Telework, Digital Nomads, and how to design KM for what’s next.

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10:45 am
- Is Telework in trouble?
- Innovation and the Megacity
- Telework and the future of KM
Working away from organizational centers and co-workers
DIMENSIONS OF TELEWORK

- WORK LOCATION
- INFO TECH & CONNECTIVITY

Headquarters

Field Office

Home

Anywhere

Coffee Shop

ROC or Telework Center
DIMENSIONS OF TELEWORK

TIME DISTRIBUTION

EMPLOYMENT STATUS

Occasional

All the time

Regular staff

Freelancing
When You’re a ‘Digital Nomad,’
The World Is Your Office

A global network of live-work spaces is springing up to serve this new breed of millennial wanderer.

By KYLE CHAYKA FEB. 8, 2018

“We will travel the world hunting down information and relationships, much as our ancestors stalked the plains for prey.”

Makimoto & Manners, 1997
Yahoo! cancels its telecommuting policy

Digital Nomad Makimoto & Manners

Work is something we do, not something we travel to.
Woody Leonhard

9% of U.S. workers telecommute from home “somewhat regularly.”

Telecommuting coined by Jack Nilles

Telecommuters 35-40% more productive than traditional workers.

40% of IBM employees work remotely. Cumulated savings: $2B

1 in 5 worker around the world telecommutes regularly. 1 in 10 works from home everyday

IBM asks thousands of employees to rejoin physical hubs

Telecommuting population increased 115% in 10 years

37% of U.S. workers periodically telecommute. 40% of employers allow regular telecommute; Occasional 66%

Milestones of Telework

1973

Telecommuting coined by Jack Nilles

1995

Work is something we do, not something we travel to.
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U.S. National Telecommuting Initiative

1996

1997

1997

Digital Nomad Makimoto & Manners

2006

Telecommuters 35-40% more productive than traditional workers.

2009

40% of IBM employees work remotely. Cumulated savings: $2B

2010

Telework Enhancement Act

2012

1 in 5 worker around the world telecommutes regularly. 1 in 10 works from home everyday

Yahoo! cancels its telecommuting policy

2015

1 in 10 works from home every day

2017

IBM asks thousands of employees to rejoin physical hubs

Telecommuting population increased 115% in 10 years

37% of U.S. workers periodically telecommute. 40% of employers allow regular telecommute; Occasional 66%
Employee satisfaction
Productivity
24/7 coverage
Talent pool
Global Operations & Business continuity

Bottom line

Environment
Telecommuting coined by Jack Nilles

Work is something we do, not something you travel to.

9% of U.S. workers telecommute from home “somewhat regularly.”

1 in 5 telecommutes regularly around the world.

1 in 10 work from home everyday.

Telecommuting population increased 115% in 10 years.

37% of U.S. workers periodically telecommute

40% of employers allow regular telecommute; Occasional 66%

66% telecommutes regularly

40% of IBM employees work remotely.

Cumulated savings: $2B

40% of Yahoo employees work remotely.

Work-life balance

Agile collaboration

Innovation

Speed

Culture

Isolation

Chances of promotion

A Few Milestones for Telework

Yahoo kills its telecommuting policy

IBM asks thousands of employees to rejoin physical hubs

Growing pains
FORCES OF AGGLOMERATION:

DIGITAL HUBS AND MEGACITIES

© http://big-picture.de/fintech-map.php
A 2:15 Alarm, 2 Trains and a Bus Get Her to Work by 7 A.M.

Like many in the housing-starved San Francisco region, Sheila James has moved far inland, gaining affordable space at the price of a brutal commute.

By CONOR DOUGHERTY and ANDREW BURTON  AUG. 17, 2017
SUPPLY CHAIN OF BRAINS
BUSINESS AND POLICIES
CHANCE ENCOUNTERS
TECH STILL INSUFFICIENT

AGILE COLLABORATION
SPEED
INNOVATION
CULTURE
Figure 1.3  Many advanced digital technologies have not yet diffused across firms in high-income countries, 2014


Note: For each technology, the chart shows the distribution across 32 high-income countries of the share of firms (with at least 10 employees) that use that technology. Data are for 2014 or the last available year. CRM = customer relationship management software; ERP = economic resource planning software; PC = personal computer; RFID = radio frequency identification technologies; SCM = supply chain management software.
Mobile broadband Internet subscriptions in 2012 as a percentage of a country's population

Source: International Telecommunications Union
TOUCH AND TRUST
SHARED CONTEXT
BODY LANGUAGE
MIRRORED EMOTIONS
QUALITY OF ENGAGEMENT
TELEWORK IS HERE TO STAY

ATOMIZATION OF WORK

VIRTUALIZATION

SPEED
ATOMIZATION . VIRTUALIZATION . SPEED.

WHAT DOES IT MEAN FOR KM?
Avoiding past mistakes
Repeating successes
Sparking Innovation
Illuminate Go-to Knowledge

CHALLENGES

Provide just-in-time advisory services
Make resources visible

SOLUTIONS

- Entry points: helpdesk, centers of excellence, repositories and Search
Deliver Knowledge to go further

**CHALLENGES**

Support corporate priorities when lifecycles are short, channels are volatile and group dynamics happen in virtual spaces

**SOLUTIONS**

- eLearning
- “Giving hand” strategy
- “Leading” answers
Become chief technology integrator

Deliver insight and productivity across time and space

SOLUTIONS
- Business process analysis
- IT Governance
Speed up the process

**CHALLENGES**

Workers fly in and out of projects
High-context briefings and debriefings

**SOLUTIONS**

- Micro-onboarding and check-out
- Configurable Knowledge maps
Find expertise across dimensions

**CHALLENGES**

Mapping expertise across:
- Business lines
- Products and Projects
- Geography
- Region & Country experience
- Foreign Language

**SOLUTIONS**

- Topics and Business Taxonomies
- Customized search (SkillFinder)
Find expertise across boundaries

SOLUTIONS
- Social media
- Talent marketplaces

CHALLENGES
Mobilize external resources
Team up with HR

Manage a cohesive experience between HR, Learning and KM

SOLUTIONS

- Embed KM with HR
- Integrate hiring, training and performance management systems
- Deployment strategies: define the blend of on-site vs. remote, contract vs. staff.
- More access to HR Data
Build Trust with Data

**CHALLENGES**
Enable quick personal connections
Set expectations

**SOLUTION**
Dynamic and rich profiles, blending personal input and data-driven factoids
Build Trust through rituals

CHALLENGES
Create spaces for informal interactions
Promote closeness
Provide understanding

SOLUTIONS
- Community management
- ONAs
- Routine check-ins at all levels
- Core hours
- Virtual and collocated events
Become a cultural attaché

**CHALLENGES**
Support company culture among a distributed and atomized workforce

**SOLUTIONS**
- Fall back on Brand
- Storytelling
- Coach Champions
- Incentive systems
Create the space for innovation by bringing together in-house expertise with global input across fast, atomized and virtual workplaces.
At a crossroads
Thank you

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