

Employee Experience Shifting Concerns 2020 – 2022



2020 Top Concerns

1. Health and Safety

Do our employees feel safe?

2. DEI

Are we diverse and inclusive?

3. Communication

Are we effectively sharing what is happening?

4. Productivity

Are we still able to get the work done with remote teams?

5. Collaboration

Have we lost the ability to collaborate?

2020 saw the beginning of the pandemic and lockdowns. Employers were focused on implementing safety protocols and migrating teams to remote work. DEI became a key priority as civil unrest erupted across the United States.

2021 Top Concerns

1. Work-From-Home

Is it working?

2. Workload

We're understaffed and seeing burnout.

3. Retention

Employees have options, will they stay?

4. DEI

Are we getting better?

5. Culture

Can we preserve our identity with remote work?

In 2021 we learned that Work-From-Home works and employees value the increased flexibility. Return to the office and hybrid work strategies begin to be tested. Stress and workload increase as staffing and retention become challenging.

2022 Top Concerns

1. Flexibility

In office? WFH? Hybrid?

2. Retention/Recruiting

Talent is still in short supply.

3. DEI/Culture

Do our employees feel like they belong?

4. Workload

We're still understaffed and seeing burnout.

5. Mental Health/Well Being

Are we caring for the needs of our employees?

In 2022 employers are trying to find the right mix of flexibility for post-pandemic work. Finding and keeping talent remains a key concern and we're seeing a greater focus on the mental health of employees.