SKILLSOFT **360 SERIES** 

# THE MANY SHADES OF THE PINK PANDEMIC

COVID-19'S MYRIAD EFFECTS ON WOMEN



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In this report, we'll take a good, hard look at how COVID-19 has affected women+ — personally and professionally — all around the globe. We'll hear true stories of women whose lives, jobs, and families have been disrupted in unique and powerful ways. And, we'll offer a plan for regaining the ground women have lost.

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When the COVID-19 pandemic led to massive global shutdowns in March of 2020, few of us could have imagined how long we would be under its profound influence.

But here we are.

The virus is still out there — and the resulting effects continue to be felt. *Particularly among women+*.

As we <u>previously reported</u>, the "Pink Pandemic" has disproportionately impacted marginalized populations around the world — among them women, and especially those who are Black, indigenous, or people of color; those who are aging or economically disadvantaged; those who are immigrants and migrant workers; or those who identify as women, whether trans, gender-fluid, or non-binary. In fact, it's not an exaggeration to say that women+ have felt the business, personal, social, and financial impacts of the pandemic far more than men. In this Skillsoft 360 Report, you'll find updates on how COVID-19 continues to affect women.

But, it's important to remember that one woman's COVID is not another's. So, we've included stories from real women about the individual and myriad ways the pandemic has changed their work and their lives — for better, for worse, and in many cases permanently.

Finally, we'll offer guidance on four paths to recovery: action plans for women; the role of allies; the responsibility of organizations; and the duties of society. Together, we can help women regain the ground they've lost and move ever closer to true and meaningful equity.



- Women were gaining ground pre-pandemic
- COVID-19 affected women disproportionately
- Effects are profound and long-lasting

To fully understand the ramifications of the Pink Pandemic, we need to look to the past — before any of us started masking, working from home, or debating the pros and cons of vaccines. In 2019, women across the globe had made significant strides in the workplace:

- In the U.S., mere months before the pandemic started, women held slightly more jobs in the United States than men for the first time in ten years, and the average overall attrition rate for companies was slightly higher for men than women.
- The gender employment gap was slowly shrinking in the European Union, with 64% of women employed, compared to 58% ten years earlier.
- In Australia, the participation of women in the paid workforce had increased from 40%, 30 years ago, to a high of 60%.
- And, across all of Asia-Pacific, 89% of DEI programs focused on empowering women to take on senior-level leadership positions.



In 2020, the pandemic created a crisis for women around the world, and many of their hard-earned advances quickly fell by the wayside. According to McKinsey, women's jobs globally were nearly two times more vulnerable to the pandemic than men's:

- In Japan, almost 800,000 jobs were lost in the first seven months of COVID-19 — mainly in female-dominated sectors like retail and hospitality.
- In Europe, retail, hospitality, tourism, and aviation were most affected by COVID-related restrictions. Europe's women accounted for 61% of workers in these industries. In fact, women lost jobs four times more often than men.
- In Australia, three in five job losses (60%) across the nation in 2020 impacted women. The latest World Economic Gender Gap Report showed that Australia had dropped to 50th in the world in its measure of gender equity, down from 15th in the world in 2006.
- In the United States, according to the <u>National Women's Law Center</u>, women have lost more than 1.4 million net jobs since February 2020 and make up close to 70% of those who have lost their job since the start of the crisis.

*So, where do women stand today?* 

In a survey of 400 working women across nine countries conducted by <u>Deloitte</u>, nearly 82% of women surveyed have been negatively impacted by the pandemic; 70% who have experienced disruptions are concerned their career growth will be limited as a result.

For many working women, the pandemic threw their work/life balance into a state of chaos as they worked longer hours or juggled new caregiver roles. The pandemic has affected both their physical and mental health. And, many find themselves taking a deeper look at their current and long-term career prospects.

Despite companies' efforts to support employees during the crisis, women report feeling more exhausted, burned out, and under pressure.

Women everywhere experienced a mix of pandemic-related challenges, from lack of advancement opportunities and stalled growth, to loss of connectivity and belonging with colleagues — all on top of serious physical and mental health concerns. But, women in emerging economies were struggling the most, reporting greater challenges, and feeling them more acutely than workers in developed economies.

Finally, technology accelerated during the pandemic, creating a bigger gap for women who stepped away to deal with personal issues or were forced out of a job. As businesses start to return to pre-pandemic levels, women will need to reskill to keep pace or find new career pathways.



- Demand is increasing, but women are still disadvantaged
- Light is being shed on equity issues
- Women are reevaluating priorities

Nearing the end of the first quarter of 2022, the United States added 678,000 new jobs according to the <u>Labor Department</u>, and the unemployment rate fell to 3.8%, the lowest since the pandemic started. As COVID-19 cases fell, the demand for workers increased.

While this is good news, there has been a net loss of nearly 2.9 million jobs in the U.S. since February 2020. And, women account for 63.3% of those losses with over one million fewer U.S. women in the workforce than before the pandemic. According to the <u>Bureau of Labor Statistics</u>, the economy gained 467,000 jobs in January 2022. But, women gained just 40.3% of these jobs, or 188,000, while men gained 279,000 jobs.



<u>The National Women's Law Center</u> looked at industry sectors where women play key roles. They found that in the single month of January 2022:

- The leisure and hospitality industry gained 151,000 jobs. But, women, who make up 52.7% of that workforce, gained just 34.4% of the jobs added.
- Retail made bigger strides for women by adding 61,400 jobs overall with women accounting for 73.3% of those jobs.
- The government sector also fared better for women. The government added 23,000 jobs. But, women gained 26,000 jobs while men lost 3,000. Women currently make up 58.0% of the government workforce.
- Education and health services, with 76.7% of jobs held by women, gained 29,000 jobs. However, men made up 100% of these gains, while women lost 17,000 jobs.

The net number of childcare jobs lost since February 2020 is 131,200 — nearly 1 in 8 jobs since the beginning of the pandemic. As women return to the workforce, the need for childcare is increasing — so, that's creating a big issue for many.

Job losses were not the only fallout from the Pink Pandemic. Women also felt that boundaries between work and home became blurred. The care of children, elderly relatives, and households fell disproportionately on women. Prior to the pandemic, women could rely on schools, daycare, babysitters, or home health aides. As many women took over more of these duties for themselves, their career trajectories fell off course. According to a study of 5,000 women conducted by Deloitte, 77% of women felt their current workload increased and 51% are less optimistic about their career prospects. Twenty-nine percent felt their career isn't progressing as fast as they would like.



