SIA
STAFFING INDUSTRY ANALYSTS

WEBINARS

CONTINGENT WORKFORCE STRATEGIES COUNCIL

Optimizing Your Remote Workforce for the Future

Sponsored & Presented by:

Upwork

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May 21, 2020

Staffing Industry Analysts Product Overview

STAFFING INDUSTRY ANALYSTS

	Products & Services for Suppliers	Products & Services for Buyers
Research & Advisory	SIA CORPORATE MEMBERSHIP	SIA CONTINGENT WORKFORCE STRATEGIES COUNCIL
Events	SIA EXECUTIVE FORUM EUROPE SIA EXECUTIVE FORUM NORTH AMERICA SIA HEALTHCARE STAFFING SUMMIT SIA COLLABORATION IN THE GIG ECONOMY	SIA CWS SUMMIT NORTH AMERICA SIA CWS SUMMIT EUROPE SIA COLLABORATION IN THE GIG ECONOMY
Editorial	Staffing Industry Review CWS GLOBAL DAILY NEWS CWS 3.0 CONTINGENT WORKFORCE STRATEGIES	
Certification & Training	SIA Certified Contingent Workforce Professional SIA CCWP Statement of Work Expert	

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CWS Council (partial list)

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Audio

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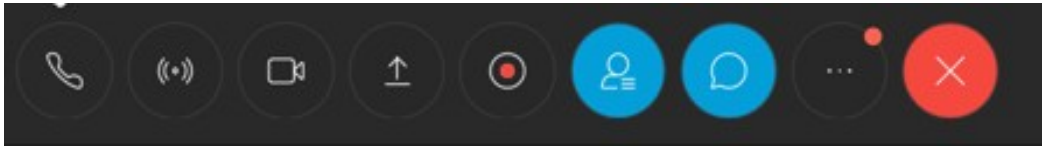

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Questions?

- Questions may be submitted at any time.
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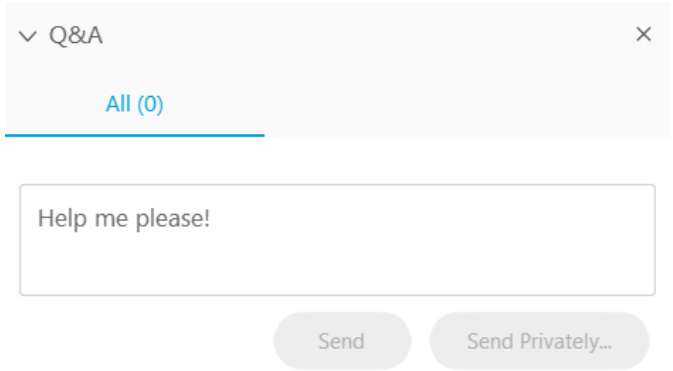

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Speakers:

- **Tim Sanders**, VP of Customer Insights, Upwork

- **Chris Paden**, **CCWP**, Director of Contingent Workforce Strategies & Research (The Americas), SIA

Upwork

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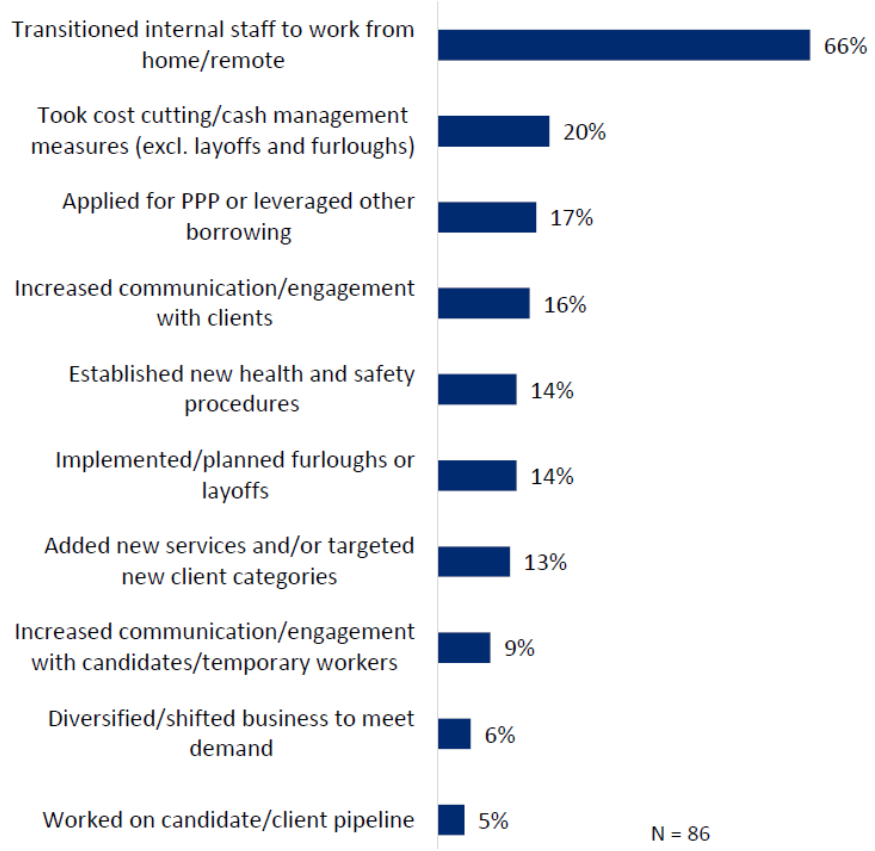
Most mentioned actions taken by companies in response to the COVID-19 crisis as a percentage of total responses



N = 86

Actions taken in response to COVID-19

Source: SIA's April 2020 Pulse Survey

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Responses from Pulse Survey

"We are transforming our business model."

