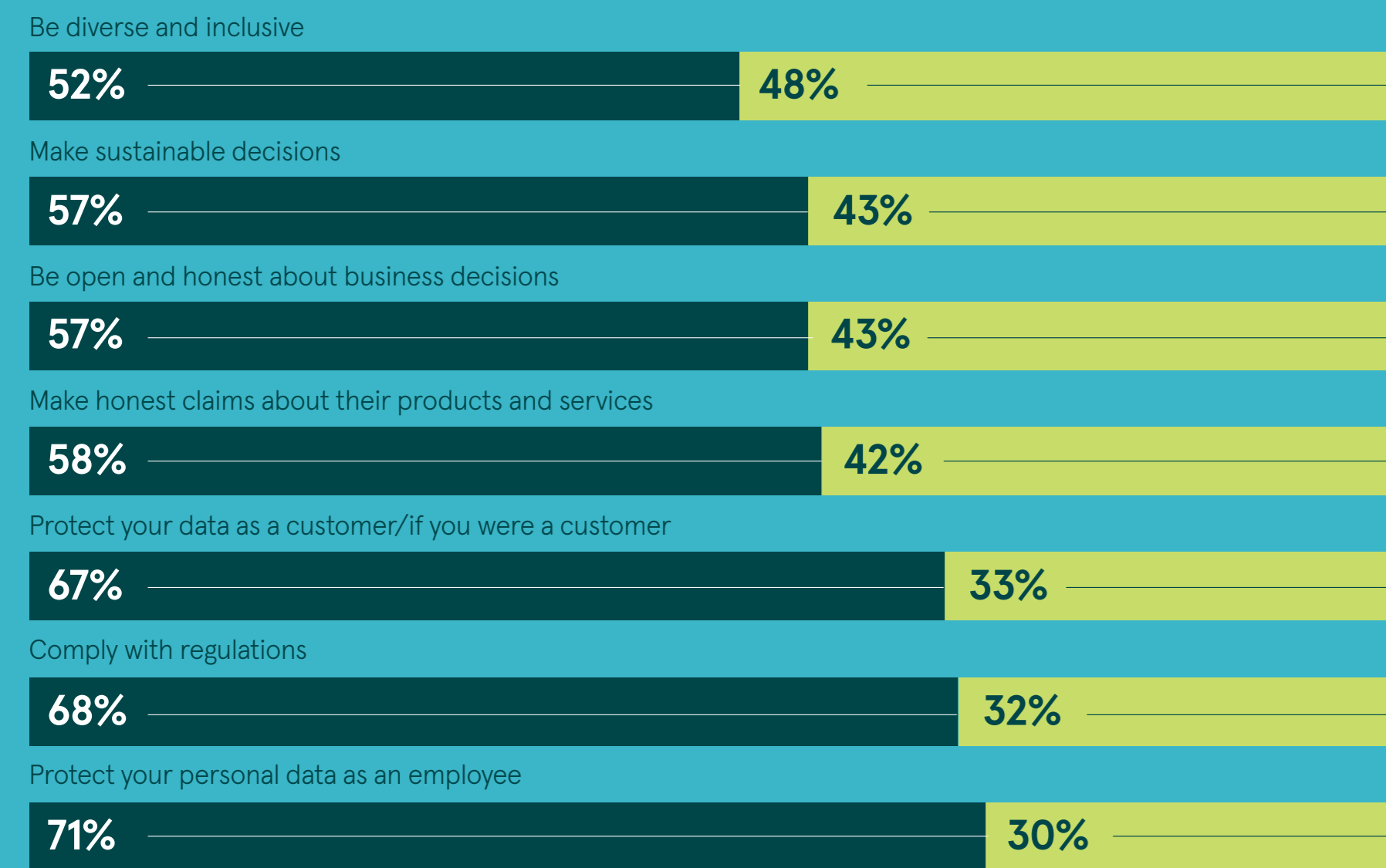# EMPOWER & ENGAGE

Employees are key to weathering the COVID storm, so it has never been more important to empower them - be that through deeper levels of trust during widespread remote working, greater autonomy, or by ensuring every worker has the tech and tools they need to succeed

TRUST IS THE FIRST STEP TO EMPOWERING EMPLOYEES

Whether business leaders trust their organisations to do the following

● Trust ● Don't trust

Be diverse and inclusive
52% | 48%

Make sustainable decisions
57% | 43%

Be open and honest about business decisions
57% | 43%

Make honest claims about their products and services
58% | 42%

Protect your data as a customer/if you were a customer
67% | 33%

Comply with regulations
68% | 32%

Protect your personal data as an employee
71% | 30%

Dell EMC 2018

HOW YOU BUILD TRUST IN THE WORKPLACE

CEOs' answers to the question "to what extent is your organisation using the following strategies to build trust between your workforce and senior leadership?"