Job motivation has dropped from levels reported pre-pandemic — when 75% of women were satisfied with their productivity levels and job happiness. Today, less than half of women experience job satisfaction. Nearly 60% of women have plans to leave their current job within two years, and 21% expect to be gone in less than a year. Work-life balance was the top reason women cited for leaving their current employer.

According to <u>Deloitte</u>, LGBTQIA+ women, women of color, and other minorities face additional challenges that have been amplified by the pandemic. While 8% of white women have had their judgement questioned in the workplace, minorities report that rate to be almost doubled. They are also four times as likely to be sexually harassed on the job.

There are some positive takeaways. More light is being shed on gender equality — and with more attention, hopefully change will follow. <u>Forbes</u> reports that in an employee study conducted by a major Fortune 100 software company, half of the respondents felt that more efforts are currently being made in the U.S. to combat gender discrimination.

There are signs that gender equality is improving for some — not surprisingly, this trend is most common with organizations where women hold senior management positions. Women who work for companies that focus on gender equality experience a higher percentage of productivity, mental well-being, job satisfaction, inclusive behavior, and loyalty to their employers. It stands to reason that this creates a win-win for both employer and employee.

A recent <u>Gallup study</u> looking at what employees valued in a job the most found that the number one priority for women was work-life balance. The study also found that over half of the women surveyed valued diverse and inclusive organizations, while only one in three men felt this way. To attract more female employees, it's imperative for companies to reposition their corporate culture to offer greater flexibility and work-life balance.



- Region by region, women have felt the effects of COVID-19
- Health and safety of women have been compromised
- Current trends may have far-reaching consequences

#### **AFRICA**

According to the <u>International Labour Organization</u>, women in sub-Saharan Africa were more likely than men to be under the threat of poverty before the pandemic. In 2019, 81% of female workers were either extremely, moderately, or close to poor. COVID-19 did nothing to improve the situation for most women.

Women across Africa felt the effects of the pandemic — whether they were in rural communities or urban; educated or uneducated; formally employed or self-employed. Many faced food insecurity and personal financial instability. Women found themselves paying more for staple foods, while also facing record unemployment. Domestic violence in the forms of physical, verbal, and sexual abuse increased.

Urban Nigerian women lost their means of employment in greater numbers than women in rural areas due to greater restrictions and lockdowns in cities. The Nigerian unemployment numbers may be deceivingly lower than other areas because of the high number of unreported, self-employed workers, but these women also work for very low wages that often trap them in poverty.

The costs of the pandemic will extend to future generations across Africa. Rural households headed by women were far less likely than urban households to have children engaged in any type of schooling during the COVID-19 crisis.



The pandemic widened the gap where children in rural areas were already lagging behind academically due to lack of internet connectivity for remote learning, and the expectation that children need to work to help support their household.

According to the International Labour Organization, the gender divide was not limited to Nigeria. Women in other sub-Saharan countries felt the same challenges. However, more than 60% of governments in the area have introduced gender-sensitive policies. Countries like Liberia and Senegal are creating easier access to small business loans. The Democratic Republic of Congo and South Africa are offering more support to female-heavy industries like hospitality and tourism. In Kenya and Rawanda, some in-kind and cash transfer programs, including unemployment insurance, prioritize women in beneficiary households or are targeted to female-headed households. And, Sierra Leone, which was already feeling the effects of the Ebola crisis, continues to increase life-skills and livelihood training programs for women.

#### **ASIA**

According to the <u>Asian Development Bank</u>, Southeast Asia reported some of the highest cases of COVID-19. As a result, 4.7 million people found themselves in extreme poverty and 9.3 million jobs were lost.

Areas like Nepal were particularly hard hit with shortages in vaccines, access to health care, tests, and skilled workers. Like the rest of the world, women there lost their jobs in record numbers. Areas of Vietnam, Indonesia, and Malaysia were also severely impacted.

According to the <u>International Labour Organization</u>, in Asia and the Pacific, the pandemic led to a decrease in women's employment of 3.8%, compared to just 2.9% for men. In Central Asia, women's employment was curtailed considerably more than men's, leading to a 2.5% and a 1.9% decrease, respectively. However, these figures only consider formal jobs. Throughout poorer and rural areas of Asia, many women work in home-based jobs that weren't reported.

Fortunately, international tourism, an industry that was decimated by the pandemic, is starting to pick up and that means increased economic growth and jobs. Some progress is also being made with women in leadership positions, although there is still a long way to go. The Association of Southeast Asia reports 24% of middle and senior management positions are held by women in 2022. Research shows that the threshold to start changing decision-making processes is 30%.

Childcare remains a barrier to advancement for women. Prior to the pandemic, women in the Asia-Pacific region handled on average four times more childcare than men. This number climbed drastically with COVID-19 shutdowns.



Another unsettling effect of the pandemic was the toll it took on gender-based violence. According to <u>U.N. Women</u>, Southeast Asia saw a dramatic increase in crimes against women and girls including child marriage, cyberviolence, and trafficking. Women were further victimized by having limited opportunities to report crimes and limited access to social services. Despite sustained advocacy in Nepal for example, services to respond to gender-based violence have not been classified as essential.

#### **AUSTRALIA**

In Australia, gender equality is increasing, but the change is minimal. The Workplace Gender Equality Agency noted that the pay gap between the sexes fell slightly, but men are twice as likely to make more than women. Nearly a quarter of all corporate boards do not have female representation and fewer than one in five CEOs are women. It's projected it may take 80 years to see gender equality in the top echelons of business decision-making.

During the height of the pandemic, women in Australia were paid 22.8% less than their male counterparts. One in three men are in the top earnings category, while one in three women are in the lowest paid group of workers. Women in construction see the biggest wage disparity — earning, on average, 31% less than men. Female financial and insurance workers make 30% less than men.

But change is happening.

According to <u>Bloomberg</u>, 41% of managers are women. Paid domestic violence leave, a benefit that is used by more women than men, increased dramatically in the last five years, with over half of employers offering coverage during the pandemic. There is an increased focus on pay gap audits in many business sectors. And, the Australian parliament recently passed a bill to address its pension system to increase women's retirement savings.

#### **EUROPE**

Women in European Union countries have felt the pandemic's effects more than men, implying that women's rights are hard won and easily lost. These losses were felt in multiple aspects of life.

As <u>Reuters</u> points out, as in other geographic areas, health risks to women increased because they make up the majority of workers in healthcare and frontline roles. Workload and challenges to work-life balance also increased. This was partly because women overwhelmingly took on more caregiving responsibilities. Women also were overrepresented in lower paying industries like hospitality, retail, or personal services, which were particularly hard hit during the pandemic. Conversely,



industries like information technology, communication, finance, and insurance — which tend to be more male-dominated — saw an increase in employment rates.

