T1V
white paper

Work From Anywhere:
Organizational Challenges and Key Workplace Trends

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INTRODUCTION

The T1V Work From Anywhere study explores how people of all ages and positions spend their work week - whether they're in the office, working from home, on the road - or all of the above.

Highlighting different trends in work environments, we take a deep dive into office schedules, WFA challenges and how individuals navigate connecting with their internal teams and external partners - no matter where they are.

This is an ongoing study where data is being collected by T1V online surveys, webinar polling, and in-person interviews.
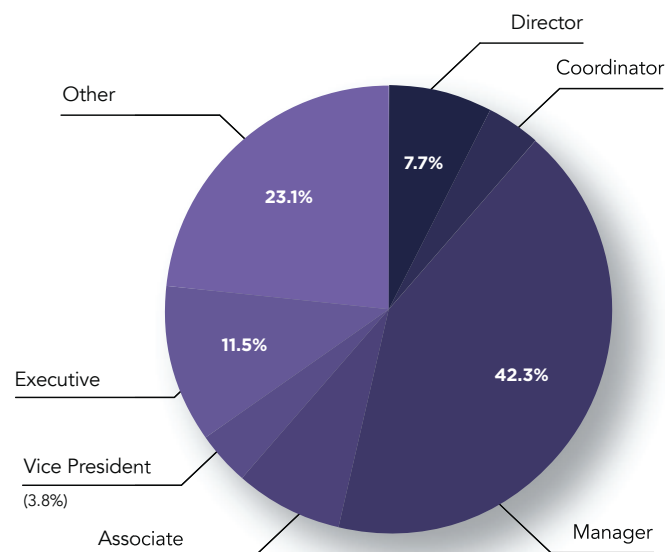
What have we found so far?
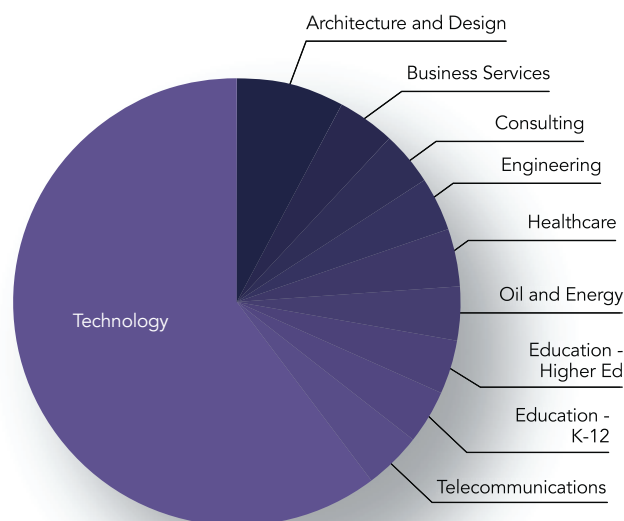
STUDY DEMOGRAPHICS

What is your title?

Results were compiled from a pool of respondents. From the respondents that reported their demographic information - 73.1% were 25 - 44 years old, while 34.6% identified as female and 65.4% identified as male. 42.3% of participants selected "Manager" as their job title. 3.8% responded as Vice President level, and 11.5% selected "Executive," respectively. Data collection is currently ongoing, and will be updated quarterly.

Director
Coordinator

Other

7.7%

23.1%

Executive

11.5%

42.3%

Vice President
(3.8%)

Associate

Manager

Graph 1

What is your industry?

