

Workplace Culture and Communication Report 2015

A study discussing how the connected office affects workplace communication, productivity and happiness

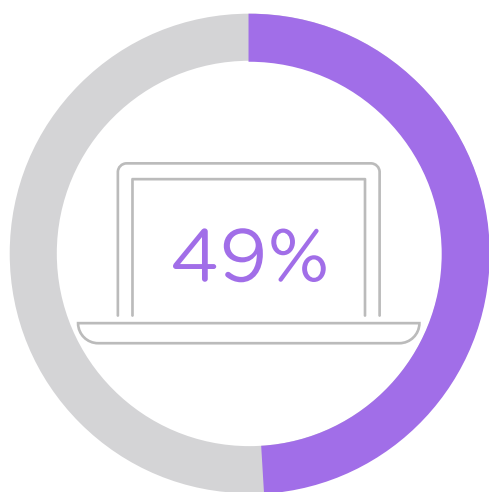
Today's workplace is more connected than ever before. But while technology provides nearly endless options for improved efficiency and communication — conference calls, video conferencing, instant messaging, productivity tools — it's also, in many ways, pushing employees apart.

The good news

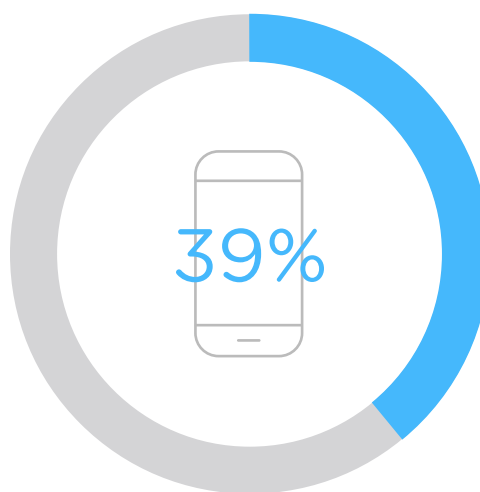
We're overwhelmingly positive about our co-workers. Eighty-one percent of our survey respondents genuinely like their colleagues and enjoy their company.

The not so good

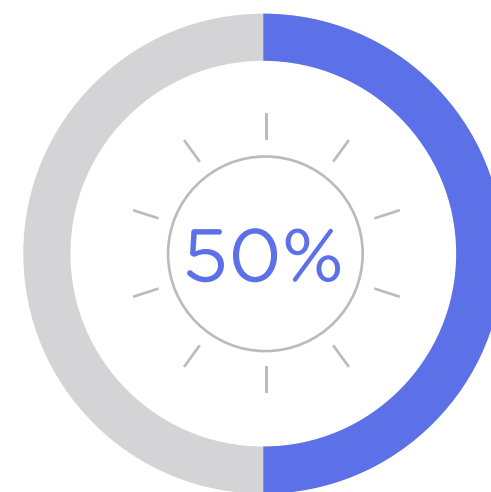
We're increasingly distracted and struggling to overcome generational and gender differences in the way we work. Furthermore, even with the proliferation of promising tech innovations, workers have yet to find solutions that meet their expectations.



say multitasking is okay in meetings



admit to using their phones for non-emergency issues in meetings



have joined a meeting remotely on vacation

About this survey

On behalf of Highfive, the polling company inc. / WomanTrend conducted a nationwide online survey among 1,200 employed office workers. Qualified participants were screened to ensure they were currently employed and that they spent most of their time at work in a traditional office setting. The survey was fielded consecutively from August 10-16, 2015.

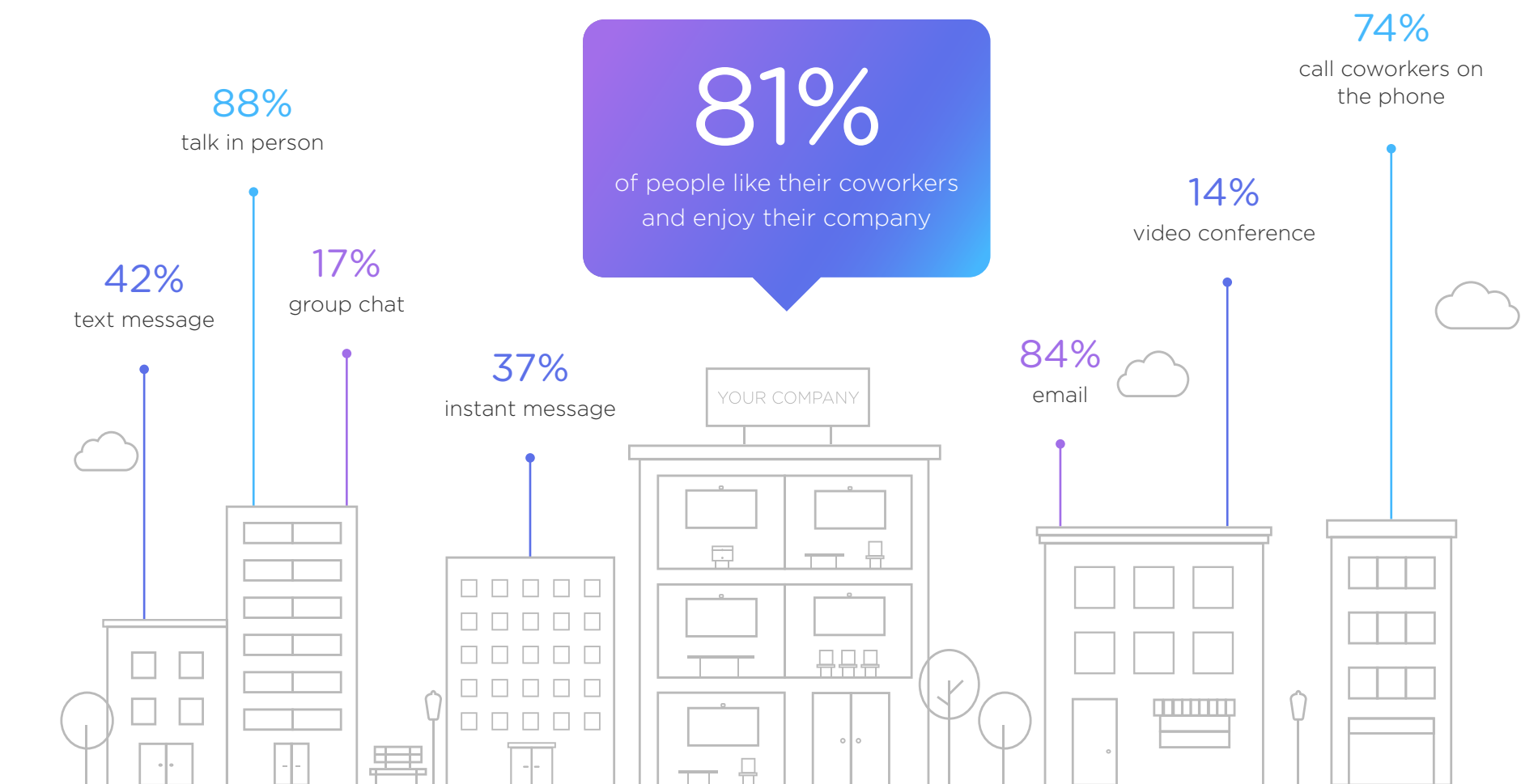
The survey measured responses from workers across the nation from a variety of industries and professions. The questionnaire contained 60 inquiries in total, including 10 demographic questions. Survey topics explored the tendencies and attitudes among the contemporary workforce, especially with regards to communication tools used to connect with co-workers and the adoption of video conferencing.



