

# Adapting to the New Normal

## New Ways of Working and Flexible Practices Post-Pandemic



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# Meet the Presenter



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**Microsoft**  
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- › Former roles at Accenture, Avanade, and Microsoft.
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- › Consulting and delivery in the Middle East, Europe, and Australia.



# **The Future of Work**

## **Hybrid, Flexible & Remote Work**

### **Technology & Virtual Engagement**

### **Well-being**



# Work has changed forever: Post-pandemic work trends

## Downsizing Physical Offices

Post-pandemic, companies are planning to reduce office space by an average of 30%, signalling a durable shift towards more remote work and decreased daily office attendance.

## Acceleration of Automation

**Tech and AI Expansion:**  
Since the COVID-19 outbreak, there has been a significant increase in automation and AI adoption, especially in finance and technology sectors, with up to 88% of executives reporting a rise in implementation (McKinsey & Co).

## Remote Work Stability

**Sustained Remote Engagement:**  
Even with pandemic restrictions easing, remote work persists, with forecasts showing 48% of employees will continue working remotely at least part-time, up from 30% pre-pandemic (McKinsey & Co).

## Shifts in Employment Sectors

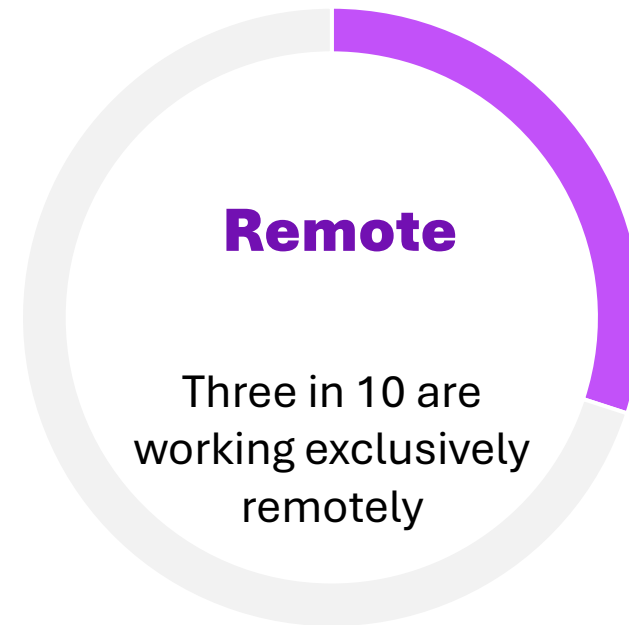
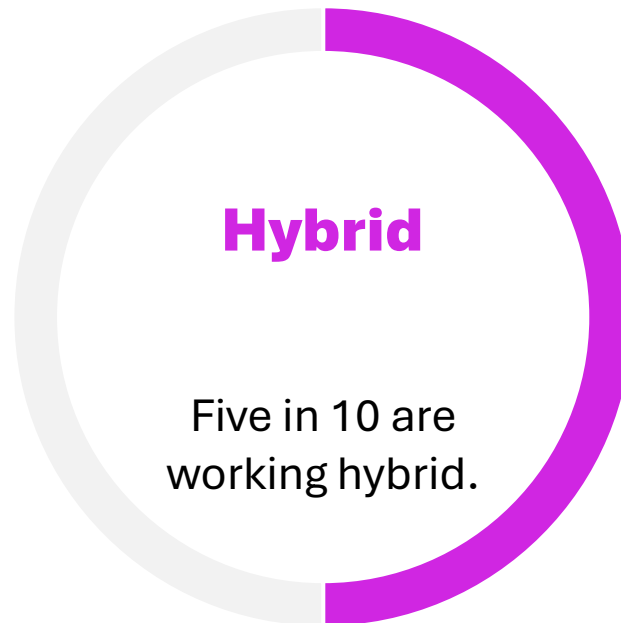
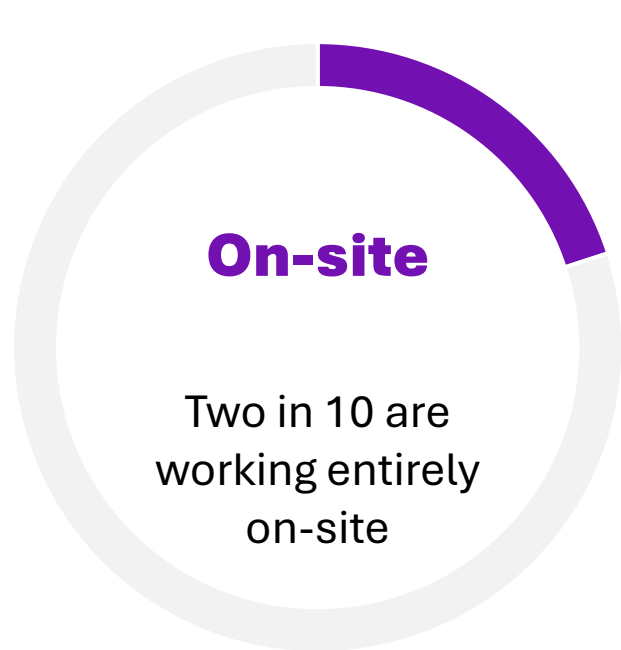
**Evolving Job Demands:**  
Post-pandemic job market demands are changing, with an increase in technology and healthcare roles and a decline in customer service and food service positions (McKinsey & Co).

