

HOW DO STEPS COLLEAGUES FEEL ABOUT 'WORK FROM ANYWHERE'?



Over the past 18 months, Steps has transitioned from a fully office-based working arrangement to a work from anywhere organisation. As part of the transition we ran several internal surveys designed to help us understand what are employees hopes and fears were with this new arrangement.

The results of the survey show a mixed set of responses: such as a potential loss of culture to the expression that hybrid working provides more flexibility. Based on the results, the leadership team at Steps have implemented several changes to support addressing people's concerns and making the switch to hybrid as comfortable as possible for everyone.



38% of the Steps team work mainly from home and occasionally from the office.



'WORK FROM ANYWHERE'

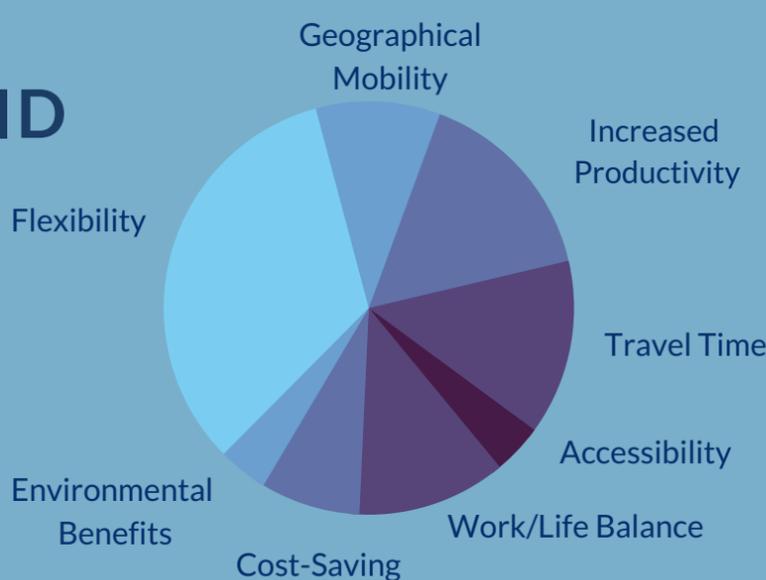
Colleagues welcomed the opportunity to live outside of London, with focused in person meet ups at specific times during the year.



62% of the Steps team work completely from home.

BENEFITS OF HYBRID WORKING

Zoom meetings were seen to affect a 'leveling out' of perceived status, resulting in greater inclusivity. Those who had worked remotely since before the pandemic, found hybrid working a way to be more involved in the company culture.



WHAT ABOUT INCLUSION?

Several colleagues shared thoughts and concerns around inclusion - specifically around relationship building; collaboration and innovation; mental health & isolation; inclusion; and blurring home/work life.



Thought there was an increased chance of in and out groups forming



Mentioned fears of visibility bias



"Space and time are necessary to dedicate and plan towards intentional inclusion of employees and teams at all levels."

"Companies will need to be 'aware' about how their people are feeling. A lot of time can go into logistics and planning, whereby inclusion efforts could slip."

"For those at home, feeling supported and connected takes just a bit of extra effort. The extra "apropos of nothing" 5-minute phone call or "how are you doing?" email can go a long way."