Architecture and Design

Business Services

Consulting

Engineering

Healthcare

Oil and Energy

Education -
Higher Ed

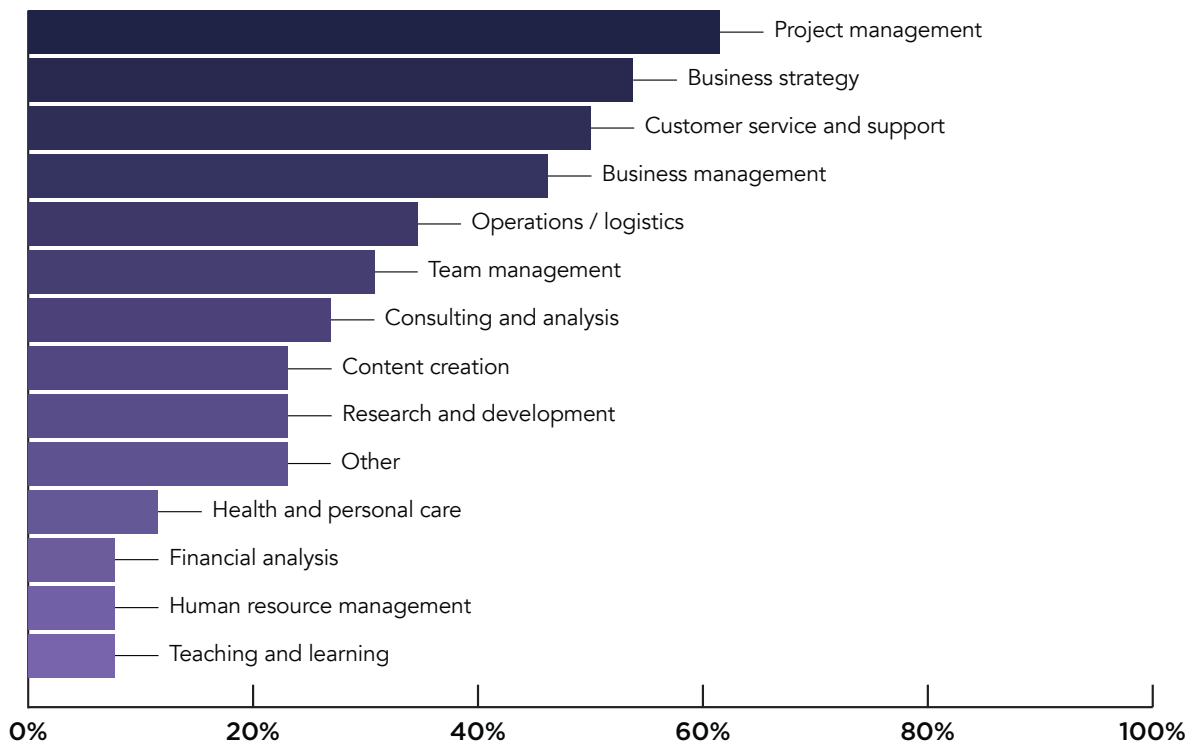Education -
K-12

Telecommunications

Technology

Graph 2

The study gathered data from participants across multiple industries, including Consulting, Education, and Healthcare. The highest response rate came from the Technology industry at 57.7%.

What are some of your everyday work tasks?

Bar chart showing everyday work tasks:
- Project management
- Business strategy
- Customer service and support
- Business management
- Operations / logistics
- Team management
- Consulting and analysis
- Content creation
- Research and development
- Other
- Health and personal care
- Financial analysis
- Human resource management
- Teaching and learning

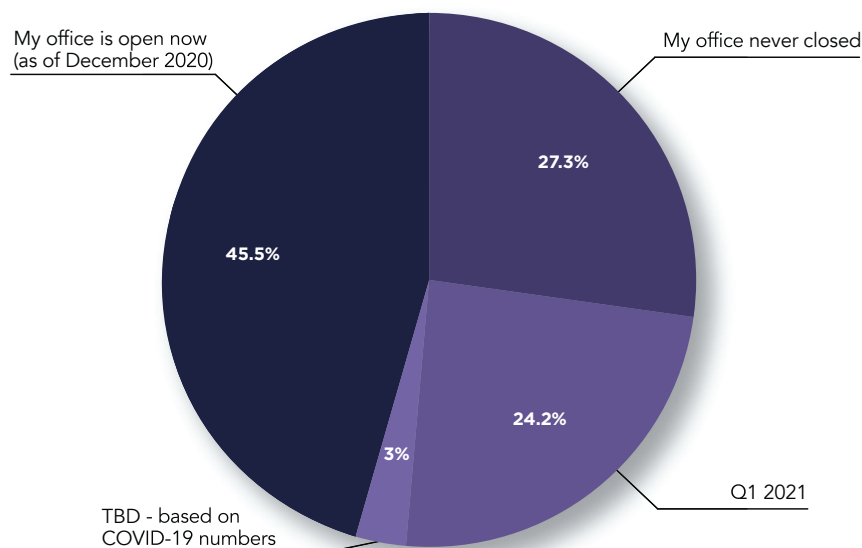X-axis: 0% 20% 40% 60% 80% 100%

Graph 3

STUDY FINDINGS

Though many offices around the world reported being on lockdown for a period of time during various stages throughout the global pandemic, our research shows that employees are returning to offices as they reopen. Both organizations and workers are continuing to adjust to new challenges and pivot their processes in the midst of change, in order to support hybrid teamwork.

When will your office reopen?