## Workforce Adaptation

**Necessity for Reskilling:**  
The changing job landscape may require 25% more workers to change occupations than previously expected, emphasizing the importance of reskilling (McKinsey & Co).

## Hybrid Work Preferences

**Flexible Work Environments Preferred:**  
Data shows a strong preference among employees for hybrid work arrangements; 90% of remote-capable employees desire some form of remote work flexibility, with a majority favouring hybrid settings. Additionally, 80% are currently in hybrid or fully remote roles (Gallup, 2023).



[Gallup.com](https://www.gallup.com)

**80%**

of workers would be more loyal to their employers if they had flexible work options.

**30%**

of workers value flexible work arrangements more than a pay raise.

[FlexJobs.com](https://www.flexjobs.com)

# The Future of **Work:** Productive **Anywhere**



# Hybrid, Flexible, Remote



## Hybrid Work

An operational model where employees are on-premises some days of the week and work remotely on others.

McKinsey & Co



## Flexible Work

Allow employees to vary the amount, duration, and location of their work to better balance their personal and professional lives .

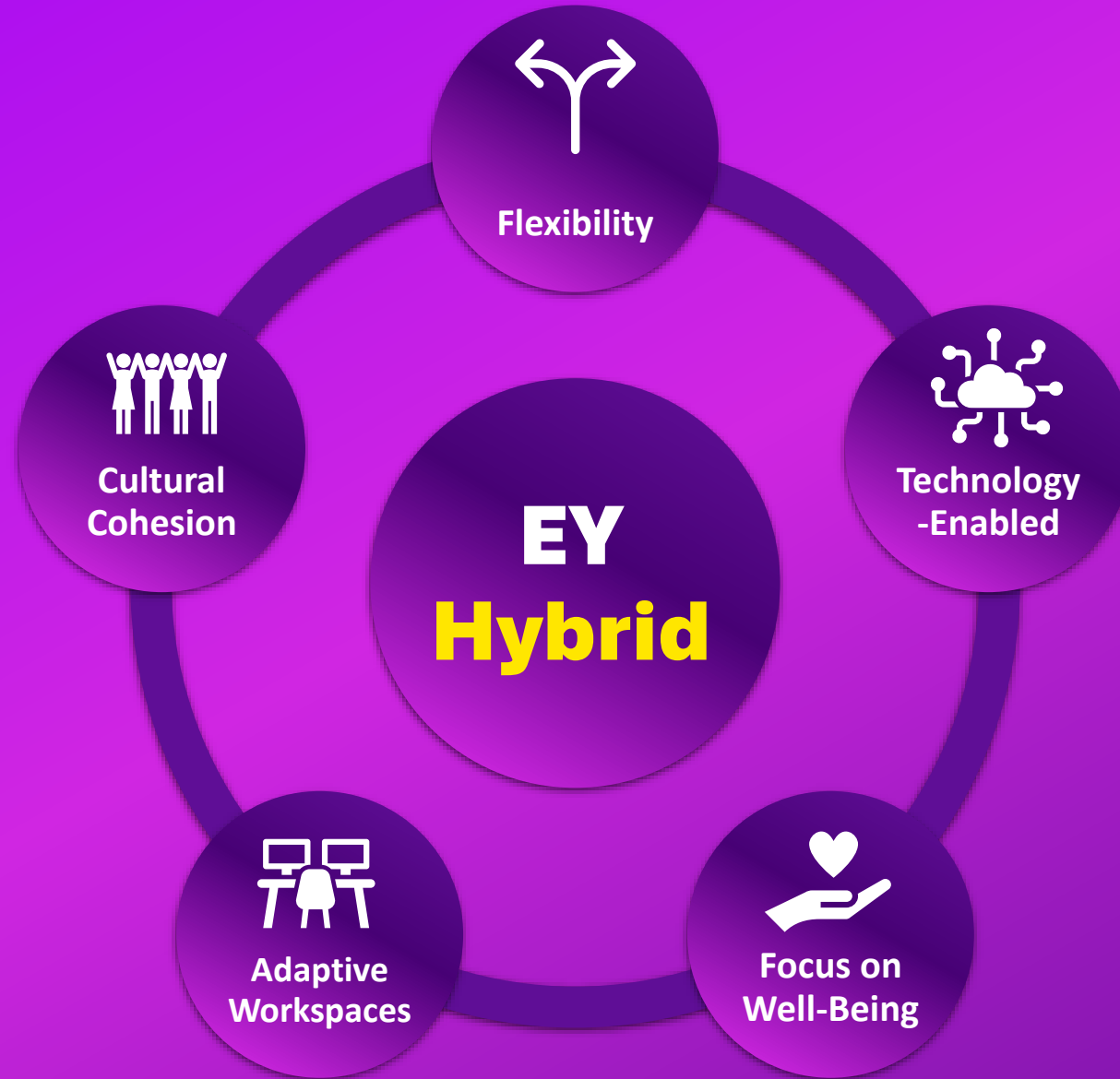
ILO



## Remote Work

Aka WFH or telecommuting) is a type of flexible working arrangement that allows an employee to work from remote location outside of corporate offices.