What's Bringing Us Together

We're getting along

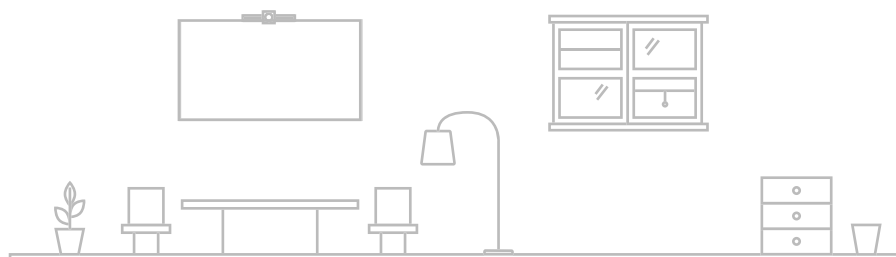
And communicating in more ways than ever before.



We're better together

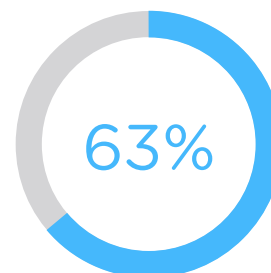
64%

of workers prefer in-person meetings to alternatives

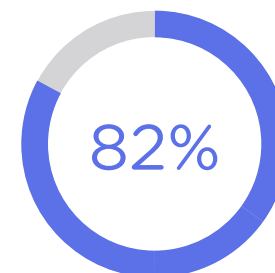


45% of people are more likely to pay attention when they meet in person versus during a conference call

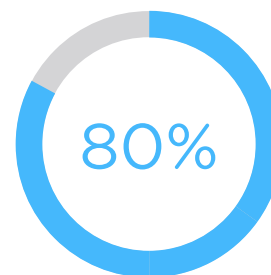
During in-person meetings



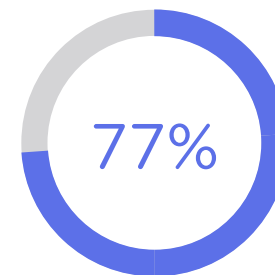
accomplish exactly what they set out to during meetings