"100% working from home"

"Remote work for all internal employees; remote hiring; frequent communication"

"Remote work; closed offices to the public; video interviewing."

"Working remotely until the stay at home order is lifted."

Source: SIA's April 2020 Pulse Survey

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Is Remote Work here to stay?

“Remote Work has gone mainstream and the Genie is not going back in the bottle”

Advantages…

Hire the BEST!

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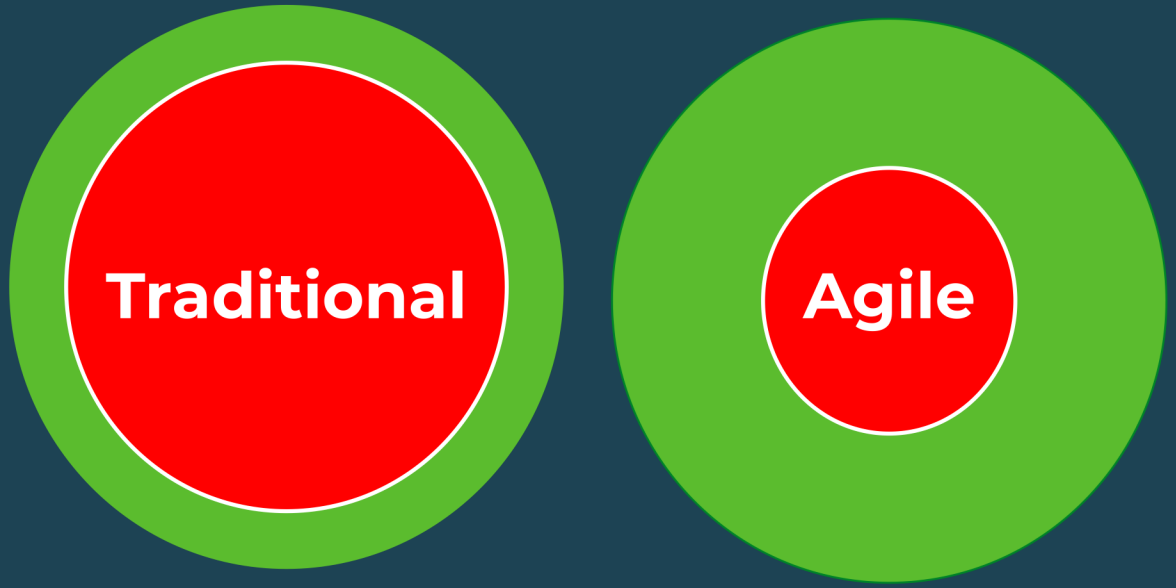
Cost Benefits

City	**Avg Yearly Cost to Rent Office Space** (per employee)
New York	$14,800
San Francisco	$13,032
Washington, D.C.	$10,522
Chicago	$7,000
Los Angeles	$6,702
Miami	$6,630
Seattle	$6,420
Boston	$6,080
Houston	$5,668
Dallas	$4,618
Atlanta	$4,194

SOURCE: The Square Foot

Remote work enables agility.



> The boundary of the firm is changing in significant ways. In the Core-Periphery model, a company relies on a group of core employees, which the company plans to invest in and nurture while tactically leveraging networks of external on-demand talent.

Melissa Valentine
Center of Work, Tech and Org,
Stanford University

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upwork

Challenges…

Poll: What's your biggest struggle with working remotely?

- Unplugging after work
- Loneliness
- Collaborating and Communicating
- Distractions at home
- Being in different time zone than teammates
- Staying motivated
- Taking vacation time
- Finding reliable internet
- Other

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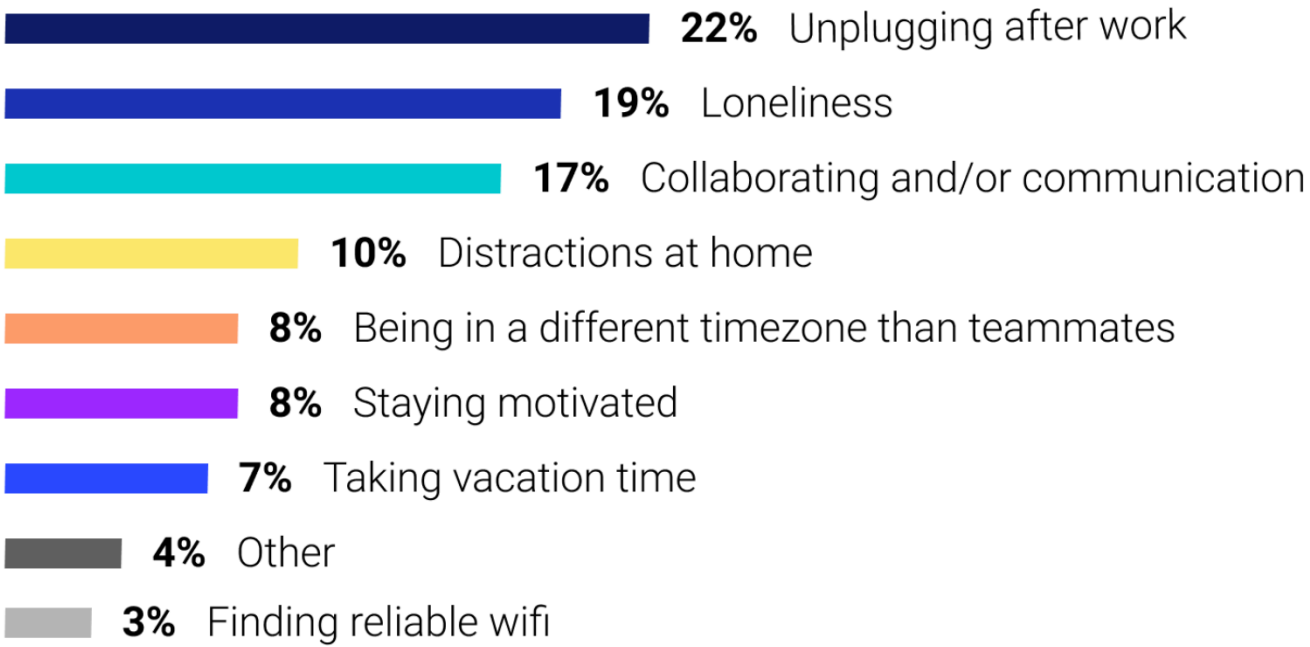
What's your biggest struggle with working remotely?



