

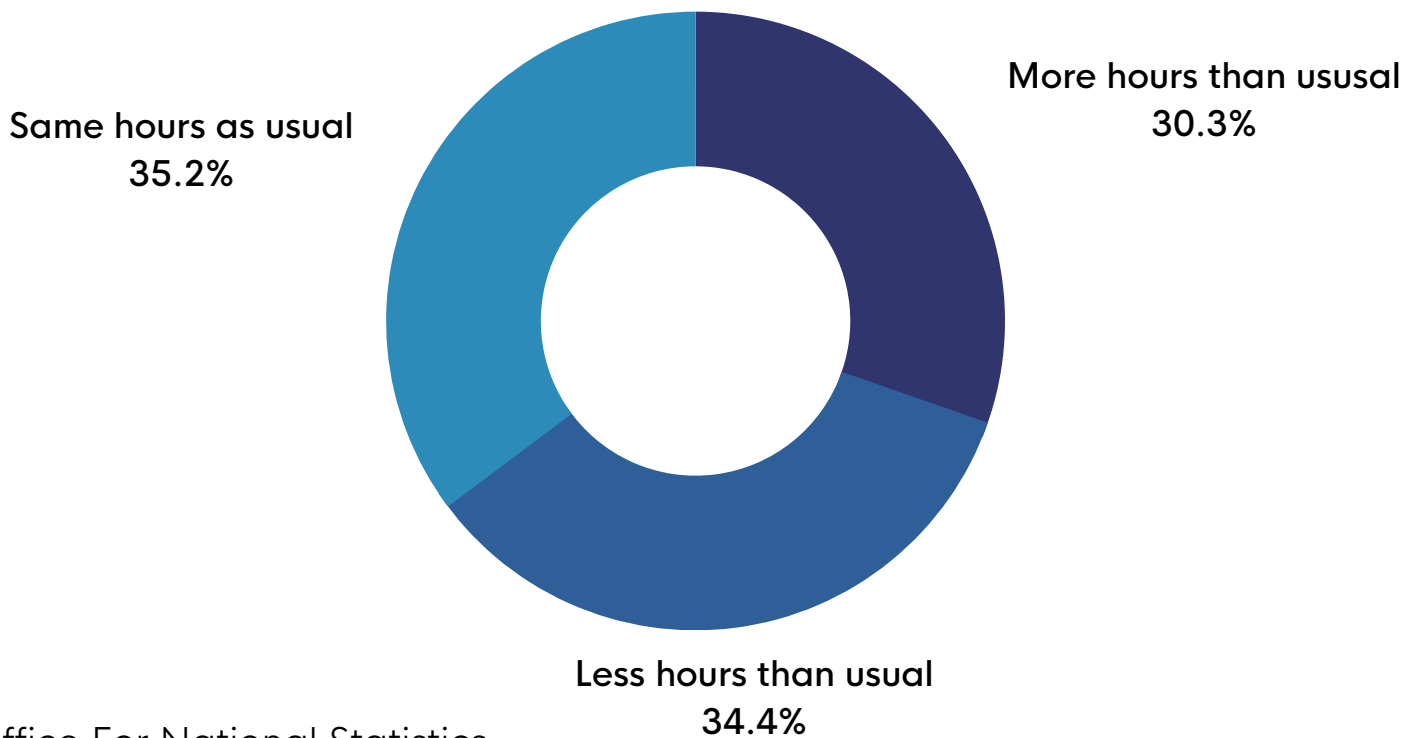
Workplace trends for the future

Discovering a 'new' way of working



A 'New' Culture

More UK employees worked from home in 2020; which kick-started a new way of working. The Office For National Statistics found that on average, UK workers didn't see a change in the hours they worked - working the same hours as usual.



