



FUTURE OF WORK

GUIDE 1

WHAT IS REMOTE WORK?

Have you ever come across the term “Work-from-home”?

The millennials in the tech-industry widely use the acronym WFH to define their working days when they are working outside of their traditional office in a comforting home environment.

Do you work from home often? Voila! you have tasted remote work.

Remote work – working from any place in the world where you are happiest and most productive, regardless of your physical proximity to an office or a coworker. To conceptualise one can argue that ‘work’ does not need to be done in a specific place to be executed successfully.

Think of it this way: instead of commuting to an office each day, remote workers can execute their projects and surpass their goals wherever they feel productive.

There has been a cultural paradigm shift in what society deems to be an appropriate workplace - and remote work has capitalised off of that newfound freedom.

Join the revolution!!

Future of Work is Remote.

TABLE OF CONTENTS

1. Why remote work

- a) Remote work is healthier
- b) [Insights] 2017 state of remote work
- c) MIT 2012 quality of life survey
- d) Impact of remote working

2. Justification of the shift to remote working culture

- a) It makes business sense to go remote
- b) Advances in enterprise software/tools
- c) Access to a global talent pool

3. The Working World Is Going Remote

- a) General trends
- b) Millennial trends
- c) Variations of remote work

4. Myths Vs Truths

- a) Remote workers are slackers
- b) Remote work means company culture suffers
- c) Data is unsafe in distributed teams
- d) Only freelancers work remotely
- e) Remote jobs are only in tech-industry
- f) Remote jobs are only for young workforce

1 WHY REMOTE WORK?

Remote work is healthier

It's the latest debate on the table and we have put up some facts and studies to prove the point along with few thoughts about it.

LOWER STRESS LEVELS

PGi, a leading global provider of collaboration software and services, revealed that 82% of remote workers reported lower stress levels.

LESS SICK DAYS

Survey conducted by Wakefield found that 69% of remote working Americans don't take sick leaves, if mildly ill.

MORE PHYSICAL EXERCISE

The CoSo Cloud survey reported that a whopping 35% of remote workers are getting more physical exercise than they did when they worked in an office.

HEALTHIER EATING HABITS

CoSo Cloud found that 42% of remote workers reported eating healthier than they do while working from a traditional office environment.

BETTER LIFESTYLE

The same study found that 45% of remote workers are getting better sleep.





Insights from the 2017 State of Remote Work Report [\[1\]](#)

52%

employees work remotely at least once per week.

51%

people who work remotely choose to do so in order to have better flexibility and work-life balance.

25%

lower employee turnover experienced by remote first companies.

25%

less time is taken to hire for fully distributed organisations than other companies.



MIT 2012 Quality of Life Survey By Dr. Peter Hirst [\[2\]](#)

90%

of the team said that their family and personal life improved.

85%

agreed that their stress was reduced.

80%

said that morale and engagement improved.

93%

believed that collaboration was better than before.

62%

of his employees reported feeling more trusted and respected by the end of the experiment.



IMPACT OF REMOTE WORKING



On Employers

Organisations can save over \$11,000 per half-time remote worker per year. Across the existing work-at-home population that potentially adds up to \$44 billion in savings. If the remote working workforce expanded to include those who could and wanted to work from home, the potential employer savings could approach \$690 million a year.



On Environment

Existing remote workers reduce greenhouses by the equivalent of taking over 600,000 cars off the road per year. If the work-at-home workforce expanded to include those who could and wanted to remote work half of the time, the GHG savings would equate to taking 10 million cars off the road per year.



On Employees

● Save Money:

Full-time remote workers save over \$4,000 each year.

Half-time remote working employees save an average of \$2,677 annually in commuting costs.

● Save Time:

By not spending time commuting every day, the average employee also gains back the equivalent of over two workweeks (11 days) per year.