Gartner



# Job Op

# ork

The screenshot shows the LinkedIn job search interface. The search bar at the top contains 'business analyst' and the location is set to 'Australia'. The 'Jobs' tab is selected, and various filters like 'Date posted', 'Experience level', 'Company', 'Remote', 'Easy Apply', and 'All filters' are visible. The search results list several 'Business Analyst' positions from companies like Collabera Digital, Cloudstreet Consulting Pty Ltd, Maurice Blackburn Lawyers, Medibank, Ploy, and Qantas. Two filter pop-ups are open over the results. The first pop-up, titled 'On-site', has 'Hybrid' and 'Remote' selected with green checkmarks. The second pop-up, titled 'On-site', has 'On-site' selected with a green checkmark, while 'Hybrid' and 'Remote' are unselected. Both pop-ups have 'Cancel' and 'Show' buttons. The 'Show 348 results' button is highlighted in blue. Below the pop-ups, there are buttons for 'Easy Apply' and 'Save', a prompt to 'Stand out to the employer by marking this job as a top choice when you apply', and a 'PREMIUM' section titled 'Meet the hiring team' featuring Isha Dubey, a Talent Specialist. At the bottom, the 'About the job' section shows the job title 'Business Analyst' and location 'Perth, WA'.

business analyst in Australia  
733 results

Set alert ☐

☐ On-site

☒ Hybrid

☒ Remote

Cancel Show 348 results

4 company alumni work here

Skills: Business Process, Business

Am I a good fit for this job?

Easy Apply Save

Stand out to the employer by marking this job as a top choice when you apply. [Learn more](#)

**PREMIUM**

**Meet the hiring team**

Isha Dubey - 2nd  
Talent Specialist - Coming Together To Creat...  
Job poster  
3 mutual connections

Message

**About the job**

Job Title: Business Analyst  
Location: Perth, WA

Messaging



[Job search](#)

[Profile](#)

[Career](#)

What

Enter Keywords



[Job search](#)

[Profile](#)

[Career advice](#)

[Explore companies](#)

[Employer](#)

What

business analyst



Any Classification



Where

Work from home



SEEK

All work types

paying \$0

to \$350K+

listed any time

927 jobs

Sorted by relevance

New tab



Share



### Business Analyst

Recruitment Hive

Canberra ACT

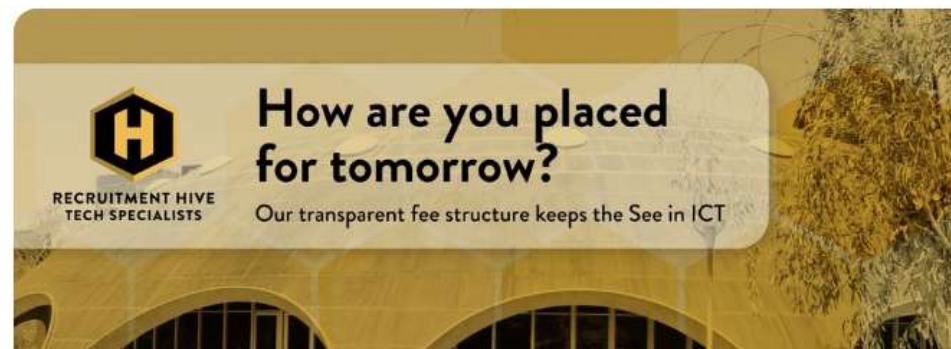
\$90 - \$110 p.h. + Transparent fees

Business/Systems Analysts  
(Information & Communication Technology)

- Canberra City, Sydney, Melbourne, some WFH
- Must have Baseline Security clearance
- 12 + 6 + 6 months, July start

Conduct business and system process analysis at a complex level, focusing on quality improvement and data management.

6h ago



You may be a strong applicant

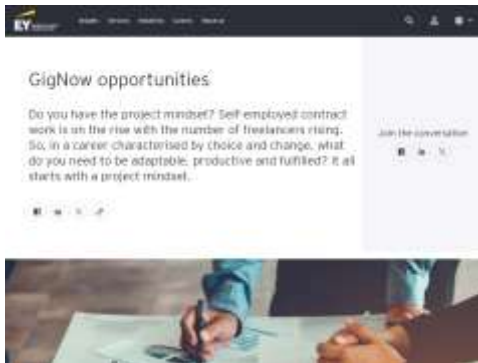
### Business Analyst

Recruitment Hive [View all jobs](#)

# Gig Economy & Contingent Workforce Enablement

Development of policies to integrate contingent workers, such as **freelancers** and **contractors**, into the workforce with proper support and access to necessary tools.

**EY GigNow** for sourcing and managing contract talent, **CXC Global** for contractor compliance and payroll services.



# 12%

of the global labour market, showcasing its significant role in the worldwide employment landscape (World Bank).

# \$455B

market size in 2023, demonstrating rapid growth and expansion across various sectors (Statista).

