

# The new future of work is here.

Our latest Workplace Insights Study took a deep dive into the sentiments of working Canadians and unveiled trends that will shape the next generation of workplaces.



# Introduction

While over half of employees surveyed (55%) say their employer has continued to allow remote and flexible work throughout COVID-19, it's clear that employers have an opportunity to embrace flexible work options beyond the pandemic.

COVID-19 has changed the workplace as we know it, and employers and employees alike are re-imagining a new future of work. For many organizations, the pandemic caused a rapid transition to remote work, creating new workplace expectations and the desire for a more flexible workforce.



# Physical and mental health should be prioritized.

One thing is for sure, the pandemic has created an uncertain environment, and the mental and physical health of employees are paramount and should be prioritized during these difficult times. Indeed, since the beginning of the pandemic, over a quarter of employees (28%) believe their stress level has increased. While it's wonderful to see that many employees are returning, and feel their employer has taken the necessary precautions to protect workers from COVID-19, organizations need to be prepared for a potential second wave of the virus over the next few months, and have the appropriate resources in place to support both the physical and mental health of employees. It's particularly important for employers to ensure workers are aware of resources and programs that may be available to them and to consider supplementing mental health resources to support workers.

**Tip:** By sharing clear re-opening plans, setting expectations, and maintaining ongoing, transparent communications, employers can mitigate health and safety concerns and ensure employees are aware of what to expect as we continue to navigate an uncertain environment. Employers should also consider frequent check-ins with employees to monitor feelings of anxiety as well as mental health and wellness.

## Resources

[A guide to getting back to the workplace](#)

[5 potential return to workplace changes in the new world of work](#)

[Mental health and working from home: 7 ways to support your team](#)

# The future of work is flexible.

Our study revealed that 45% of working Canadians would prefer to work remotely at least three days a week. Younger workers are more likely to favour remote work with nearly 40% of workers aged 18 to 34 stating they would prefer to work remotely three or four days a week, compared to only 19% of workers aged 35 and older.

After months of lockdowns and office closures, it's clear that Canadians have become accustomed to the benefits of working from home. While some feared that remote work could affect employee output, our study indicated that this remained mostly unchanged. Approximately half of managers and employees alike stated that productivity, hours, and quality of work remained the same during the times they were working remotely.

When considering these learnings, it's easy to see why a quarter of working Canadians believe their employer will offer more flexible work options in the next five years. Canadians remain optimistic about career opportunities for remote workers as well, as nearly half of study respondents believe that remote workers have equal opportunity for promotion and job advancement.

---

**45% of working Canadians would prefer to work remotely at least three days a week**

---

As more Canadians explore the option of remote work, some employers are considering pay cuts for employees who relocate to areas where the cost of living is lower. Interestingly, Canadian workers are not willing to accept lowering their wages for working remotely. In fact, 69% said they would not consider accepting reduced compensation for remote work.



# Communication and flexibility are key.



It appears that remote work is here to stay and that remote workers will not let it impede their careers or responsibilities.

With wave two on the horizon, communication and flexibility will be key for business resiliency.

Organizations can increase employer loyalty through open and honest communication and by creating a dialogue with employees. While continuing to navigate the pandemic and the new normal workplace, good employers will also listen to employee concerns, needs and feedback to ensure any changes will be welcomed and appreciated.

To remain resilient, businesses should focus on adapting operations to ensure continuity and protecting the health and wellness of employees.

**Tip:** Workplaces that can adapt and evolve to the new way of work may have the opportunity to be successful. It's clear that the flexible workplace is here to stay, and employees expect more from their employers. Embracing flexibility within a workplace may improve employee engagement, retention and performance – if organized properly and strategically.

## Resources:

[We need to rethink normal, not return to it](#)

[Learning in a virtual world webcast](#)

[Top talent strategies: for now and the post covid-19 recruiting environment](#)

# Regional findings.



## Atlantic Canada

1. Most likely to have returned to workplace (67%)
2. Most likely to report that their workplace has put social distancing measures in place (73% vs. 64% national average) or has reduced the number of employees coming to work (25% vs. 44% national average)

## Quebec

1. Most likely to strongly agree their workplace has taken all necessary precautions to protect their employees (66% vs. national average of 59%)
2. Most likely to believe that employees working from home have equal opportunities for promotion and job advancement (64% vs. national average of 45%)

## Ontario

1. Least likely to have returned to workplace (46% vs. 53% national average)
2. Most likely to prefer flexible hours (31% vs. national average of 28%)

## Prairies

1. Least likely to claim they don't want to return to workplace (7% vs. 15% national average)

## Alberta and British Columbia

1. Most likely to believe there will be no drastic changes to how Canadians work in the future (50% compared to 44% average)

# Stay informed with the latest news and insights from ADP Canada.



## Subscribe Now.

### **About ADP Canada**

Designing better ways to work through cutting-edge products, premium services and exceptional experiences that enable people to reach their full potential. HR, Talent, Time Management, Benefits and Payroll. Informed by data and designed for people.

Learn more at [www.adp.ca](http://www.adp.ca)

### **Survey Methodology**

An online survey of 1538 working Canadians (including those working full and part time) was completed between August 10 and 20, 2020, using Maru/Blue's online panel. The margin of error for this study was +/-2.4%, 19 times out of 20.