

Accelerating the Future of Work in Response to COVID-19

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The COVID-19 crisis has dominated the focus of most business and HR leaders, however organizations are challenged to manage this crisis while not losing sight of their long-term vision. The future of work is a journey, not a destination. As you navigate the crisis, focus on four things that all companies, small and large, need to consider.

These four actions will accelerate your path along the future of work.



Manage People Risk

Crisis Management

COVID-19 means people are both at risk and a risk. As part of crisis management, companies have adopted key workforce safety measures. These include work-from-home policies, travel restrictions and shift schedules.



Future of Work

Consider which parts of your workforce are most productive in the new environment. Also which jobs and people are at highest risk for disruption, and possible ways to mitigate for that risk.

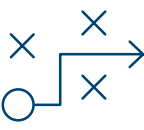
Organizations with a mandatory work-from-home policy in place for corporate roles by 20th March 2020¹:



Europe
76%



North America
77%



Empower Workforce Agility and Resilience

Crisis Management

The COVID-19 pandemic presents companies with a daily barrage of challenging workforce problems to solve.



Future of Work

To adapt, companies need to understand their workforce's innate capability and how that changes over time.



How well do you know your workforce?

Employees who rate high on digital readiness are 33% more likely to score high in problem-solving and 30% more likely to be engaged.²



Facilitate and Accelerate Employees' Growth

Crisis Management

How you act is more important than what you say. Employers will be measured by their actions more than their words.



Future of Work

Can you provide clarity on which roles and options are available, giving people ownership of their careers to drive mobility and grow?

55% of companies expect an accelerated focus on workforce agility and internal mobility as a result of COVID-19³.



55%



Optimizing People Spend and Investment

Crisis Management

Between March 20th and April 15th the prevalence of companies postponing and/or canceling salary increases more than doubled from 14% to 32%^{1,3}. To date, reactions include postponing promotions and offering hazard pay for front-line workers.



Future of Work

Organizations need to consider short-term and long-term options. We have a very real opportunity to rethink our cost base, change operating models and restructure ways of working. The goal is to optimize people and investment spend in line with strategic decisions: to attract, retain and promote the right behavior across the workforce.

Companies considering postponing and/or canceling salary increases^{1,3}:



March 20th
14%



April 15th
32%



The Optimist's View of the Coronavirus

COVID-19 is the biggest disruptor to the way we work in the modern era. [Click here](#) to read an optimist's view of how this crisis can provide an opportunity to accelerate the future of work.

¹ Source: Aon study of 2,028 organizations in North America and Europe. 17th–20th March 2020

² Source: Aon validation study of digital readiness assessments in the financial sector

³ Source: Aon pulse survey of 2,824 in North America and Europe, 15th April 2020