actively participate



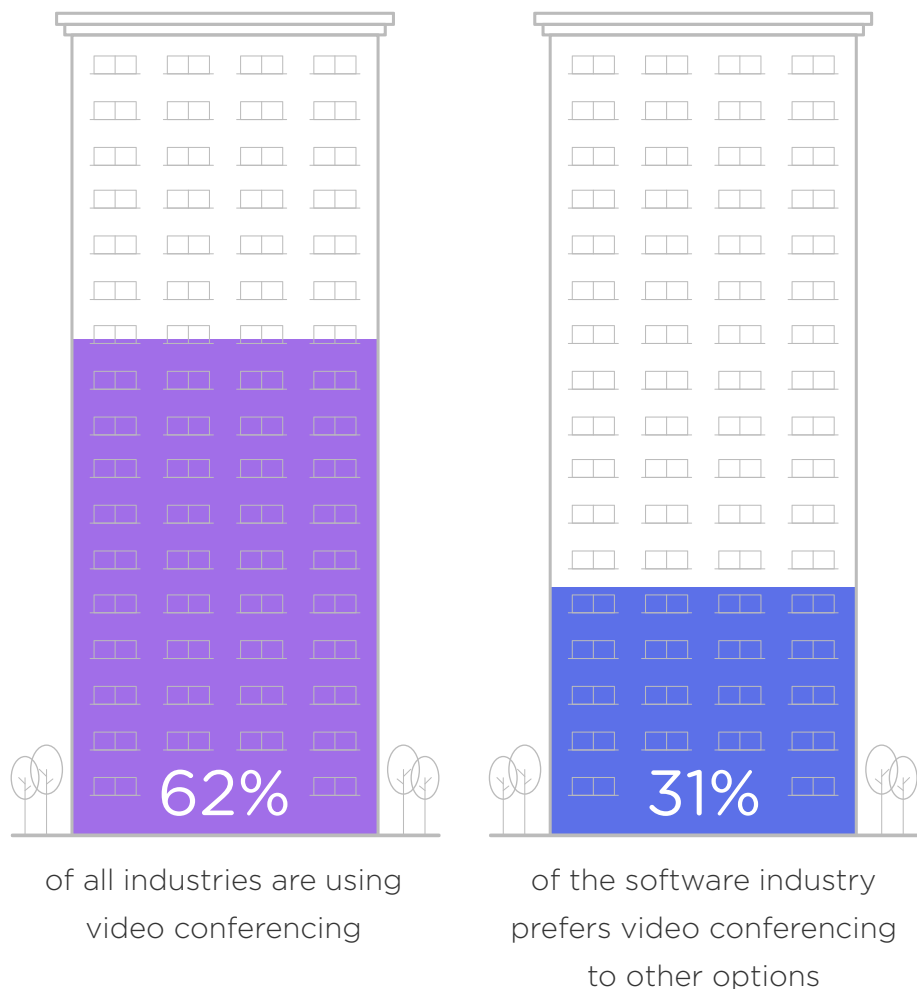
listen to the meeting content



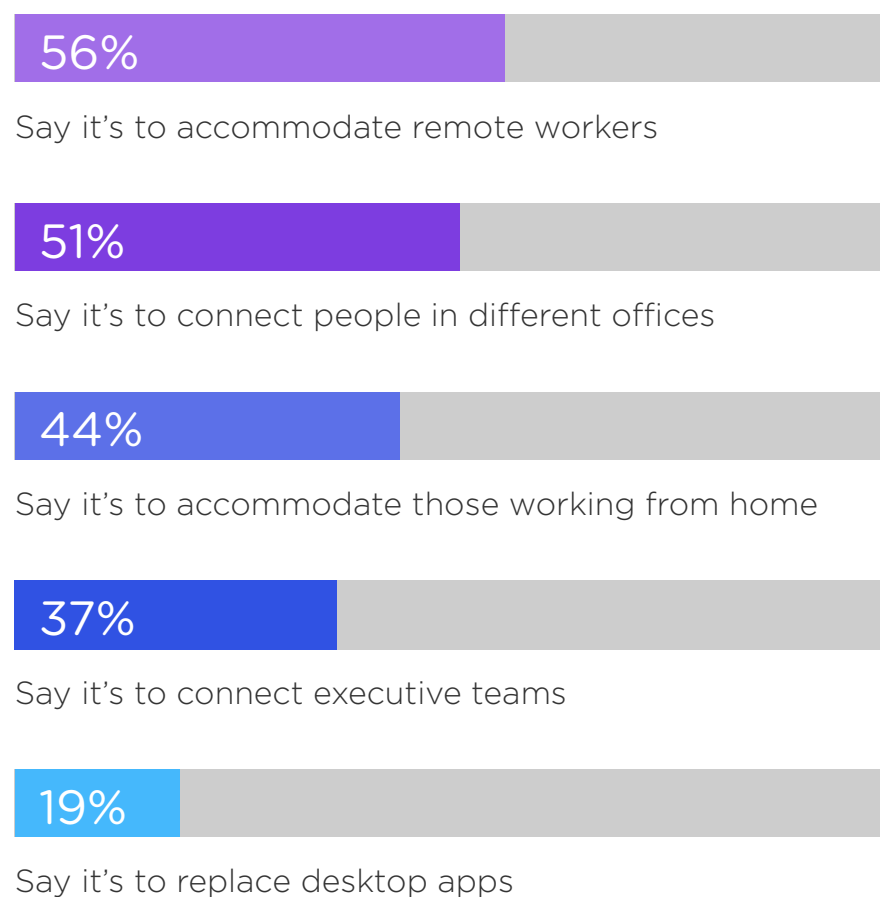
Take notes

Improvements in technology are helping us connect with one another

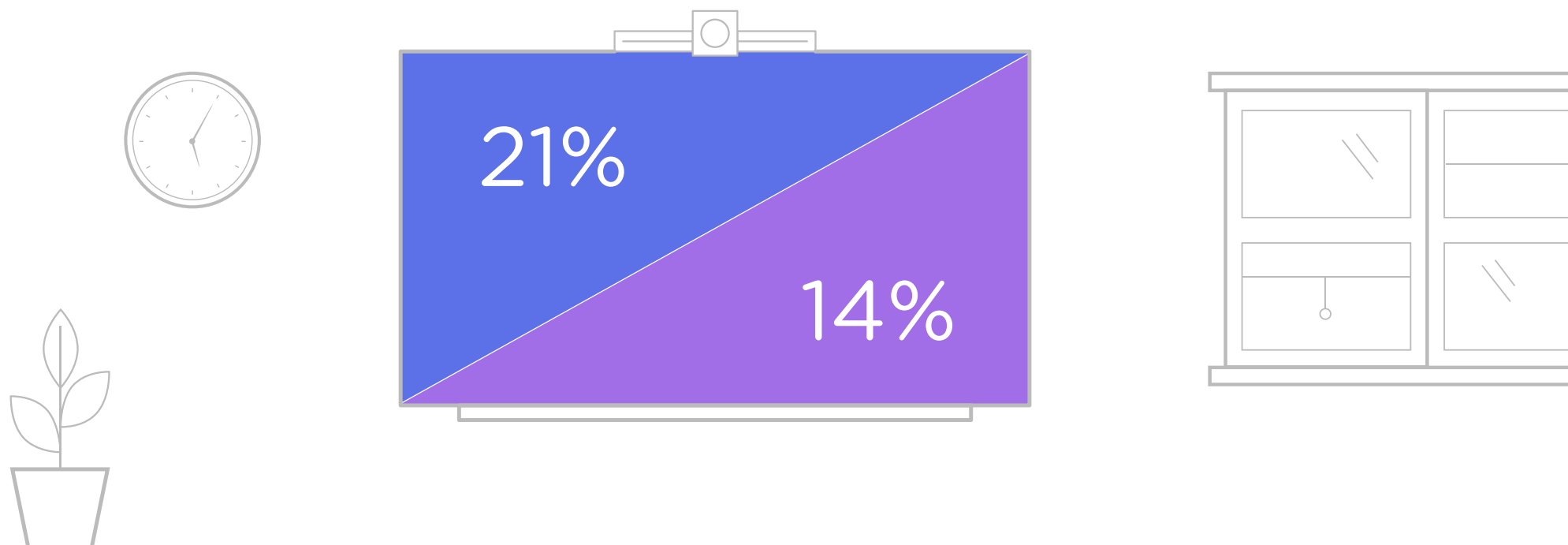
even as the number of people working remotely increases.