My office is open now
(as of December 2020)

My office never closed

27.3%

45.5%

24.2%

3%

TBD - based on
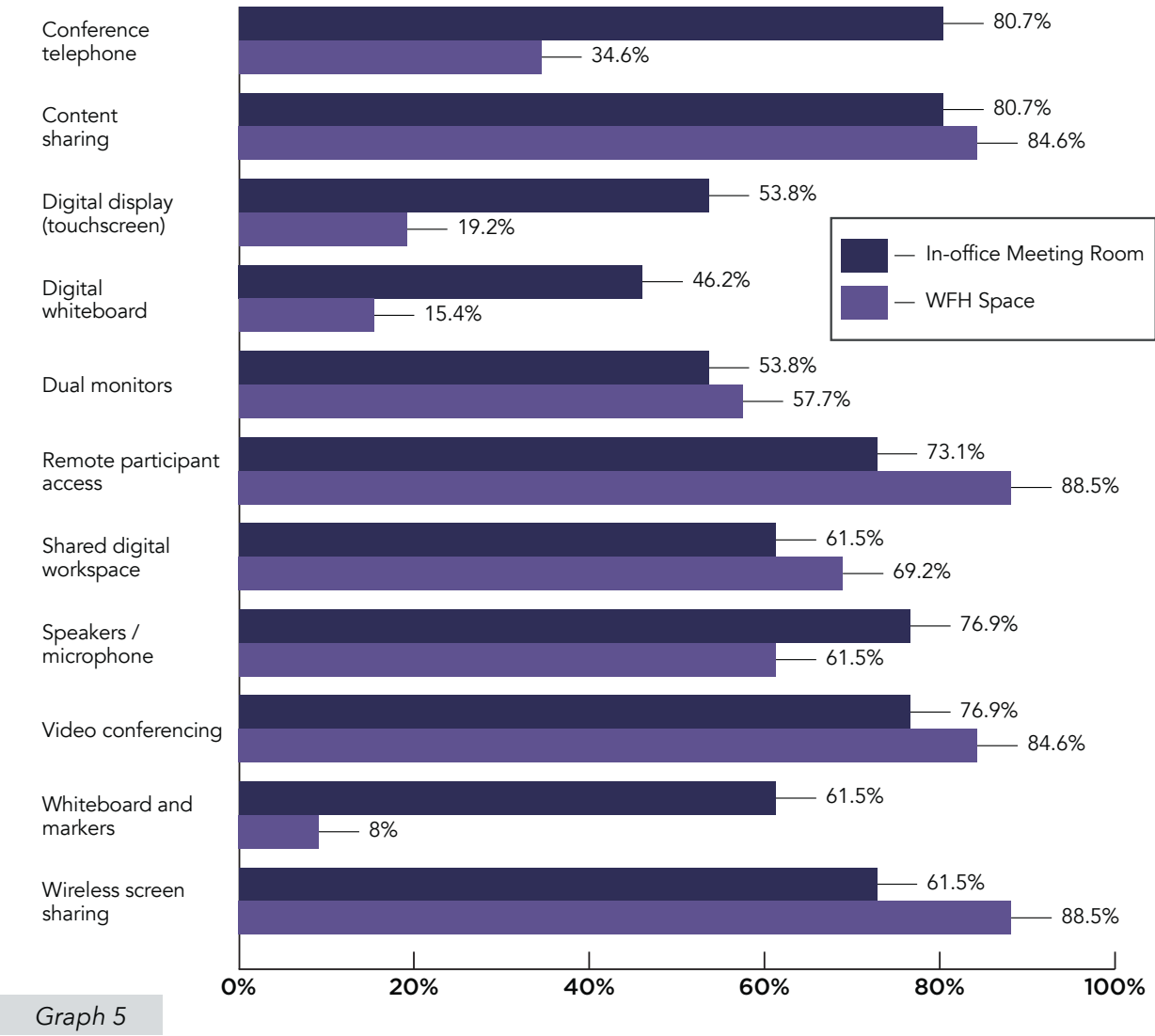COVID-19 numbers

Q1 2021

Graph 4

Our research shows that about 73% of offices are currently open, as employees return to the workplace under the hybrid work model. An additional 24.2% of offices are planning to reopen in Q1 of 2021. Surprisingly, now - only 3% of participants said their office reopening plans remain TBD, based on COVID-19 numbers.

However, it is important to note - even if an office is open, findings show that not all employees are 100% back in the office every day, depending on their industry and local pandemic trends.

�or **Both organizations and workers are continuing to adjust to new challenges and pivot their processes in the midst of change, in order to support hybrid teamwork.**

We asked people to select all that apply to their typical work environment - with regards to both the in-office meeting room and their WFH space. What hardware and software do they have? Is a shared digital workspace available in their office huddle rooms AND at their home work environments?

