People Insights from Webex

Enable people to thrive through personal wellbeing, greater team impact, and inclusive collaboration in the hybrid workplace

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The future of work is hybrid

As people spend more time physically distanced, a new approach to cultivating team cohesion is imperative.

The future of work is hybrid collaboration. Some employees will work from the office, while some will stay home, and a few will do a little of both.

Empowering workers to stay connected and collaborating with their teams from wherever they may be working from is essential for companies as we enter this new reality.

Teams are the nucleus of the modern enterprise; they are the grounding of innovation, and the essential social unit of the workplace. We don't always work the same hours as our team members: we're constantly playing catch-up and it often feels as if we're uninformed. This alienation is affecting our mental health and private life. 58%[1] of office workers anticipate that they'll work eight or more days each month from home. That's one third of a month – and it's not as if they're all going to be working from home at the same time.

As we move into this new era, almost all meetings will become hybrid meetings. It's been estimated that 98% of all business meetings will have at least one person joining from a different location. So, our CIOs have to use the most reliable, secure, productive technology to empower their teams for each and every scenario.
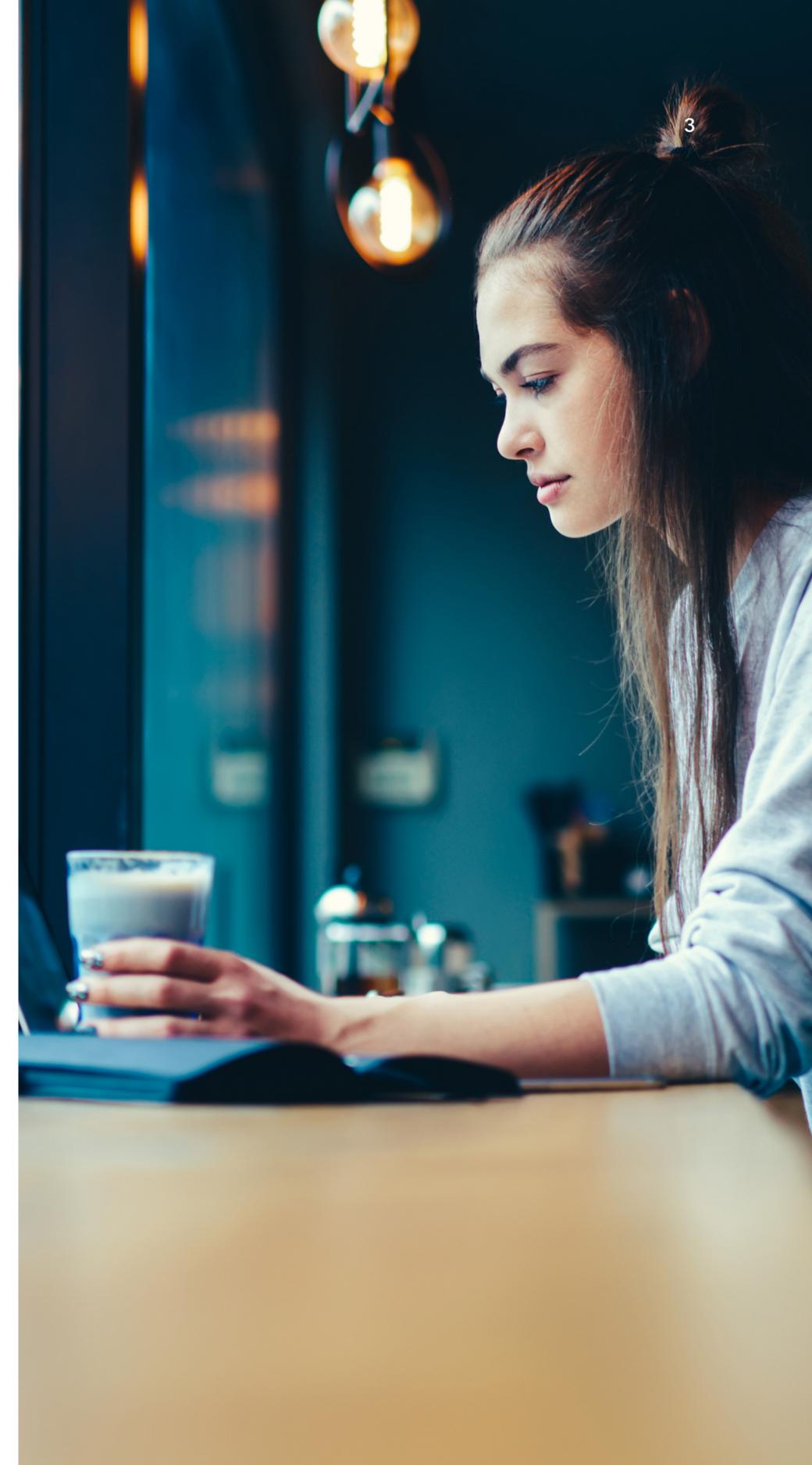
Empower inclusive collaboration with Webex

At Webex, we realize that this new reality will require new customized insights and tools to ensure people and teams can thrive in this new era of inclusive collaboration.