The best reasons for using video conferencing?



Remote workers are more likely to prefer video (21% vs. 14% overall) to communicate with colleagues



Who's working remotely?



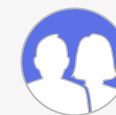
65%

are under the age of 44



57%

are men

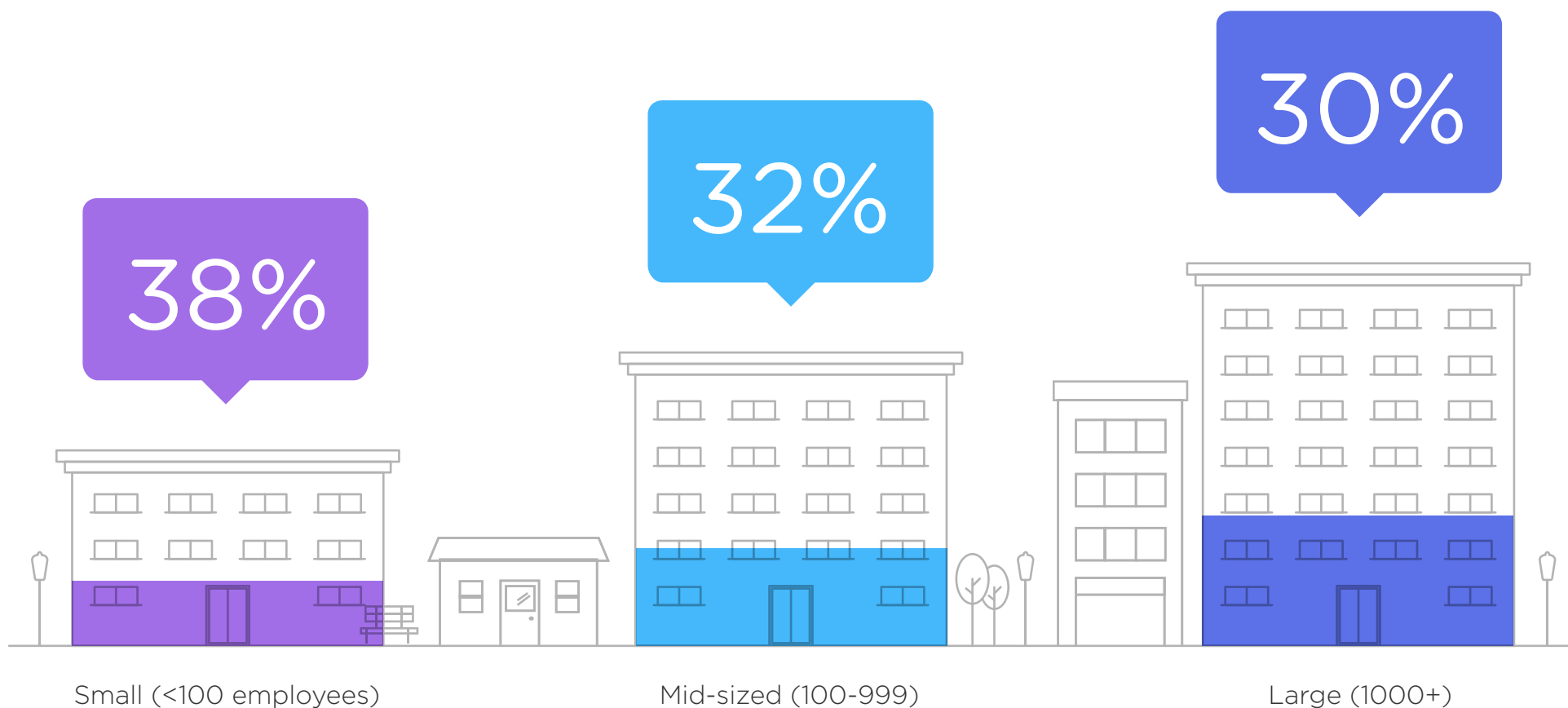


8%

are senior managers or directors

Remote workers are spread evenly across all sizes of companies

How are remote workers distributed across companies?

