

The State of Hybrid Work: Professional Services

A woman with blonde hair, wearing a light-colored business suit and large black headphones, is shown from the chest up. She has a stressed or frustrated expression, with her eyes closed and her hand raised to her ear. In front of her is a laptop on a desk. The background is a blurred outdoor setting with trees and a building. The overall image has a blue tint.

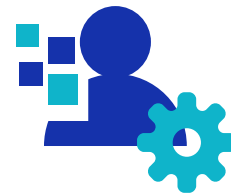
**Forces of change
in the professional
services industry:**

**employee experience
is the key**



Professional services organizations have always been used to high levels of in-person collaboration. With the shift to hybrid work, part of these interactions were lost.

Today, organizations must find ways to minimize its impact on business performance and employee well-being – because **the workforce is the biggest driver of organizational success in the industry.**



2/3 of the professional services workforce is expected to transition to remote working arrangements by the end of 2024.



Professional services executives attribute **76%** of their company's value directly to their employees.



Hybrid work is dominating employee preferences in the industry

3%

of employees in professional services with remote-capable jobs say they would prefer to **work fully on-site.**

1/3

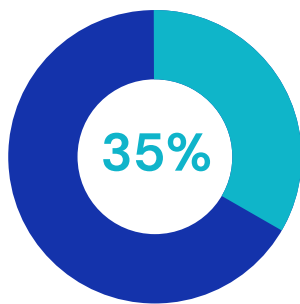
of professional services workers prefer to be **exclusively remote.**

2/3

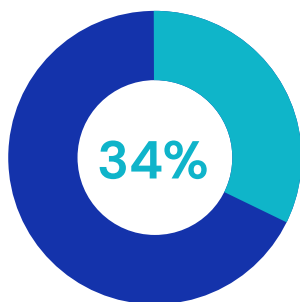
of professional services employees (roles such as engineers, administrative assistants, consultants, and programmers) **prefer the hybrid work model.**



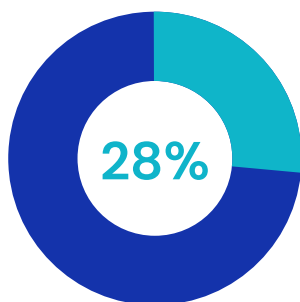
Where do professional services workers feel most productive?