# **Technological Enhancements & Virtual Engagement**



# SaaS & Cloud Services: Enabling Flexible Workplaces

The Role of SaaS and Cloud Services in Hybrid and Remote Work

## Access Anywhere:

SaaS and cloud services ensure access to data and applications from [any location](#), supporting the necessary flexibility for hybrid and remote work.

## Cost Efficiency:

These technologies enable scalable IT solutions that [minimize upfront costs](#), ideal for fluctuating workforce sizes.

## Enhanced Collaboration:

Tools like [Microsoft Teams](#) and [Slack](#) facilitate real-time communication across dispersed teams, boosting [productivity](#).

## Security and Compliance:

Cloud services help maintain consistent security and [compliance standards](#) for both onsite and remote employees.

## Essential Tools:

[Microsoft 365](#) and [Teams](#), [Slack](#) for communication, [Asana](#) for project management, and [Google Workspace](#) for productivity are critical for supporting efficient remote operations.

## Key Industry Players:

Microsoft [Azure](#), [AWS](#), and [Google Cloud](#) are key providers of infrastructure and services for hybrid and remote work models.



# VPN and Security

## Robust VPN Solutions for Secure, Remote Connectivity

### VPN:

#### **Cybersecurity Enforcement:**

Strengthened security measures with mandatory VPN use to protect sensitive data in remote work setups.

#### **Mandatory Connection Protocols:**

All remote employees must connect to the corporate network via VPN.

#### **Device Setup:**

Provision of preconfigured laptops that are already set up with VPN.

### Secure VPN Tools:

#### **Cisco AnyConnect:**

Utilized for secure VPN connections to ensure encrypted data transfer.

#### **Windows Solutions:**

Includes Windows DirectAccess and Windows Always On VPN for continuous and reliable connectivity.

#### **Custom Solutions:**

EY Connect Tunnel by SonicWall offers tailored tunnelling solutions for enhanced security.

### Network Connectivity:

#### **5G Enabled Devices:**

Ensures that employees are always connected to the internet with fast and reliable 5G service, enhancing the efficiency and responsiveness of remote work environments.

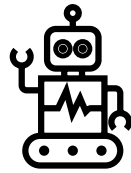


# Virtual Assistance and AI Support



## Immediate Employee Support:

Expansion of virtual assistance and support tools to provide employees with immediate help and resources.



