

Managing Through Uncertain Times



There's no denying that the COVID-19 pandemic brought significant changes to the workplace. "Business as usual" is now "business as unusual" with so many of us living and working under unique and unpredictable circumstances. AMA conducted this survey to gain insight into how people are coping. Who is working remotely or in hybrid settings? Is there anyone who hasn't taken on additional responsibilities? And what does it take to succeed and rise to these new challenges?

Here are the key findings of the survey, from both an individual and organizational point of view.

Over 50% of the respondents will begin 2021 working remotely

Value	Percent
Working Remotely Full Time	51.4%
Working Remotely Part Time and In-Office Part Time	22.3%
Working In-Office Full Time	16.1%
Other	10.3%

+74%

report that they have become more flexible and more agile in the last 9 months.

62%

say they have improved their productivity by managing their time better and streamlining their workflow.

63%

report taking on new responsibilities since the pandemic started

63%

say working remotely has inspired them to take more initiative and find innovative solutions to solving problems

40%

agree that working remotely has negatively impacted the connection they have with their work teams.

65%

state their organizations have become more agile and nimble in the last 9 months.

65%

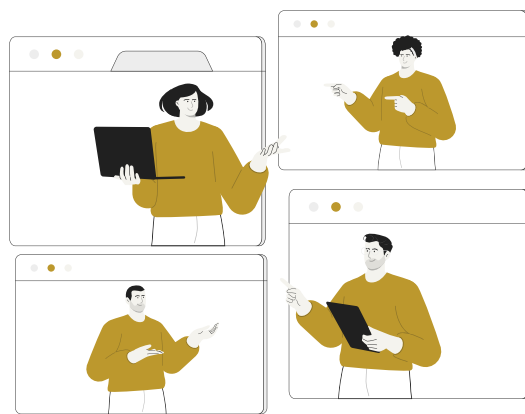
of respondents say their organizations have become more innovative in the last 9 months.

62%

report that working remotely has created opportunities for employees to be more self-directed.

The Top 5 most critical capabilities needed to succeed in the new work environment

1. Having a positive approach to managing change
2. Building strong relationships
3. Approaching new challenges with innovation and agility
4. Managing a hybrid or remote team
5. Demonstrating strong project management skills



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