State of Remote Report / **2019**
buffer.com/state-of-remote-2019

Help your people
create work-life
integration.

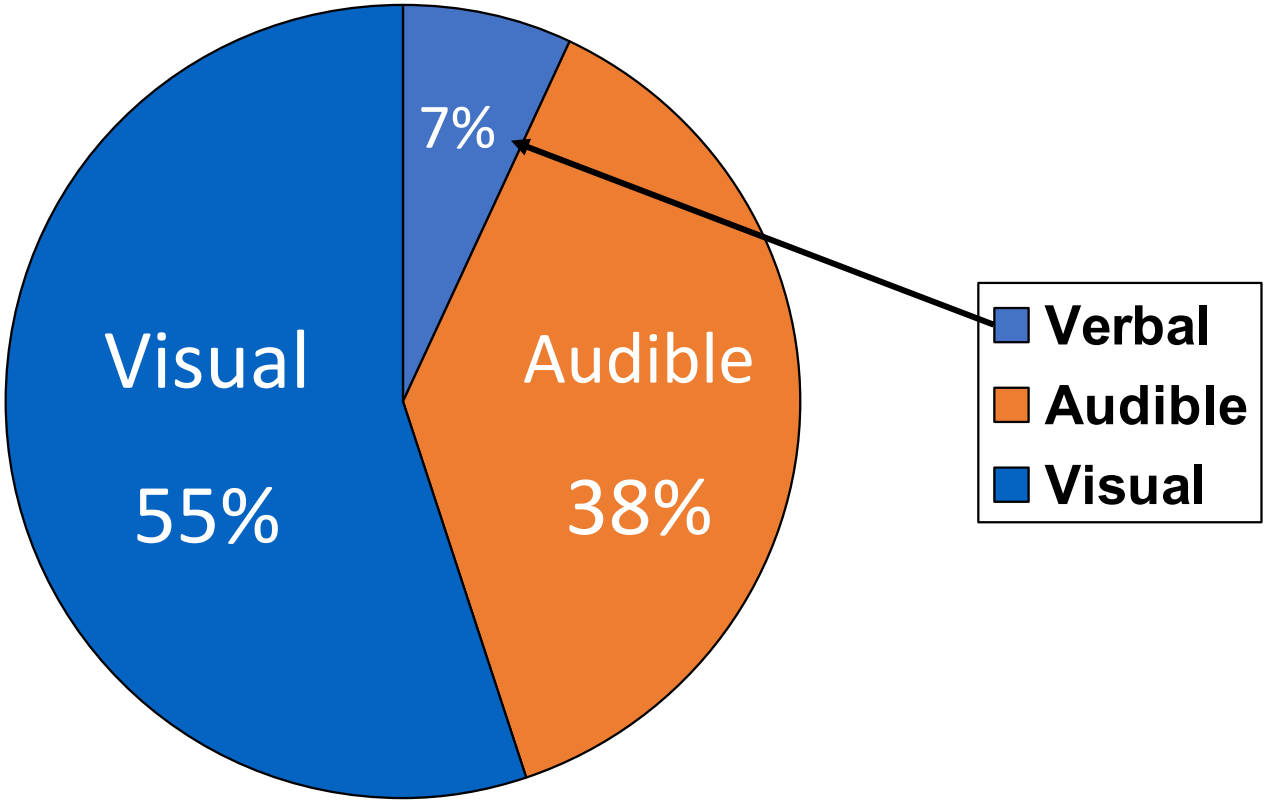
Reliability
Consistency
Sincerity
Commitment
Integrity
Competence
TRUST

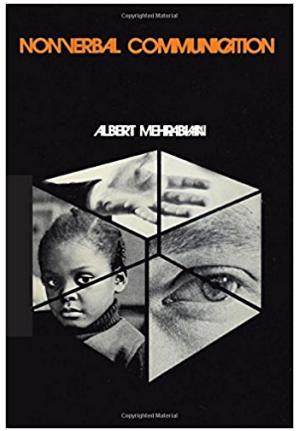
Leading Remote Workforce:
Art or Science?

Communication Best Practices

- Focus on abundant + effective communication.
- Develop a predictable cadence of messaging.
- Establish communications protocols.
- Co-author response level agreements.
- Climb the ladder of abstraction.

