Work in Progress

Six months living the future of work

The following results are based on Prudential's Pulse of the American Worker Survey conducted by Morning Consult in September 2020.

Workers Settling into the Future of Work

The way in which **Americans work** will never go back to "normal"

66%	23%
Agree	**Disagree**

The majority of American workers (**66%**) say the way in which we work will never return to normal—up **3 points** since May.[1]

How employers respond can pay dividends

The majority of American workers (**73%**) grade their employer's response to the pandemic an A or B.

More than a third (**37%**) say their employer's response to the pandemic has improved in the last three months.

How employer's response to the pandemic has changed in the last three months.

37%	51%	9%
Improved	Has not changed	Worsened

67% of American workers believe their employer has done enough to protect workers' health and wellness—up **7%** since May.[1]

53% are more committed to their employer and **54%** are more likely to work for their employer long term because of their response to the pandemic.

What workers want? Flexibility, mobility and training

When asked about what they would like their employers to offer or continue to offer once the threat of COVID-19 has decreased, workers highlight **flexible schedules**, **remote work options** and **learning and development programs**.

#1 Flexible scheduling (**44%**)

#2 Remote work options (**35%**)

#3 Learning and development programs (**25%**)

Prudential

Six Months In, Remote Work Is Still Working

Nearly **two-thirds** (**65%**) of *all* American *workers* say the pandemic has added a great deal of stress to their lives.

Nearly **three-quarters** (**71%**) of *remote* workers say working remotely is helping them manage stress brought on by the pandemic.

58% of remote workers feel more productive working remotely versus on-site.

72% say their employer has given them the tools they need to work remotely effectively.

65% of remote workers say their managers have given them more autonomy over their work.

Remote workers save time and money

On average, remote workers save about an hour (**55 minutes**) by not commuting. The majority (**57%**) apply this extra time to their work.

Nearly **4 in 10** (**37%**) remote workers have decreased their monthly expenses by working remotely.

Company Culture in Remote-Work Setting

A majority of workers (**61%**) report that their employer's culture is part of the reason they've stayed at their jobs. As workers settle in, **43%** of remote workers feel connected to their company's culture—up from **36%** in May[1]. Half (**53%**) say their employer has taken steps to strengthen workers' connections to company culture—including **increasing communication**, **encouraging social interaction** and **enhancing benefits**.

Percentages listed are of those whose employers have taken steps to strengthen culture.

#1 Increasing digital communication (**64%**)

#2 Encouraging virtual social interaction (**36%**)

#3 Enhancing benefit offerings (**32%**)

Undercurrents Emerging in Remote-Work Environment

Since the pandemic started, the start and end of my workday feel less defined

58%	30%
Agree	**Disagree**

Since March, I have taken less paid time off than in the same period last year
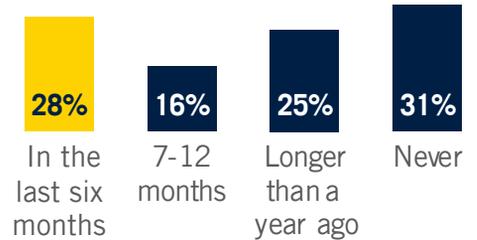
65%	24%
Agree	**Disagree**

While remote workers appear largely happy with their work experience, nearly **6 in 10** say since the start of the pandemic their workday is less defined.

Additionally, **45%** are tired of participating in video meetings and nearly **two-thirds** have taken less vacation since March than they normally would.

## Workers see the importance of skilling but need employers' help

Presently, **42%** of workers see limited opportunities for growth in their job because of the pandemic. **6 in 10** American workers say learning and development is important to their long-term competitiveness. However, less than a third (**28%**) have taken an employer-sponsored training that was not required in the last six months. Only **30%** have taken a training and development program outside their organization since the start of the pandemic.