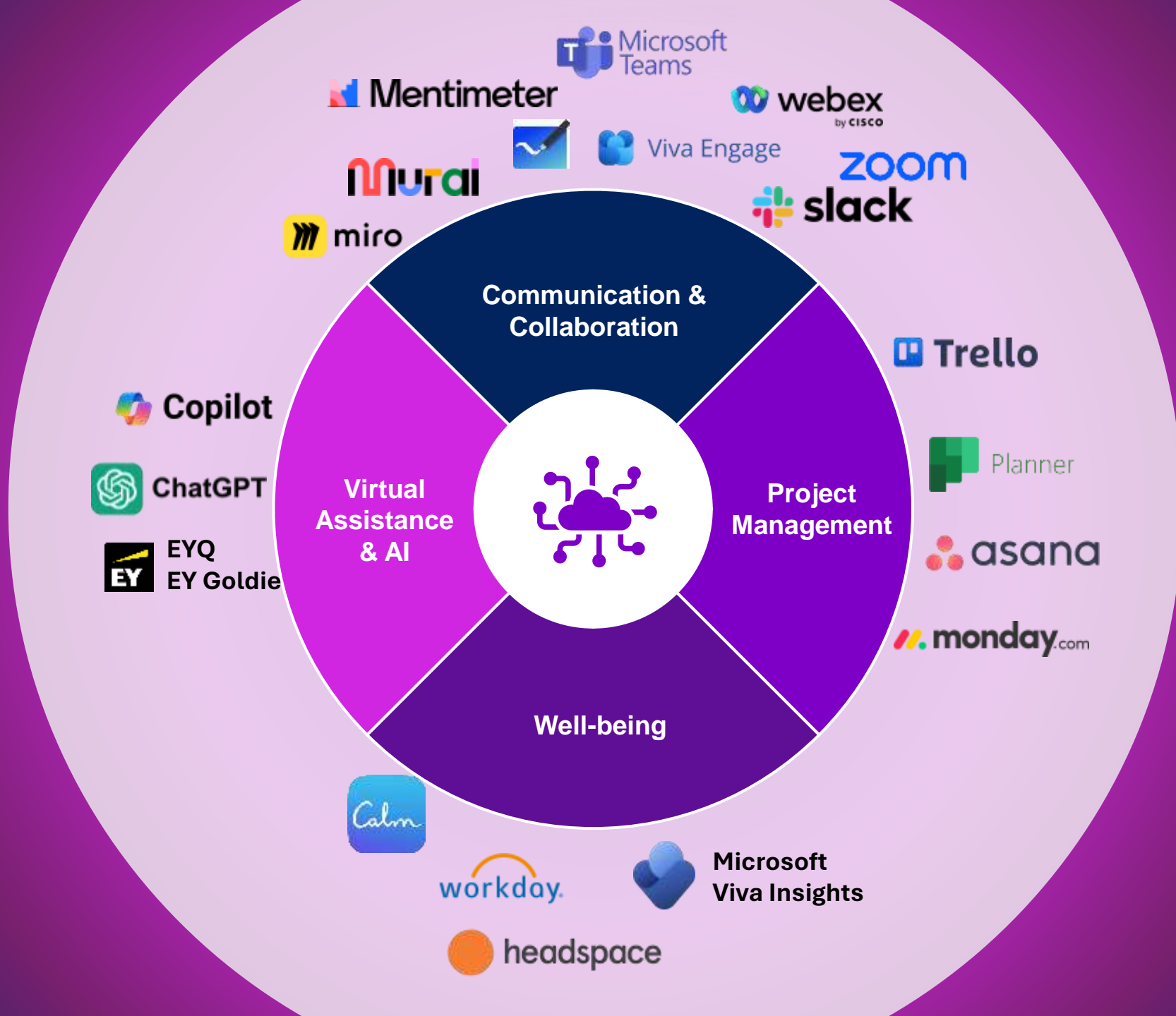
## AI-Driven Virtual Assistants

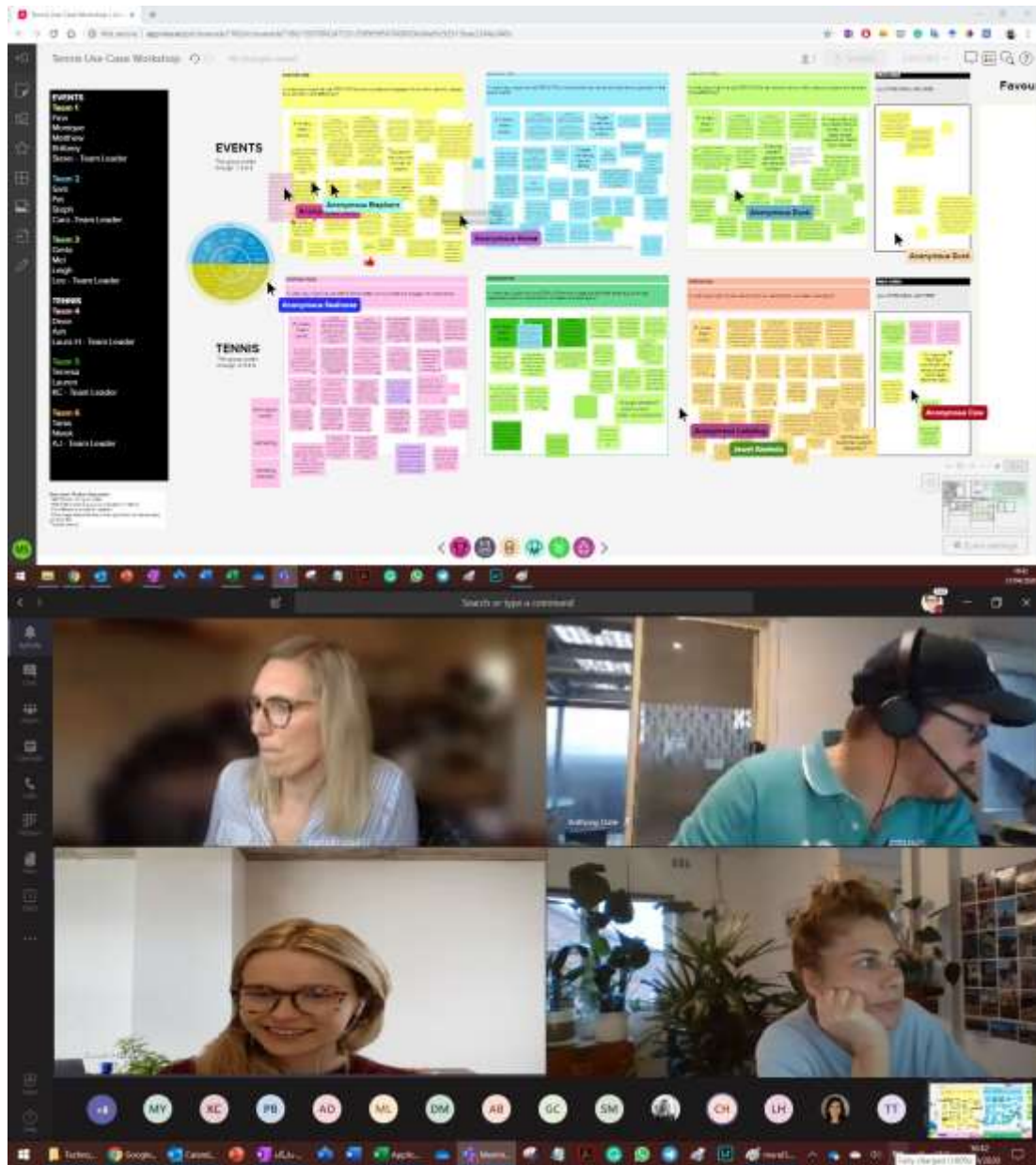
Implementing AI-driven virtual assistants like EYQ, Goldie to answer HR-related queries and Tech Help for IT support.