Visual gets the point across.





People catch your mood-state.

F.A.C.E. TRAINING

INTERACTIVE TRAINING BY DR. PAUL EKMAN

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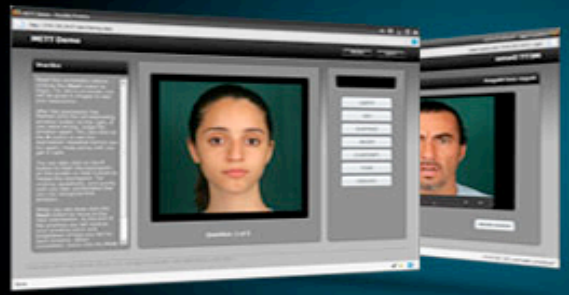


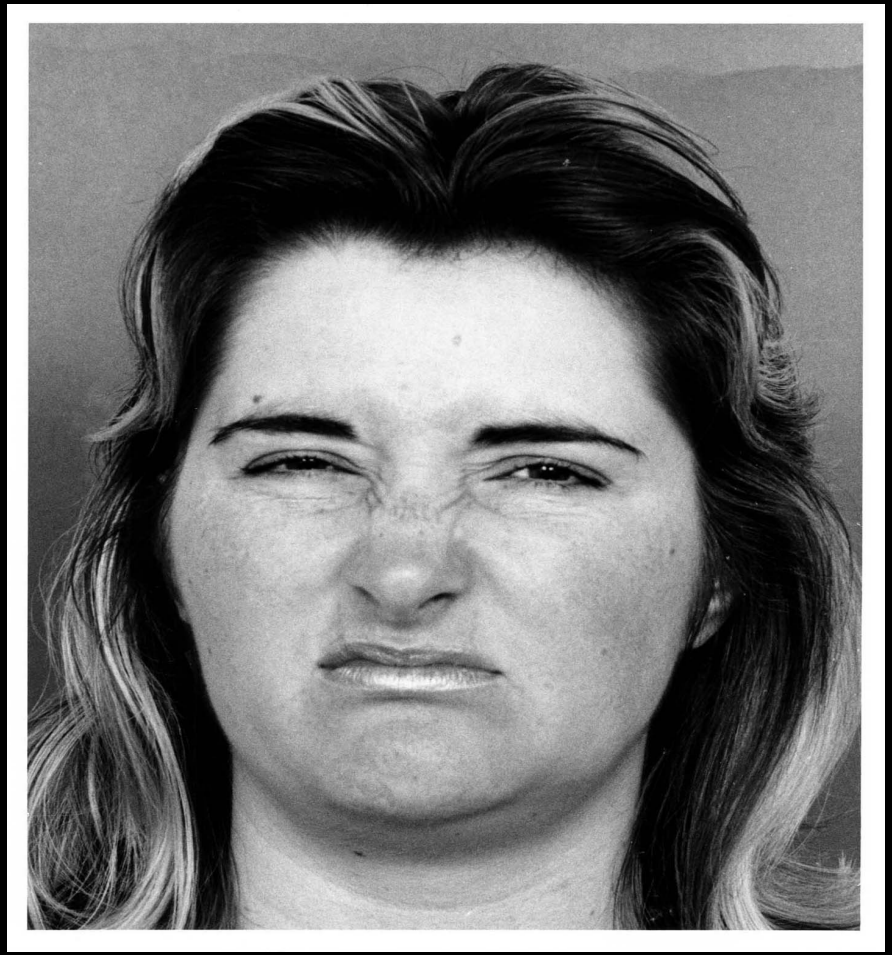
F.A.C.E. Training

BY DR. PAUL EKMAN

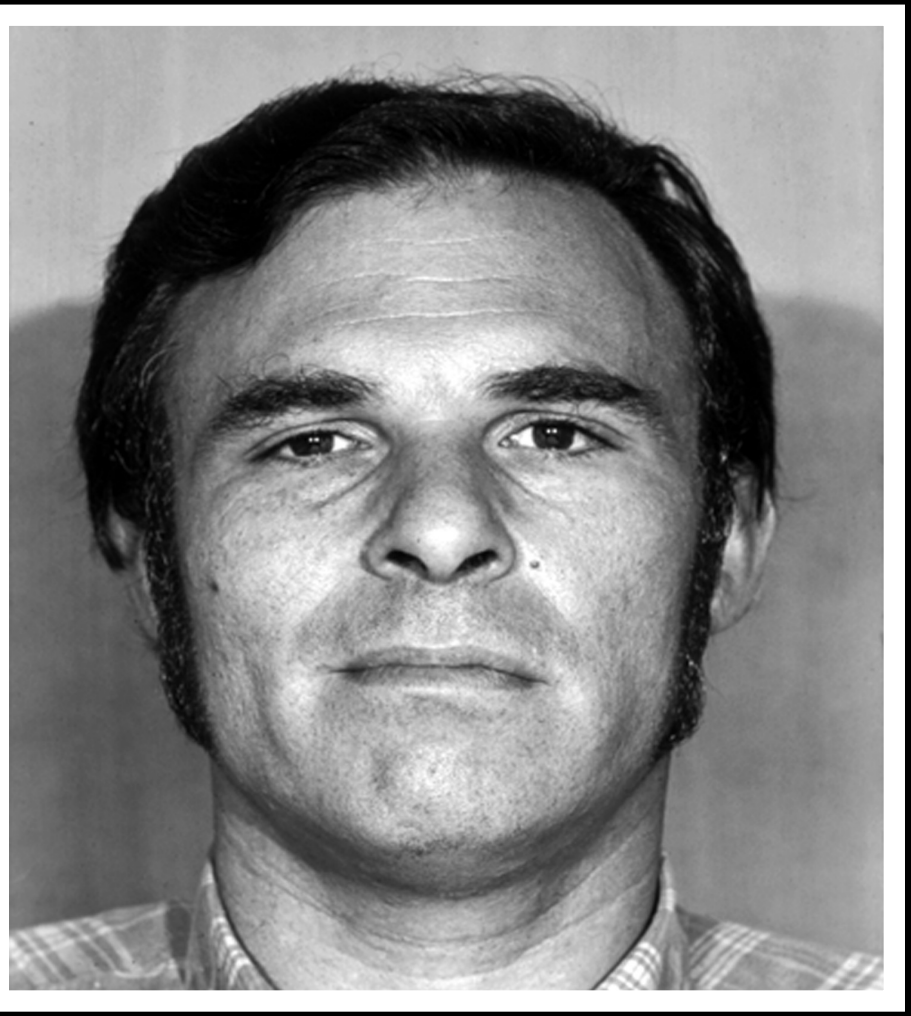
Facial Expression. Awareness.
Compassion. Emotions.

