**Video Title:** Embracing the Future of Mobility: Building a Remote Work Program for the Future

**Video URL:** <https://www.youtube.com/watch?v=naE2KBJ4u4E>

**Run Time:** 5:49

**Source:** PwC US/YouTube

**Close Caption Available:** Yes

Remote work is mentioned at various places in the textbook and featured in Chapter 15 on pages 364-369. The presenters in this video are consultants at the giant consulting firm PWC (formerly known as Price Waterhouse Cooper). COVID-19 became a test case for remote work at many companies. After COVID-19 it became apparent that a remote work plan for the future should be developed. Considerable planning is required to have a successful program. It is important to establish what type of remote work plan will work best for the company, and to identify what the company hopes to accomplish. A hybrid model in which employees work part of the time from home is often chosen.

A key planning component is cross-border and cross-state restrictions. For example, is a person working from another country authorized to work remotely on tasks for your company located elsewhere? The company must identify which roles are best suited for remote work. Having employees work from home is an organization-wide initiative, and all organizational functions must be represented. Considerable collaboration may be required. A remote work program should be chosen that will work best for a specific business. The rules or parameters for remote work can be framed as guardrails providing direction to managers. An especially important one is to identify the approval process for remote work—who is permitted to work from home.

*Questions for Discussion and Review*

1. What central message about companies implementing work-from-home programs do you receive from this PWC video?

2. Why should various functions in an organization be involved when one functional area begins a work-from-home program?

3. How does HR contribute to a successful remote work program?

4. Use your imagination and sense of humor to identify four roles you think are unsuited for working from home.

5. As the COVID-19 restrictions were lifted, why were several major banks and financial services firms calling remote workers back into the office?