



Impact Report - 2022

**WorkingSm@rt + Microsoft Outlook**

Each year, a questionnaire designed to explore the sustained behavioral changes resulting from *WorkingSm@rt* is issued to our “graduates”. At the end of 2022, the feedback from 32,500 individuals from 2400 organizations around the world was summarized in this Impact Report. When asked “How much time have you gained each day as a result of the *WorkingSm@rt* program?” the average response was **+54 minutes per day per person**.

**Question: “How much have you increased your effectiveness in the following areas?” – the average improvement identified by respondents was:**

Amount of time save on average per day per participant

**54 minutes**

|  |  |  |  |
| --- | --- | --- | --- |
| **Essential Skills** | **% Increase / Improvement** |  | |
| Managing Email and technology tools |  | 57 | % |
| Tracking Communications |  | 52 | % |
| Managing Information |  | 51 | % |
| Finding Information |  | 49 | % |
| Planning and Organization |  | 57 | % |
| Delegating/Assigning work |  | 34 | % |
| Getting results/following up from meetings |  | 37 | % |
| Stress reduction |  | 44 | % |
| Improved teamwork |  | 35 | % |
| Balancing work/life demands |  | 39 | % |

The following are a few of the companies and organizations that have participated in the evaluation since it was launched:

Air Canada Alcatel Lucent ARCO

AstraZeneca Autodesk Baker Petrolite Bechtel

Bell BMW

Chevron

Citigroup Dell

Del Monte EMC

Enbridge Pipelines FMC

Frito Lay Home Depot

Honeywell / Luscombe Intercontinental Hotels

Jaguar Land Rover KPMG

Lloyds Michelin Microsoft Nestlé Oracle Qualcomm Pfizer

Salesforce.com

Siemens

Standard Chartered Bank Teck Cominco Ltd.

The Boeing Company Thyssenkrupp Verizon

VISA Europe VMware Webex Xerox Corp.