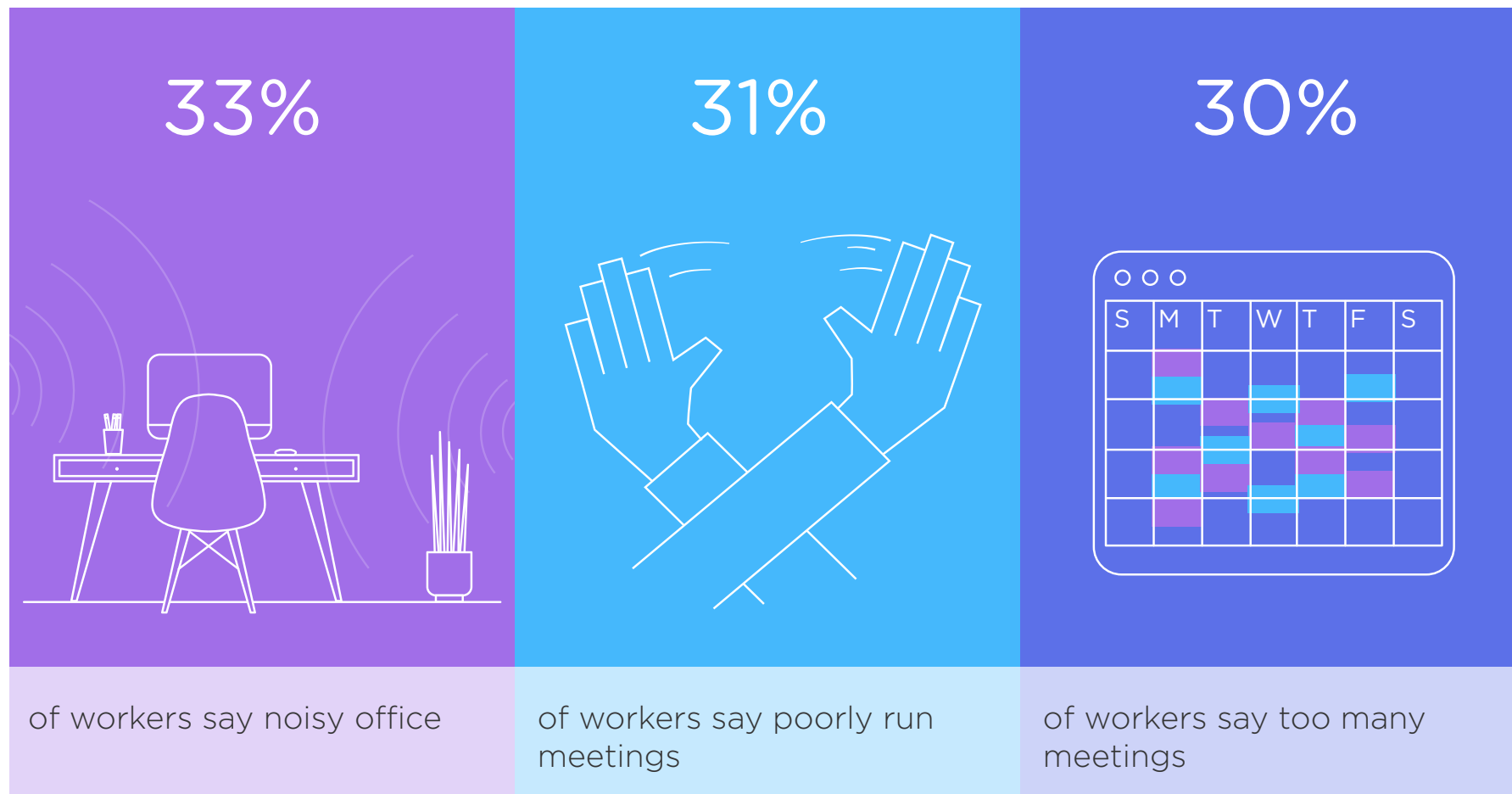


A blue-tinted photograph of an office meeting. In the foreground, a man with a beard is sitting in a chair, looking towards the right and holding a pen. In the background, several other people are seated around a table, some looking at laptops. The scene is brightly lit, likely from large windows on the right side of the frame.

What's Tearing Us Apart

Although technology is helping us connect across long distances, it's also causing a new problem: Distraction

What is preventing us from getting work done?



