How the most innovative companies  
excel at work-life balance

Meghan Welch, Executive Vice President of Enterprise Human
Policies & Standards

The pandemic blurred the lines between work and life like never before. The best
Capital One
associates,” Welch reveals, emphasizing the size and scale of these
approximately 100 national events, engaging close to 40,000
remote work environment. “Throughout 2020, the BRGs hosted
These BRGs were quick to pivot into virtual chapters when the
forefront of how we care for and understand others.”

Welch keenly agrees. “Our Business Resource Groups (BRGs) play a key
role in advancing our culture of belonging,” she adds. “They are
associate-led, self-managed communities based on common interests,
robust D&I program, but that gives employees a sense of an
experiences. Shortly after the killing of George Floyd, Capital One
justice movement, the company accelerated programming that gave a
Cardboard Box

Capital One strives to extend its commitment to creating a more diverse
workplace that reflects their values and experiences.” This is supported
almost two-thirds of workers who are looking to change jobs want to
work for a company that better fits their values. Furthermore, the report
Grimaldi also notes that employees today increasingly “want to see a
benefits, too. And, when the pandemic hit, the organization was quick to
initiative accelerates investments with Black and Latinx small
and nonprofits to keep the initiative going as covid-19 shuttered physical
venues, quickly adapting it to a virtual setting.

The company also believes well-being includes community and purpose.
pressing community needs, while giving associates an opportunity to
make a difference. The Capital One Coders program, for example,
inspires future generations by educating and empowering students to
realize their potential as technologists. Recognizing the program’s
impact, Capital One announced the Capital One Impact Initiative: a $200 million, five-
year initiative focused on extending the company’s impact through investments in
community, education and workforce development, with a particular focus on
Black and Latinx communities.

A forward-looking approach also means recognizing not only that the
workforce is changing, but the importance of growing and developing
diverse talent. “By striving to have a fully inclusive culture, great ideas
and professional development.

One company that wholeheartedly believes in this opportunity is Capital
One, which in 2020 was named a DiversityInc Top 50 Best的地方 (financial)
Company. The company’s Strategy for Inclusion and Belonging is at the core of its
decision-making, helping ensure the company’s continued success and growth.

Teams are most productive and innovative when they are diverse, and the
company is dedicated to creating a diverse and inclusive culture that
empowers all associates to be their best selves. “Diversity is not just about
having different people in the room,” says Welch. “It’s about embracing
different ways of thinking and different skill sets to come up with
different things than they might have looked for in the past.”

According to Welch, “what’s most important to associates is their
assurance that our company is listening to them and acting to meet their
needs. As many organizations contemplate a return to the office, employees are
wondering what the workplace’s "new normal" will look like. Perhaps
the better question is: How do we ensure a better normal? Job stress
and burnout were already at an all-time high among U.S. workers before
the covid-19 pandemic.

Yet, in some quarters, the increased flexibility and creativity the
pandemic has enabled is not translating into an improved work,
life balance. A July 2021 study by Capital One shows that 60
in 10 employees say they are more burned out than they were a year ago.

"We saw this as an inflection point for our company, needing to evolve
for our company, needing to evolve

"At Capital One, we’ve always listened intently and acted swiftly to
respond to the needs and requests of our associates,” Welch says.
"Our commitment to inclusion and belonging has never been more
important, and our associates will continue to be integral to how we
continue to make progress toward our goals."