Select all that apply to your typical work environment:

Conference telephone — 80.7% / 34.6%
Content sharing — 80.7% / 84.6%
Digital display (touchscreen) — 53.8% / 19.2%
Digital whiteboard — 46.2% / 15.4%
Dual monitors — 53.8% / 57.7%
Remote participant access — 73.1% / 88.5%
Shared digital workspace — 61.5% / 69.2%
Speakers / microphone — 76.9% / 61.5%
Video conferencing — 76.9% / 84.6%
Whiteboard and markers — 61.5% / 8%
Wireless screen sharing — 61.5% / 88.5%

Legend: In-office Meeting Room / WFH Space

Graph 5

Approximately 80% of respondents selected that they have content sharing capabilities both in-office and at home.

About 70% of people reported that their meeting rooms have remote participant access, with close to 90% stating that remote participant access exists in their WFH space.
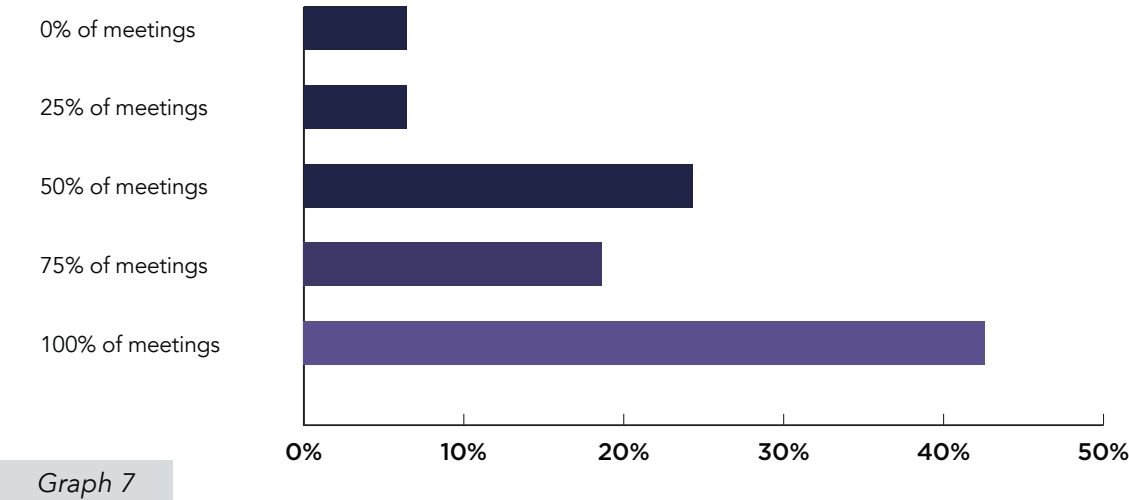
When surveyed about their work from home environments, about 50% selected that they work from a makeshift space - such as a dining / kitchen table, or other. A little over 25% of respondents reported that they share a home office with other people (spouse, roommates, children).

Select all that apply to your work from home (WFH) environment:

| WFH environment	Percentage
Dedicated home office	38.5%
I work from a makeshift space - dining / kitchen table, or other	50%
I share my home office with other people (spouse, roommates, children)	26.9%

Graph 6
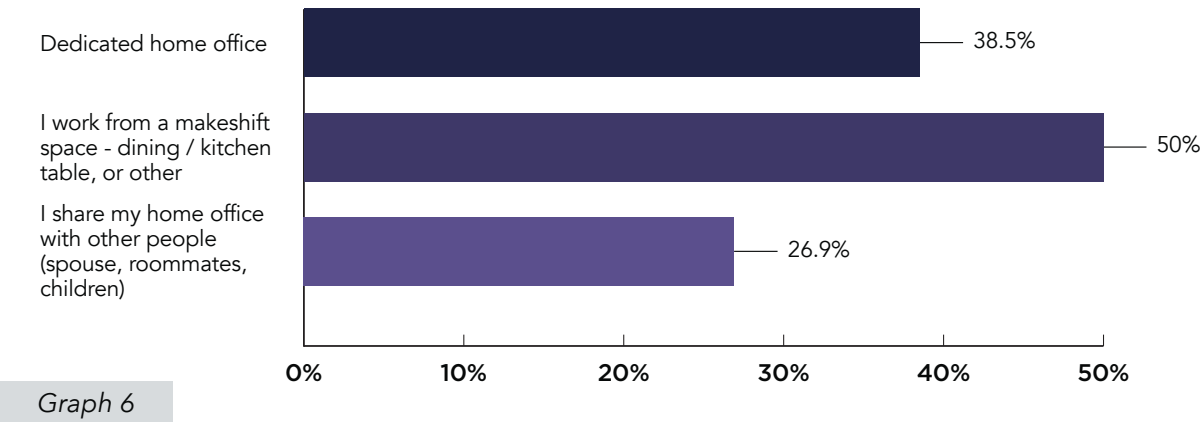
Nearly 60% of people reported that they join video conferencing for 75% or more of their daily meetings. As we know, the use of video conferencing for meetings rose in 2020, as evident from the widely reported statistic that the number of daily Zoom users jumped from 10 million in December 2019 to 300 million in March of 2020.