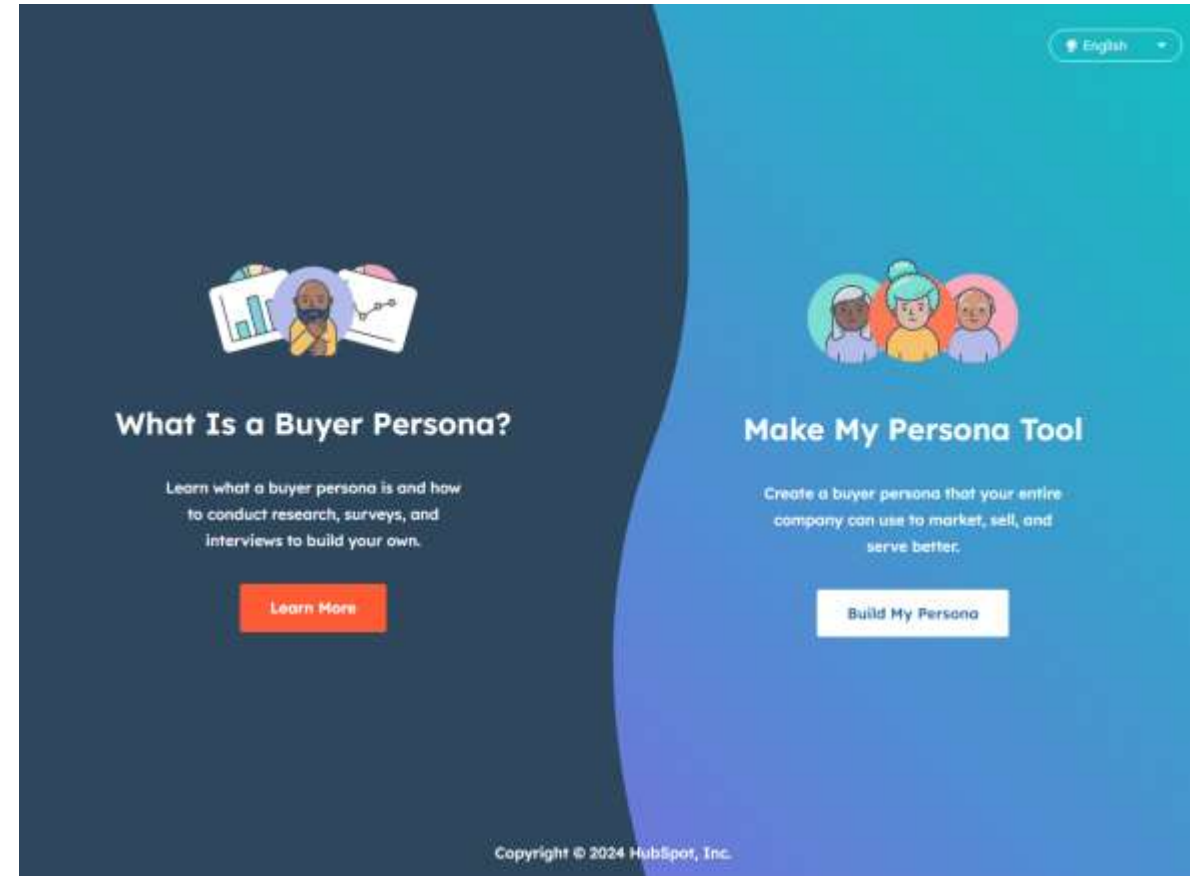
## EYQ: Secure Internal ChatGPT Experience

EYQ: Available for all EY Internal users, free of charge. Providing a ChatGPT experience within a secure EY environment.





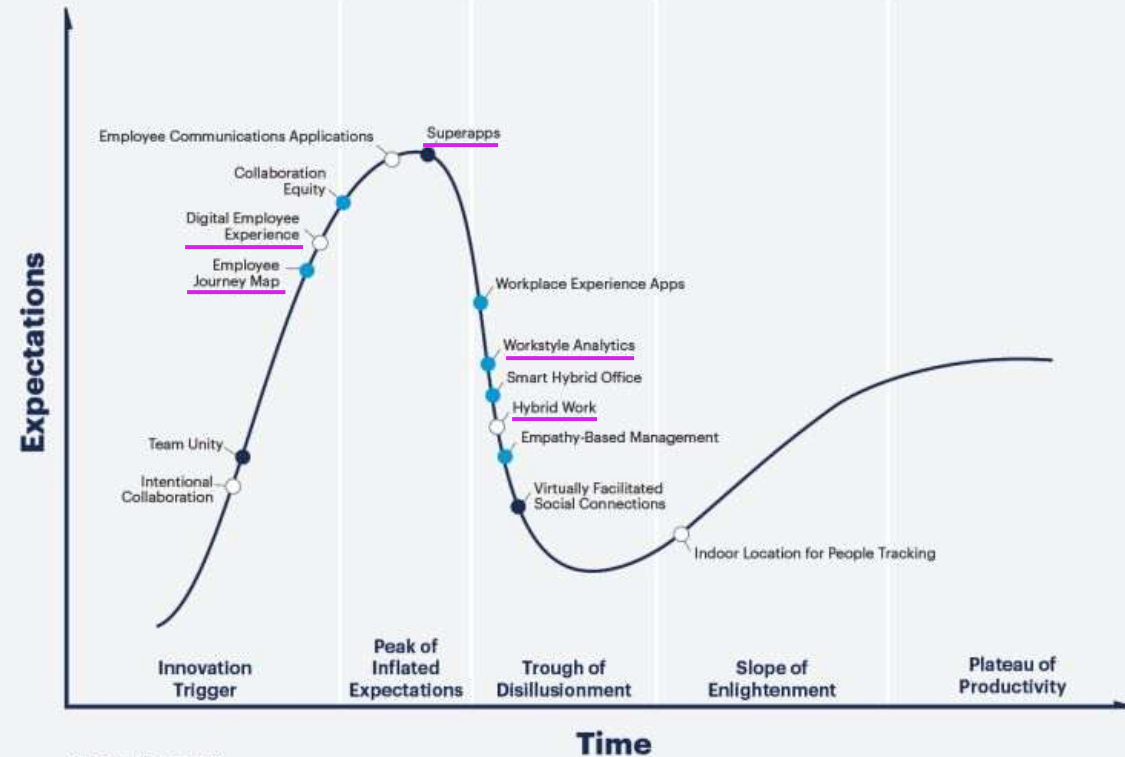
Customer **Journey Mapping** Workshop using **Mural**