In Europe, women have lost some of their financial independence. About one in five women note the pandemic has made them either much more (7%) or somewhat more (12%) financially dependent on their partner, relatives, or friends. This applies to more than a quarter of women in Bulgaria (37%), Cyprus (33%), Greece (31%), Romania, Portugal (both 28%), Croatia (27%), and Latvia (26%). The long-range financial effects will continue to be felt as these employment trends for women could lead to lower pensions.

As if health, economics, and exhaustion weren't enough, women reported a rise in domestic violence since the first lockdown in the spring of 2020. Seventy-seven percent of women in the EU think that the pandemic led to an increase of violence against women, according to a study commissioned by the European Parliament. About nine in ten women in Greece (93%), Portugal (90%), and Austria (89%) share this view. By contrast, in Finland and Hungary (48% and 47%), fewer than one in two women report that violence against women has increased in their country. Across the region, 11% experienced harassment at work and 14% reported domestic violence.

#### **INDIA**

In India, the number of wage/salaried women in the workforce was increasing pre-pandemic. In fact, <u>The Economic Survey 2019-20</u>, published by the Government of India, reported that the proportion of women workers increased by eight percent from 2017 to 2018. Enrollment in educational institutions was also increasing. But, while all this was promising, the fact remained that even though women accounted for almost half of India's population, their participation in the labor market was still just one-third of the total.

Unfortunately, COVID-19 decelerated progress for professional women in India. A study from the Center for Sustainable Employment at Azim Premji University found that 61% of working men were employed and 7% lost their jobs during the first lockdown in 2020. In sharp contrast, 19% of working women kept their jobs and 47% were unemployed.

As restrictions lessen, women have not only lost more jobs than men, but fewer women are returning to work. As reported in <u>The Times of India</u>, three million fewer women sought work each month in 2021 as compared to 2019. Women cite pay cuts, bias, exclusion, and a lack of working flexibility as barriers to full-time work.

But there is reason to be hopeful for the future. In our recent <u>Women in Tech</u> <u>Report: India Region</u>, we found that women represent a growing demographic



in the IT sector — from 23-24% of employees over a decade ago to 34% in 2021. With this increase comes new opportunities for women — and women in IT are actively seeking growth. In fact, 52% of women working in core tech companies ranked professional development/training opportunities as a big incentive from their organization.

Nevertheless, similar to what women in all industries are experiencing globally, women in India face some roadblocks in the male-dominated tech sector. Women cite a lack of equity in opportunities and salaries with male counterparts as leading challenges. They also report persistent inequity, condescending treatment, and skepticism in their abilities. Further, they believe there are different standards set for them versus men in their field.

What women in tech want doesn't always align with what organizations offer. While 44% of women want professional development, only 52% of organizations offer it. More women in core-tech companies in India (62%) say that professional development/ training opportunities are available to them, compared to fewer who say this from non-tech companies (49%). Core tech-companies also are more likely to be the ones giving women the much sought-after opportunity to work remotely (53%), compared to non-tech companies (42%).

One path to success for women is training and certifications. When asked how certification helped women advance in their tech career, 49% report that advanced training has improved their quality of work, 45% earned more responsibilities, 41% could perform their work faster, and 34% were promoted. Thirty-one percent used their certification to find a new job or plan to seek one in a new organization.

#### **SOUTH AMERICA**

According to <u>Wiley</u>, Latin America and the Caribbean have the highest number of reported COVID-19 deaths of any region in the world (1,562,845 by the start of 2022). Women, and particularly pregnant women, have been disproportionately affected by this.

Seventy-two percent of the COVID-19 cases among health professionals in the region have been women. According to the <u>World Health Organization</u>, while women in general are less likely than men to develop severe disease, some studies found that migrant women in the region are often at greater risk because of their status on the social scale.

The pandemic has increased maternal deaths, by reducing prenatal health services and cutting off access to care. Though most countries in the Americas have made access to vaccines for pregnant women a priority, many pregnant women have been hesitant to receive a dose.



Two years since the onset of the COVID-19 pandemic, five million more people are in extreme poverty in Latin America and the Caribbean, resulting in greater exposure to the impact of disasters, warns the <u>International Federation of Red Cross and Red Crescent Societies (IFRC)</u>. This could create a spiraling effect unless opportunities for education and economic success are created on an equal basis for women.

#### **UNITED KINGDOM**

During the pandemic, most companies in the U.K. made arrangements for employees to work from home. And, as restrictions are lifted, many employers are maintaining flexible hybrid work options. In a report published by the <a href="Department for Business, Energy and Industrial Strategy">Department for Business, Energy and Industrial Strategy</a> the U.K. government outlines recommendations for making flexible working the default.

This is good news for women in a post-pandemic environment. To an extent.

While the hybrid schedule gives more flexibility to caregivers, the lack of in-office face time may mean that women, who are often the primary caregivers, will continue to be passed over for promotions.

Shared Parental Leave was introduced in the U.K. in 2015. This bill allows two eligible parents to share 50 weeks of Shared Parental Leave and 37 weeks Shared Parental Pay — alleviating some of the caregiving burden for women alone. But, between 2020 and 2021, less than two percent of eligible couples applied for the leave, resulting in a drop of 17% from the previous year. The reason? More fathers were working from home and able to interact with their newborns without taking paternity leave. Paternity leave during the pandemic fell to its lowest point in 10 years.

Interestingly, according to <u>Reuters</u>, men who worked from home reported that their new work environment helped them come up with new ideas, while women found working from home to be a hindrance — further supporting the idea that women were distracted by caregiving.

During the pandemic, mothers were doing paid work two fewer hours of the day than fathers, but reported tending to childcare and housework two more hours of the day for each task. One-fifth of mothers <u>report</u> doing paid work between noon and 1pm, while nearly two-fifths of fathers say they are working then. While 70% of fathers' work hours are spent exclusively doing work, this is the case for only 53% of mothers' work hours.

There are efforts being made to improve the situation. In addition to far-reaching social campaigns like International Women's Day, several U.K. initiatives are being piloted to address barriers for women, including a bigger focus on pay transparency and programs to upskill women and get them back to work.



## CONNECTING TO LARGER ISSUES



"My Fulbright fantasy did not anticipate a novel Coronavirus that, in addition to leading to global shutdowns. economic and educational disruption, an overwhelmed health care system, and millions of deaths. would lay bare deep societal rifts and inequities."

