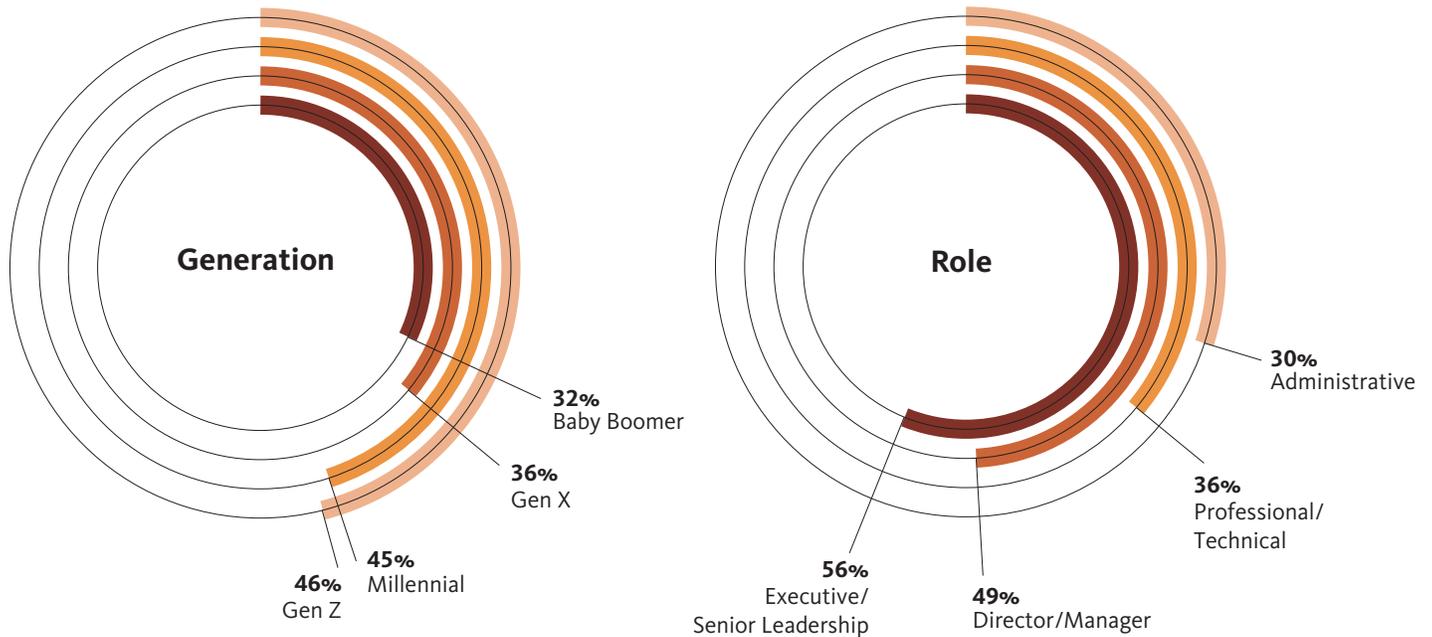
Mentoring, coaching, and organisational awareness are suffering as employees work from home for sustained periods.

Working from home provides the flexibility people need. But working from home also poses challenges. Many feel 'siloed', or disconnected from others. Unfortunately, the impacts of disconnection are felt most by those in professional, technical, and administrative positions. Further, career growth has been stunted for many during the pandemic, and working from home long

term may exacerbate that issue. Less than half of Millennial and Gen Z workers, and only about one-third of professional, technical, and administrative workers have participated in mentoring or coaching during the pandemic. As we look to the future, for organisations to fully embrace new ways of working, they must also implement purposeful strategies to foster a connected culture and career advancement.

Less than half of UK office workers have participated in coaching/mentoring while working during the pandemic.

Percent who have participated in coaching/mentoring while working during COVID-19.



Professional, technical, and administrative workers struggle to maintain awareness of others' work—in particular, the work of those beyond their own teams.

WHILE WORKING FROM HOME, I AM AWARE OF WHAT OTHERS ON MY TEAM ARE WORKING ON.