What percentage of your meetings include video conferencing?

Meetings	Approx. Percentage
0% of meetings	~6%
25% of meetings	~6%
50% of meetings	~24%
75% of meetings	~19%
100% of meetings	~42%

Graph 7

Zoom remains the most popular video conferencing application, with about 85% of study participants reporting that they use Zoom for meetings. The second most widely used video conferencing app is MS Teams, with almost 55% of people noting its use. The biggest takeaway here is that nearly all respondents indicate they use at least two video conferencing platforms, having not completely standardized on a single platform.

## Which video conferencing platforms do you use?

Graph 8
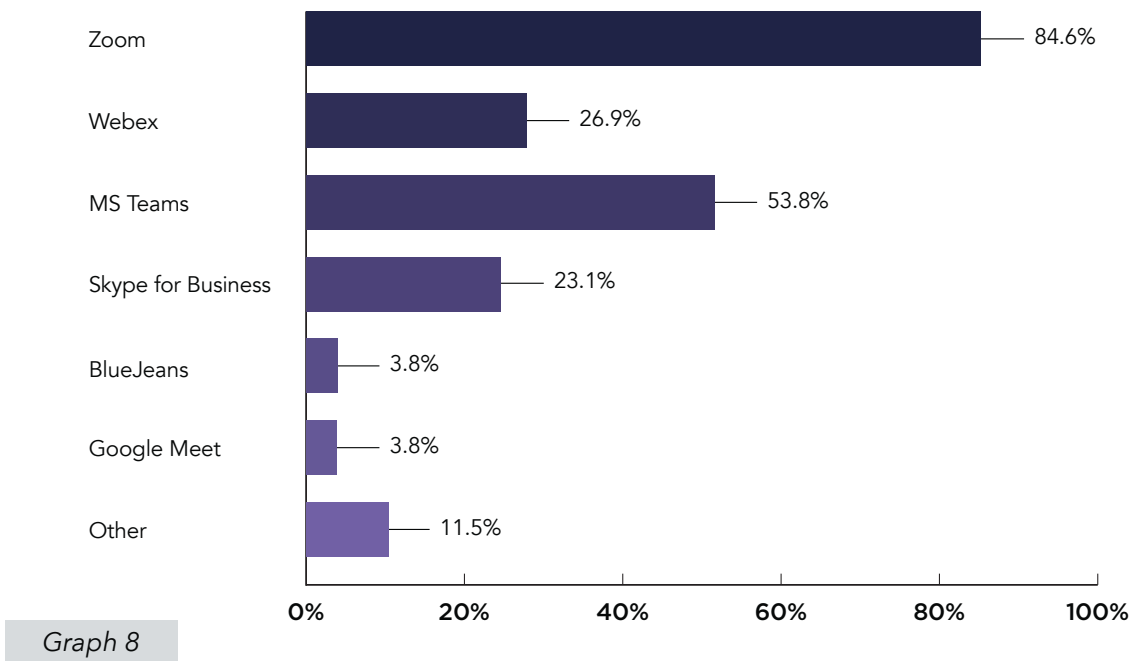
As our study shows that one of the most reported pain points in working from anywhere is hybrid team communication - when coworkers are distributed between in-room and home working environments We asked if employees use a visual collaboration tool (in addition to video conferencing) throughout the work day.
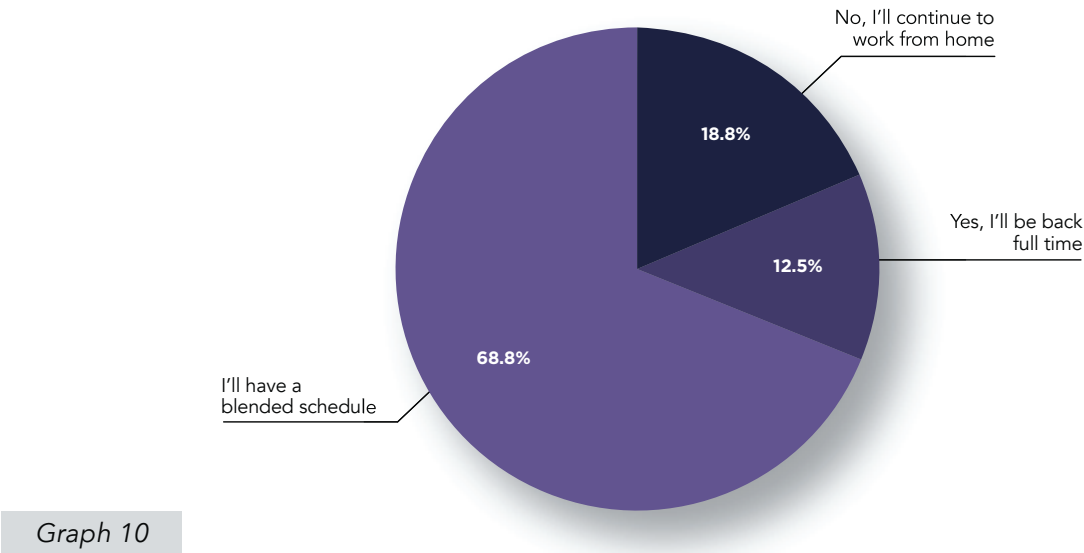
Research found that over 50% of people use a visual collaboration tool for team workflows, and close to 15% are interested in potentially incorporating visual collaboration into their virtual toolset to enhance productivity and team engagement.

