



APPLY · RECRUITMENT

LISTENING TO LEADERS

# COVID-19 SURVEY

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Covid-19 has thrown us all into an unusual period of change. We've had to re-examine our roles and responsibilities, both at work and at home. We've had to make decisions about how we continue to work, and right now we're determining what the immediate future of work could look like.

Leaders don't get time to push the pause button; decisions have been made with speed, sacrifice and likely risk. So at a time of uncertainty, when we're all learning, it seemed like an opportunity to join forces and share experiences.

This paper highlights survey feedback from our trusted network of UK Technology Leaders; those in c-suite, director and heads of dept. roles. It offers a range of insights from Covid19 response through to current fears and attitudes, and provides a condensed view of current leadership and workplace priorities.



# 1 BUSINESS CONTINUITY PLANS

Business continuity and staff safety has been everyone's number one priority as soon as the enormity of Covid-19 hit. **60%** of our technology leaders said they didn't have a business continuity plan in place at the start of lockdown, however when asked if their actions had been effective and delivered when needed 60% of this same group said yes. **This quick response to the pandemic highlights great operational agility, productivity and empowerment.**

**Did your organisation have a business continuity plan in place for a pandemic?**

**YES 40%**

**NO 60%**

We asked those who didn't have an initial pandemic plan -

**Was your plan effective and delivered when needed?**

**YES 60%**

**NO 40%**

# 2 LEADERSHIP

As a result of an effective BCP delivery **87%** of our technology leaders say that their businesses leadership and people management will have been viewed positively over this period. With the remaining participants stating little impact either way.

A third of our collaborators say that their role and visibility specifically as leaders within their organisation has intensified. Greater importance on supporting, empowering and collaborating with teams as they navigate unfamiliar territory, whilst also finding themselves building wider business relationships and, as technology leaders, gaining increased business visibility.

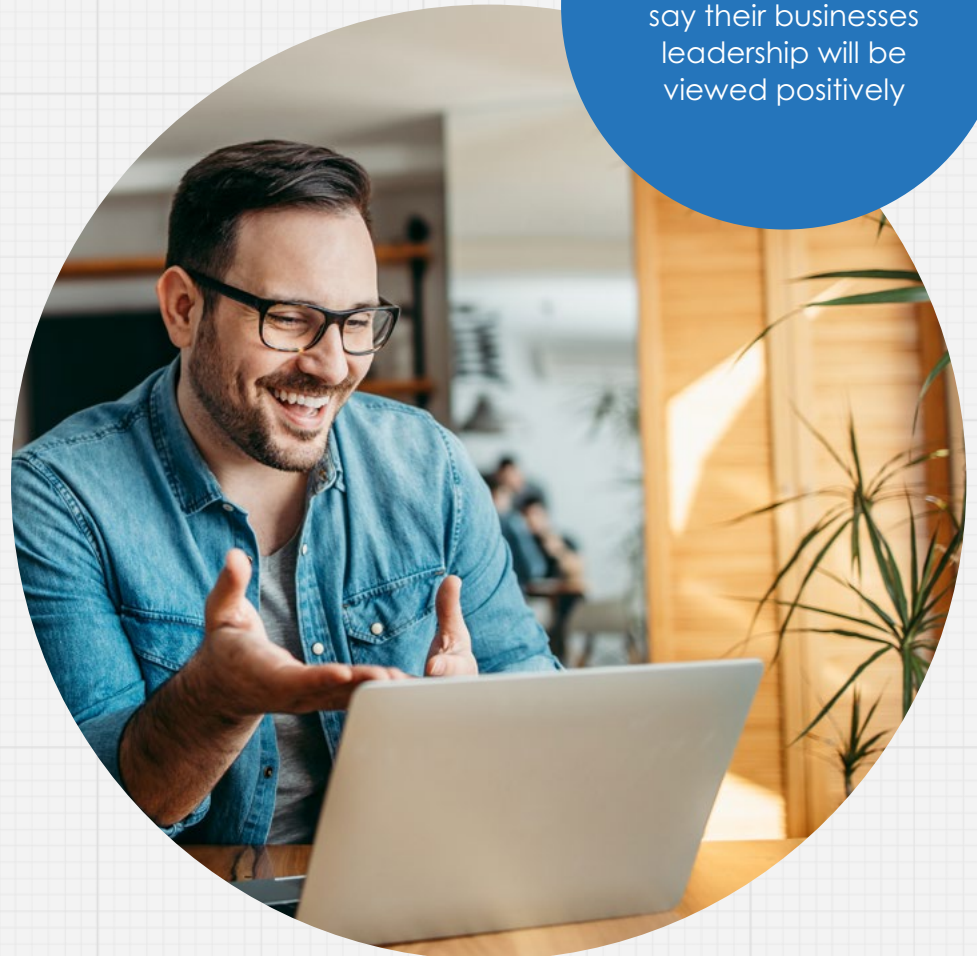
**This highlights the importance of continued investment into developing leadership skills and not forgetting the significance of a strong emotional intelligence toolkit; self-awareness, self-regulation, motivation, empathy and social skills.**