*The truth is written all over our faces.

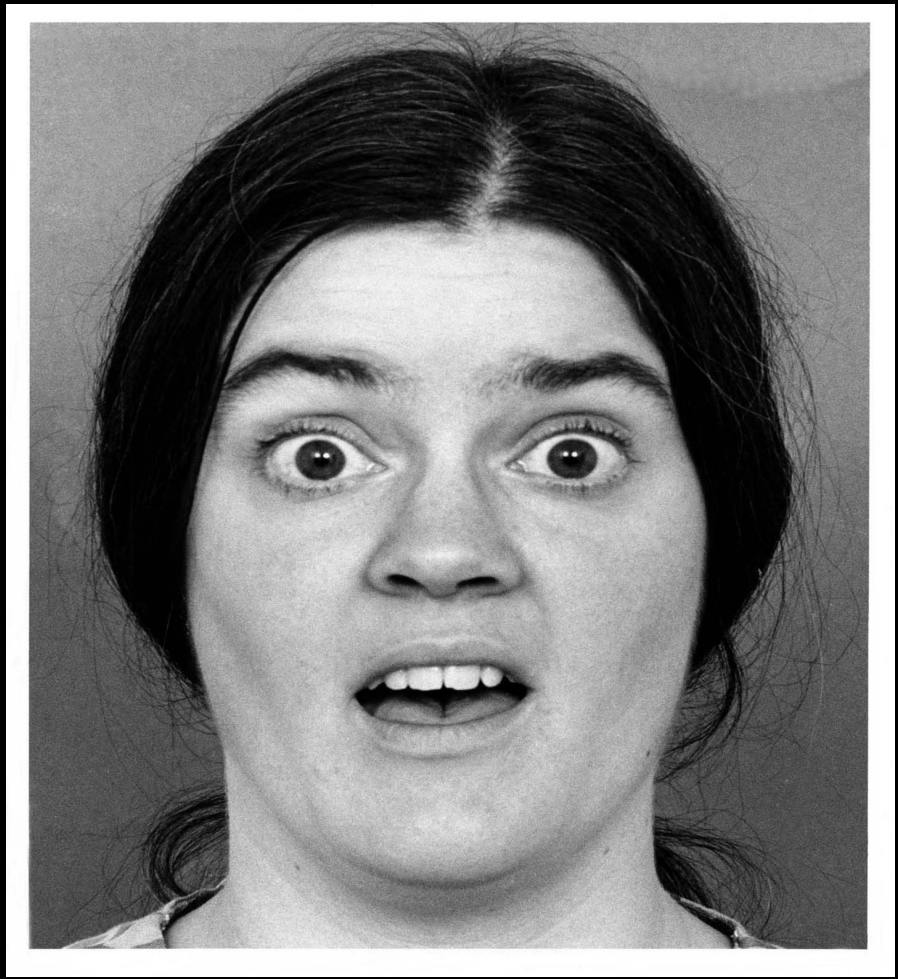
Anger



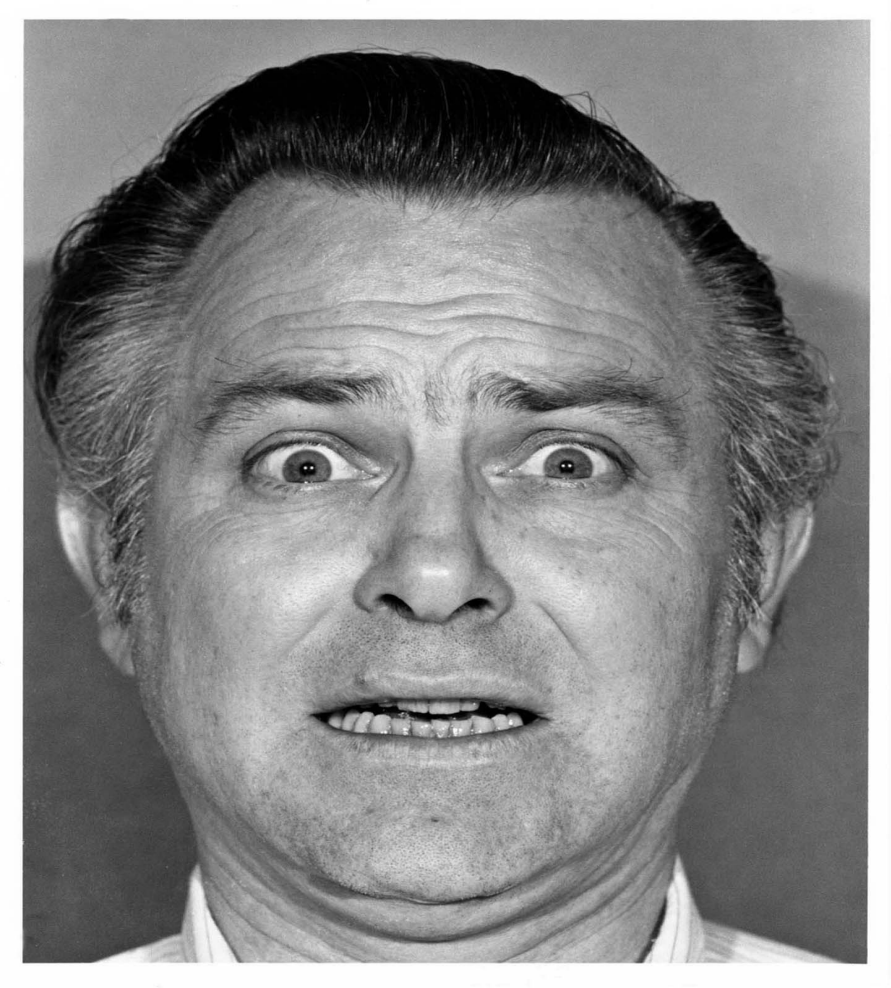
Disgust