Senior Leadership/Executive	68%
Manager/Director	70%
Professional/Technical	61%
Administrative	52%

WHILE WORKING FROM HOME, I AM AWARE OF WHAT OTHER TEAMS WITHIN MY COMPANY ARE WORKING ON.

Senior Leadership/Executive	68%
Manager/Director	59%
Professional/Technical	42%
Administrative	37%

The Benefits of a Hybrid Work Model

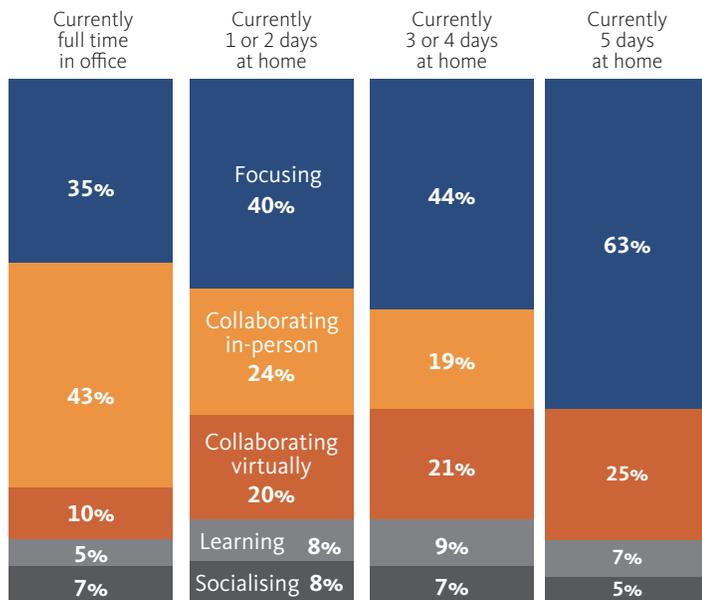
The office is critical to businesses and teams because it is still the best place to connect, collaborate, and socialise with others.

The office should remain a mainstay of the typical workweek because it is still the best place for employees to connect, collaborate, and socialise. There is a clear relationship between the amount of time someone spends at the office with the amount of time they spend collaborating. In fact, those who work at home full time spend nearly twice the amount of time working alone than those working full time at the office. Four out of the

top five reasons UK office workers go into the office are to work together in-person, to socialise, to connect in an impromptu or informal manner and to partake in brainstorming sessions. The office is still a place to focus for many workers, but as the nature of work evolves to become more collaborative, the office is viewed as a place to connect in-person.

The more time people spend in the office, the more time they spend collaborating.

Percent of time spent in each work mode during an average week, currently.



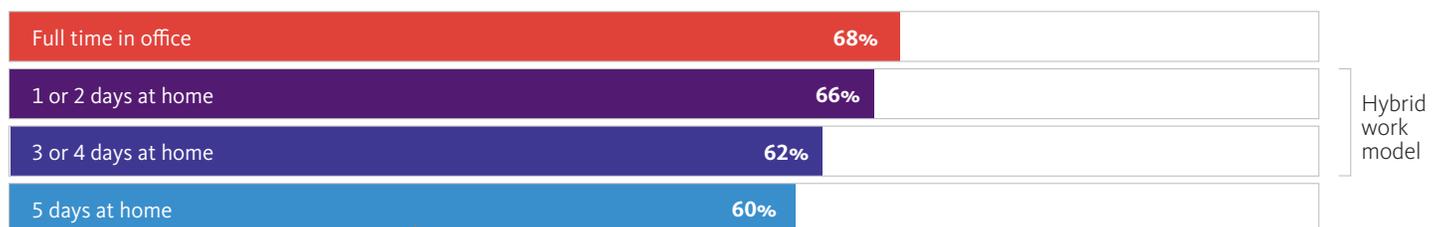
People want to connect, socialise, and collaborate when they go to the office.

Percent who ranked each item as one of the most important reasons to go to the office.



Across all work scenarios, workers think it's easier to get collaborative work done when everyone's at the office.

Percent of workers who say it's easier to work together if everyone works from the workplace.



Two-thirds of those working full time from home agree that collaboration is easier done when everyone is in the workplace.

