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Even the CEO of Zoom Says He Has Zoom Fatigue

JPMorgan's Jamie Dimon, other executives say the perils of remote work make a return to the office an imperative



Eric Yuan admits, at The Wall Street Journal's CEO Council Summit, that he suffers from Zoom fatigue and no longer schedules back-to-back meetings.

By Chip Cutter

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Some of America's top executives, including the CEOs of JPMorgan Chase & Co. and [Zoom Video Communications](#) Inc., say they are souring on some aspects of [remote work](#).

After more than a year of working virtually during the pandemic, executives in banking and technology are pushing back on the idea that workers should be able to do their jobs entirely from home in the coming months. Though some said they expect more flexible work arrangements to endure going forward, they say there are clear signs of burnout in an era of nonstop video calls.

Eric Yuan, the CEO of Zoom, told a virtual audience of [The Wall Street Journal's CEO Council Summit](#) Tuesday that he had personally experienced Zoom fatigue. On one day last year, he said he had 19 Zoom meetings in a row.

"I'm so tired of that," Mr. Yuan said, adding that he no longer books back-to-back Zoom calls. "I do have meeting fatigue."

Like many companies, Zoom is planning an eventual return to its offices, Mr. Yuan said. Zoom's employees will most likely be asked to come into an office two days a week, and work from home the rest of the time, he said.



JPMorgan's CEO spoke at The Wall Street Journal's CEO Council Summit with Editor in Chief Matt Murray, saying in-person meetings are far more effective than virtual ones and that most of his workers will return to in-person work by the fall.

Jamie Dimon, chairman and CEO of JPMorgan, [said more of his employees will return to the office](#) starting this month, though he acknowledged they aren't all

happy about it. Remote work doesn't work well for generating new ideas, preserving corporate culture and competing for clients—or “for those who want to hustle,” Mr. Dimon said, adding he has been back in the office for months. “I'm about to cancel all my Zoom meetings,” he said. “I'm done with it.” JPMorgan is phasing workers back into offices this spring and summer. “Yes, people don't like commuting, but so what?” he said. “We want people back at work and my view is some time in September, October, it will look just like it did before.”



Ellen Kullman says that flexibility will always be present, but working in person is essential for the collaborative spirit, at The Wall Street Journal CEO Council Summit. Photo: Rachel Bujalski/WSJ

For months, corporate leaders have debated how best to reorient work once more employees return to in-person settings. Though many are settling on a hybrid approach, [blending remote work with in-office days](#), there is a simmering standoff between some workers and their bosses around how flexible work should be once the pandemic ends.

Some employees have gotten so used to remote work that they never want to go back to an office, said Ellen Kullman, CEO of 3-D printing startup Carbon Inc. While employees should have some input, they alone won't decide how work evolves, she added, saying that she is worried about hybrid work models. "I might be old school, but I'm a believer that over time it will migrate back to a more in-person environment," Ms. Kullman said. "It's not a democracy. We're not going to vote."

Link: <https://www.wsj.com/articles/even-the-ceo-of-zoom-says-he-has-zoom-fatigue-11620151459#:~:text=Eric%20Yuan%2C%20the%20CEO%20of,had%20personally%20experienced%20Zoom%20fatigue.&text=%E2%80%9CI'm%20so%20tired%20of,I%20do%20have%20meeting%20fatigue.%E2%80%9D>