The last time workers received skills training from their employer

28%	16%	25%	31%
In the last six months	7-12 months	Longer than a year ago	Never

#1	Courses offered by employer (**35%**)
#2	Self-taught learning (**33%**)
#3	On-the-job learning (**31%**)

How workers learn

When asked about what formats they are most likely to use to build new professional skills, workers most often cite **courses offered by their employer**, **self-taught learning** and **learning on the job**.
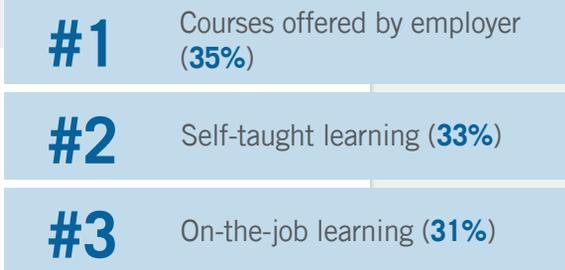
Percentages listed are of those who selected each option as one of their top three choices.

32%	of workers say it's been harder to learn on the job during the pandemic.
41%	say it's been harder to find opportunities to learn.
47%	of workers want their employer to do more to invest in skilling programs.

Managers Feel Double Taxed in a Remote Setting

In a remote setting, managers are being asked to do more. In addition to managing their own anxiety and stress driven by the pandemic, managers are having to work extra time to ensure their teams have the resources and guidance they need.

A majority of managers with remote teams say since the start of the pandemic, they've increased communication with direct reports, talked with their team about performance and development, and helped identify virtual learning opportunities.

Additionally, nearly **three-quarters** (**71%**) have helped equip their teams with the tools they need to work remotely.

I have increased communication with my direct reports since the pandemic began

66%	**25%**
Agree	**Disagree**

I have talked with my direct reports about their development since the start of the pandemic

75%	**16%**
Agree	**Disagree**

I have helped my direct reports identify virtual learning opportunities to build skills during the pandemic

67%	**22%**
Agree	**Disagree**

The strains of managing teams in a remote environment

71% of managers with remote teams say the pandemic has added a great deal of stress to their lives.

53% are concerned that without more resources to help them manage their teams remotely, productivity may be threatened long term.

40% of managers with remote teams are concerned their team will quit because of a lack of connection to their organization.

52% of managers with remote teams feel more burned out from work than they did before the pandemic.
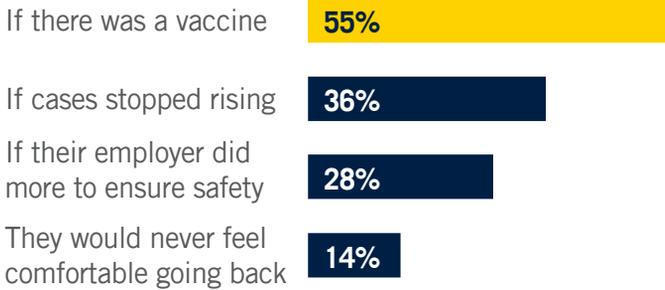
56% of managers say it's more challenging to manage direct reports remotely.

53% say managing their remote teams is adding more hours to their workday.

Returning to the Worksite

What would make remote workers feel comfortable returning to the worksite?

If there was a vaccine	**55%**
If cases stopped rising	**36%**
If their employer did more to ensure safety	**28%**
They would never feel comfortable going back	**14%**

Only **13%** of workers that were working remotely full time have returned to the worksite. Of those still working remotely, most (**81%**) do not expect to return before the end of the year—**30%** believe they will continue to work remotely for a year or more. When asked what would make them feel most comfortable returning, **more than half** say if there was a vaccine.

Once the threat of the pandemic is no longer an issue, most remote workers (**71%**) would like to continue working remotely—up from **68%** in May[1].

Workers' views on their return to the worksite experiences

42% of workers who have returned say the benefits of remote work outweigh the benefits of being on-site.

50% say they have little in-person interaction with colleagues despite being back on-site.

62% of workers who have returned would prefer to work remotely at least part-time in the future.

Working remotely vs. on-site

Despite the benefits of remote work, workers who have returned to the worksite report that certain things such as **collaboration**, **managing their time** and **learning new skills** have been less challenging than when they were remote.

	Learning New Skills	Getting Feedback	Managing Time	Balancing Work/Life	Collaboration
Remote (More Challenging)	27%	28%	36%	36%	38%
Returned (More Challenging)	19%	19%	18%	23%	18%

■ Remote (More Challenging)   ■ Returned (More Challenging)