

# DESIGNING HYBRID WORKPLACES FOR HUMAN MOMENTS: **WHY DOES IT MATTER?**

## WHAT IS A HUMAN MOMENT?

A face-to-face encounter that allows for empathy, emotional connection, and nonverbal cues to complement what is actually said. In human moments, people often feel energized and are more likely to empathize with each other, which supports organizational culture and collaboration.

## WHEN IT COMES TO...

### Remote Hiring & Onboarding

**71.5%** of surveyed companies reported their **employees had requested remote work options before COVID-19** and **66%** said that **remote work helped prevent layoffs due to the pandemic**.

Regarding remote work, **63.65%** of companies expect it to **make their team(s) happier**; **45.5%** for it to **increase productivity**; and **44.25%** expect an **increase in profitability**.

**88%** of organizations **do not onboard well** - only **12%** of employees strongly agree their organization does a great job onboarding their employees.

Organizations with strong onboarding processes improve **new hire retention by 82%** and **productivity by more than 70%**.

### Employee Well-Being and Flexible/ Inclusive Work Policies

**79%** of employees with a **flexible work schedule** reported that they were **satisfied or very satisfied with their work-life balance**.

**60%** of American adults and **44%** of Canadian adults have at least one chronic health condition that lasts at least one year and require ongoing management or restrict individual activities.

**1 in 4** Canadians aged **15 or older** live with chronic pain.

International SOS identified mental health as the **fourth biggest impact on businesses** and Mental Health Commission of Canada reported that mental health problems and illnesses cost Canadian employers more than **\$6 billion** each year in lost productivity.

### A Space for Creative Collaboration

People need be only **50 metres** apart for **regular communication** (whether face-to-face or via any form of media) **to decrease**.

**87%** of employees say the **office is important for collaborating with team members and building relationships** — their **top-rated needs for the office**.

Frequent **face-to-face** interactions outside formal meetings boost **energy, exploration, and engagement** and are the **best predictor of productivity**.

**Complex problem solving and innovative ideas** happens best when people from different functions and departments collaborate and these collaborations are usually triggered by chance encounters.