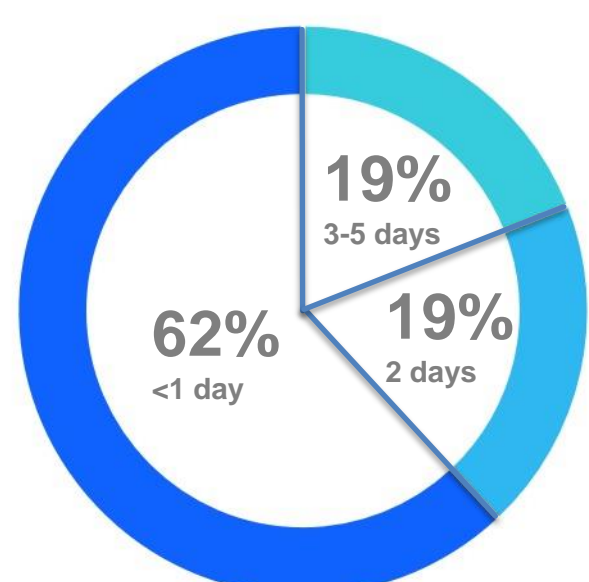


# HOW BUSINESS HAS CHANGED IN 3 IMPORTANT WAYS

## CHANGE #1 – Increased remote working

More employees are able to work remotely



# 38%

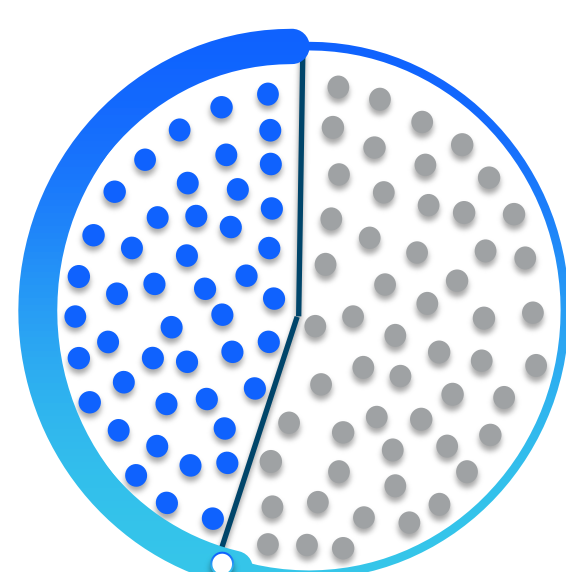
Over 1/3 of employees are expected to continue working remotely 2 or more days after the pandemic

Source: McKinsey future of work survey June 2020

But remote working comes at a cost to employees

Less than half of employees surveyed feel supported physically and emotionally whilst working remotely

# 46%



Source: IBM Covid-19 and the future of business

## CHANGE #2 – Digital transformation

Consumers are shifting purchases online



# 67%

Growth in online transactions Nov 20 vs Nov 19

Source: UK Office of National Statistics

Organisations are embracing digital change

Organisations have accelerated their digital programmes

# 59%

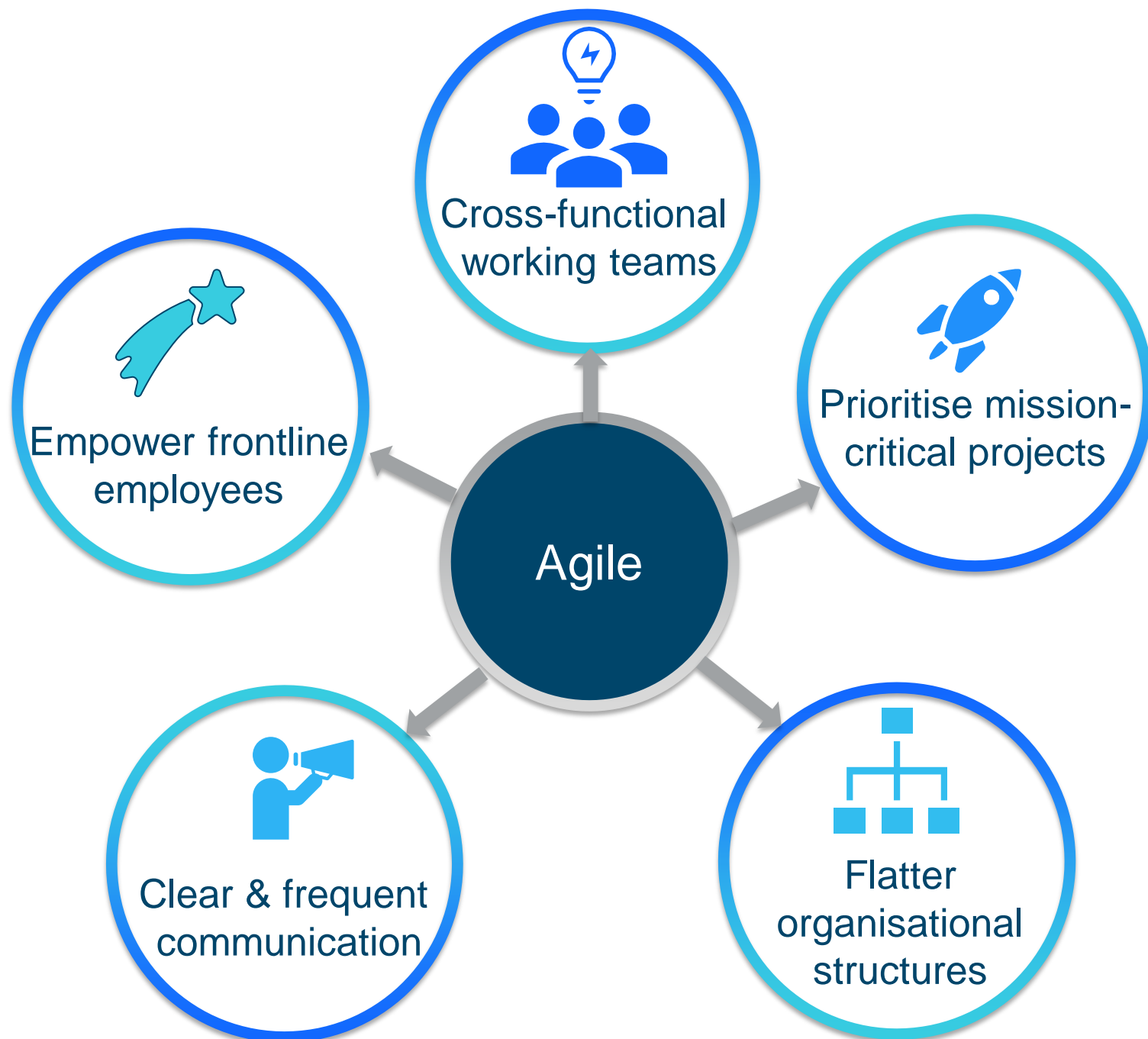


Source: IBM Covid-19 and the future of business

**A-Z** Consumers are using online technology for AI to Zoom

## CHANGE #3 – Business agility

Business agility has 5 key elements



For more information read our blog article at <https://www.chrisdunnconsulting.co.uk/business-change-3-trends-for-2021/>



Chris Dunn Consulting

©Chris Dunn Consulting

[www.chrisdunnconsulting.co.uk](http://www.chrisdunnconsulting.co.uk)