> — SHIRA Y. PROFESSOR

After winning the prestigious Fulbright competition in 2019, Shira, a tenured professor at a major university, was thrilled to be teaching a global course on "Diversity, Social Justice, and Inclusion" at WINDS-HEIM Honors College. Her Fulbright was to be the culmination of four years of collaboration with both the Anne Frank House in Amsterdam and the Honors community in the Netherlands.

Like the rest of us, she did not — and could not — anticipate the impact of a global pandemic. Shira was forced to fly home months early and updated her now-digital curriculum to explore the relationship between the pandemic and the diversity and justice issues that were her course's central focus.

In the early weeks of the pandemic, Anne Frank's name was repeatedly invoked, often as a social media meme about sheltering in place. 75 years after Anne's death, Shira wondered if that was diminishing Anne's suffering. Ultimately, she concluded that the connection people felt offers entry to larger issues: a powerful reminder that stereotypes are neither neutral nor flattering, but rather a dangerous form of "othering." In these times, Anne's story becomes an inspiration to ask, not "What would I have done?" but rather, "What will I do?"

Over time, COVID-19 became a watershed event for multiple reasons. Countless studies (including this report) have examined the world pre- and post-COVID through one lens or another. It has changed work and life in some way for virtually every person on the planet.

Perhaps more importantly, the pandemic uncovered and magnified inequities that already existed. Disadvantaged and marginalized communities felt its effects to a greater degree and were more susceptible to the losses it triggered — whether that was in health and well-being, or education, employment, and economic status.

The pandemic also coincided with a period of intense social unrest as communities across the U.S. and throughout the world protested racial injustice.

As we slowly recover, it's important that we resist returning to a pre-COVID normal in which basic human needs and rights, like health care, gainful employment, true equity, impartial justice, and meaningful inclusion are available to some but not to all. We must build back better.

### JUGGLING MULTIPLE ROLES



"The pandemic has laid bare what it means to be a women in the workforce. a mother, and a wife when there is no longer any separation between those roles, those identities, those spaces. The simultaneity of being all of these people at once, in all of the spaces at once. has left very little of me."

> — RACHEL M. TECHNOLOGY TRAINING

Rachel is the senior program manager for the world's largest software company. During the first wave of the pandemic — with a two-year-old at home, trying to launch a new program from her basement, and her husband working out of the garage — Rachel looked forward to Thursdays.

In her neighborhood, Thursday was trash day. Once her son woke from his afternoon nap, the only hour of the "workday" that did not involve some level of multitasking, Rachel and her son wandered the neighborhood following the recycling truck, the compost truck, or the garbage truck. As she explains, it was the one time she "could take calls, get exercise, and ensure her toddler was living his best pandemic life." Somehow as they walked along the sidewalks, Rachel was able to craft business strategies, build a CRM system, collaborate with designers on go-to-market materials, and even take the occasional customer call.

While she looks back on those walks fondly, she realizes it was for all the wrong reasons: Thursdays were the one day of the week she knew she could keep it all together, that she could do all the things simultaneously. For a few hours, the chaos felt stable.

For decades, women have fought for the right to do it all: to pursue and achieve the same success in business as a man, to enjoy a healthy relationship with a spouse or partner, to build and raise a family. And, over the years, the media and modern mythology has created the persona of a "super-woman" working mother. In 1979, Enjoli introduced the "8-hour perfume for the 24-hour woman," with an iconic jingle that most baby boomers can still sing:

"I can bring home the bacon/Fry it up in the pan/And never, never, never let you forget you're a man/'Cause I'm a woman ... Enjoli!"

But, the reality is usually a little different, even four decades later. Yes, in many of today's cultures, women can "do it all." But, can they do it all well? Most women will admit that even before COVID's disruptions, they usually felt that some aspect of their life was being neglected. And, this by no means should imply that women shouldn't have the opportunities they've fought so long and hard for. Instead, they need more support from employers, partners, and society — like access to reliable and affordable childcare, parental leave policies, and flexible work policies.

For Rachel, the pandemic brought to the forefront the difficulties women face trying to be their best selves as workers and as mothers. In fact, in her struggle to juggle those two roles simultaneously, the person she lost touch with most during COVID-19 was herself.

## OBSTACLES VS. OPPORTUNITY



"I worry for myself depending on how long this goes on, what kind of decisions do I have to make to be financially okay? And, I have the same concerns for my team. I send some funds home, to help my mom. I worry about maintaining some payments."

> — AYANA H. HOSPITALITY WORKER

Women like Ayana were profoundly affected by COVID-19. As a woman of color, a migrant worker, and a professional in the hard-hit industry of hospitality, her livelihood was immediately threatened.

Ayana is a Caribbean national who works for a large hotel chain. When the pandemic curtailed both business and personal travel in 2020, she experienced the consequences firsthand. The financial impact on hospitality was staggering. Not only did Ayana face uncertainty about her own position, but she also worried for her colleagues, many of whom faced similar circumstances.

And, Ayana's situation felt even more dire as she, like many migrant and immigrant workers, had financial responsibilities back home. Her pandemic employment insecurity affected more than one generation. And she was not alone. According to the U.S. Bureau of Labor, nearly 60% of hospitality workers are women. And more than 20% are immigrants.

It can be argued that the U.S. is a nation of majority immigrants. And today, according to Congress's <u>Joint Economic Committee</u>, "Foreign-born workers are key contributors to the U.S. economy, making up more than 17 percent of the labor force."

Yet immigrants, especially those who came to the U.S. recently and retain familial ties to their countries of origin, are often part of what's classified as the "working poor," undervalued and employed in "low-skilled" occupations. These members of our community have faced greater health and financial challenges during the pandemic.



The situation, and the added challenges brought on by COVID-19, are not unique to the U.S. According to the <u>Migration Policy Institute</u>, the top ten migrant worker destinations are the U.S., Germany, Saudi Arabia, Russian Federation, United Kingdom, United Arab Emirates, France, Canada, Australia, and Spain. Interestingly, in both the United Arab Emirates and Kuwait (ranked number 20), more than half the population are migrant workers.

Throughout the pandemic, women like Ayana, who are concurrently building a career in their new country while supporting extended family in their old, have faced a double jeopardy of insecurity.

## GROWING CLOSER IN TIMES OF TRAUMA



"I am amazed at our resilience to overcome the hardships and challenges that this pandemic has brought into our lives — and I believe that we will come out stronger, more appreciative, and generous on the other side."