Work-Life Balance:

- Improved Work Performance and Career Growth
- Spend more time with children, family, and friends
- More time for hobbies & side projects

Resilient Performance and Career Growth:

- Increased productivity and engagement
- Fewer distractions, less office politicking
- Feel more loyal to employer
- Find work in rural or economically disadvantaged areas

Improved Health and Wellness:

- Make more time for physical activity
- Create a comfortable, ergonomic work space

Balance Responsibilities:

- Maintaining work and home as a spouse
- Care for aging parents, children, dependents
- Reduce living expenses by not needing to live by work

Reduced Carbon Footprint:

- Reduce CO2 emissions by not commuting

2 JUSTIFICATION OF THE SHIFT TO REMOTE WORKING CULTURE

1 It makes business sense to go remote

“ Founders are kissing the office overhead goodbye because almost every job at a company can be done remotely ”

- Any developer that commutes to work each day probably wouldn't work from an office if it was not required.
- Someone who has sold software (inside sales), from both a traditional and remote office, there's almost no difference.
- Customer support? They're monitoring a dashboard on a piece of cloud based software and responding to issues by chat or other cloud based meeting tools.
- In general, companies are contributing to selling, and servicing a product that's not usually housed where it's employees work anyway.
- The product is almost always cloud based, and the employees do most of them work on other 3rd party cloud based products.



2

Advances in enterprise software

“ Work from home in an organisation has always been intriguing, but arguably not possible in the past ”

- Communication technology from even a few years ago was not good enough to support a fully distributed team.
- New technology have made workflow, communication faster and much more feasible in a remote work environment.
- All of the “water cooler moments” at offices can be replicated virtually.

3

Access to a global talent pool

“ The market for highly skilled workers in San Francisco is so competitive that founders are looking for talent globally. It’s hard to compete with what Facebook and Google are offering ”

- Niche skill-sets are highly sought after within local talent pools, so why limit the company to one local talent pool?
- The talent pool is so competitive in certain areas, that it doesn’t make sense to start a company with one physical location.
- The cost of employment is lower, and companies like Zapier have found that remote employees tend to stick around longer (less attrition).
- Instead of going head to head with well known software companies, non-technical founders might seek a technical cofounder outside of big tech markets.
- There are many reasons (family, and others) why a highly skilled person may not be in a position to move to Silicon Valley or any other place to join a small team.

3

THE WORKING WORLD IS GOING REMOTE

GENERAL TRENDS

- [Fact] [38 percent of U.S. workers currently work as freelancers -2015](#)
- 43% of employed Americans were working remotely in 2016 according to a [Gallup](#) survey.
- [London Business School](#) projected that by 2020 up to 50 percent of workers will be working remotely a majority of the time.
- Large and innovative companies, just to name a few like, BaseCamp, Upworthy and Buffer are also deploying strategies of remote work culture.
- For companies, working remotely can help reduce costs, increase productivity, and boost employee well-being.
- In an increasingly competitive landscape, both funded and bootstrapped startups are looking for ways to be more productive at lower cost. (Small businesses can grow at 2X speed).

Fact:

Today growth and efficiency hacks are highly sought after, than ever, remote work presents some pretty enticing upside for start-ups.

Millennial Trends

The [U.S. Bureau of Labor Statistics](#) predicts that by 2030, 75% of the workforce will be millennials.

68% of millennials are more interested in jobs that can be done remotely ([AfterCollege](#))

64% of millennials would like the opportunity to work from home ([PwC](#))

82% of millennials say they would be more loyal to employers if they had flexibility ([FlexJobs](#))

Demographics of Remote Workers (Data from 2017 State of Remote Work Report)

- Regular remote working grew 115% in the past decade, nearly 10 times faster than the rest of the workforce.
- The average annual income for most remote workers is \$4,000 higher than that of non-remote workers.
- The percent of women and men who work remotely is almost equal. This debunks a common myth that working remotely is a “mommy” thing.
- Remote workers are, on average, highly educated than other employees. Approximately 53% have at least a bachelor’s degree as compared to 37% of non-remote workers.
- Half of remote workers are 45 years of age or older, compared to just 41% of the overall workforce.