Do you use a visual collaboration tool (in addition to video conferencing) throughout your work day?

Yes	51.8%
No	33.9%
No, but I am interested in learning more	14.9%

Graph 9
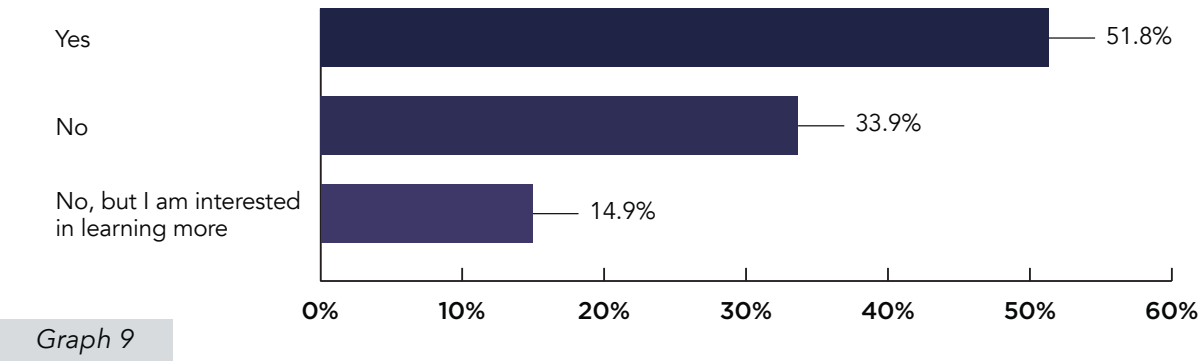
With technology serving as a conduit for collaboration throughout the pandemic, data responses from people from all job levels and organizational departments suggest that the hybrid work model - where some employees work from the office, and others work from home - is here to stay. Nearly 70% of employees reported that they plan to have a blended schedule once their office reopens - working from both the office and their homes.

Do you plan to work from home once your office reopens?