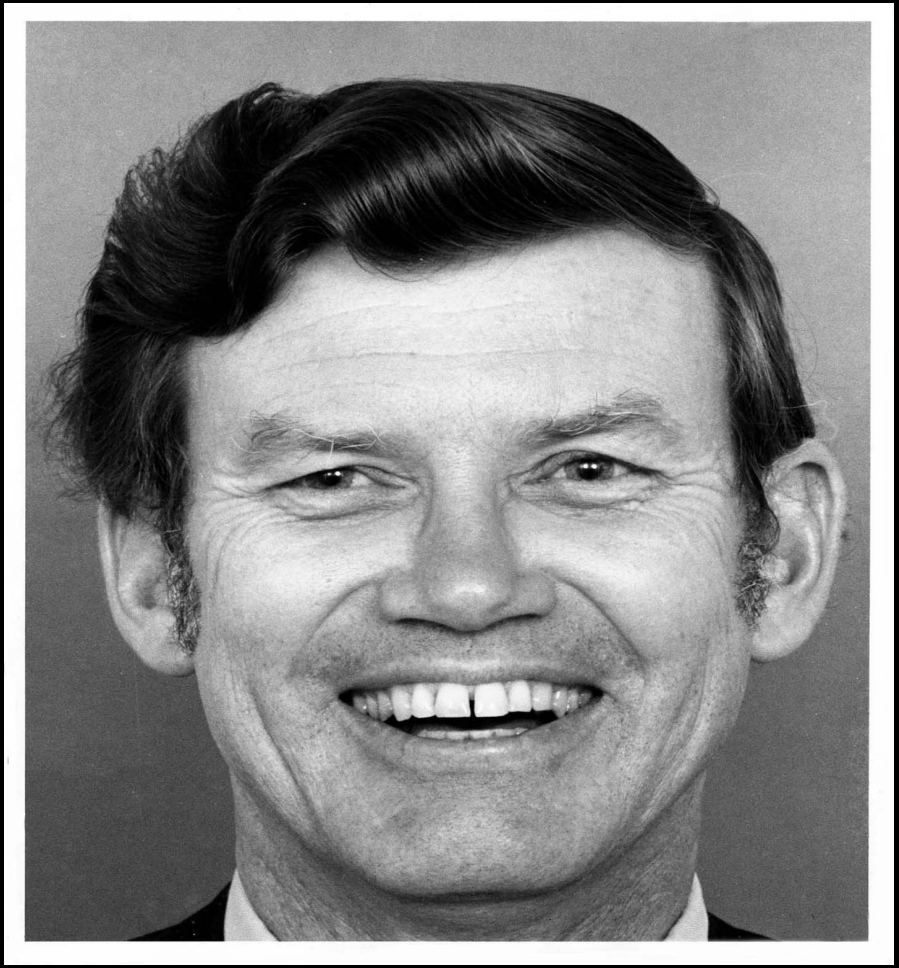
Contempt



Surprise



Fear

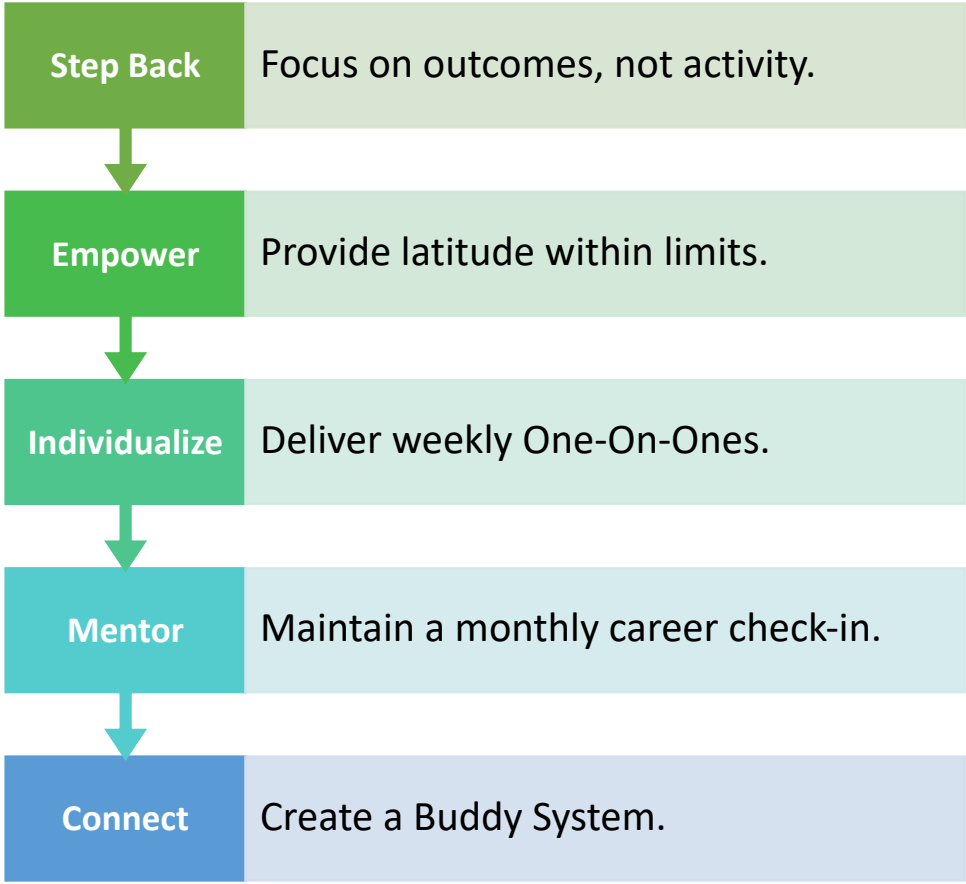


Happiness

Sadness

Video conferencing
