

Many of us are now back in the office. Some remain working from home or remotely. And for many, a hybrid model now seems the best option. That's the beauty of today's world – we can, and do, work everywhere.

For those returning to the office, it felt good to be back. You caught up with your mates, grabbed a coffee, readjusted your chair, and then... you never remembered there being so many distracting noises: colleague conversations, phones ringing, text alerts (no, it's not for you, but even so) and let's not forget, clicking funny social media videos or webinars that open on high volume.

It's no different working from home. There's noise everywhere, and it's a problem. Concentration and productivity suffers. Who needs that?

This eBook explores the ambient noise challenges workers face today, and explains how you can beat the noise with the help of the right technology.

We may have adjusted to different work locations, but the noise remains. So, how do you beat it?



NEW WAYS OF WORKING

The disruption over the last year rapidly accelerated digital transformation and the adoption of hybrid working. Wait, you don't need us to tell you that... You're the one who's had to make it all happen so fast.

But now, lower quality or older technology can undo all your good work. 'Making do' was fine in an emergency, but not as a solution to meet the needs of workers adopting hybrid working for the long-term.

You need beautifully engineered communication devices to provide colleagues with the best possible working experiences. Poly can give you guidance on how to find the tools your employees need to beat the noise.

TOP 3 ambient noises when working in the office



Phone ringing



People chatting

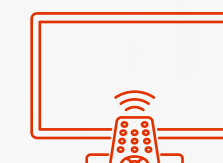


People talking on calls

TOP 3 ambient noises when working from home



Kitchen appliance



Music/TV in a nearby room



Background conversations

THE VOLUME KEEPS RISING

During a survey in 2020, 94% of workers said they have experienced some form of ambient noise during calls – an increase from 71% of workers in 2017.¹

The new ways of working are likely to accelerate this trend.

Noise can disturb video conferences, phone calls or even just the concentration of your workforce.

Noise not only impacts your people's ability to focus on the task at hand, but without noise reduction technology, it can also irritate other participants during conversations.

4 IN 5
EMPLOYEES CONSIDER
NOISE IN THEIR OFFICE
TO BE DISTRACTING.¹

ON AVERAGE 6–7
AMBIENT NOISES
ARE EXPERIENCED
BY WORKERS.¹



EFFECTS OF NOISE ON YOUR EMPLOYEES

At home, workers have to contend with background sounds ranging from barking dogs to the boiling kettle. Even people with a relatively private home still experience noise distractions.

Now, with hybrid working, employees need to contend with office environments that can be every bit as noisy and distracting. For workers at their desks and in shared spaces, nearby chatter can make it difficult to focus on meetings. Employees without access to well-equipped meeting rooms may be left out of important conversations and feel second class.

The frustration increases when people don't feel they can raise the issue with the boss.

"What's the point? No one ever does anything."

The result is reduced motivation, potential escalating anxiety, and dread of joining calls.

Noise impact for employees who spend a significant time on calls:

- Loss of concentration
- Reduced productivity
- Call fatigue and burn out
- Poor customer experience
- Potential harm to company reputation



41.8%
**OF EMPLOYEES EXPECT
TO KEEP WORKING AT
LEAST SOME OF THE
TIME FROM HOME.²**

EFFECTS OF NOISE ON YOUR BUSINESS TODAY

Let's talk customer experience. Evidence shows nothing is more effective than voice at getting clarity between two parties. A positive first conversation experience will leave your customers with the impression they are important to you.

Despite this, businesses continue to expect employees to deal with customers in "can you please say that again" environments.

When customers have to repeat themselves, especially when relaying basic information, the experience can easily turn into a negative one. This increases the likelihood they will go elsewhere for a better, less frustrating experience.

And frustrated employees who are struggling to stay motivated and productive are sure to have a negative impact on the performance and reputation of your business.

What your employees expect

- Quieter workspaces
- Access to professional-quality audio and video equipment
- A consistently excellent meeting experience, no matter where they work



**PLAN FOR HIGHLY
COLLABORATIVE
WORKERS RIGHT NOW!**

PEOPLE SOLUTIONS

People are diverse. It is important to understand how your colleagues work on a typical day and to appreciate their communication differences.

Whether working remotely or in an office, by phone or via laptop, everyone should be equipped to participate as equals in all meetings, no matter how they choose to work.

Laptop microphones aren't good enough to replicate the experience of being in the same room. They don't screen out background noise or capture the subtle intonations of voice that convey important meaning.

If both office and remote workers sound their best, meeting experiences are likely to be more satisfying and successful for people at both ends of the call. That's good for your employees, who can meet and participate as equals, and good for the way customers and partners perceive your business.

Benefits of noise reduction technology:

- Better employee focus
- Increased productivity
- Increased confidence on calls
- Hear and be heard better
- Improved customer conversations
- Peace of mind

HOW OUR TECHNOLOGY WORKS

Different noise canceling technologies are used to reduce noise for both the headset wearer and those on the far end of the call.

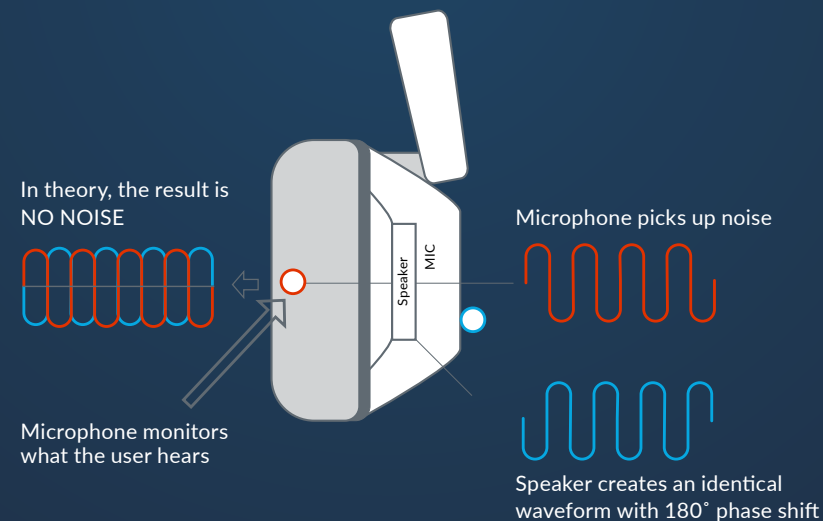
You can read about them both [HERE](#) >

Just one example, active noise reduction with ANC.

Receive Noise Reduction

ANC uses additional microphones (either inside or outside of the ear cup) to pick up background noise and invert it by 180 degrees. The inverted noise cancels out the unwanted background noise leaving just the original audio the user wants to hear. Poly uses an advanced form of ANC called Hybrid ANC.

HOW HYBRID ANC WORKS



See our ANC technology in action with one of Poly's most popular headsets, Voyager Focus 2. [WATCH OUR ACTIVE NOISE-CANCELLING DEMO](#) >

Transmit Noise Reduction

Noise cancelling microphones and Poly Acoustic Fence technology “cancel out” all soundwaves except the actual speaker’s voice. This blocks unwanted sounds from being heard by remote participants

ACOUSTIC FENCE