No, I'll continue to work from home — 18.8%

Yes, I'll be back full time — 12.5%

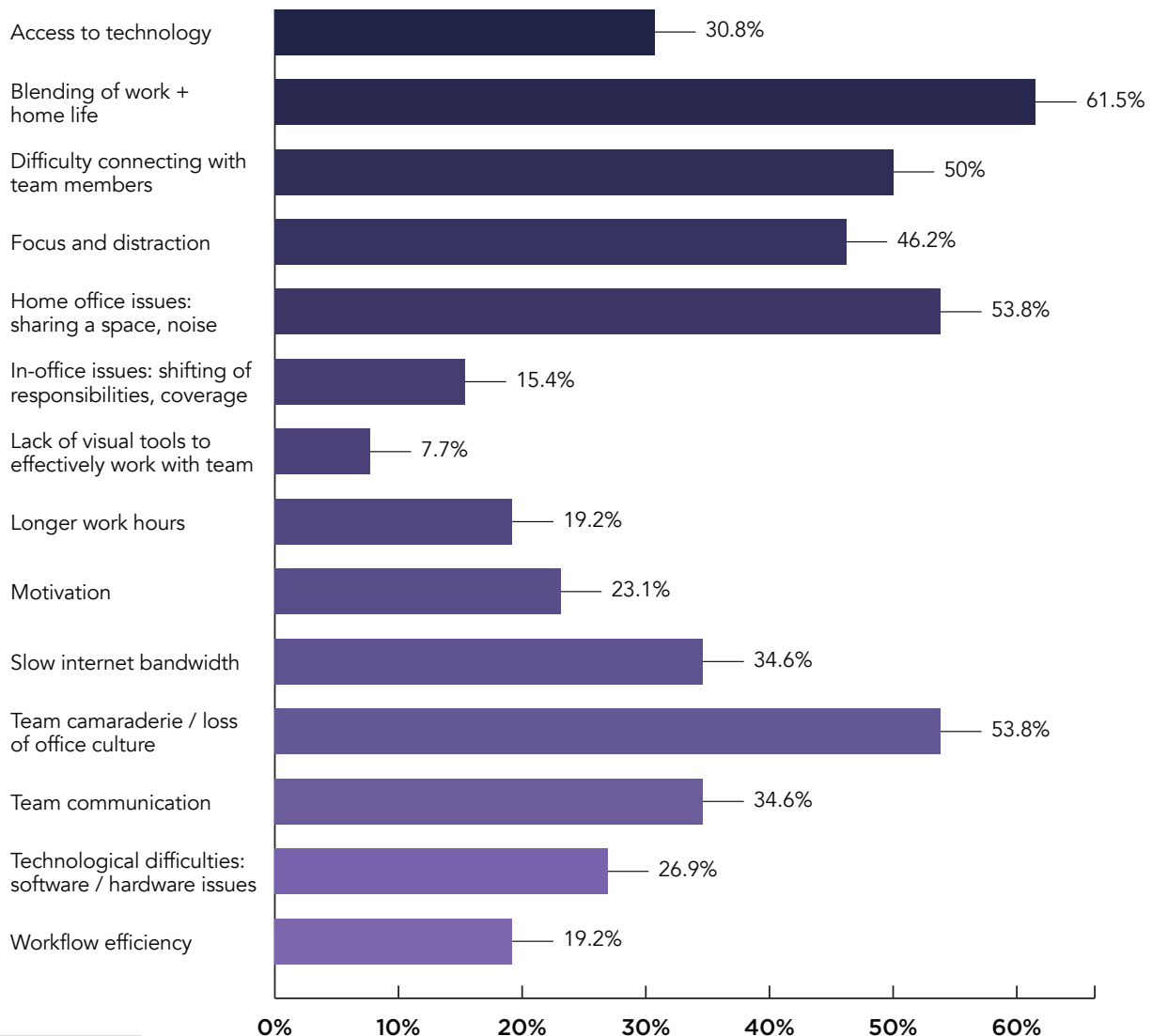I'll have a blended schedule — 68.8%

Graph 10

Nearly 70% of employees reported that they plan to have a blended schedule once their office reopens.

CHALLENGES

Workers cited a variety of challenges as they navigate working from anywhere. Some of the highest reported challenges, with 50% or more of people experiencing them, are the following:

> Blending of work + home life

> Difficulty connecting with team members

> Home office issues: sharing a space, noise

> Team camaraderie / loss of office culture

What are some challenges you have identified with when working from home or with hybrid teams?

Challenge	Percentage
Access to technology	30.8%
Blending of work + home life	61.5%
Difficulty connecting with team members	50%
Focus and distraction	46.2%
Home office issues: sharing a space, noise	53.8%
In-office issues: shifting of responsibilities, coverage	15.4%
Lack of visual tools to effectively work with team	7.7%
Longer work hours	19.2%
Motivation	23.1%
Slow internet bandwidth	34.6%
Team camaraderie / loss of office culture	53.8%
Team communication	34.6%
Technological difficulties: software / hardware issues	26.9%
Workflow efficiency	19.2%

Graph 11

Environment / distraction

With half of the respondents in the WFA study reporting distractions in their work from home, or WFH office setups, from dogs barking on conference calls to family members or delivery people interrupting meetings - work environments are key to efficiency. Though many people found that working from home provided solace for quiet hours and focused task completion, working from home also goes hand-in-hand with personal life blending into workspaces.

On the other end of the spectrum, employees working from the office also found themselves being distracted. With other team members working from home, people in the office spent valuable time covering duties for WFH colleagues when they were asked to complete specific office tasks for coworkers.

Team communication

Many people cited communication as a core issue with working from anywhere. Communication challenges can initially stem from not having a clear cut communication of team schedules. For example, one respondent noted that their team doesn't have a set "in-office" rotation, making it difficult to know who is available in the office or who is working from home - and therefore not knowing the best way to communicate with someone on your team.

Another respondent mentioned a remote specific meeting challenge - of not being able to communicate non-verbally with their internal team during external client calls. Usually, if everyone was in the same room for a client call, the internal team can mute the phone and talk amongst themselves to answer client questions. But carrying out a client call over video conferencing changes the format of the call almost into a presentation, which requires more advanced preparation - so that each internal team member is on the same page when discussing concepts and questions with clients.

TRENDS

More time is spent in meetings.

Just like the recent research on meeting trends from survey results conducted by the Harvard Business School, the participants in the WFA study found that since COVID-19 and respective state and country lockdowns, the total count of meetings per person per day has increased.