— SALEEMA A. SALES DIRECTOR Saleema, a regional sales director, was on a business trip visiting with partners in the UK and Germany when COVID-19 started, and she got sick while still on the trip. There was a lot of misinformation at the time and as a mom and a manager of a global team, she was so busy when she returned, she didn't go to the doctor or take the time to get tested. Several weeks later she got sick again and was diagnosed with blood clots in her lungs and almost lost her life. To this day, every COVID-19 test she has taken has been negative. She sometimes wonders if the first illness was a result of COVID-19 and what long-term effects it will have on her life.

She learned a lot of lessons from this experience that have been invaluable — the most important: don't take your health for granted. Saleema's mother used to say, "When you have health you have everything"; now she knows this to be true. You must take care of yourself, to be able to take care of others.

Somehow, Saleema's experience has brought her family closer together. Her then 15-year-old son and 25-year-old daughter were struggling with their own challenges studying virtually, having no social engagement, and working longer hours due to the pandemic. They started to have home-cooked family dinners several nights a week and have kept this tradition.

For many women, whether prompted by a health scare like Saleema's or by a change in employment, the pandemic has been a time of both challenges and reasons for gratitude.

Families found ways to connect even when the pandemic kept them from seeing each other in person. Older adults, who were at higher risk of serious disease, were able to see children and grandchildren through the digital wonders of Zoom and Webex.

And, working women everywhere recognized that their work family and work environment are an important part of their well-being. Saleema was fortunate to be part of a team that went out of its way to support her during her recovery period, not just professionally, but personally, checking in on her, sending books, magazines, even her favorite chocolate. She learned to appreciate her team, co-workers, and management. They all provided unwavering support.

Times of crisis really can bring out the best in people even as it helps all of us understand and appreciate the relationships that matter most.

## REACHING OUT FOR HELP



"I picked up some contract work but missed out on many opportunities, some because I was 'too qualified.' I'd bring my CV and they just turned around and said, 'What are we going to do with you?"

— JUDY K. ACCOUNT EXECUTIVE

When Judy, who lives near Melbourne, Australia, lost her job in early 2020, she became one of the many women thrust into economic insecurity by the pandemic. It disrupted her life in multiple ways.

In the following 12 months and during lockdowns, she left a long-term relationship, moved in with a family member, and found some contract work. But she was unable to find the employment she sought and missed out on many opportunities, some because she was "too qualified." Judy was willing to do anything and applied everywhere including her local supermarket. She lost her usual confidence as her prospects dimmed.

Fortunately, she learned about an organization, Fitted for Work, that could offer assistance and support. Judy reached out to them for help, acknowledging that this was difficult because she'd never allowed anyone to see her as a victim. The organization supported her in myriad ways: professional feedback on her CV and LinkedIn page, new clothes for interviews, monthly check-ins, and online workshops and learning opportunities with other women in her situation.

Many women have faced challenges, including gender-based bias and discrimination, to achieve success at work. And, the pride they feel is genuine and well-deserved. During the pandemic, those same women may have found it (or still find it) difficult to suddenly be in a position where they need to start over. Or ask for help.

It's important for women to remember two things.

First, that we are living through a time of shared and unparalleled disruption and if a career path has been interrupted, it's not necessarily due to performance. Second, that asking for help isn't a sign of weakness, but may well be the smartest thing to do.



There are organizations around the globe — some private and others government-funded, some long-standing and others new — that have committed to making the business world more equitable for women in terms of both opportunity and compensation.

## WALKING AWAY WHEN YOU HAVE TO



"Outwardly, it looked like I had a great gig. But I tried too hard for too long. I felt responsible for the mental health of 6,000 employees. But, when my teenage son started struggling, that was the last straw. It was actually an easy decision to step back."

> — SUSAN C. CMO, AEROSPACE

One of the first things Susan will tell you is that she knows she's speaking from a place of privilege. She was the Chief Marketing Officer for an aerospace manufacturing company. Unlike many women, she could work from home when the pandemic hit, and she did so with the grit and determination she had always prided herself on.

Soon, Susan felt the effects of 14-hour days working from a makeshift office in her basement. Because the company had contracts with NASA and various intelligence agencies, manufacturing had to continue with about 25% of staff onsite. The sheer volume of communications her team was managing was staggering. And, as we all know, the business and personal complications of COVID-19 kept coming in wave after wave.

When Susan realized that her teenage son was struggling, it was the last straw. Although she was the breadwinner for the family, she felt compelled to take a step back. She resigned from her executive-level position and eventually found a fulfilling job at a lower level that would enable her to balance work and family more easily.

The concept of climbing up "the ladder of success" is a difficult one to let go of — especially for women whose talents and drive have helped them reach executive-level roles. From early in their careers, ambitious business professionals are encouraged to work harder and climb higher, even when those professionals are female and must overcome more obstacles than their male peers.

The idea that one direction (up) fits all doesn't take into account the fact that individuals may have different priorities at different stages of life.



For many professional women, the pandemic added multiple stressors to already stressful lives. Fears about a potentially dangerous virus, adjustments to remote work, worries about children's educations and well-being, and economic uncertainty added up to a confluence of concerns that could be remarkably overwhelming.

Or, remarkably clarifying.

While we tend to celebrate what Susan refers to as her natural "grit and determination," we also need to applaud the courage it takes for women to walk away from situations that no longer serve them.

## CHOOSING A NEW PLACE TO GROW



"Having the free time during the pandemic's early days allowed me to dig deeper into myself and what I wanted for my future. When we saw the love and support at our first few pop-ups, that affirmed everything for us."

> — MAKAYLA A. LOAN OFFICER TURNED RETAILER

Makayla had been working as a loan officer for three years when the pandemic sent her home to work remotely. Without the social relationships she had enjoyed at the office, she began to reflect on her job and future. She recalls that having the free time during the pandemic's early days allowed her to dig deeper into herself. Makayla had always loved plants and while some people used the pandemic as an excuse to get a dog, she started filling her home with plants. Eventually more than 200 of them.

Her hobby became a side gig when she hosted a pop-up at a local food truck event. She sold out immediately. More events followed and she realized her side gig could become something more.

Seven months later, she left her bank job and opened her own storefront. If she hadn't found herself working from home without a hectic commuting schedule, she might never have taken the leap.

The pandemic — from the virus itself to local rules and regulations — moved quickly, and many businesses had to also move quickly just to keep up. While many women found themselves working at a frantic pace, others found time to pause and reflect as they regained time, often several hours a week, that were previously spent commuting to a brick-and-mortar office.

But, taking a long look at a current work situation and considering whether it's satisfying or not is only half the picture. It's too easy to stay put without the support and encouragement of friends, family, community, or customers.