- Office For National Statistics



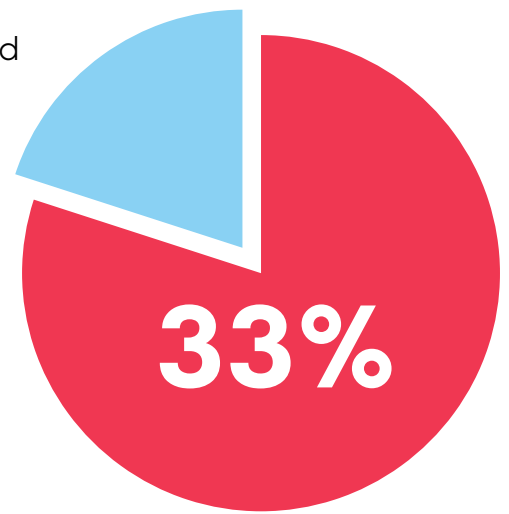
A Need For Digital Skills

As the landscape of digital working looks set to evolve further, there has been an increase in the demand for digital skills. Employees who are able to work effectively in and out of the working environment, will be highly sought after. There has been a worry over the digital skills gap which currently exists among the UK workforce.

More than half of UK workforce lacks essential digital skills – Lloyds

Being able to 44% cannot set privacy settings on work-related social media and other accounts – Lloyds

Collaborating with co-workers remotely, will require employees to be able to use online tools effectively. There are various workplace tools that we expect to see in 2023; making a lasting change to the workforce.



have boosted digital skills during lockdown – ipsos



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Workplace Trends

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**Artificial
Intelligence**

2

**Virtual
Collaboration**

3

**Digitalisation
& Automation**

4

Security & Data

5

**Mobile App
Emerge**

6

**Employee
Experience**

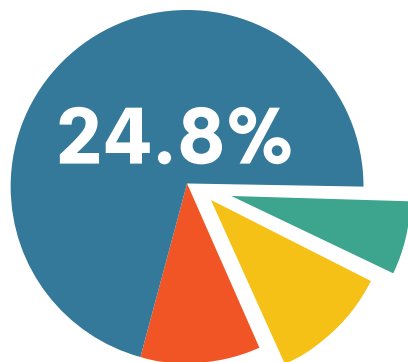


Artificial Intelligence

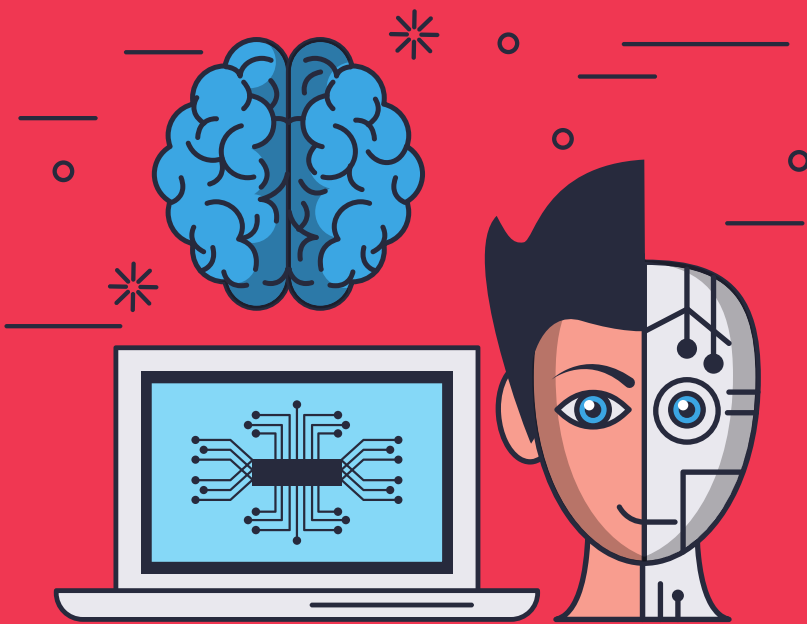
2020 saw the beginning of brands making plans or in fact, starting to integrate artificial intelligence into their business applications; and with a digital workplace on the horizon, there are increasing ways for businesses to automate future jobs.