“ It has certainly made my role and that of my team more visible to the business and there has been a realisation of the importance of technology and the technology people. ”

**87%**

say their businesses leadership will be viewed positively



# 3 BUSINESS PRIORITIES

Businesses across the country are reviewing and revising their next steps, so we asked our leaders **"Where would you be advising the board to invest?"**

**A huge 87% would invest in new technology projects over continued business-as-usual activity.** This seems likely, as the existence of BAU as we knew it has been replaced by a new disrupted, fragmented and challenging 'normality'. Many businesses will need to shift their attention to new short term projects in order to sustain this new working normality, though only **40% of our technology leaders say they have a very clear short term roadmap**, so some clarity and confidence in delivering these new projects is needed.

**"We're realigning BAU with the new normal."**

How clear is your short term future roadmap?

VERY CLEAR

40%

SOMEWHAT CLEAR

47%

CHANGING  
REGULARLY

13%



# 4 ATTITUDES

An unpredictable future will no doubt bring with it a range of fluctuating attitudes towards both short and long term ambitions. Our technology leaders displayed a mix of attitudes, many feeling motivated (56%) but also a great sense of awareness that things have changed and it's not all plain sailing. Some say they are curious as to what the future will bring, yet 19% of our panel say that the pandemic has been challenging and/or may have a negative impact on securing a new role.

These differing attitudes correlate directly to roadmap clarity. Unsurprisingly those who are anxious for the future also said their roadmaps are somewhat clear or changing regularly. However, the 80% majority with a more transparent roadmap are motivated or curious for the future.

**Yes many will be anxious, but the pandemic has also given leaders greater motivation and purpose. The challenge over the next few months will be to continue to drive decisiveness and confidence, in oneself and one's team, when the outlook for many is still changeable.**



How would you best describe your current attitude towards your career?

MOTIVATED

56%

CURIOUS

25%

ANXIOUS

19%

INDIFFERENT

0%



“ Always motivated and driven, as there is so much opportunity in this sector. ”

