

TRENDS THAT WILL RESHAPE HYBRID WORK IN 2022

Hybrid working has enabled employees to be productive anywhere and everywhere. Here are the top trends from Poly, that will shape how we approach work, productivity, and collaboration in 2022.

1

Productivity Anywhere

- Remote work is no longer optional for new job roles; a third of job vacancies in 2020 involved work that could be done remotely¹. As such, **hybrid work is now business-as-usual**.
- Technology will enable **workplace equity** and more **effective collaboration and communications** for team members not in the same room. Already, **9 in 10** employers in APAC are looking to enhance the employee experience over the next three years².

3

Office Spaces Reimagined for a Hybrid Future

- The nature of the office is changing; employers are adopting Office on Demand and Core-and-Flex models to **balance effective use of office space with a distributed workforce**. In Singapore, central business district (CBD) office occupiers could reduce their footprint by 10% to 20% over the next three years⁴.
- Office spaces will become **culture hubs**, with workspaces redesigned to facilitate collaboration, and to make the Return-To-Office something to look forward to.
- Traditional workspaces geared to the individual and groups of workers are transforming to **workspaces that are role-, activity-, and purpose-driven**.

2

Greater Use of A.I. and Data Analytics

- Businesses will leverage more on **AI and data analytics** to enable a more **objective view on employee productivity and activities, workplace design planning**, as well as pre-emptive **infrastructure management** for a distributed workforce.
- Data can be used to develop **Workplace Personas**³ that help employers make **informed decisions** on the types of **technology investments** needed, and to augment **health and safety** procedures in the office.

▶ Looking Ahead: Investing in Improving Employee Experiences



Users expect technology to be **easy to use**, so that they spend less time figuring out how things work, and more time getting work done.



Organizations must adopt **pro-grade** audio and video solutions for high level productivity, resilience, and customer experience.



Platform-agnostic vendors enable office collaborators to use the same infrastructure in the conference room as from their home offices.

DATA SOURCES

¹ Singapore Ministry of Manpower: <https://stats.mom.gov.sg/Pages/Job-Vacancies-2020.aspx>

² Willis Towers Watson 2021 Employee Experience Survey

³ Poly Workplace Personas: <https://blogs.poly.com/return-to-work-planning-why-persona-development-is-a-priority/>

⁴ Maybank Kim Eng Research; Office REITS- Working in a New Normal

⁵ KPMG, Future of work impact on commercial real estate: <https://home.kpmg/au/en/home/insights/2021/05/commercial-real-estate-future-of-work.html>