Customer **Persona** Workshop using **HubSpot CRM**

2023

# Hype Cycle for Hybrid Work



Plateau will be reached:

○ less than 2 years

● 2 to 5 years

● 5 to 10 years

● more than 10 years

⊗ obsolete before plateau

As of July 2023

Source: Gartner  
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Gartner®

# Mental Health and Well-being

Well-being Support Initiatives for Hybrid  
and Remote Employees



# Well-being Support Initiatives for Hybrid and Remote Employees



## Educational and Supportive Resources

**Learning Programs:** Initiatives like [Mental Health Essentials](#) and partnerships with [Stanford Medicine](#) and [Thrive Global](#) provide essential education on recognizing and addressing mental health issues.

**Comprehensive Resources:** Access to a suite of tools including Thrive Global, [Talkspace](#), [Calm](#), [Wysa](#), and Employee Assistance Programs, enhanced with free subscriptions to meditation and [virtual therapy apps](#) to support mental well-being.



## Mental Health Network and Counselling

**Mental Health Allies Network:** A global network of over [8,900](#) trained allies offers personalized support and directs employees to professional help.

**Counselling Access:** Enhanced Employee Assistance Programs ([EAP](#)) facilitate easy access to [virtual counselling](#), ensuring ongoing support.



## Mindfulness and Stress Management

**Mindfulness Practices:** Subscriptions to [Headspace](#) or [Calm](#), along with regular [Zen](#) and [meditation](#) sessions, help employees manage stress and maintain [mindfulness](#).

# Health and Safety Strategies for Remote and Hybrid Workplaces

## Workplace Adaptations and Equipment

**Adaptive Workspaces:** EY's hybrid model supports workspace adaptability, providing environments suitable for both collaborative and individual tasks.

**Home Office Setup:** Employees are provided with essential equipment such as monitors, headsets, laptops, and mice to ensure a fully functional home office.

**Ergonomic Considerations:** Guidance and resources on setting up ergonomic workstations, whether working from home or at a client's office, to promote good posture and prevent strain.

## Training and

**Safety Training Courses:** Comprehensive training covering occupational safety (OH&S) for specific courses and remote work protocols.

**Checklists and Agreements:** Complete checklists and agreements before starting work to ensure all health and safety protocols are followed and understood.

CXC Workplace Health & Safety Declaration

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Working From Client Office - Office Environment Setup

Office Environment - is all of the below true?

- ☒ Is the lighting adequate for the work you will be performing?
- ☒ Is there an acceptable noise level in the immediate work environment?
- ☒ Is the thermal environment comfortable?
- ☒ Does your workplace have adequate ventilation?

☒ Yes ☐ No ☐ N/A

If you answered Yes or N/A, please provide more details:

Workstation - is all of the below true?

- ☒ Is the design of your workstation suitable for the functions and tasks required based on your role?
- ☒ Does the workstation setup allow for an ergonomic set-up?
- ☒ Does the chair have an adjustable seat height and height adjustable back rest support?
- ☒ Do your feet rest comfortably on the floor while sitting at your desk?
- ☒ Is the top of the monitor height at eye level and arms length when seated at the computer?

☒ Yes ☐ No ☐ N/A

If you answered Yes or N/A, please provide more details:

Office Safety - is all of the below true?

- ☒ Are emergency exits clearly marked?
- ☒ Are fire exit signs readily available?
- ☒ Are slip, trip and fall hazards marked?
- ☒ Are electrical cables tidy, undamaged and regularly tested and tagged?

☒ Yes ☐ No ☐ N/A

If you answered Yes or N/A, please provide more details:

Other WHS Hazards Identified:

List any actions or equipment (e.g. document holder, monitor stand) or modifications (e.g. workstation adjustments) required:

Please confirm that you have received the equivalent of an induction by the host employer.