Blame it on the boss. C-level employees won't put their phones down



But it isn't just the executive's fault

all workers reported using their phones during meetings too

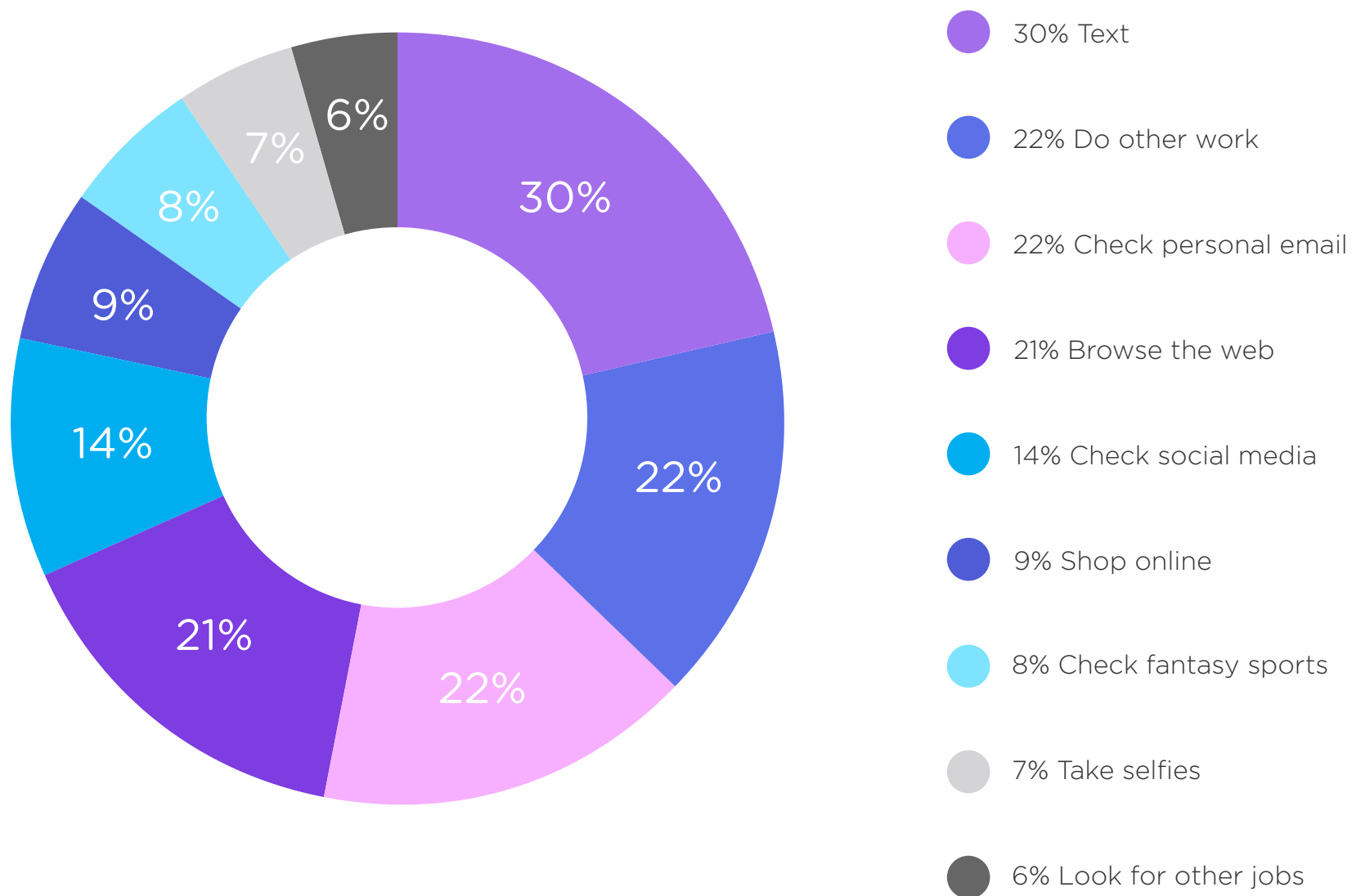
39% Team meetings

20% Orientations

16% Client Meetings

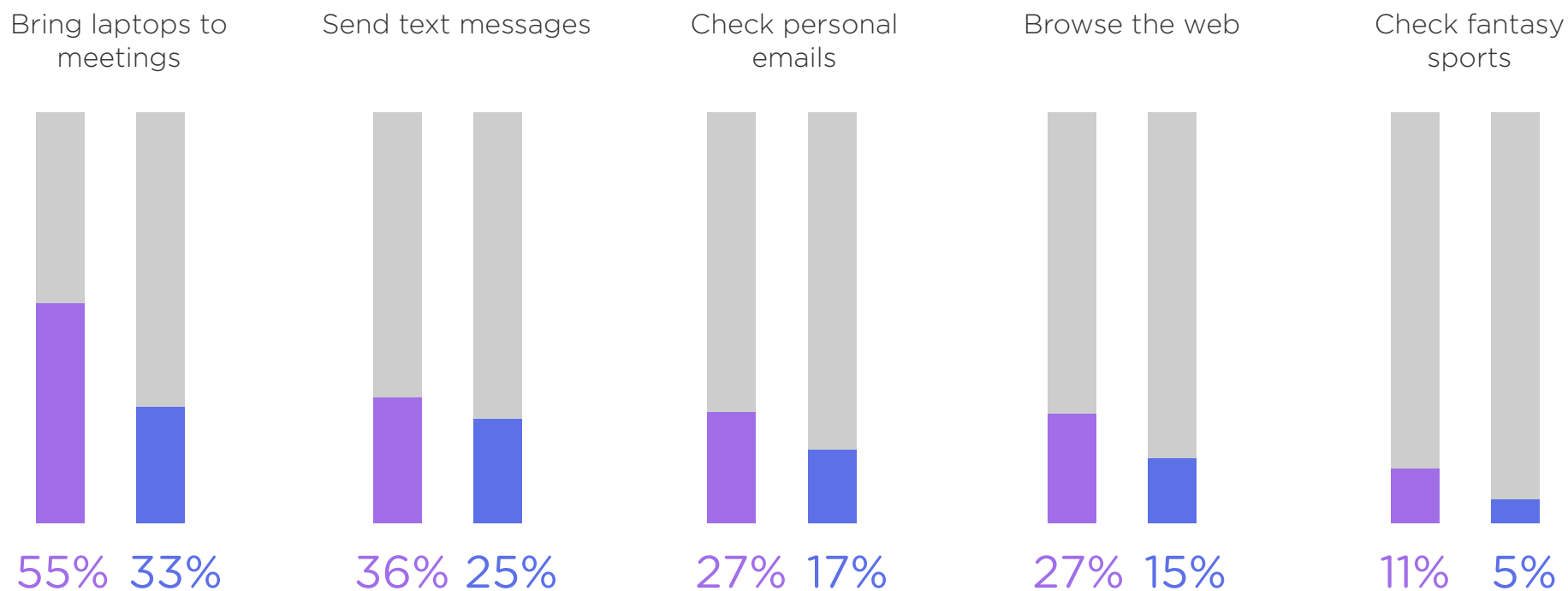
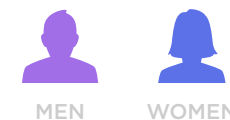
15% Interviews

What are they doing on their phones in meetings?



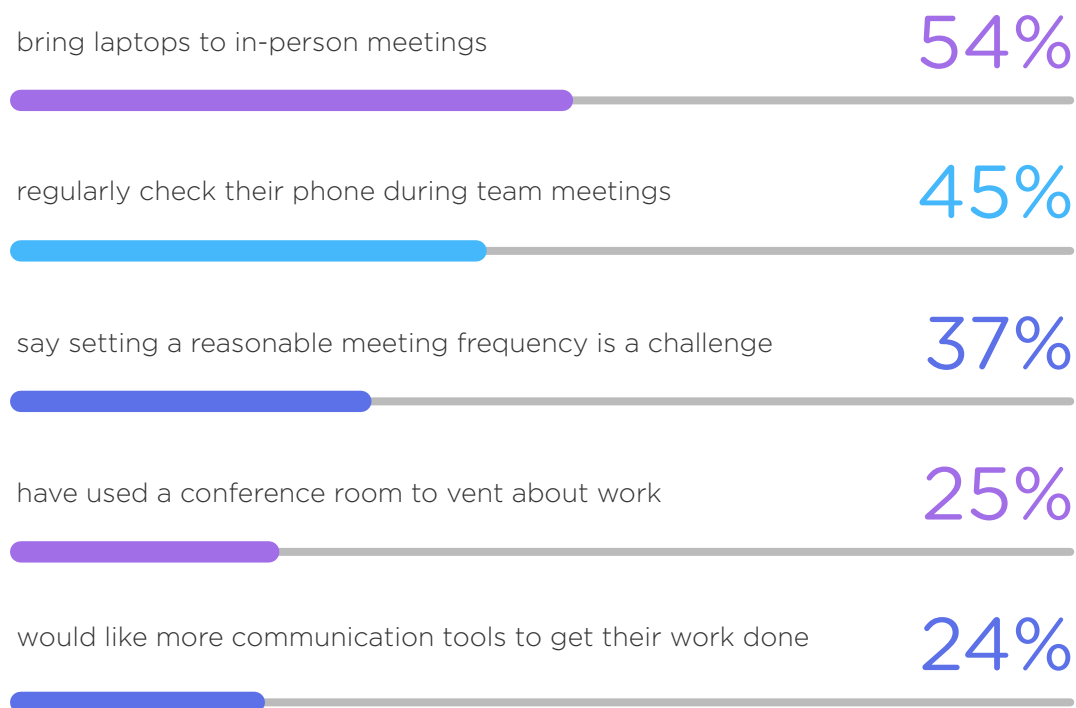
We're all behaving badly in meetings — but men are more likely to be checked out

