

EMPATHY MAP

HYBRID OFFICE WORKER DURING THE PANDEMIC

 <p>"I like the routine & obligations of work and office time" (white, Caucasian male, Gen X)</p> <p>"A partial office/hybrid/anywhere schedule works for me" (younger, emerging professional, Millennials/Gen Y, Gen Z)</p> <p>"I am starting my own at-home business leveraging new technologies" (Gen Z, Millennials/Gen Y)</p> <p>"I will go in the office for purposeful activities – it needs to make sense" (established, Gen X, Boomers II)</p> <p>"I will forego office furnishings comfort for the chance to stay home" (Female, Gen X, Boomers II)</p> <p>SAID</p>	<ul style="list-style-type: none"> ▪ Isolated ▪ Videoconference-Meeting- & Webinar-Fatigued ▪ Relieved with fewer travel obligations ▪ Overwhelmed with home schooling & caregiving obligations ▪ Stiff, inactive ▪ Overwhelmed by the workload ▪ Sometimes untrusted, yet working double-time; indignant ▪ Anxious about the state of the world ▪ Concerned about communicable disease transmission ▪ Frustrated by technology connectivity and new types for remote use  <p>FELT</p>
<p>DID</p> <ul style="list-style-type: none"> ▪ Worked split shifts, e.g., 5.30am – 7am, 9.30am – 12.15pm, 12.45 – 2.45pm, 4.30 – 6.30pm &/or 8.30- 10.00pm ▪ Increased sitting time ▪ Propped a laptop on a kitchen counter/ random desk/outdoor furnishing ▪ Argued with a family member/housemate about the use of perceived premium workspace ▪ Overworked (exceeded work schedules) ▪ Ignored the booking software and came into the office and sat at a familiar space ▪ Set up a meeting and asked for IT support to provide extra monitors for viewing those at home via videoconference ▪ Blurred the boundaries of home and working life (several times) 	<p>THOUGHT</p> <ul style="list-style-type: none"> ▪ It's strange to be in the office while most others are home ▪ It's odd to sit in a meeting with most of my colleagues on videoconference ▪ I'm taking on more when my colleagues are away, and we seem constantly short-staffed ▪ I can work from home, so why do I need to attend work? I should have more say in my work schedule and location ▪ My employer should provide the resources for me to work from home, like the office space ▪ I want a workplace & workmates that value my health & wellbeing ▪ A workplace that affords me a flexible work schedule and a fun time when I attend the office is more attractive to me ▪ I might miss out on promotions if I'm not seen or heard at the office, in-person ▪ I feel more efficient when I have some time away form the office to "catch up" on communication and planning activities 

PAIN	GAIN
<ul style="list-style-type: none"> » Isolation » Hard to maintain fitness and activity schedules » Congestion at home when others are working/studying from home too » (Sometimes) inadequate working space for focussed and concentrated work » Difficulty to "switch off" » Less support – managerial, operational, and technical » Reduced connection with others » Confused by frequent changes to working strategies 	<ul style="list-style-type: none"> » Flexibility » More discretionary time, in some instances (less transit time) » Fewer workplace politics to manage » More autonomy » Relaxed appearance » More forgiving of self and others, understanding of family "intrusions" » Savings on transit, parking, clothing » More time with pets, home project undertaken