One of the things the "new normal" taught many of us was to be agile in the face of change — because for many months, change was the only constant. Makayla's story celebrates both her own agility and the support of her connections and community.





## REWRITING THE SCRIPT FOR WOMEN



"The silver lining? The fallout from the pandemic has made me determined to help create new projects for older female actors — whose wealth of experience and depth of character bring richness and realism to the screen."

— CHRISTINA M. ACTOR Even in the best of times, being a female actor "of a certain age" is an exercise in hope, hard work, and resilience. In Christina's case, she had been fortunate to work for eight years in a "core background" cast on a well-known New York City police TV series — a coveted "bread and butter" position.

When COVID-19 shut down the TV and film industries overnight, work ground to a halt. Once shooting started up again, Christina breathed a huge sigh of relief when she got a call from the casting director, asking her to commit to the season exclusively, with strict COVID testing and social distancing rules in play. She couldn't wait to get back on set, albeit a bit nervously, considering all the unknowns.

But, a few days later, she received a message that she'd been "released." The producers had elected to hire a whole new core background cast. They were choosing "younger" actors who could believably play "high school" students and could be made up to look older to cover other roles when needed. It felt devastating to hear that she was not in the "age range" anymore, despite the care she took to stay fit and healthy for her work.

But like many other women, she persevered. Christina is determined "to help create new projects for older female actors." Even though the sad truth is that thousands of union actors — many of whom were older women and had worked for decades — lost not only their livelihoods, but their health insurance, at a time when it was needed most.

Entertainment is a notoriously sexist and ageist industry. And, like many profitable industries dominated by men, it is unlikely to change itself.

The answer often lies with women in positions of power or women passionate about creating opportunity (or, most especially, those who are both). It's one reason we see so many independent films and documentaries directed by women; they haven't been offered equity at major studios. So, they've worked outside the system.

Shirley Chisolm, the first Black woman elected to the United States Congress, once said "If they don't give you a seat at the table, bring a folding chair."

# FINDING THE SUPPORT TO REINVENT



"Over four months ago I started on my own gender transition journey in my personal life. As part of my personal journey, I have made it my mission to openly share my story with any and all who want to listen, hoping I can make a difference in just one person's life along the way."

> — KRIS S. SECURITY TECHNOLOGY

Kris is a transgender woman who began her gender transition during COVID. She had known since she was 16 that, in her words, she was different and never felt her best self while living three distinct lives — two personally and one professionally. She recently and officially bridged those separate lives and began identifying as her true self, a woman.

Many organizations around the world used the pandemic as a period to focus or refocus on diversity, equity, and inclusion. Kris felt the importance of her colleagues' support when she returned to work. For too long people of the LGBTQIA+ community have lived double, or in her case triple, lives. Or hid in the shadows in fear of being their true selves. Kris felt empowered because she had never expected to work for an organization that embraced the LGBTQIA+ community in the way that hers had.

While the pandemic sparked career reinventions in some, other women reinvented themselves in more personal and lasting ways. And for anyone who identifies with a group that has been marginalized, allies are critically important.

Allies can — and should — be found in a variety of roles in an organization. From a friendly coworker who doesn't make a person feel like an "other," to a mentor who sponsors them for further opportunities. From an H.R. manager who ensures that colleagues are aware of the company's DEI policies, to the C-suite executive who sets a tone of acceptance and inclusivity at the very highest level.

The distinguishing characteristic of effective allyship is that it is active. It isn't enough to refrain from negative, discriminatory, or biased behaviors.

Instead, allies take a stand, look for opportunities to address unfair situations, and advocate — actively — for change.



## SERVING A HIGHER PURPOSE



"I found my highest and best use, which will lead to me taking on a new role with more opportunity to serve and influence the common good on these important issues."

— AURELIA H. CONTENT PUBLISHING MANAGER Aurelia serves as Principal Content Publishing Manager for a leading software company. For her family, the pandemic ushered in a time of closeness and connection. Her household of five was bustling and full of energy. They grew closer; with the broader isolation the pandemic required, game nights and family meals became anticipated and routine. The ways Aurelia's kids connected was truly heartwarming.

Simultaneously, they faced two near-death illnesses and three major medical incidents. There was an unrelenting nature to illness in their household. Yet the family was able to rely on and treasure the closeness they had rediscovered. And, it allowed Aurelia to think deeply about her own purpose and goals she wanted to accomplish.

A theme from so many women was that the pandemic, which was enormously disruptive, encouraged them to reassess and explore other disruptions to their state of mind or status quo.

When forced to reassess, whether because of illness, a change of employment, or simply the day-to-day disruptions that the pandemic wrought, many women found that they were dissatisfied with their situation and the status quo.

In September 2020, Melinda French Gates said, "The pandemic has magnified every existing inequality in our society — like systemic racism, gender inequality, and poverty."

Watching this reality play out on our global stage motivated Aurelia to be open to finding her highest and best use — where she can make an even greater impact on the issues that are most important to her and help her open more doors for others.





## PROTECTING YOUR SENSE OF VALUE



"A teacher passed away from COVID in January. The kids had the day off. The teachers came in and had no direction on what to do. We got tested for COVID, and that was it. I literally feel like if I die, nobody in the district would care about me. I want to feel important and impactful at work."

> — BRENDA M. GRADE SCHOOL TEACHER

Brenda is a 14-year veteran teacher who struggled with her sense of worth and the risks she took — especially after a colleague of hers died of COVID.

While the media has reported often on schooling during the pandemic, it has focused mainly on mask mandates, social distancing, and the effects on children, which have been massive. But news hasn't always focused on the toll taken on teachers. Stress and burnout have been high, particularly as schools adapted to remote learning environments and faced mounting pressure to return to in-person ... raising concerns about teacher turnover and future shortages.

Teachers have been on the frontlines of the pandemic since the beginning. According to The World Bank, 67% of primary school teachers worldwide are female.

Many teachers were struggling before the pandemic, and COVID made their important, but often underappreciated, role even more challenging.

In a recent poll, the National Education Association here in the US found that feeling burnt out is a serious problem for 90% of its members. Eighty-six percent of members indicated they have seen more teachers quitting or retiring early during the pandemic. And 80% say that unfilled job openings have added to their workload.

So, while educators have experienced unique and heightened effects of the pandemic, it's important to address a major underlying issue. Teachers must be appreciated and valued as much as or more than people in more highly compensated professions. After all, they are key to our future.





### EMBRACING CHANGES FOR GOOD



"The biggest change is the shift from clinical to telemedicine. I tell parents to take a look at infection rates in the community; I help them contextualize risk. Wearing masks isn't hard for kids to do if it allows them to go back to activities and socializing with other kids."