Even though studies show that meeting times are shorter, many people are spending more time in meetings overall, including meetings with video conferencing. One respondent explained,

"At the beginning of COVID-19, about 90% of my meetings included video conferencing. Now that we're settled in to this new era of work, I would say the percentage of meetings that have video conferencing is about 50-60%."

Additionally, more time in meetings can be contributed to working more hours per week overall, since the line between work life and personal life tends to blur when working from home.

Once an office is reopened [post lockdown], most people split their time between WFH and working from the office.

The hybrid work model, where blended teams have some employees working from home and others working from the office, is more evident now than ever before. Approximately 70% of Work From Anywhere study respondents noted that they prefer the hybrid model - as they realized benefits of working from home, like shorter commute times and flexible work hours.

There is disparity between in-office meeting rooms and WFH spaces.

When respondents selected the tools they had in their two typical work environments - in-office meeting rooms and WFH spaces - there were several trends worth noting.

Meeting rooms touted more hardware-based solutions, like conference telephones, digital displays (touchscreens), and speakers / microphones. Over 50% of meeting rooms have touchscreens, whereas less than 20% of home offices do.

Comparatively, WFH spaces - where many people just use a laptop to work - rely more heavily on software-based solutions that focus on remote participant access, a shared digital workspace, and video conferencing capabilities. This makes sense, as a little less than 40% of WFA study participants reported that they work from a dedicated home office.

The need for digital whiteboards is also on the rise, as both the prevalence of digital whiteboards and physical whiteboards / markers is significantly higher in an office meeting space as opposed to work from home settings. T1V customers in Q4 of 2020 had a new use case in common. Organizations came to us with the need for their employees to have access to digital whiteboards and annotation, so that they could have the capability to markup existing documents or images, like multi-page PDFs - whether collaborating in-room or remotely.

"Organizations came to us with the need for their employees to have access to digital whiteboards and annotation...whether collaborating in-room or remotely."

TAKEAWAYS

We asked, "What do you like most about working from home?"

The top answers were clear:

> The ability to complete more **focused work**

> Having the **freedom** to manage workflows and tasks as they see fit

> **Flexibility** with schedules

> Free lunch!

Flexible schedules are the way to go.

Employees of organizations in the Work From Anywhere study agree across the board that the hybrid work model provides more agency in regards to work schedules, resulting in more control in when and how they work. Depending on the tasks employees need to complete, people are finding that it is easier to complete some in the office versus others at home.

Picking and choosing what work location is most beneficial to their work style and tasks they need to complete offers employees the ability to decide what location and schedule allows them to be the most efficient. And now that employees have this newfound agency in their workflows as the new norm, it may prove difficult to return to the nature of work pre-pandemic.

People are using multiple video conferencing platforms.

The biggest takeaway from survey data on video conferencing is twofold: people are continuing to use video conferencing during meetings - and nearly all respondents indicate they use at least two different types of video conferencing platforms.

Though some companies do standardize one video conferencing solution throughout their organization, many don't - whether different departments use alternate video conferencing solutions, or people switch between different platforms for clients, third party vendors, and more.

It is important to have the ability to seamlessly switch between video conferencing platforms like BlueJeans, Webex, MS Teams, and Zoom. If collaboration tools have third party video conferencing baked into their platforms, even better.

Visual collaboration tools are key.

With video conferencing applications being so popular across the enterprise, meetings with video conferencing are a common and daily occurrence. However, video conferencing has many limitations that instead, visual collaboration software capabilities can actually accommodate.

Several Work From Anywhere study respondents noted that visual collaboration tools that allow multiple users to wirelessly screen share, compare and co-create content side by side, enhance communication and connection between both internal and external teams - which is exactly what remote teams are craving.

Discover WFA technology tools for your team by learning more about T1V's Work From Anywhere collaboration solutions.

T1V

T1V is a visual collaboration company specializing in hybrid collaboration software for enterprise and education markets. The company's collaboration platform includes ThinkHub® collaboration for global teams, HubVC™ BYOD whiteboarding and video conferencing, T1V Hub™ wireless screen sharing, and AirConnect™ mobile app - all working cohesively to support a seamless, intuitive user experience for both in-room and remote participants.

T1V's suite of collaboration software represents total meeting room solutions that replace much of the hardware we equate meeting room technology with today.

T1V ThinkHub Connect™ active learning technology is designed to support a variety of teaching and learning styles, from traditional lecture to team problem solving and group-based work. The solution also supports collaboration amongst students located at off-site locations and allows easy content sharing between remote locations.

All T1V solutions are Built for BYOD™ (bring your own device) to support the many devices, programs, and platforms of today's hybrid meeting and learning environments. T1V is a leading innovator in large-scale, interactive software technology, with seven issued patents in collaboration and active learning software.

To learn more, visit t1v.com