Scope of Remote Work (Data from 2017 State of Remote Work Report)

- 40% more U.S. employers offered flexible workplace options in 2015 than in 2010, but still only 7% make it available to most of their people.
- Remote working options are more than twice as common in large companies. The greatest growth of the offering is seen among mid-size companies.
- Full-time employees are four times more likely to have work-at-home options than part-time employees.



Not all the benefits of remote work can be reduced to numbers. Employers can benefit in following ways:

-
- Expand their labor pool and reduce talent/labor gaps
 - Optimize space utilization
 - Enhance organizational agility
 - Reduce travel time to and from meetings
 - Increase employee engagement
 - Reduce the cost of technology
 - Lower employee stress
 - Access work-life balance
 - Slow the brain drain
 - Enhance creativity and innovation
 - Focus on results instead of presence
 - Reduce paper usage and the associated storage space
 - Expand without increasing geographic footprint
 - Lower or eliminate parking and transit subsidies
 - Avoid environmental penalties and compliance costs
 - Become a “Best Place to Work”
 - Solve parking availability problems
 - Enhance the corporate image
-

VARIATIONS OF REMOTE WORK

Office-based with a work-from-home option

- A perfect way to experiment with a remote working culture.
- Operate from one location and give team members the option to work from home one or more days per week.
- This small degree of remote-friendliness will already test the culture and require a few key changes to how work is done within a team.
- The team needs to mostly communicate through email, chat tools, than the face-to-face methods which can be relied on without thinking about it in an office environment.
- Key challenge when you start to experiment with this setup will be avoiding the people who work from home feeling left out of discussions that lead to key decisions.

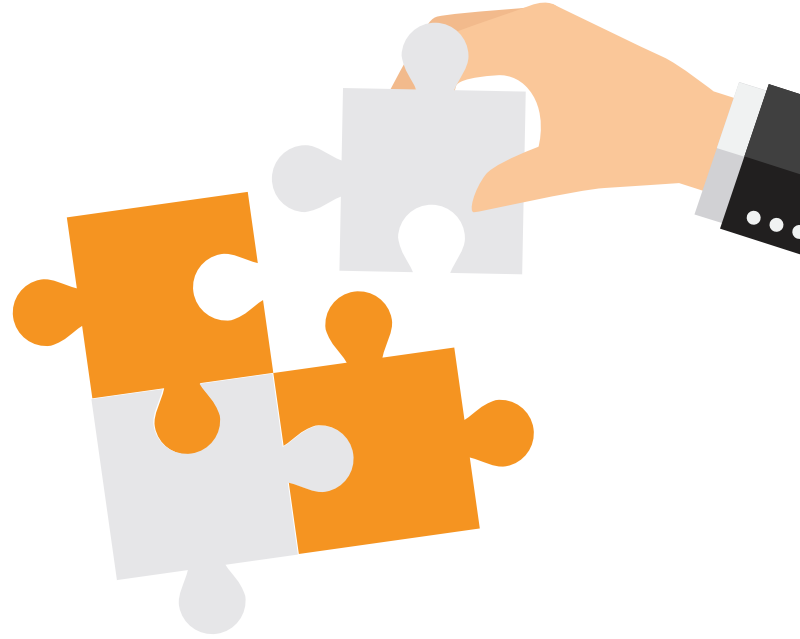


A remote team, in a single time zone

- This is where this start to get more truly remote.
- In this setup, there are hours of overlap with everyone in the team.
- Work is done synchronously but differently from a team based within an office.
- Text-based communication and online collaboration tools will come in here.
- One can rely on team members being available when you need help to get work done.
- A lot of the day-to-day work can still be done in a synchronous fashion and work well.