In order for businesses to begin introducing the use of AI, they will have to understand how ready the business applications currently being used by employees are.

For example, when onboarding new recruits, there could be an AI-powered chatbot which answers about business applications, which then could minimise learning costs and deliver a better customer experience.



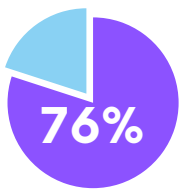
of companies with more than 250 employees have invested in some form of AI. - Wired.com



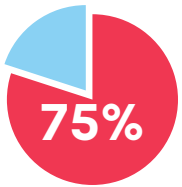
Virtual Collaboration

The need to collaborate and communicate virtually during 2020, left many without a choice – but virtual collaboration is here to stay in the long run.

There are constantly new digital solutions being created to aid team members collaborate on projects, share files, screen-share and conduct their weekly meetings and maintain high productivity levels. As we begin to see workplace changes, virtual communication and collaboration currently is – and will continue to be – incredibly important in the modern workplace.



of people have used video collaboration to work remotely - NoFussIT



of those found an increase in productivity and enhanced work-life balance - NoFussIT



Digitalisation & Automation

One of the challenges that employees have faced in the wake of COVID-19, is the transition of moving away from manual processes, not having access to office supplies and being in different locations. This is where digitisation comes in.

Being able to manage workflow has been tricky for organisations; but automation is being embraced. For businesses that deal with forms and applications, will find it much easier. Onboarding new employees remotely can be tricky for business and the new starters; as they're not in the same location.

By implementing more online onboarding systems, new starters will have access to all company essentials.



64% of UK businesses are already using process mining technologies - HRnews



Security & Data

As we move towards a more 'digital workplace', the likelihood of being exposed to cyber threats will undoubtedly increase. This is due to workers now using their own devices instead of office workstations. Organisations are now stepping up their security processes to ensure they are fully protected against external threats.

These methods include: Two-factor authentication, meticulous security permissions and asking users to regularly update their passwords. If businesses use an intranet, they will be able to access permission management and manage what specific roles can and cannot do within the system.

Of course, the result of not taking the necessary security measures could be very costly. There could also be a need for organisations to provide resource and training for employees on how to best avoid data and security risks.

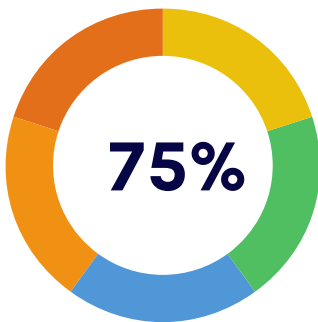


Mobile Apps

Mobile alerts have become the norm for many of us; although you can turn notifications on and off, it has become convenient to receive instant alerts, keeping us glued to our screens. Mobile functionalities for the digital workplace have become very relevant and increasingly requested.

Just like for various applications installed on our devices, employees being able to receive instant notifications for important notices whilst away from their desk or office, will come in very beneficial. They could be notified for important company changes such as a new starter joining, additional resources and updates on projects when collaborating.

As more businesses transition towards digital working, we expect to see more mobile apps being developed.



of all internet traffic originates from a mobile device - Zudu



Employee Experience

The value of employees should never be underestimated; especially during difficult times. Until present, it could be argued that employee experiences have been somewhat fragmented, which has left workers feeling isolated and unsupported.

As businesses have identified this, they are now slowly moving towards building digital workplaces to help employees at every level have the great employee experience they need. We are seeing applications being built to aid employee needs.

Applications that allow employees to log in on a mobile or tablet, if they are away from the office, to receive the information they need. Resources such as starter welcome packs and training guides could be available to new starters who perhaps may begin remotely, but will be equipped with all the information they need.

As businesses transition to digital, it's important to identify which methods they can use to connect internally and work effectively.