● To some extent ● To a large extent

	To some extent	To a large extent
The impacts of automation and AI on your workforce	40%	21%
Your compensation and benefits strategy	39%	51%
Your diversity and inclusion policies	36%	53%
Your people strategy	33%	58%
Employees' contribution to the overall business	31%	61%
Your organisation's values	21%	73%

PwC 2018

TRUST AND AUTONOMY FEED WORKPLACE HAPPINESS

Employees from around the world were asked what they felt were the top ten factors affecting their happiness at work, where one is the most important
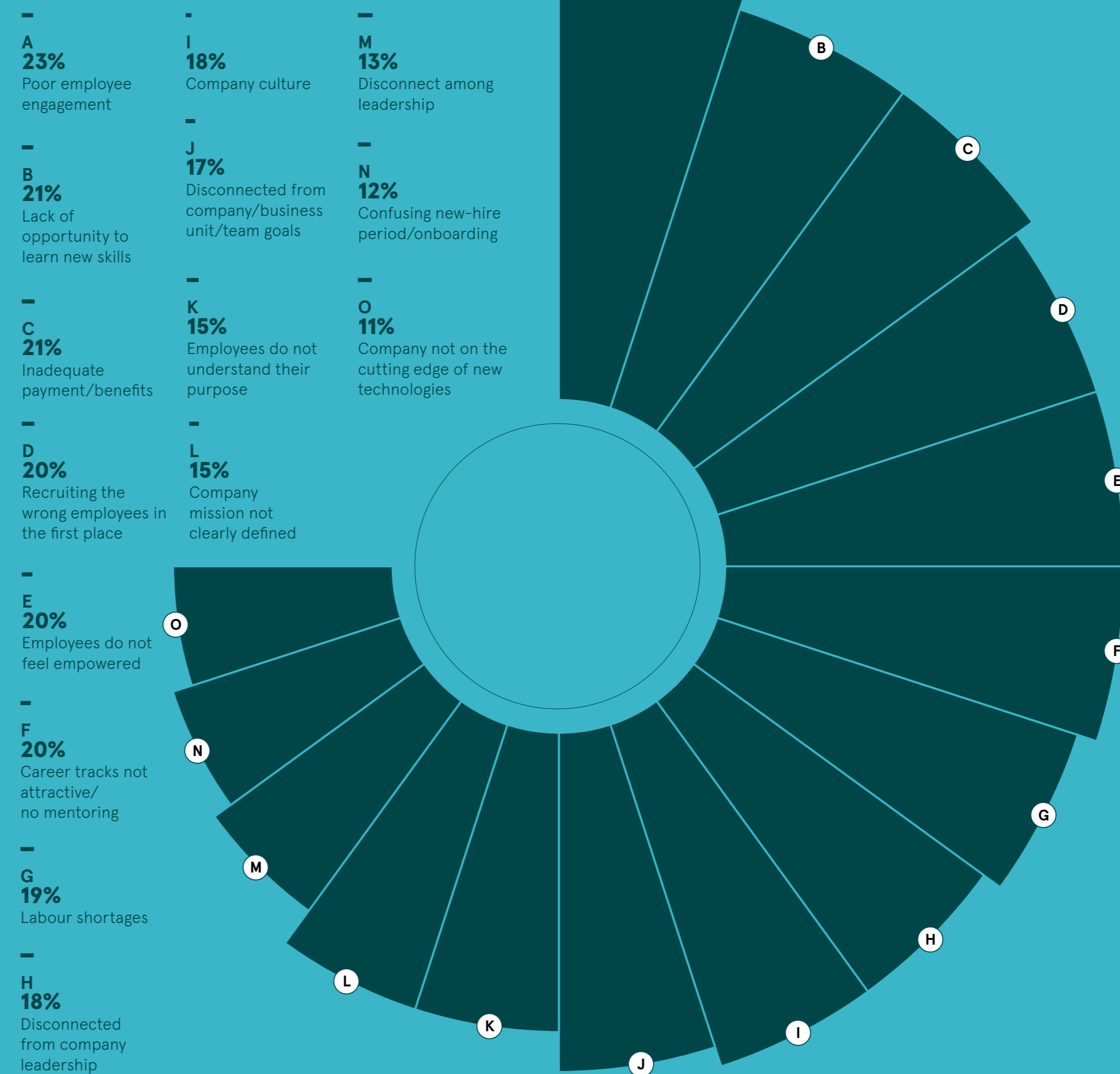
01 Feeling valued as an individual
02 Doing a job that you enjoy
03 Work-life balance
04 Pay and benefits
05 Trust in the people you work with
06 Quality of leadership
07 Career development
08 Ability to speak your mind openly and honestly
09 Having control over your work (autonomy)
10 An interesting role