fatigue is REAL.

Driving Engagement



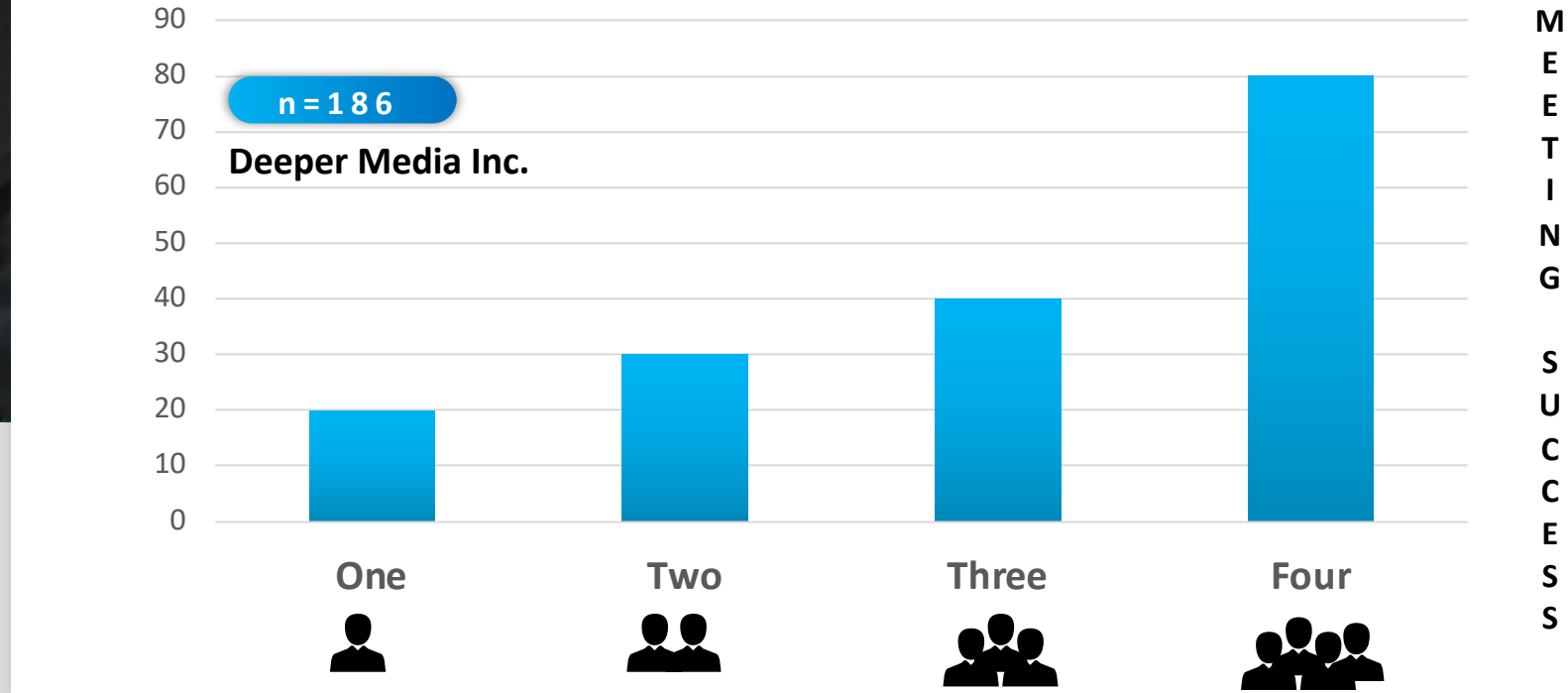
Promote Collaboration

Create collisions through informal connections.