☒ Yes ☐ No ☐ N/A

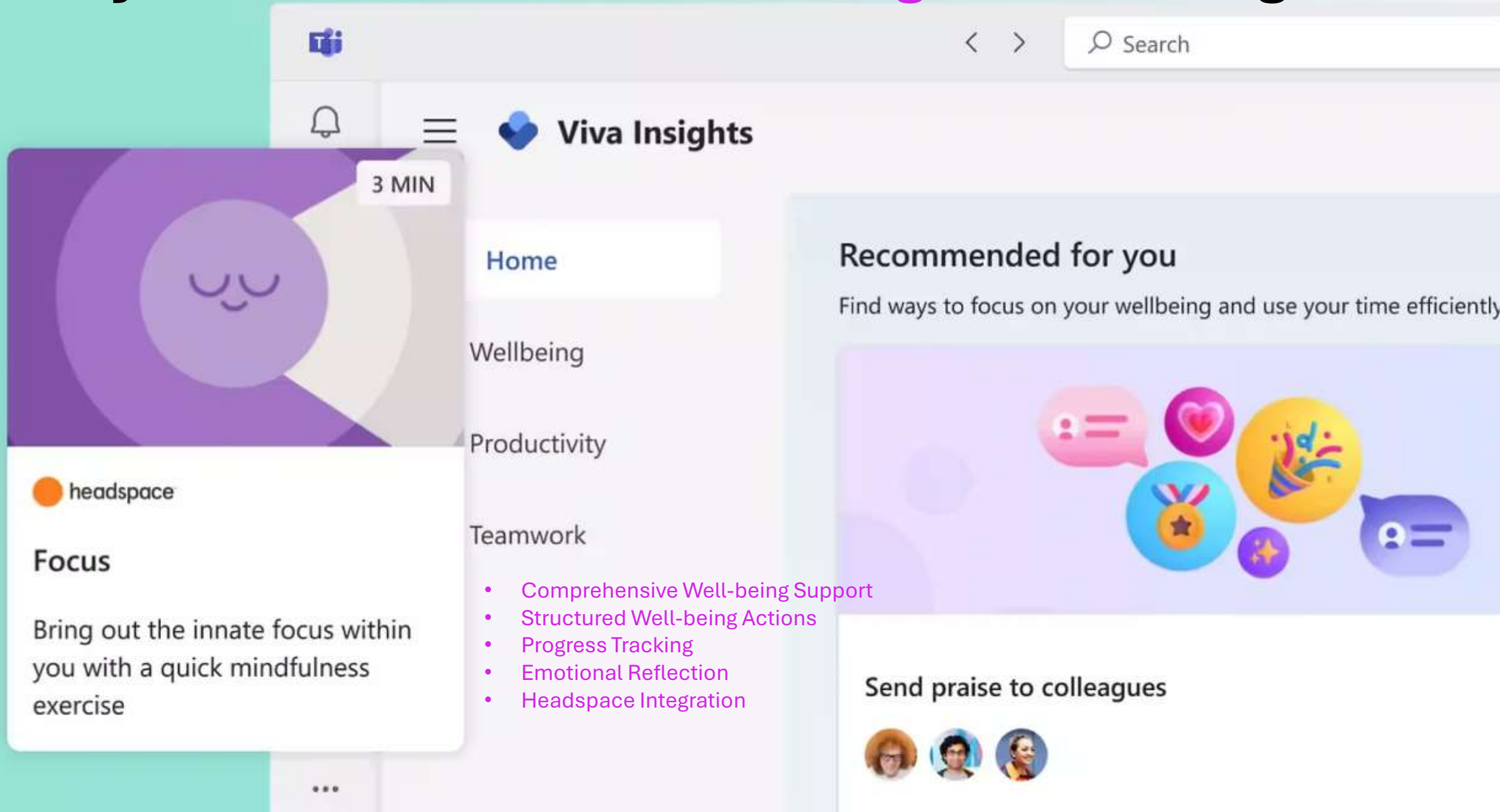
Date of Induction:

DD/MM/YYYY

Name of Person who performed the induction:

[Previous](#) [Next](#)

# Key Features of Microsoft Viva Insights Well-being





Activity



Chat



Teams



Calendar



Calls



Files



Insights



## Take action to improve your wellbeing

Understand your work habits to promote a healthy balance between life and work.



### Wrap up with your virtual commute

Why not wrap up your remaining tasks or unwind with a few mindfulness activities?

Start virtual commute



### Work better with focus mode

Prioritize tasks, set timers, and meditate to help you concentrate on your work.

Enter focus mode



### Schedule emails for later ⓘ

Research shows that to be our best at work, people need time to relax and disconnect.

Set reminders



### Make time for messages ⓘ

You read over half your emails within 30 minutes of receiving them. Instead, we can automatically schedule time for you to catch up on messages.

Set aside time



## Track your progress

Check the impact of your actions and achieve your best work.



### Focus plan ⓘ

You kept **13 hours** of focus time in September-October.

You have **6 hours** of focus time reserved next week on these days:

### Quiet time ⓘ

From September 1- 30, there were **5 days** in which you had uninterrupted quiet time.

Sun Mon Tue Wed Thu Fri Sat

# **The Future of Work**

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### **Technology & Virtual Engagement**

#### **Well-being**



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