Teams need insights for their meetings, for work-life balance, as well as to stay connected. They also need new means to surface and intentionally develop their relationships so they can work smarter and more inclusively.

Webex is designed for creating an inclusive and engaged work experience. Insights, curated highlights and engagement tools are accessible directly from Webex apps to empower resilient organizations.
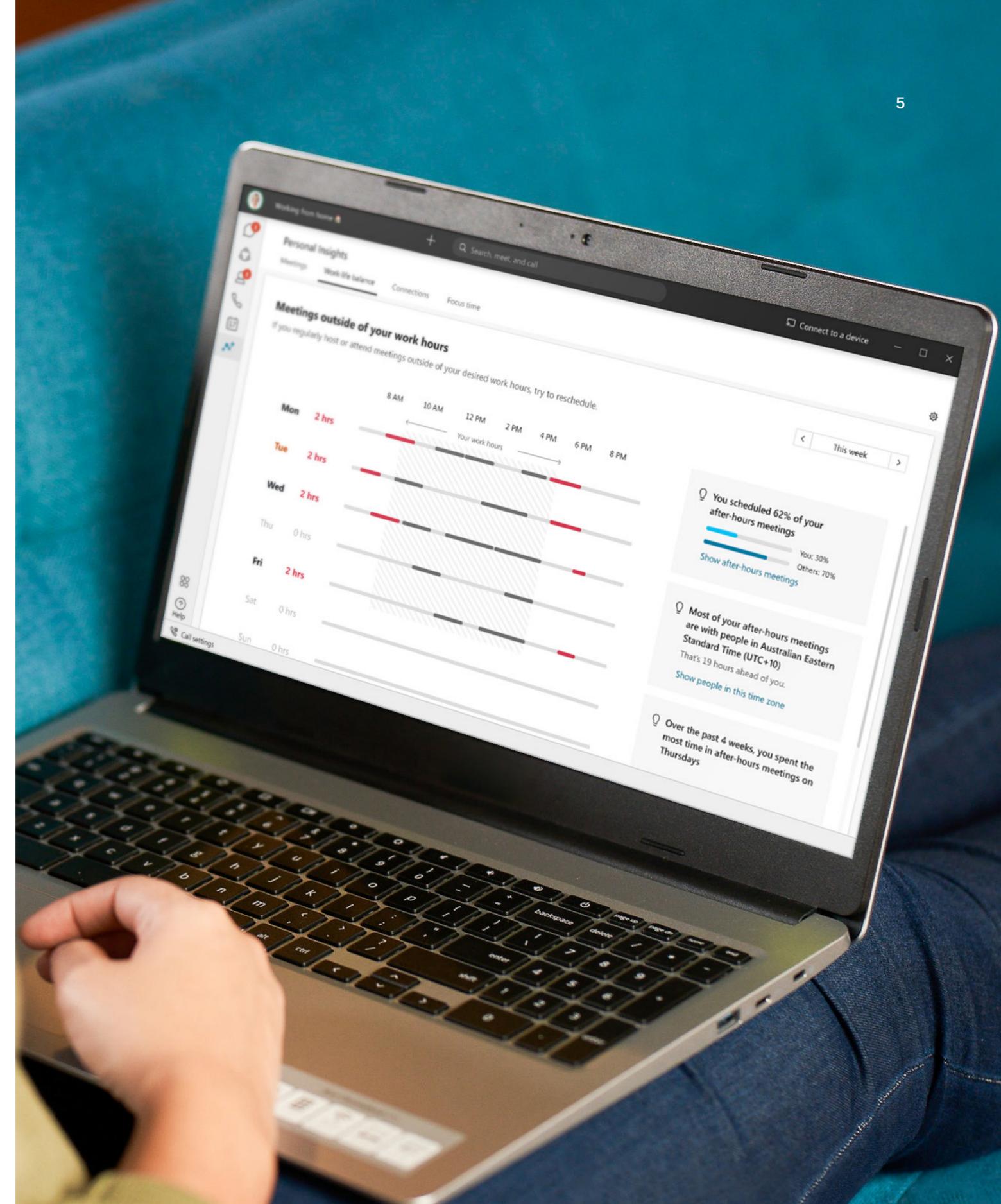
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People Insights from Webex

People Insights from Webex helps teams manage their most precious resource: time.

