NOKIA

Controlling, influencing and encouraging
Flexible working & Wellbeing

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health

SAFETY

Understanding our impact potential

Control

Influence

Encourage

We create the technology to connect the world

Technology where everyone is connected can be exciting, but also

Flexible working
High flying not free falling

Understanding the current workplace dynamic
Expectations, fears and perceptions

Baby boomers

Desk phones
Fixed PC
No remote access
Relatively fixed working hours

Work is work, home is home

Generation X

Mobile phones
Laptops
Remote access
Flexible working times

The lines get blurred

Millennials

Numerous connected devices
Constantly connected
Work / personal networks converge

There are no lines

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A typical Nokia Team

David is an experience UK based manager, he likes structure, he works regular hours, makes exceptions for evening webex calls and only communicates for work by email and SMS on his work phone, which he switches off

Ainsee is based in Finland, works regular office hours, but works an extra hour Monday, Tuesday, Thursday and Friday to enable a ½ day to take his two children to regular competitive swimming events

Marcin, is on a short term assignment in the US, his young family is in Poland, he uses WhatsApp and Facetime during his day to say goodnight to his 2 year old, his manager allows him to the time in his diary

Carla is a new hire graduate working in Spain, her line manager is based on the west coast of the US, she loves WhatsApp but recently got into a pickle, responding inappropriately to a work message when on a night

Tiina is based in Finland**.** She needs some advice on her rising level of debt as it is starting to cause problems for her and her family. She does not have any colleagues close to her in the office in the same

Manuel is a virtual worker, is a detail person and works in a very ordered manner, whilst technically capable of using, he prefers traditional approaches to communications and interruptions are unsettling

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How connected are people?
Being connected and feeling connected are different

Currently more than 5000 employee are contracted to a "virtual office"

Approximately 50% of the remaining population are 40% teleworkers

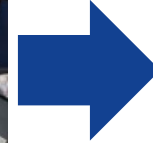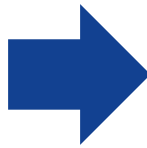Majority of employees have the ability and do work flexibly

We have all the tools
How equipped are people to use them?

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Managing Transition
Have we been fair?

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What have we learnt

"One eyed" view considering the impact on wellbeing

People working when they should not be working, not the expected opposite

Collaboration more difficult & organizational awareness becomes limited

Cultural change slower in virtual teams

Impact of different working cultures compounded by distance and time differences

Traditional expectations on line managers unrealistic, compounded by greater reliance on tools and automation of transactional activities

Monitoring, measuring, analyzing and communicating on the topic requires a massive effort in "balance" to manage perception

We need to fix "tomorrows problem" – todays are beginning to look after itself

The role of HR / Health and Safety

Control, Influence or encourage?
From a health and safety professionals perspective

Smoking

Activity

Diet

Time

Operations

Capability

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Not just enabling
Educate individuals, learn as an organisation

Areas		Elements	Goal
	Leadership & Behavior	• **Stop** rewarding and promoting the **wrong** behaviors • Promote, spark & fuel **open** and **honest discussion** • **Personal Wellbeing** discussion in every **review**	
	Tools & Technology	• **Evolve IT platforms – automate where possible** • **Policies and guidance for modern workplace** • **Build privacy controls at the core**	
	Collaboration & Teams	• **Train** line managers in **remote teams, managing across demographics** and **changing platforms** • **Team** workshops to **agree** ways of working	
	Adapting & Learning	• **Balance** of numbers & time spent in **virtual office** • Develop programs to educate individuals to **understand "what good looks like"** for **them**	