believe they are most productive with a **hybrid approach**



believe they are most productive when **working at the office**

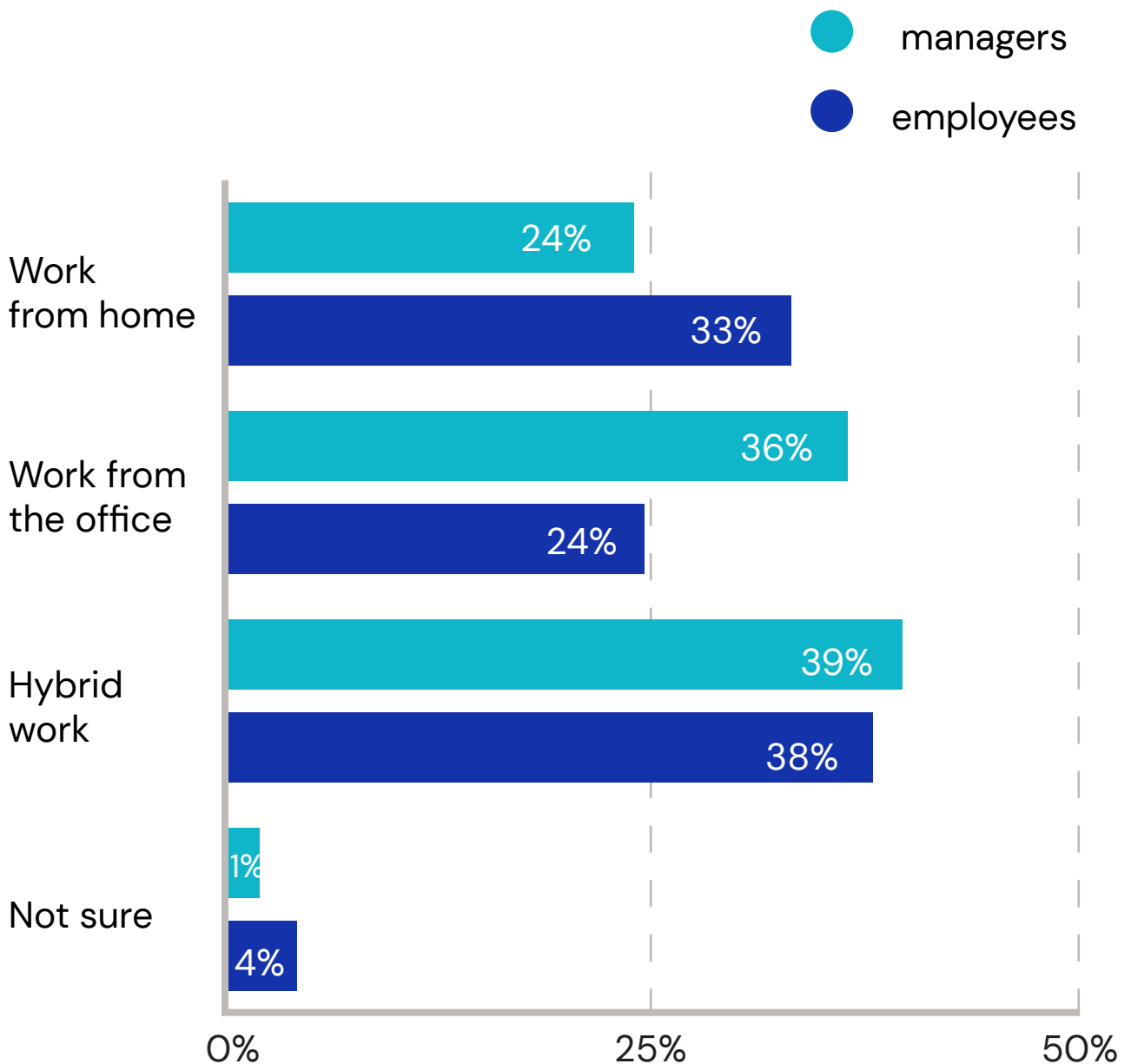



believe they are most productive when **working from home**



Both managers and employees are in sync when it comes to hybrid working. However, employees are more likely to believe productivity is higher when working from home.

Do you think productivity is higher when people...





Why do professional services workers appreciate hybrid work?

Gallup research reveals the key aspects of hybrid work that professional services employees value the most:



Hybrid work is changing the role of the office...

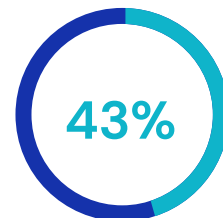
The office is transforming into a hub for meaningful interactions with colleagues, mentors, customers, etc.

As a result, companies in professional services are prioritizing the creation of a workplace environment that facilitates in-person interactions.

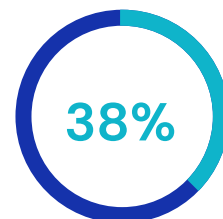


...but the lack of hybrid work guidelines makes bringing people to collaborative spaces a challenge.

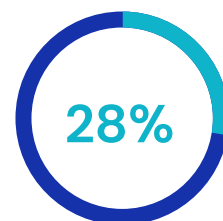
43% of leaders say relationship-building is the greatest challenge in the hybrid office



38% of hybrid employees say their biggest challenge is knowing when and why to come into the office



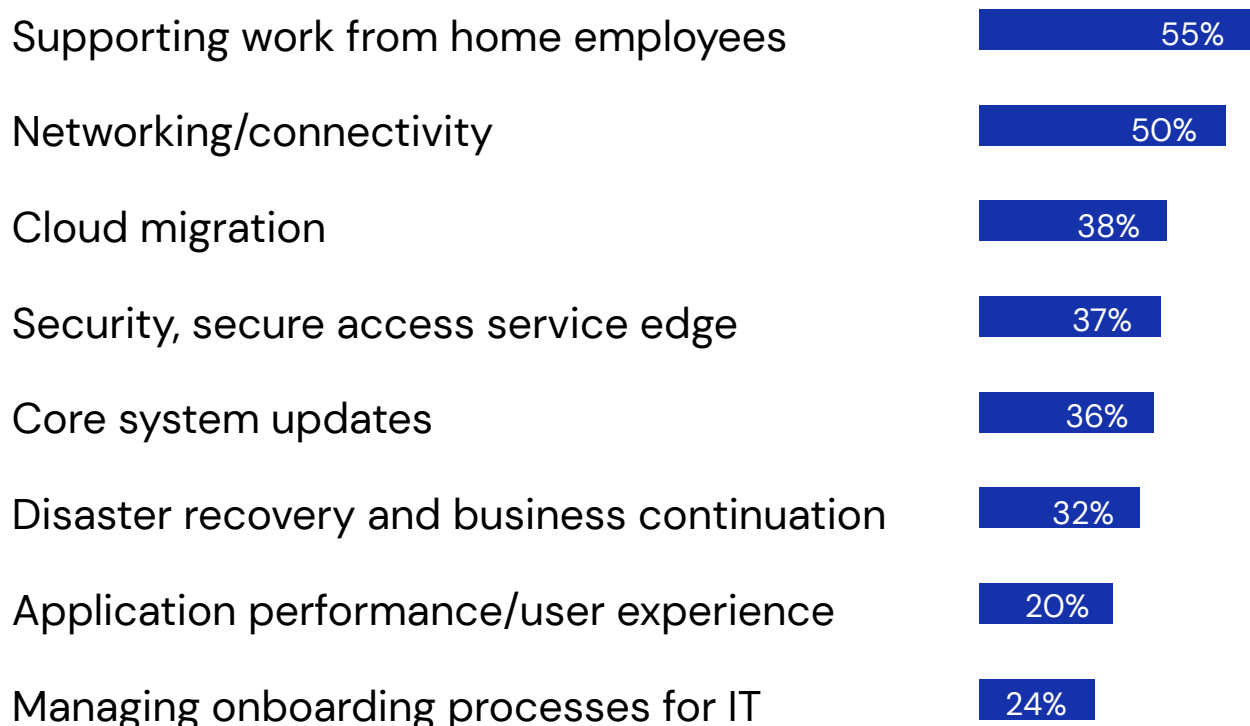
28% of leaders have created hybrid work guidelines that define why and when to go to the office



