Yealink

COLLABORATION GUIDE FOR
FUTURE WORKING

FOR BUSINESS LEADERS, WHAT MATTERS IS HOW
TO WORK, NOT WHERE TO WORK

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CONTENTS

WORKFORCE EVOLUTION：
WORK WITH THE PANDEMIC

The end of the pandemic is too soon to be declared, as the used short-lived new normal we thought may become permanent, or left something in deep. For both organizations and individuals, the hybrid plan still moves forward - from establishing flexible working for transition to arrangements for ensuring a safe return under the workforce evolution.

As the whole world turn to be open and connection recovered again, decisions will be finally made by business leaders and workers to find the most proper way. It's about how to find an approach that supports both in-office teammates and long-term remote workers with enough flexibility and capabilities to choose where and how they'll work.

It's a new work model, new group, new plan with pre-effort needs to be paid, which is exactly some ideas about in this guide.
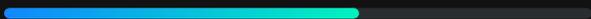
FUTURE WORKERS：X-BREAKER

The future of work means something different to everyone. But definitely, more challenges are faced by future workers.

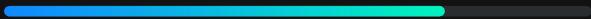People work both from
home and office

65%

Space Breaker

To frequently shift from different space or scenarios

People work with
unideal environment

59%

Trouble Breaker

To deal with different trouble of changeable environment, like noise or human interruption

People has more collaborative
in next phase

81%

Call-load Breaker

To manage increasing call-load and collaborative needs.

People are engaged with
more UC platforms

76%

Device Breaker

To seek persistent and sleek experience with multi-devices.

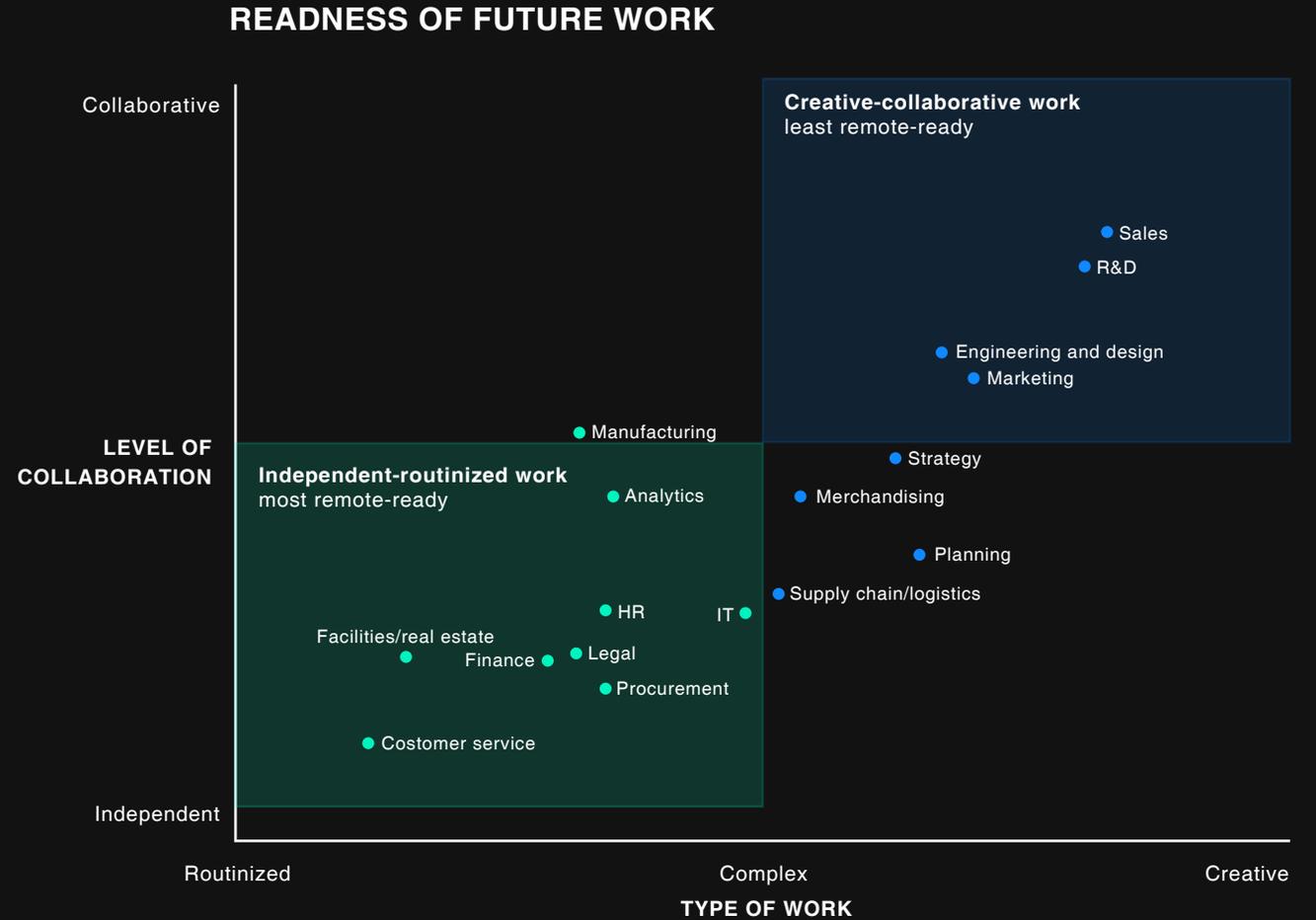People are engaged with
more devices

78%

Platform Breaker

To optimize the workflow between different platforms and tools

THE ORGANIZATIONS: FROM ADAPTION TO PERFECTION

Over the passing year, we believe that the best approach for all the enterprises to survive is to develop a range of flexible work models that conform to each individual and each role. However, flexibility is no more the heart of hybrid work now. How should be every small unit be powered with the ideal capacity to perform well, even better than the passing time, becomes the very essential topic.