From your collaboration preferences, to meetings you join, and the network you build – every decision you make on how you spend your time and connect with otherseffects your output. People Insights provides detailed, private intelligence to individuals and teams to manage work-life balance, carve out focus time, and develop stronger and more effective working relationships. People Insights is grounded in Cisco's people-first culture and approach, which led Cisco to be the world's best place to work in 2019 and 2020.

Webex people-first approach empowers inclusive collaboration and engaging employee experience

- Enable seamless cross-collaboration
- Ensure individual wellbeing
- Enhance work-life balance
- Build trusted connections
- Empower diversity, equity and inclusion
- Maximize time on projects that matter most

How it works

People Insights is not a tool for managers or an attempt to score or measure productivity; it was designed from the very start with a privacy-first approach. The data is meant to enable individuals and teams to set and achieve goals for meetings, work-life balance, connections, and focus time. While the focus is primarily on individual empowerment, the data is viewable and actionable from three points of view: Personal, Team and Organizational.

Personal Insights

These insights surface daily trends and interactions (such as key collaborators and activities), and let you set and monitor your personal preferences. This empowers you to tailor your collaboration with coworkers and focus your time on what matters most. For instance, how often do you accept invites for meetings you never attend, how often do you share your opinion, or even how often you share video? People Insights will help you decide when to decline or reschedule meetings to ensure you meet your personal work preferences and also help you fully engage so that you can be more mindful about giving others your full attention and presence.

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Team Insights

Team Insights empowers each team member with intelligence to view patterns between connections, collaboration habits, and work-life balance for the entire team – while maintaining privacy. This intelligence leads to a stronger and more inclusive work experience for all team members and as well as enabling the team to jointly adjust practices and grow relationships as a collective for the benefit of everyone. For example, you can become a good steward of your team's wellbeing by looking at what percentage of meetings taking place outside your team's preferred working hours – or you can facilitate strong working relationships by making sure you and your team are connecting with the right people and teams.

Organizational Insights

Organizational Insights gives you a bird's-eye view of your organization's collaboration trends and patterns to help you spot silos and identify teams that may benefit from additional support or an increased focus on inclusivity. For example, if you move to a new business model or organization design which require new ways of collaboration you can monitor whether the model is actually working and take action where you see gaps.
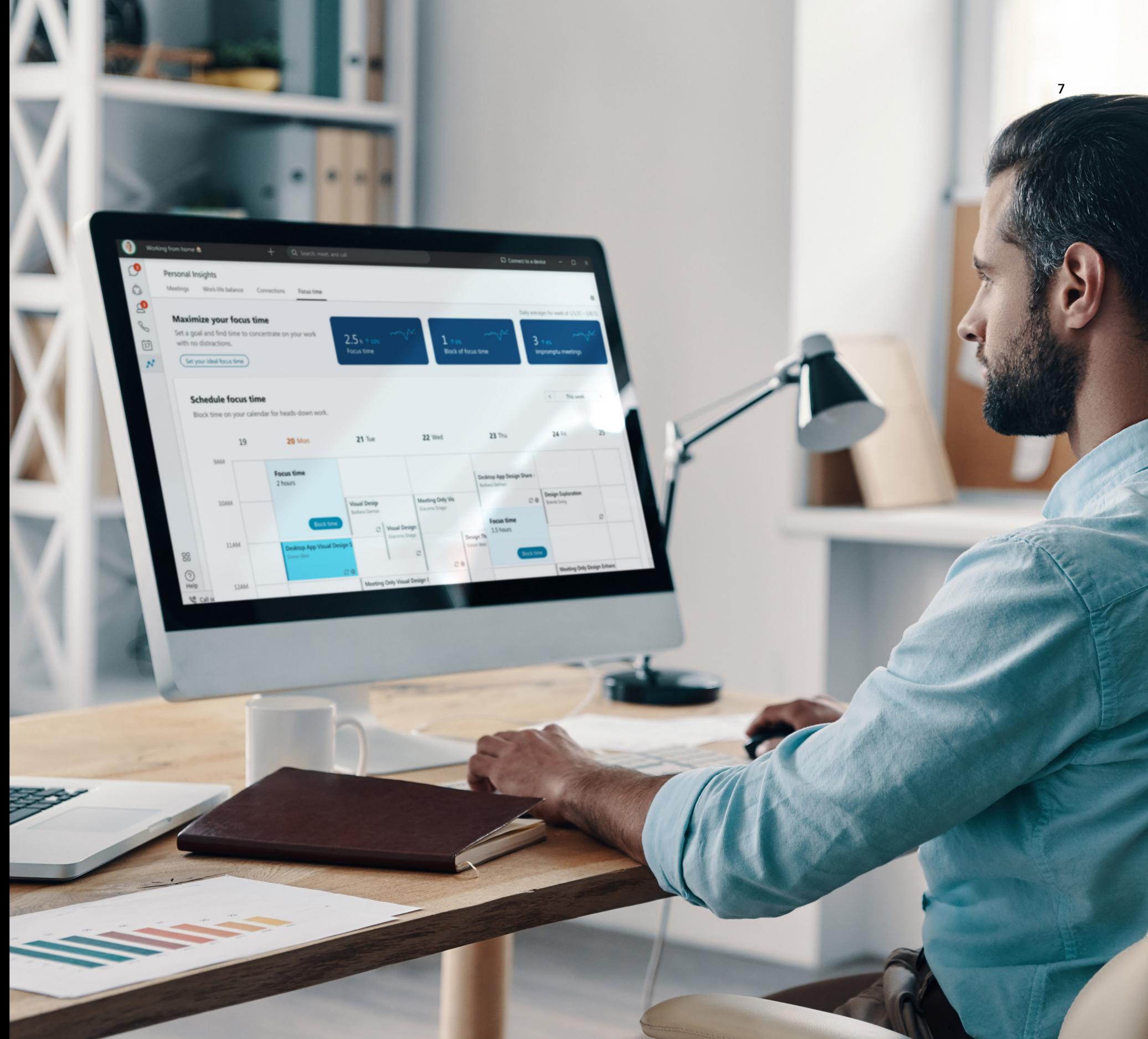
Data and privacy