Require everyone to use the right tools.

Design diversity of perspectives.

Recognize team players.



Unique Perspectives in Meeting

Time for Your Questions…

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SIA CWS Council Member Resources

- Best Practices in Remote Working for Staffing Firms
- May US Jobs Report
- The Human Cloud, the Gig Economy & the Transformation of Work
- Global Staffing Industry Forecast: May 2020 Update
- CW Programs and Disaster Preparedness
- Disaster preparedness and your contingent workforce
- Coronavirus (COVID-19) Resource Center

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View the full schedule of classes at:
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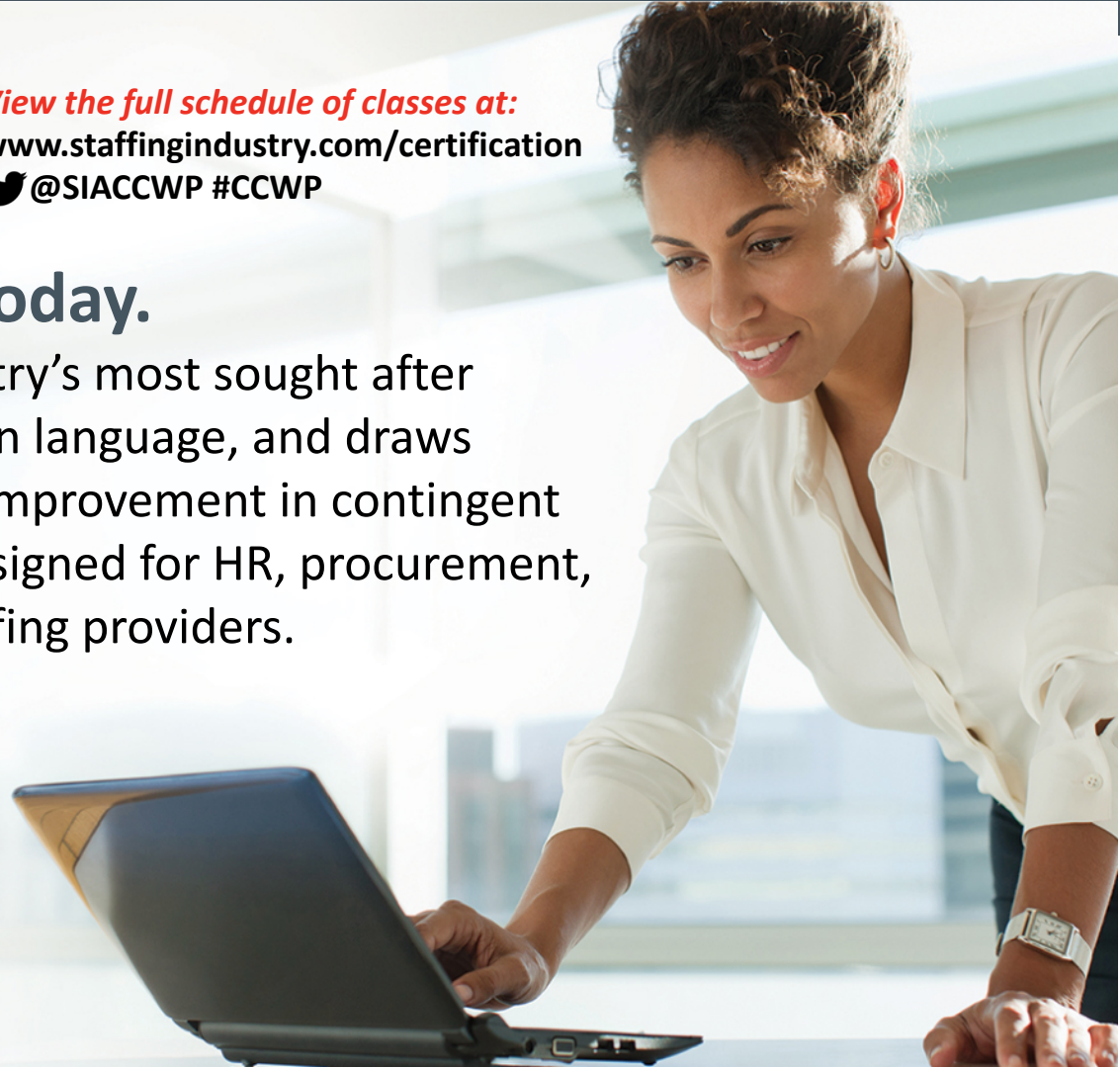

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- A replay of this webinar will be available for our CWS Council and Premium Corporate members at: www.staffingindustry.com/webinars-buyer

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Founded in 1989, SIA is the global advisor on staffing and workforce solutions. Our proprietary research covers all categories of employed and non-employed work including temporary staffing, independent contracting and other types of contingent labor. SIA's independent and objective analysis provides insights into the services and suppliers operating in the workforce solutions ecosystem including staffing firms, managed service providers, recruitment process outsourcers, payrolling/compliance firms and talent acquisition technology specialists such as vendor management systems, online staffing platforms, crowdsourcing and online work services. We also provide training and accreditation with our unique Certified Contingent Workforce Professional (CCWP) program.

Known for our award-winning content, data, support tools, publications, executive conferences and events, we help both suppliers and buyers of workforce solutions make better-informed decisions that improve business results and minimize risk.
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