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Control

- The people we hire
- The tools we give people
- The capability we create
- How we manage performance
- What we reward, recognise, praise and penalise
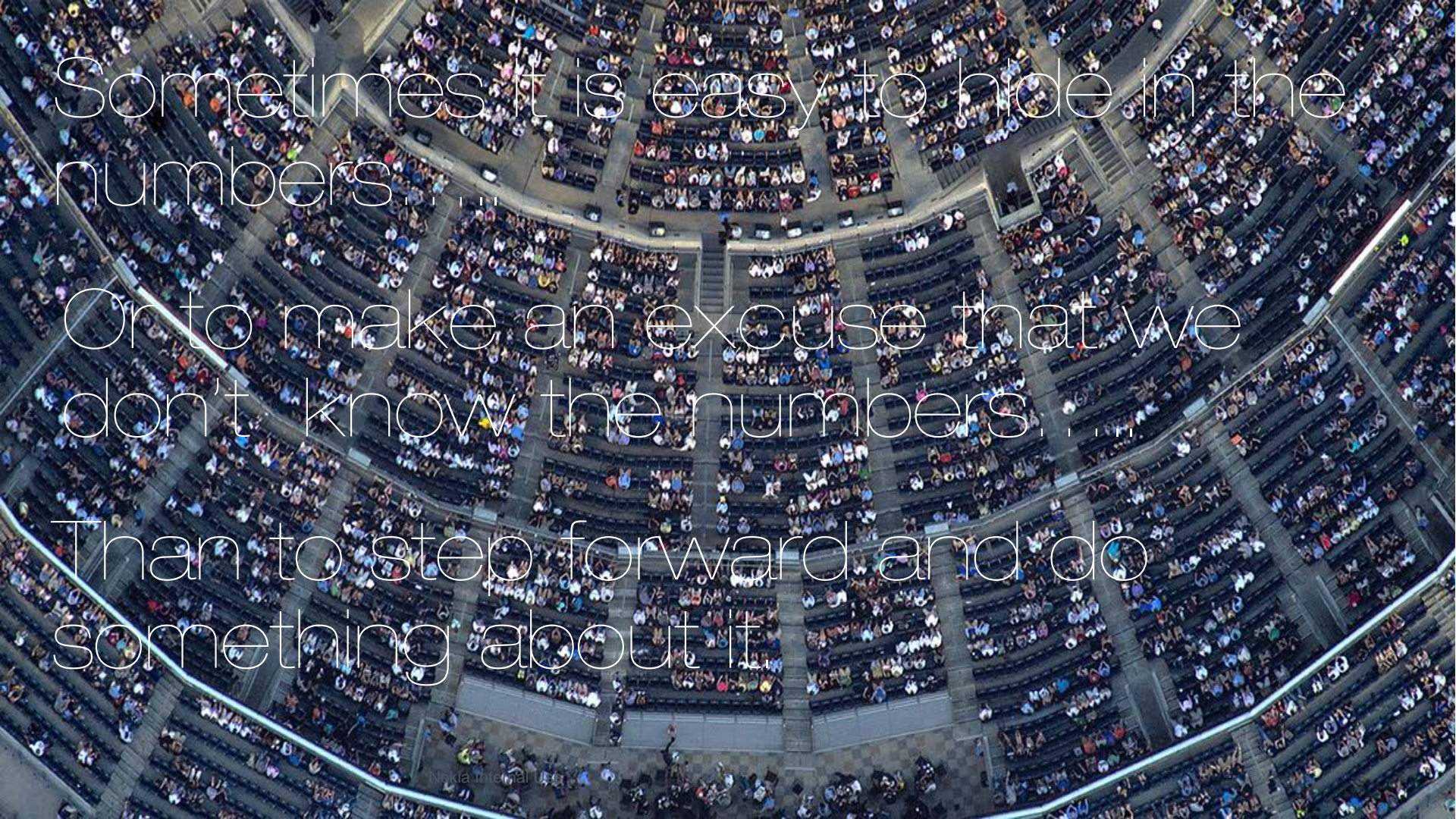
Influence

- The way people behave towards each other
- The perception of our people
- The use of tools and platforms
- The sharing of experience
- The balance of how people work

Encourage

- People to be more active
- To make healthy decisions
- To strike a healthy balance
- To be caring for each other

Understand where we can have the most impact

Sometimes it is easy to hide in the numbers.....

Or to make an excuse that we don't know the numbers.....

Than to step forward and do something about it.