The Performance Professional – Where are We Post-COVID?

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Performance Measurement Forum – Las Vegas

June 2024

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Poll Question #1

For you, personally, do you work from home (WFH)
more days or less than days than
before the pandemic (per week)?

A. WFH more days now

B. WFH less days now

C. WFH the same

D. Other
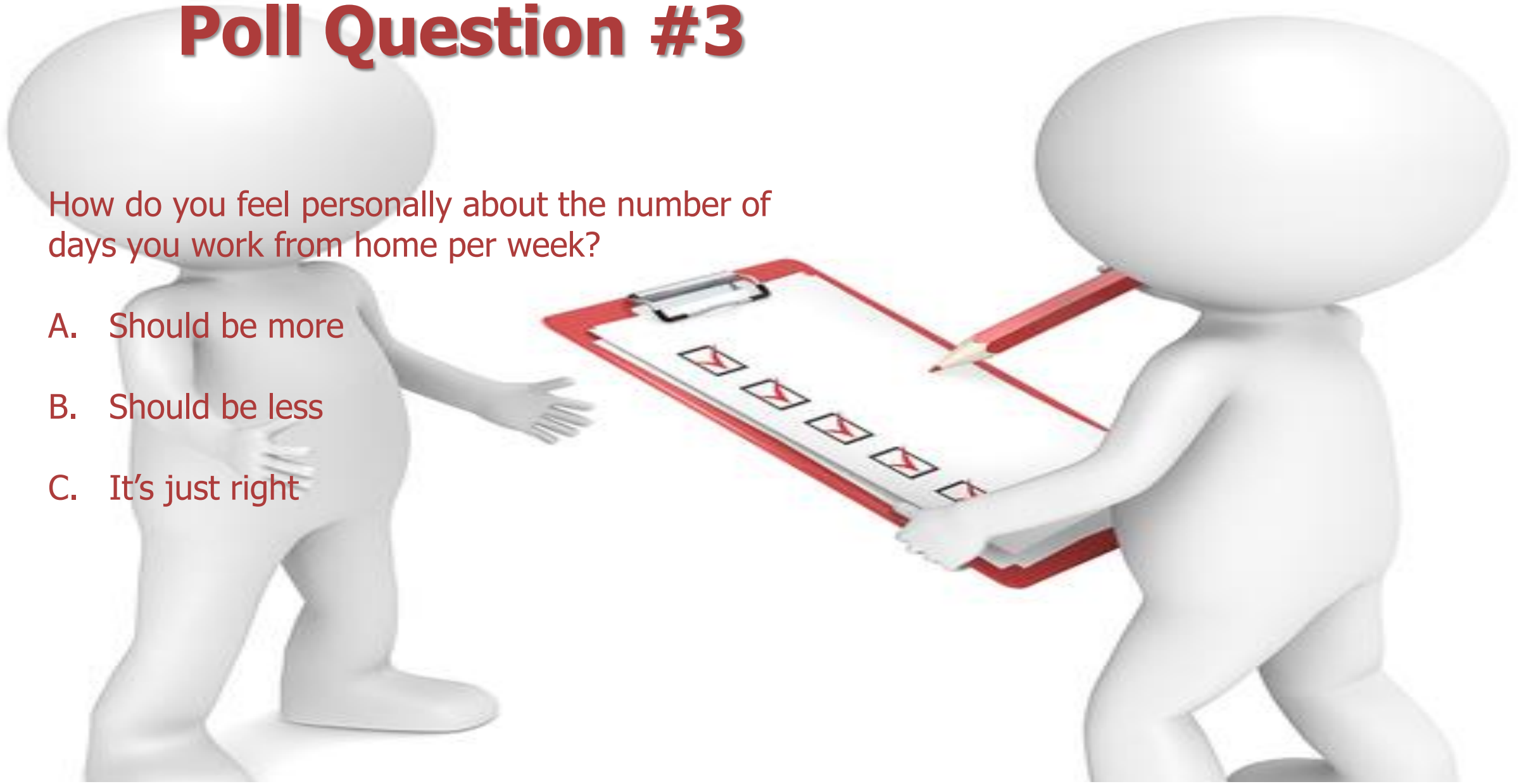
Poll Question #2

How many days per week do you WFH?

A. 1
B. 2
C. 3
D. 4
E. 5
F. (Other)

Poll Question #3

How do you feel personally about the number of days you work from home per week?

A. Should be more

B. Should be less

C. It's just right

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Poll Question #4

Which best characterizes the "in office" requirement for the performance team vs. other departments?

A. All departments/teams have same requirement

B. Policy is determined for each department/team

C. Other

How has office life changed, post COVID?

- **Meetings policies and meeting culture**
    - **Online meetings (Zoom, Teams, etc)**
    - **In person meetings**
    - **More meetings? More productive meetings?**
    - **Best practice recommendations? What works and what doesn't?**

- **Company culture and team culture – how has this changed? New difficulties?**
    - **New hires?**
    - **Continuing employees?**
    - **Is this as important as it used to be?**

- **Team collaboration and communication, analyst training/mentoring?**
    - **More or less difficult? Best practices?**

What has been the impact on the role/responsibilities of the performance team?

- Have interactions with front office staff decreased/changed? Impact?

- Is the performance team's middle office role seen as more important or less?

- Has reliance on outsourcing increased? Impact?

- Ad hoc questions/analysis – have these increased or decreased? Impact?

- Have teams decreased in size? Has the amount of lower-level work increased for performance analysts?

- Are you seeing the performance team becoming more integrated with reporting teams and/or risk teams?

- Is there increased pressure to prove the value of the performance team to management?

Hiring and retention?

- **What "new" skills are most important to look for when hiring?**
  - **Expertise in coding (Python, R, … other)?**
  - **Data science?**
  - **Data visualization, reporting (PowerBI, other)?**
  - **Communication skills?**
  - **How do you confirm these skills exist? Tests?**

- **Good practices for training existing employees on "new" skills?**

- **Is employee retention within the performance team more difficult? Recommendations?**

- **If performance analysts leave the team, is employee retention within the firm more difficult? Do employees see advancement opportunities within the firm? Recommendations?**
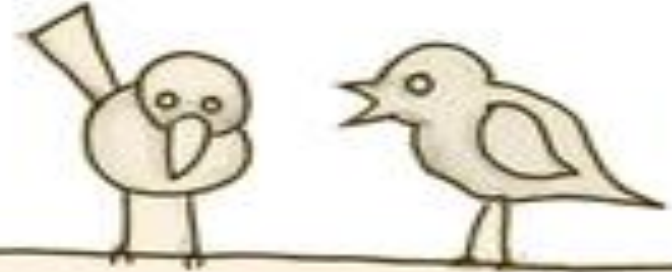
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