Despite the experience of COVID-19, most UK workers want an open office environment as part of their hybrid work model.

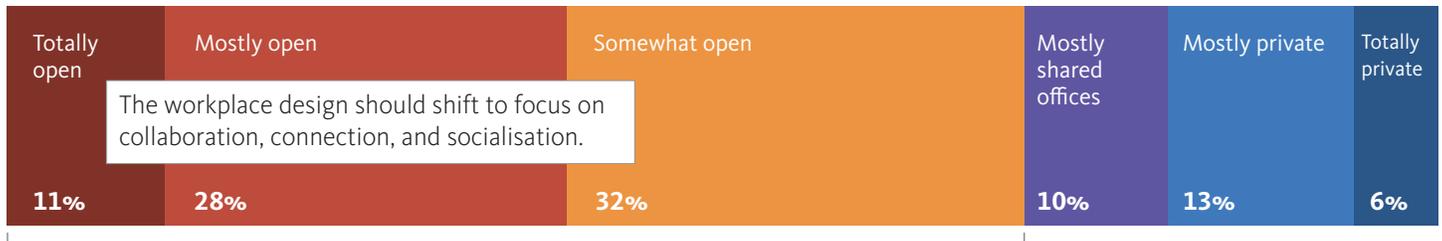
Gensler’s prior research consistently identifies mostly open environments with ample, on-demand privacy as the highest performing and most effective work environments. As COVID-19 poses new challenges to optimising space, employers may need to make meaningful decisions that impact where and when employees work. Most UK workers still prefer mostly or somewhat open environments, a universal feeling across generations.

As workers move to a hybrid work model, the question of desk sharing should also be addressed. Workers currently are split—most would prefer an assigned desk, but many would trade that assigned desk for greater work from home flexibility. Many UK office workers also support adopting shift schedules and other initiatives to manage flexibility and sharing into the future.

Over two-thirds of UK office workers prefer open workplace environments to more private ones.

The preference for open environments is similar across generation and role groupings.

MY IDEAL PHYSICAL WORKPLACE ENVIRONMENT IS:



71% of workers still prefer to work in open environments.

If given the choice between an assigned desk or great flexibility to work from home, half of workers would choose greater flexibility.

17%

You share with others, but is cleaned after each use



83%
Used only by you

51%

You share with others, but more opportunities to work remotely



49%

Used only by you, but more expectation of working from the workplace

It's not hyperbole to say the office won't be the same. But that only means the office's role as a place to connect, collaborate, and socialise will become more important. Working from home has emphasised why we need the office. While most workers say their productivity has not been negatively impacted by working from home, most say it's harder to get collaborative work done at home. Further, many workers feel disconnected from what other teams are working for, or simply, they feel lonely. As we create an office for the future, we should double down on what the office does best.

UK office employees want working from home to continue, and organisations should work to make that happen. While challenging for some, our research shows that working from home has been relatively successful. Workers are satisfied with their experience, they've been productive, and they believe working from home is conducive to a better work/life balance. The future of work may grow more complicated with teams spread across various locations, or with the workplace evolving to support new demands. Whether individuals are at the office or at home, a unified company mission must reinforce the values which all colleagues share.

The hybrid work model combines the strengths of home and office environments. Providing employees the option to work in various locations during the typical workweek is not only about flexibility. By key metrics—job satisfaction, personal creativity, and experimenting with new modes of working, those in a hybrid work model outperform employees who spend all of their time at the office or at home. In short, the hybrid work model is an evolved paradigm where individuals are the creators of their own workweek—they decide where would be best to complete their work, according to both the demands of their job and their personal life. Workers have been asking for this type of autonomy for years, so it seems past due for employers to recognize that workers have been right all along.

LEVERAGE THE
OFFICE AS A PLACE
TO CONNECT,
COLLABORATE, AND
SOCIALISE.

SUPPORT **WORKING
FROM HOME** TO
EMPOWER EMPLOYEES.

PERFORMANCE BY
GIVING EMPLOYEES
THE **HYBRID WORK
MODEL** THEY'RE
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