READINESS OF FUTURE WORK

Collaborative

Creative-collaborative work
least remote-ready

● Sales

● R&D

● Engineering and design
● Marketing

● Manufacturing

LEVEL OF COLLABORATION

Independent-routinized work
most remote-ready

● Analytics

● Strategy

● Merchandising

● Planning

● HR   IT ●

● Supply chain/logistics

Facilities/real estate
Finance ● ● Legal

● Procurement

● Costomer service

Independent

Routinized   Complex   Creative

TYPE OF WORK

THE ORGANIZATIONS : FROM ADAPTION TO PERFECTION

According to IDC, 40% of companies will redesign their work models to support a hybrid workforce, including physical workspace, tools, and endpoints. This time, from adaption to perfection, more attention should be focused on productivity enhancement in future days.

"What matters is how we work now, not where we work."

TIME TO CHANGE, TIME TO GROW

Many customer and employee behaviors that took root during the pandemic will become desirable and even permanent even after vaccines and herd immunity. Smart companies will be holistic in how they embrace the business model changes driven by the pandemic. They will take advantage of this time to expand their ambitions and create competitive advantage. Companies that delay will find that their competitors have not stood still. The key is to embrace experimentation and then scale what works.
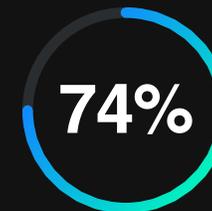
74% Says their business will in some ways emerge stronger after COVID-19

TIME TO CHANGE, TIME TO GROW

For both organizations and individuals, opportunities always come with challenge. We do believe this is the very timing to make some progress as invest the future collaboration, which includes:

Wider Top Talent Pool

Sustainable Workforce Cost

Optimized Real-Estate Expense

Greater Productivity & Agility

CULTURE: TEAM-MOTIVATED

The epidemic confirmed that work is about so much more than getting things done. Rethinking the whole employee experience – from safety to how you establish culture to recruiting and keeping talent – is required to empower employees to flourish in a more caring and reliable culture. Here's how:

Policy Clarity

Any work policy should be clear and flexible in terms of how, when, and where they work. The core of the company is to agree on a strategy and principles to enable flexible work, as well as to identify what choices should be made centrally and where local decision-making should be empowered.

Global Customization

Empower managers and leaders to customize the global policy to meet their specific company demands and team goals.

Flexibility Embracement

Create explicit norms to embrace flexibility. Develop company-wide practices, for example, to enable inclusive meetings – from designing meeting spaces to optimize for remote participation without missing out on the important informal banter – to rebuild social capital and connection.

ZONE: PURPOSE-BUILT

A distributed activity-based workplace provides purpose-built zones to support smooth move between tasks, work modes, and spaces throughout the day.

1. Neighborhood work zone

Workstations and phone rooms available for individuals and team activities.

2. Focus zone

Quiet areas to support and signal time needed for headset-down time.

3. Collaboration zone

Well-equipped teaming areas for group work, digital connections, and formal meeting.

4. Work cafe

Well-equipped teaming areas for group work, digital connections, and formal meeting.

5. Wellness zones

Social spaces blended with productivity enablers to promote a casual work setting.

6. Third place

Semi social environment for "long together time".

7. Home office

Ergonomically supportive home office with limited distractions.

SOLUTION: SCENARIO-TAILORED

The main portrayal of future workers could be divided into five types by different working modes and collaboration needs, which includes:

In-office Collaboration	Remote Collaboration	Hybrid Collaboration	Mobile Collaboration	Full-time Collaboration
Location	**Location**	**Location**	**Location**	**Location**
Office	Home	Multi-places	On the go	Multi-places
Demand	**Demand**	**Demand**	**Demand**	**Demand**
PC softphone, E-mail, IM, video conferencing	PC, Mobile phone, IM, video conferencing, PC softphone	PC, Mobile phone, IM, video conferencing, PC softphone	Mobile phone Connection with PC & Cars	Mobile phone, panel, PC softphone, IM, face to face talking
X-Breaker	**X-Breaker**	**X-Breaker**	**X-Breaker**	**X-Breaker**
Platform Breaker 81%	Trouble Breaker 59%	Space Breaker 76%	Space Breaker 83%	Space Breaker 62%
Device Breaker 61%	Platform Breaker 79%	Trouble Breaker 57%	Trouble Breaker 56%	Trouble Breaker 72%
	Device Breaker 66%	Platform Breaker 64%		Platform Breaker 79%
		Device Breaker 67%		Device Breaker 65%
				Call Load Breaker 78%

48% In-office Workers   40% Hybrid & Remote Workers   12% Upper Management

SOLUTION: SCENARIO-TAILORED

Besides the specific needs in daily use, the bellowing factors should be also considered in the relevant purchase, ensuring the sustainability of the whole investment.

IT MAINTENANCE

Is the product easy to use enough without need of IT support？
Is the product convenient to manage even in huge amount without expense cost？

SCALABILITY

Is the product can be deployed in high density？
Is the product in great capabilities to power upgraded business need in future？

FLEXIBILITY

Is the product easy to use for remote or hybrid workers？
Is the product able to support professional remote or hybrid workers independently？

Product Recommended

Yealink WH6X Series DECT Wireless Headset

Read Yealink Personal Collaboration Guide and find the best device.

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