The Happiness Indicator 2018

TOP CAUSES OF UNWANTED EMPLOYEE TURNOVER
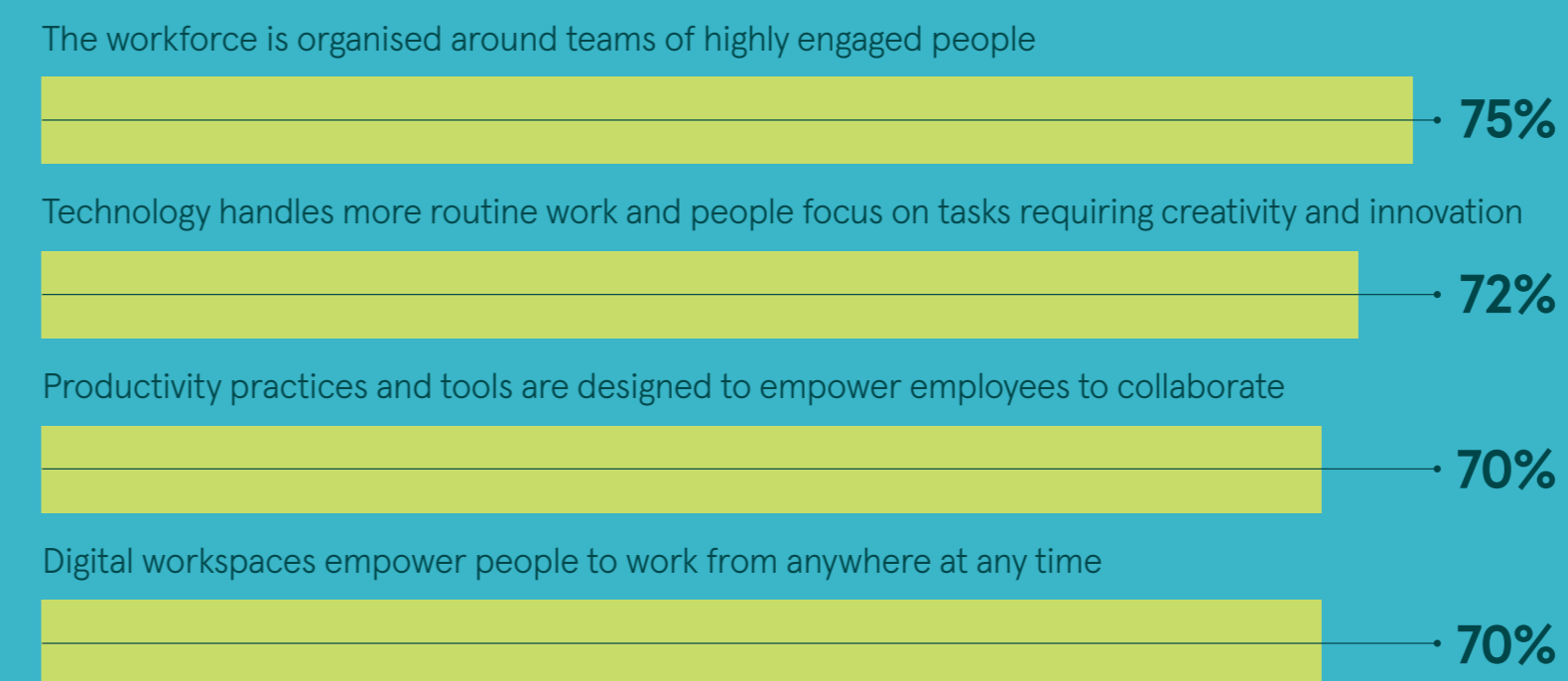
US-based CFOs noted keeping wanted employees is a challenge, for some of the following reasons...

