

The logo for the Society for Human Resource Management (SHRM). It consists of the letters 'S', 'H', 'R', and 'M' in a white serif font, each contained within a blue square. The squares are arranged horizontally. A registered trademark symbol (®) is located to the upper right of the 'M' square.

**SHRM**®

# SHRM COVID-19 Research Teleworking Realities & Challenges

**BETTER WORKPLACES  
BETTER WORLD™**



# SHRM: Better Workplaces Better World

The economy is powered by strong businesses and dynamic workplaces. As the voice of all things work, workers and the workplace, SHRM is shaping the way employers and employees thrive together. We are the driver of social and economic change in the workplace, and we foster mutually beneficial work environments that serve both business and employees. ***SHRM impacts 115 million employees through the work of its more than 300,000 HR and business leaders globally.***

## Purpose

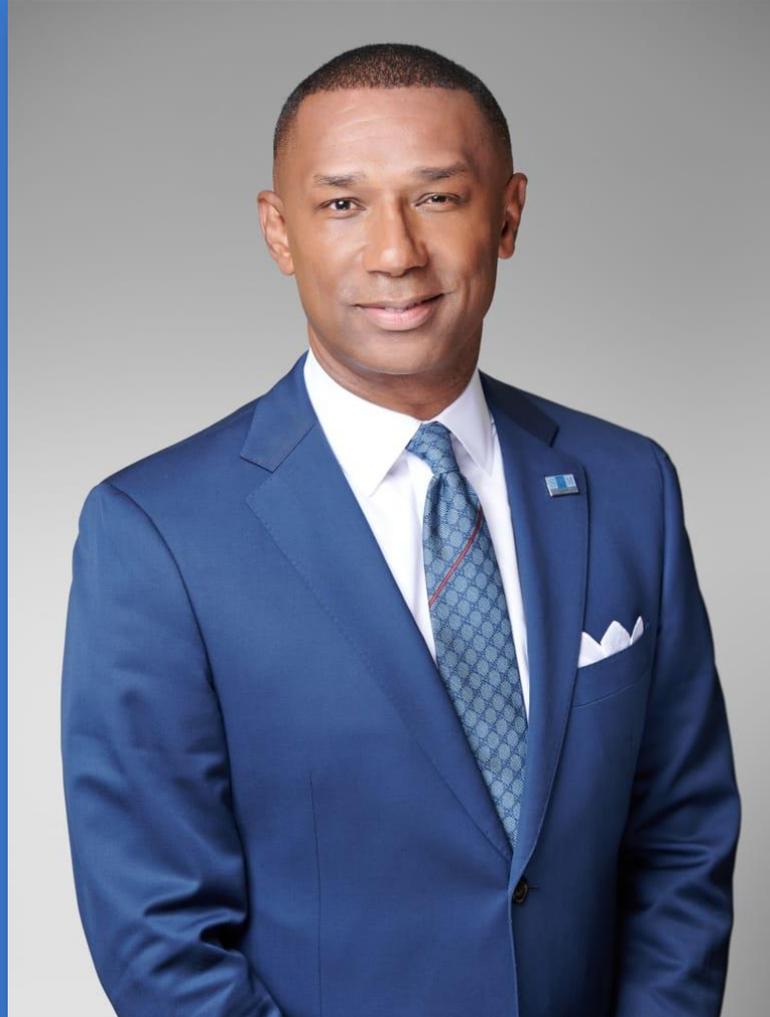
Elevate HR.

## Vision

Building a world of work that works for all.

## Mission

SHRM empowers people and workplaces by advancing HR practices and by maximizing human potential.



# Johnny C. Taylor, Jr.

*President & CEO*

Society for Human Resource Management



# COVID-19 Impact

Impacts on American Work, Workers, and Workplace (SHRM Research, 2020)

- ▶ As of March 16, **over 1/4 (27%)** of American workers have received **no information** from their workplace about plans related to the Coronavirus.
- ▶ Nearly **72% of the workforce** is working from home, working a modified schedule, or practicing social distancing in the workplace.
- ▶ **1 in 5 workers** believe they will face extreme financial hardship or negative consequences if the crisis persists.
- ▶ **Nearly 6 in 10 (58%)** of American workers cannot able to meet their basic financial needs without pay for one month or longer.



# COVID-19 Impact

Impacts on American Work, Workers, and Workplace (SHRM Research, 2020)

- ▶ Over half of small businesses estimate **they will lose 10-30% of their revenue** as a result of the Coronavirus epidemic.
- ▶ 1 in 5 small business operators expect >30% losses, with **4% expecting total loss and closure of their business.**
- ▶ Service-type businesses expect to lose the most with **more than 1/4 expecting over 30% losses.**
- ▶ Despite focus on remote work as a reaction to the Coronavirus pandemic, **less than one-third (31%) of small businesses** can operate totally remotely.



# COVID-19 Impact

## Teleworking Under A Crisis Scenario

(SHRM National Study of the Changing Workforce, 2020)

- ▶ Teleworking isn't new to us—about **43 percent of U.S. workers already worked remotely in some capacity**, and a little over half of U.S. jobs, or about 55 percent, could allow for telecommuting, at least on a part-time basis.
- ▶ This scenario is different because it is **forced total telework and virtual teamwork**. Major organizations with significant investments in telework and flexible work arrangements were better prepared with **knowledge-type professional services firms being furthest ahead**.
- ▶ One area of concern is talent acquisition where virtual recruiting tools have hit an all-time high in usage especially in terms of **video interviewing and new employee virtual onboarding where volumes have nearly tripled** according to some sources like HireVue.



# COVID-19 Impact

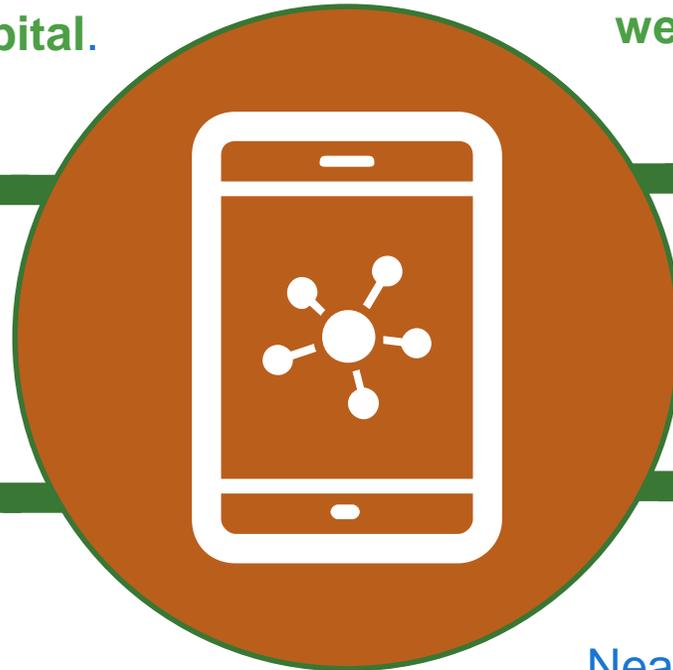
## Key Considerations Moving Forward

The challenges that lie ahead are varied including **potential long-term economic hardship and the ability to find capital.**

1

2

The newest clause of most business continuity plans will be **an infectious disease policy.**



3

4

Organizations and, specifically HR, will need to be stewards of **health, continuity, and wellness** as the crisis persists.

Nearly **15% of organizations** have already stated their intent to **permanently implement** new realities of operations in their future.

For more  
information, visit  
[shrm.co/healthsafety](https://shrm.co/healthsafety).