Whether it's shooting off an email, checking in on fantasy football or just browsing the web, most of us have given in to distractions in meetings.

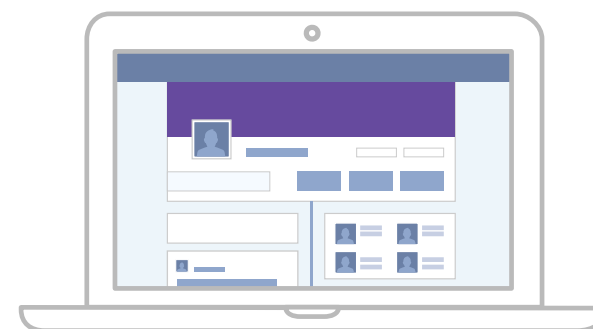


Men send 5.94 texts/emails/Snapchats during in-person meetings. Women send 3.70

For millennials (age 18-34), there's a thin line between personal and professional



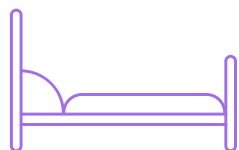
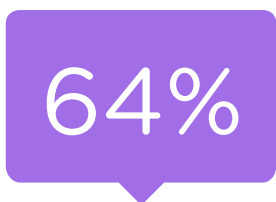
54%
admit to doing something unrelated on conference calls



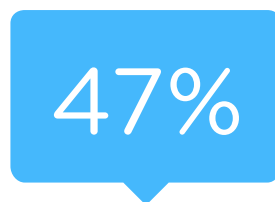
Workers under 45 years old send an average of 6 or more messages in meetings. Workers over 45 send fewer than 3. Younger workers (18-34 years old) are turning to technology to stay productive and cut down on meeting time.

No matter what our age or gender, though, one thing is clear — a lot more than just work is happening at the office.

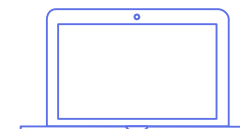
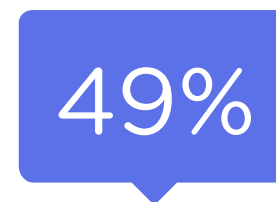
What are conference rooms being used for?



Of workers who admitted to taking naps in company conference, 64% were men



Of workers say that the biggest problem with meetings is that participants aren't paying attention



Say multitasking during meetings is okay

34% of workers say

Making personal calls

34% of workers say

Working away from assigned station

19% of workers say

Venting about work

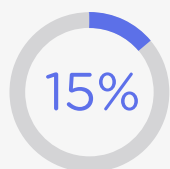
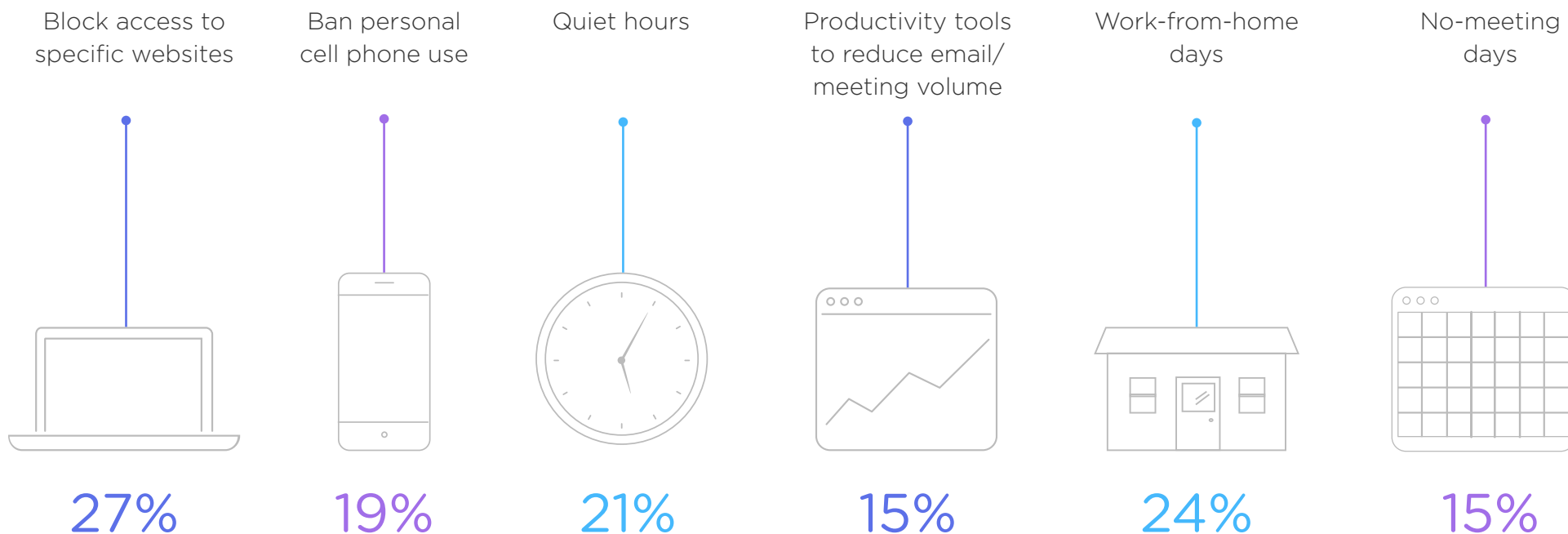
14% of workers say

Interviewing for another job

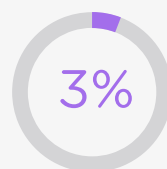
5% of workers say

Napping

How does your employer promote productivity?