The key technology challenges for supporting the hybrid workforce

Beyond the physical workspace or employee scheduling, hybrid work presents challenges in supporting the hybrid workforce, providing robust networking and connectivity.

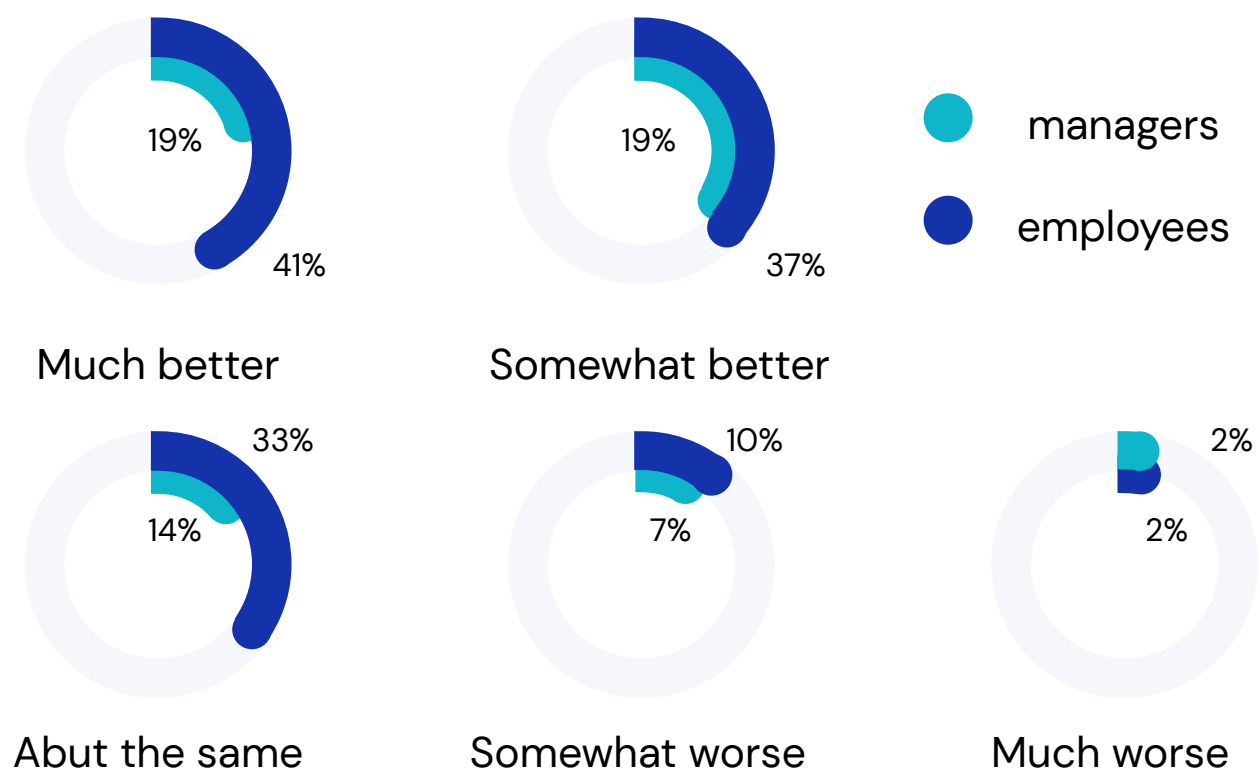
What are your biggest technology challenges?



What about the company culture?

Interestingly, managers are much more likely than employees to think their company culture has gotten better since the pandemic-induced shift to hybrid work:

How much better do you think your company culture has gotten since the pandemic?



Changing employment landscape



After getting their first taste of what it's like to work flexibly, a lot of professional services employees moved from FTE to contractor status.



In fact, 59% of them believe that the adoption of hybrid work technology and practices has made the idea of becoming a contractor more appealing.



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The State of
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