> — DANIELLE K. PEDIATRICIAN

A pediatrician at a major urban children's hospital, Danielle has worried how isolation has affected children's mental and emotional health, particularly during critical formative years.

The questions she fields most these days are about safety: masking, going to school or daycare, having playdates. And as we head into year three of the pandemic, Danielle has seen many parents — especially those with children too young to get vaccinated — trying to work through decision-fatigue about whether to participate in social gatherings or take their children to restaurants or visit family. It's been a long, exhausting time with too many ups and downs.

But, Danielle also admitted that the pandemic prompted some positive change. Previously, all of her work with patients was in a clinical setting. But early in the pandemic, her hospital was quick to adopt telemedicine to protect both caregivers and patients. She has found that telemedicine has encouraged more frequent consultations with patients and their providers — a truly positive byproduct, as well as opportunities to collaborate with other medical professionals both nearby and around the world.

Hospitals have faced perhaps the greatest challenges and changes during the pandemic. And, supporting their female staff — from aides, to nurses, to physicians, to administrators — has been critical to keeping the talent they (and all of us) so desperately need.

By investing in and embracing digital transformation, in the form of telemedicine, many hospitals and health care practices have been able to address the needs of both patients and staff — and, in this case, continue to keep children as healthy as possible.





## LEADING WITH GRACE



"My most important mantra is to stay grateful for what I do have, and stay flexible about developing Plan B, C, and sometimes D when Plan A doesn't come to pass."

— LIZA G. SENIOR DIRECTOR, LEARNING Liza had worked in an office five days a week for her entire career prior to the pandemic, and the shift to full-time remote work, spending 40+ hours a week in Teams meetings, was a big one for her. She found she needed to be much more intentional about taking time for herself to recharge — including stopping work at nights and on weekends, getting out for more walks, and using her vacation time, even when there wasn't necessarily somewhere to go.

As a leader, she tried to be much more intentional about checking in with team members to see how they were doing personally. She polled people about how they were doing and tried to create safe spaces for people to share some of their personal struggles and triumphs. She also found it was important to remind people to use the benefits available to them, including mental health benefits, leave policies, child and elder care benefits, and taking sick days and vacation days.

As a parent and as a leader, she also found she needed to be intentional about giving herself — and others — more grace, understanding that everyone was going through unprecedented and ever-changing experiences.

In 2020, so many working women — smart, capable, determined — set themselves up to fight the good fight. They juggled workloads and childcare, conference calls and homework.

Unanticipated, and in many cases unavoidable, challenges were made easier for women fortunate enough to have a manager like Liza.

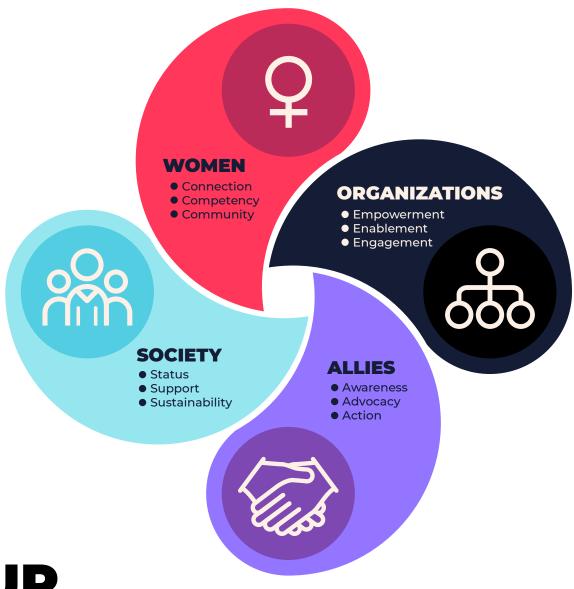
Whether it's described as "grace," "compassion," "empathy," or simply "kindness," there is strength and power in approaching difficult times with understanding and humanity.

And, arguably, that is something women as a whole are particularly adept at.









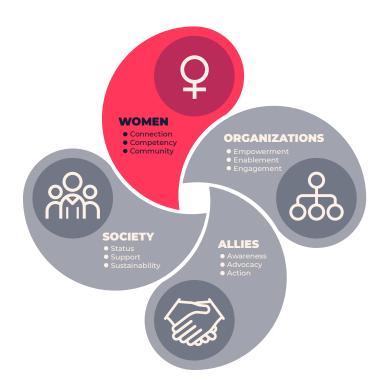
## FOUR CONNECTED PATHS

The Pink Pandemic has taken an incredible toll around the world.

According to the <u>World Economic Forum's Global Gender Gap Report</u>, at our current trajectory, it will take almost 136 years to close the gender gap worldwide — which means we will probably not see gender parity in our lifetimes.

At Skillsoft, we've identified four paths to recovery. These include female empowerment, effective allyship, organizational support, and societal responsibility.

Each can work together to advance women in the workplace and help regain the ground women have lost to the pandemic.



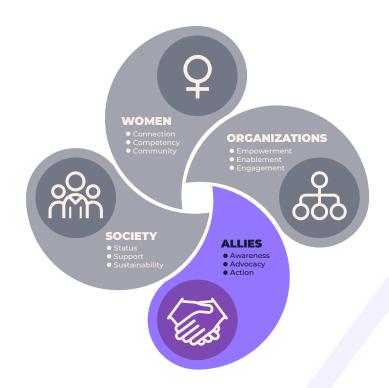
### REGAINING POWER AND INFLUENCE

For all women, whether currently in the workforce or not, it's important to keep skills and mindsets agile, transferable, and relevant. This can be accomplished through connection, competency, and community.

Perhaps the most important thing women can do right now is to develop meaningful **connections**. Support systems are more vital now than ever before. Yours might include mentors, sponsors, friends, or family members who have helped you along your career journey.

During this time, it's also important for women to retain and develop new **competencies**. How can your strengths, your abilities, and mindset help you down the road? Today, every company is a technology company, so think about the ways in which new skills might help set you up for success. Embrace a growth mindset to build confidence and competence in the face of change.

Women can also use this time to engage in non-work leadership. Volunteering for a nonprofit or within a **community** is a great way to develop leadership skills and to build relationships with others. And those same leadership skills can be transferred to a work environment.



## EMPOWERING THROUGH ADVOCACY

The second path is allyship. Allies may be male peers, women, or non-binary individuals who are in a position of power to advocate for women. It's important that we all engage in "intentional allyship" to enact real change.

So where do we focus as allies? There are three primary areas: awareness, advocacy, and action.