Forbes Insight 2018

A 23% Poor employee engagement

B 21% Lack of opportunity to learn new skills

C 21% Inadequate payment/benefits

D 20% Recruiting the wrong employees in the first place

E 20% Employees do not feel empowered

F 20% Career tracks not attractive/ no mentoring

G 19% Labour shortages

H 18% Disconnected from company leadership

I 18% Company culture

J 17% Disconnected from company/business unit/team goals

K 15% Employees do not understand their purpose

L 15% Company mission not clearly defined

M 13% Disconnect among leadership

N 12% Confusing new-hire period/onboarding

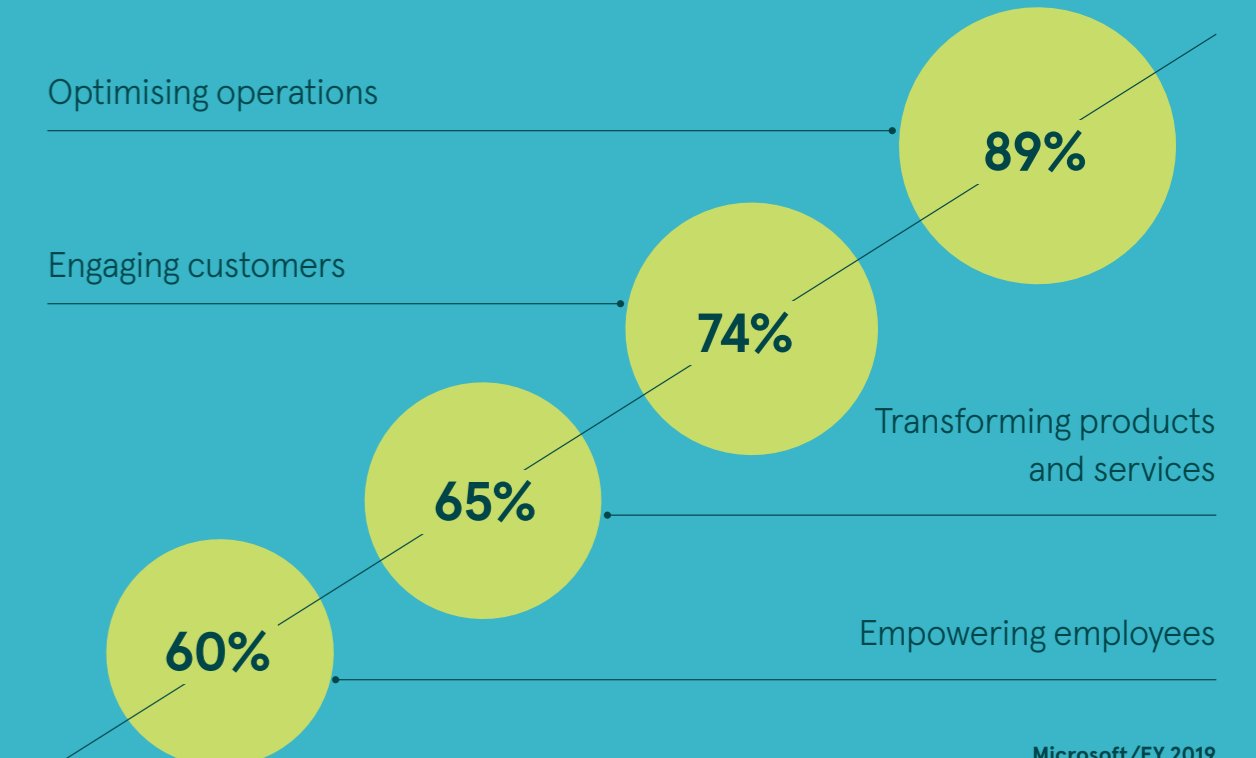**O 11%** Company not on the cutting edge of new technologies

USING TECH TO EMPOWER EMPLOYEES

Percentage of business leaders who said the following attributes were very important to the creation of a modern workplace

The workforce is organised around teams of highly engaged people — 75%

Technology handles more routine work and people focus on tasks requiring creativity and innovation — 72%

Productivity practices and tools are designed to empower employees to collaborate — 70%

Digital workspaces empower people to work from anywhere at any time — 70%

Harvard Business Review and Microsoft 2018

87%

of CIOs believe digitally empowering employees can drive at least 5 per cent additional revenue growth over three years

DIGITALLY EMPOWERED

Results where firms make apps available and highly accessible

17% less time spent on manual processes

16% increase in team collaboration

16% faster decision-making

Microsoft/EY 2019

AI CAN EMPOWER THE WORKFORCE

Top business benefits of artificial intelligence, according to global companies that are considered AI leaders

Optimising operations — 89%
Engaging customers — 74%
Transforming products and services — 65%
Empowering employees — 60%

Microsoft/EY 2019

RACONTEUR