A world-wide remote team spread across numerous time zones

- Means that asynchronous collaboration becomes even more vital.
- More likely a few hours of overlap with other people in your team.
- This setup requires a little more structure to make communication and collaboration efficient.
- Ask team members to stay at a location for a long duration of time. So as to least have some consistency of the setup of each team, and can set up some forms of synchronous communication at the times of overlap.
- One key advantage is around-the-clock coverage of customer support or engineering services.



A fully distributed team with nomadic team members

- An extreme case of remote work, a fully remote team where some of the members of the team are nomadic and traveling.
- Build around the value to live and work smarter. This is the ultimate level companies are striving to reach.
- Open source can be a great inspiration for the kind of asynchronous collaboration that is needed for this setup.
- To cultivate culture and create bonds, synchronous chat tools and video calls are effective here too.
- The key is to disrupt the traditional way of work with remote work strategy.

Obviously, technological advances played a big role in making it easy to work wherever and whenever. It's hard to believe, but way back in 2005, LinkedIn was in its infancy, Facebook was still gestating, and the iPhone had not yet been conceived. These days phone, high-speed broadband, and cloud-based storage and software are as essential to business success as telephone PBX systems were back in the day. While technology enabled telecommuting, it is people who are driving the trend forward. Across every age group, what they want—and increasingly demand—is the flexibility to work how, when, and where they want. And smart employers are finally coming to understand, what's good for their people is good for them.

4 MYTHS VS TRUTHS

1 Remote workers are slackers

- Any worker, regardless of location, can slack off if managers are not properly communicating expectations and deadlines.
- Make them understand what work they are responsible for (goals).
- Communicate them of when it needs to be done (deadlines).
- Make sure they work accordingly (with regular status updates).
- Then they surely won't warrant a "slacker" title, no matter where they're located.

2 Remote work means company culture will suffer

- People are wary of remote teams because they fear a lack of team camaraderie.
- For there are no casual hallway "stop and chat" on remote teams.
- Yet, with effective planning, these social moments can be baked into a remote dynamic.

3 Data is unsafe in distributed teams

- Many worry that transferring company information and data to computers on unsecured servers will lead to breaches in confidentiality.
- Not true. Technology has advanced as such that a qualified IT team can keep these types of issues to a minimum.
- Setting employees up with cloud-based applications means the security is outsourced to vetted software programs, sign control without needing access to an employee's physical machine.
- security practices like setting up two factor authentication and virtual private networks (VPN) ensures that information is locked down and unable to be breached by unauthorized people.
- This is largely a people problem, not location problem. (someone who intends to steal information will do so regardless of their work location.)

4

You need to be a freelancer to work remotely

- We're seeing more and more remote job vacancies for permanent employees as well – whether full-time or part-time.
- Companies are realising the many benefits associated with moving away from offices and they're taking the call for work flexibility more seriously.
- Employees can enjoy a regular pay cheque and the usual perks that come with being a permanent employee.
- The rollercoaster ride that is often the case with the traditional freelance business model is not true here.
- Great option for those less-entrepreneurial types who aren't keen on starting their own business.

5

Remote jobs are only for those in the Tech industry

- Tech has essentially moved from being a sub-sector of the economy to becoming 'the economy'.
- Every industry is somewhere along the continuum of this transition and so to the jobs in those industries.
- Positions in Accounting, Legal, Medical & Health and other industries where people have traditionally worked in an office environment are open now.
- Regardless of the role, it pays to be tech savvy – you have to be comfortable using technology and not afraid to learn new tools and applications on the job.

6

Remote jobs are only for young workforce

- Millennials have never known a world before computers, they're a tech-savvy generation constantly looking for ways to make things easier, faster, adaptable and more intuitive.
- BUT, that's not to say older workers aren't suited to remote jobs. Age is not a barrier to remote work.
- According to the Census Bureau's annual American Community Survey, the typical remote employee is a 40+ something college graduate.
- Remote work is a great option for mature workers who have many year's of experience behind them.