At Webex, we believe in empowering individuals and teams with intelligence – not a score.

People Insights is visual representation of your how you collaborate and spend your time. Work isn't restricted to scheduled meetings within your org chart. Work is asynchronous. Our collaboration network and work output are fueled by ad-hoc phone calls, multiple messages, or introductions to new teams and people. Work is happening in the whitespace between the boxes in our org charts, your personal effectiveness isn't visible if you are measuring your own productivity with a hierarchical view only.

The Webex Graph is an intelligence model that correlates data across Webex apps (calling, messaging, meetings, and management dashboards), calendar details, presence data, and the corporate directory. People Insights takes this correlated data from the graph and presents useful patterns directly inside the Webex app to people and teams.

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Stay on schedule

Keep track of how often you join and end meetings on time to get a better sense of your time management.

Past 4 weeks ⌄

Joined on time
Set goal

73%
(146/200 meetings)
On time

● 10%
5+ min late

● 17%
2–4 min late

💡 You're usually on time
Being punctual shows your coworkers
that you respect their time. Keep it up!

Show recent trends

Ended on time
Set goal

26%
(52/200 meetings)
On time

● 26%
5+ min late

● 48%
2–4 min late

💡 Your meetings usually run long
Try to set expectations at the beginning
of the meeting to keep things on track.

Show recent trends

Make the right impression

Keep an eye on your meeting habits and put your best foot forward.

Past 4 weeks ⌄

Video on
Set goal

62%
124/200 meetings

💡 You're usually on time
Being punctual shows your coworkers
that you respect their time. Keep it up!

Show recent trends

**Messaging
during meetings**
Set goal

31%
62/200 meetings

💡 Your meetings usually run long
Try to set expectations at the beginning
of the meeting to keep things on track.

Show recent trends

Speaking time
Set goal

16%
32/200 meetings

💡 Your meetings usually run long
Try to set expectations at the beginning
of the meeting to keep things on track.

Show recent trends

New data sources will be added over time, such as collaborative whiteboard platforms, human capital management systems, project management tools and more to provide a more inclusive view of how you work.

People Insights surfaces these patterns to enable individuals and teams to decide what is effective. For example, if you are a holding information or knowledge transfer sessions, it is great to see you are speaking 80% of the time during your scheduled meetings. If you are a team leader, your meetings may be more diverse if you encourage others to speak more often.

Your personal view of People Insights will be as unique as you are. No one else has this information and no two views of insights will be the same. Each individual has the ability to set personal preferences, goals and take action directly from the Webex app.

Do you want to be more respectful of other people's time?

Set a goal for joining and ending meetings on time, set a goal to add agendas to meetings you schedule or avoid setting meetings outside other people's work hours.

Do you want to be more engaged during meetings?

Set a goal for how often you share video and share your opinion.

Individuals will have multiple options for taking action without ever leaving the app, including scheduling focus time, rescheduling meetings, editing meeting invitations, and more.

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Learn more at **webex.com**