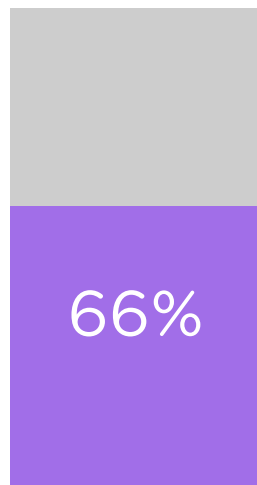
15% of employers are using productivity tools for better communication, but those tools aren't delivering on those promises



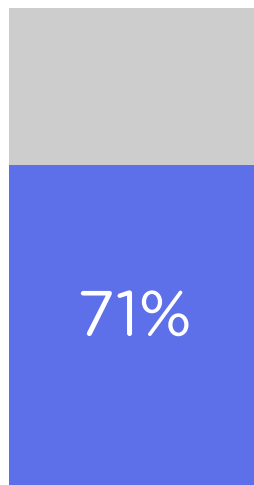
3% of people rate tools like Slack or Trello as the most productive choice when compared to options like video conferencing, conference calls or in-person meetings

If conference calls aren't productive, why aren't they dead yet?

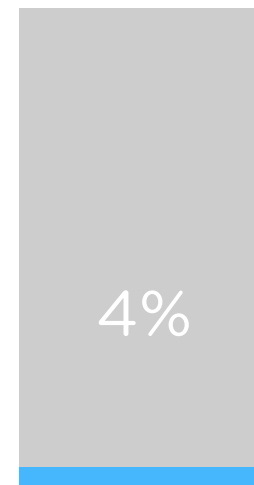
The simple answer: we've gotten used to them, flaws and all.



66% of remote workers want to eliminate conference calls entirely



71% of workers are likely to do something unrelated during a conference call



4% of workers say conference calls are their most productive tools



14%

Prefer Donald Trump to conference calls

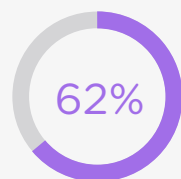
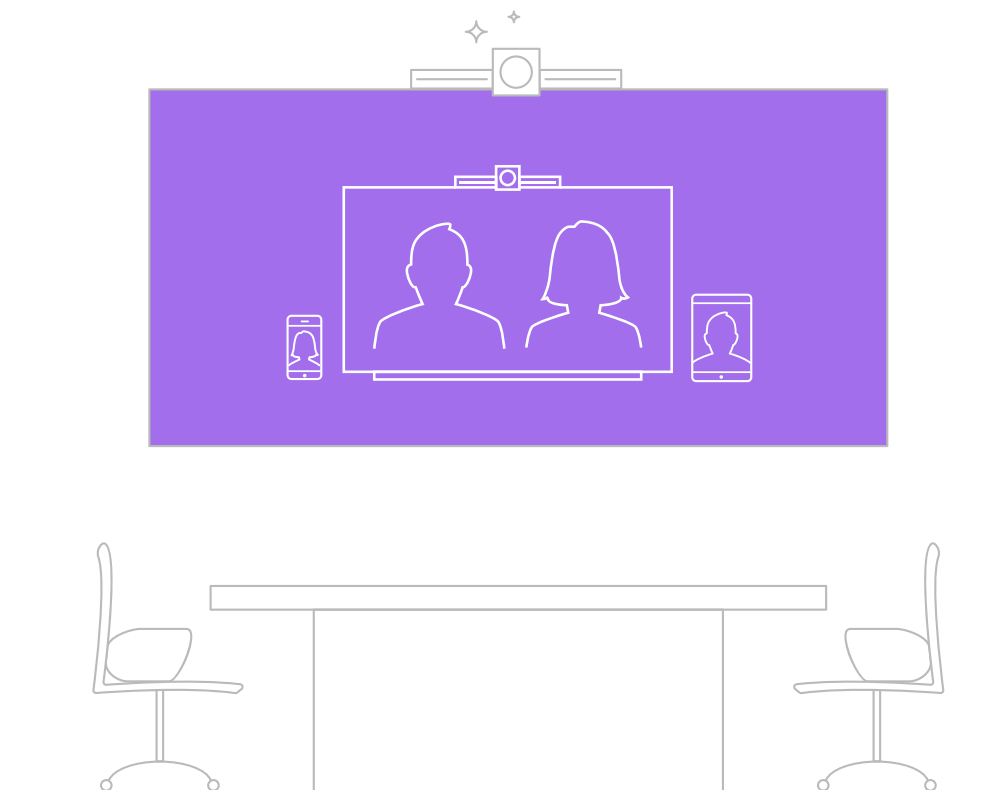


9%

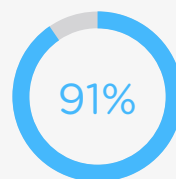
Prefer root canals over conference calls

One possible solution? Video conferencing

Video conferencing gives remote workers and companies with multiple offices the closest alternative to in-person meetings.



62% of companies use video conferencing



91% of people using it are having a positive experience

About Highfive

Highfive is a fast growing technology company that makes video conferencing beautifully simple. Highfive's flagship all-in-one system delivers high quality enterprise video conferencing to any size conference room at 1/20th the cost of traditional products. Highfive also provides web conferencing and screen sharing functionality for personal devices, giving customers the ability to make one-click video calls and share their screens from their laptops, tablets and mobile devices. Highfive is based in Redwood City, CA.