As an ally, you must work on your own personal **awareness** and seek opportunities to understand any implicit or unconscious biases you may have.

Allies must use their voice to **advocate** and influence others on behalf of women. Experienced allies should sponsor women and speak up against misconceptions and negative microbehaviors. Avoid bystander syndrome and focus on intentional enablement.

Finally, there's **action**. Allies must not only "talk the talk," but also "walk the walk." To promote genuine change as an ally, we must be active, not passive. Host a women's gathering, volunteer at or donate to organizations that support women and girls, be relentless in the pursuit of justice and equality, and for those fortunate to be in a leadership position and have a seat at the table, use your voice to advocate on behalf of other women who cannot.



### SUPPORTING FEMALE TALENT

Organizations have a dual responsibility: an obligation to develop an immediate response to the "pink pandemic," and a need to focus on long-term, sustainable solutions for women's development and advancement. According to McKinsey, research shows that company profits and share performance can be nearly 50 percent higher when women are well represented at the top.

Organizations should focus on three key areas: empowerment, enablement, and engagement.

**Empowerment** ensures the advancement of women in the workforce. As an organizational leader, you must apply conscious empowerment to ensure power structures are enabling diversity and not diminishing it.

We also need organizations to **enable** women by investing heavily in upskilling, reskilling, and developing women in the workplace.

Finally, organizations need to remain **engaged** with their present and future female employees. They must review employee benefits and strengthen the resources important to women, like healthcare, wellness, maternity leaves, flexible schedules, and support for childcare and eldercare.



## GIVING WOMEN AN EQUAL SAY

Whether the goal is to address the repercussions of the Pink Pandemic or to attain equity and equality for the world's women going forward, society has a responsibility to roughly half its constituents to finally level the field. We can do so, by focusing on three key elements: status, support, and sustainability.

It begins with granting women the **status** they deserve in society. This achieves two important goals. It elevates women and puts them on equal footing with men, opening more opportunity and ensuring that women have a voice when decisions are being made. And it raises the status of women's issues, so that they cannot be ignored or pushed aside.

Society needs to **support** women with educational and employment opportunities that match those afforded men. Their equal rights in all endeavors must be granted — and protected — by law.

And, advances for women must be permanent and **sustainable**, so that future generations of girls and women can move on from the struggles of their mothers and grandmothers.



"Experience has shown that women and girls must be central to global response efforts ... countries can build back smarter and positively impact the lives of women and girls."

— UN WOMEN, "<u>WOMEN AND GIRLS</u> LEFT BEHIND" To reverse the Pink Pandemic, women, allies, organizations, and societies must come together. We need to first recognize the current challenge, and then formulate and carry out meaningful plans to enact real change. The power rests in our alignment with each other.

Today's widening workforce gender gap will not resolve itself. We must take action to help women overcome new — and legacy — gender biases.

It's important to point out that women aren't the only ones who benefit from improving gender equality. On a larger scale, organizations, industries, and entire nations will be measurably stronger, healthier, more secure, and successful when women have both equal opportunity and equal gain.



We invite you to dig deeper with some of the resources available on <u>Skillsoft.com</u>. There's a five-part course on the paths to recovery. Our podcast, The Edge, has addressed the Pink Pandemic in three different episodes. And, we have published — and will continue to update — blogs and Skillsoft 360 Reports on the topic.

#### **SKILLSOFT COURSE:**

MICHELLE BOOCKOFF-BAJDECK ON THE PINK PANDEMIC:
A RECOVERY PLAN FOR WOMEN, ALLIES, AND ORGANIZATIONS

#### THE EDGE PODCAST:

WOMEN IN EXODUS: REVERSING THE PANDEMIC'S UNJUST EFFECTS PARTS 1, 2, AND PART 3

#### **SKILLSOFT 360 REPORT:**

FORGING NEW PATHWAYS FOR WOMEN'S CAREERS

#### **LEADERCAMP ON-DEMAND:**

**WOMEN'S CAREER DEVELOPMENT AMIDST THE PINK PANDEMIC** 

#### **BLOG:**

THERE'S NOTHING PRETTY ABOUT THE PINK PANDEMIC

## ABOUT THE AUTHOR



### MICHELLE BOOCKOFF-BAJDEK CHIEF MARKETING OFFICER

As Chief Marketing Officer, Michelle leads a global marketing organization, focused on transforming today's workforce for tomorrow's economy. Since joining the company, she has been responsible for Skillsoft's global marketing strategy, which includes generating awareness, driving preference, and building affinity for Skillsoft. Additionally — and perhaps most importantly — Michelle serves as the company's brand evangelist, helping to build a vibrant community of passionate learners.

With more than 25 years of marketing, branding, and strategy experience, Michelle has made it her personal mission to support the advancement of women in business. Prior to Skillsoft, she served as Chief Marketing Officer of IBM Watson, where she was instrumental in developing the first "Women Leaders in AI" program, which honors women who put AI to work across industries and around the globe. She also served as the global head of marketing for The Weather Company, an IBM Business, helping companies understand how to anticipate, plan for, and ultimately make better decisions — with greater confidence — in the face of weather.

Michelle is a prolific speaker on a range of topics, including the war for talent, digital transformation, and marketing in a post-pandemic world. She covers these topics and more as the host of Skillsoft's podcast, The Edge, now in its second season. She has authored countless papers covering a range of business and marketing topics, was at the center of Skillsoft's leadership role in DEI through free "Leadercamps," and has taught two Percipio courses on the Pink Pandemic and Public Speaking.

Michelle is also a founding member of CMO Huddles, a group dedicated to bringing together and empowering highly effective B2B CMOs to share, care, and dare each other to greatness. Michelle holds a Master's degree from Simmons University and sits on the pro side of the Oxford comma debate.

## ABOUT SKILLSOFT

Skillsoft (NYSE: SKIL) is a global leader in corporate digital learning, focused on transforming today's workforce for tomorrow's economy. The Company provides enterprise learning solutions designed to prepare organizations for the future of work, overcome critical skill gaps, drive demonstrable behavior-change, and unlock the potential in their people. Skillsoft offers a comprehensive suite of premium, original, and authorized partner content, including one of the broadest and deepest libraries of leadership & business skills, technology & developer, and compliance curricula. With access to a broad spectrum of learning options (including video, audio, books, bootcamps, live events, and practice labs), organizations can meaningfully increase learner engagement and retention. Skillsoft's offerings are delivered through Percipio, its award-winning, AI-driven, immersive learning platform purpose built to make learning easier, more accessible, and more effective.

Learn more at **skillsoft.com**.

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