# 5 FEARS

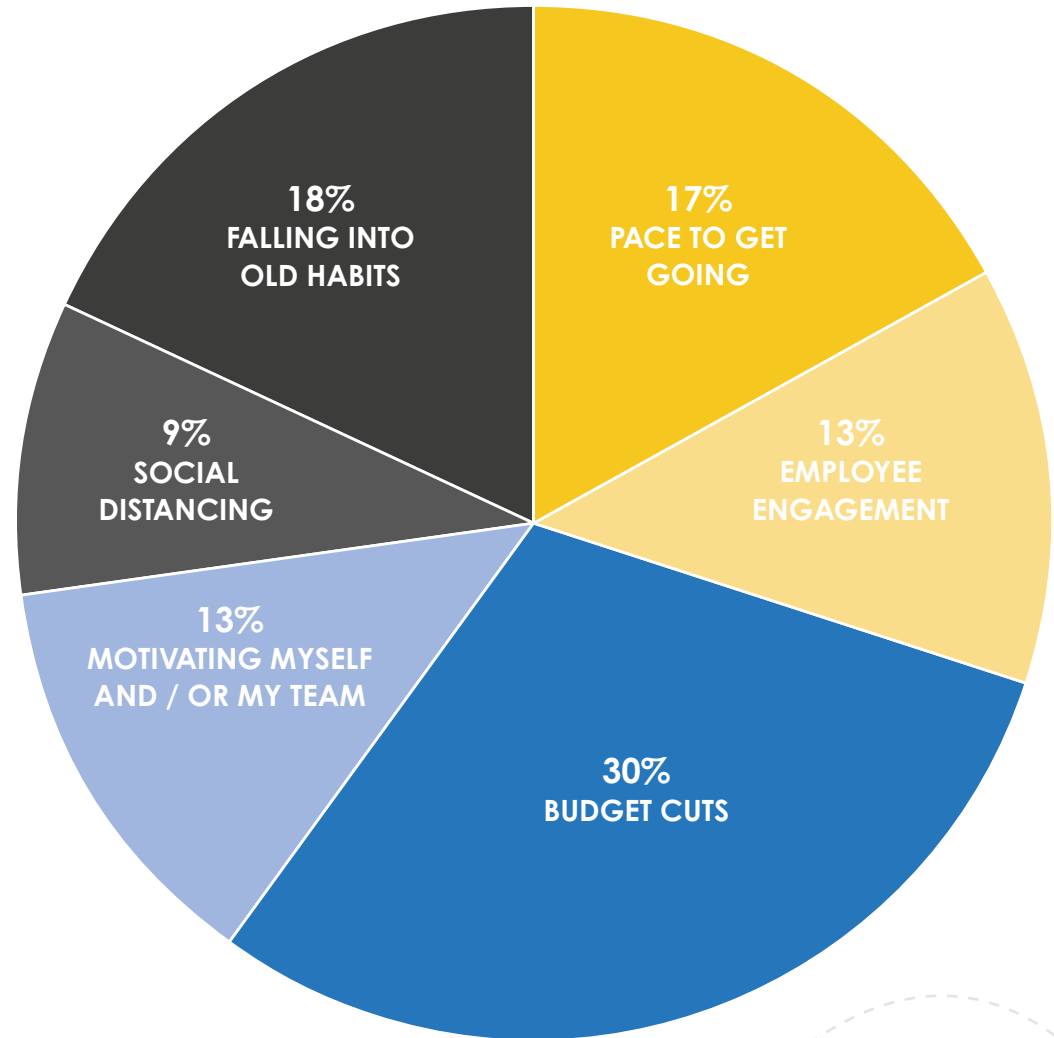
We asked our technology leaders “What is your biggest fear on returning to the workplace?”, and we were greeted with a mixed response. Working with restricted budgets was a concern for many returning to the ‘new normal’, however for others pace, engagement or delivering social distancing measures were first in line.

It’s clear that the enormity of Covid-19 has impacted all areas of business and the people that make these businesses a success. Leaders fear the impact this will have on their people and teams just as much as changes and challenges to business operations.

**18%** of tech leaders are concerned about falling back into old habits and want to continue with the ‘new normal’ both from a business perspective (innovation, visibility and agility) and a people perspective (empowerment, collaboration and flexibility). **Success of the ‘new normal’ means people want to keep it up.**

“ **Maintaining the new standard of living and ways of working that the team have observed since COVID-19. More people will rightly expect to see a continuance.** ”

What is your biggest fear on returning to the workplace?



# CONCLUSION

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Leaders are regularly being challenged, from budgets and timescales through to people and aspirations. Today's challenges present some slightly different fears and priorities for technology leaders but for the majority these challenges bring motivated and curious attitudes.

As we move forward in the months to come businesses will continue to drive agility as they shape a new normality for their customers and employees. Teams have become greater problem-solvers and for many this new flexible and collective working environment is one they wish to maintain. Technology leaders will seize opportunities for wider business collaboration and with it opportunities to expedite delivery.

**Leadership is very much under the microscope, so now is a time to be innovative, be flexible, be self-aware and be present. As new processes and projects are scoped it provides a great opportunity for leaders to be part of the force that shapes the new working world.**

“ Everything has changed in business! Everything. ”

# CONTACT

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