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KEY HABITS OF HYBRID TEAMS

10 Ways to Maintain Equality in a Blended Team

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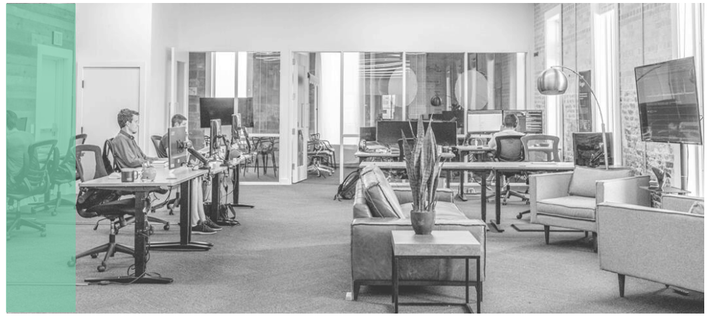
Optimizing virtual workforces for corporate and socioeconomic impact

Remote Work Expertise



CHANGE MANAGEMENT

Making the transition from physical to virtual successful and sustainable.

STRATEGIC DESIGN & RESEARCH

Creation or adaptation of workflows, toolkits, and programs to solve a problem.

CONTENT, EVENTS, & MARKETING

Subject matter expertise delivered as articles, courses, presentations, and more.

Are office-remote hybrid teams sustainable?

Yahoo Bans Working Remotely

OFFICE SPACE

Updated Apr. 21, 2017 12:18PM ET / Published Feb. 22, 2013 5:11PM ET

Goodbye ROWE: Best Buy Ends Flex Work Program It Was Famous For

SHRM MEMBERSHIP CERTIFICATION HR TODAY

In Focus: IBM Expands Remote Work Ban

The Washington Post
Democracy Dies in Darkness

Politics

As remote work rises at U.S. companies, Trump is calling federal employees back to the office

Bank of America tells more workers to come into the office

Inc.

NEWSLETTERS

PRODUCTIVITY

The Real Cost of Aetna's Work-From-Home Reversal

The insurance giant learns the hard way that forced collaboration doesn't create innovation.

Hybrid Model Diversity

CONTINGENCY PLAN

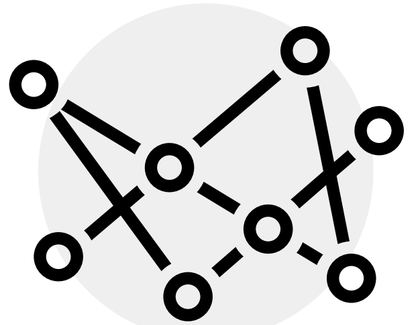
Remote work is permissible as needed, primarily for emergencies

INDIVIDUAL AGREEMENTS

Single workers can apply for permission to their manager or HR rep

ROLES OR DEPARTMENTS

Specific sections of the company org chart are converted to virtual



HUB AND SPOKE

No HQ office exists; real estate is distributed into local coworking spaces

REMOTE-FIRST

Workplaces are used only on an as-needed basis, as little as annually

It's not the **where**, it's the **how**.

Roadmap

1: HYBRID HAZARDS

- Based on case study research, what typically goes when working as a blended team?

2: HYBRID HABITS

- Incorporate these 10 customs into company culture to ensure equality

3: SUCCESS METRICS

- How can you measure whether or not you are working effectively as a hybrid team?

Section 1

HYBRID HAZARDS

WHAT TYPICALLY GOES WRONG WHEN WORKING AS A BLENDED TEAM?

BURNOUT

Micromanagement and miscommunicated expectations fuel overwork and stress

LEADERSHIP SUPPORT

Lack of buy-in to remote work benefits contribute to career stagnancy and delays

ISOLATION

Workforce isn't connected to the social and informational resources necessary for their role

IRRESPONSIBILITY

Inaccurate productivity monitoring methods stifle innovation, trust, efficiency, and retention

HEALTH & SAFETY

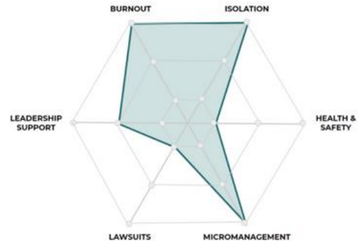
Inadequate office supplies and schedule supervision contradict workplace regulations

LAWSUITS

Missing policy terms or mutual agreements increase liability for discrimination or loss

Risks of Poor Conversion

Current Risk Analysis



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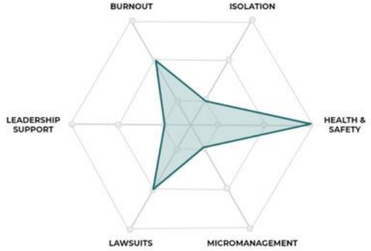

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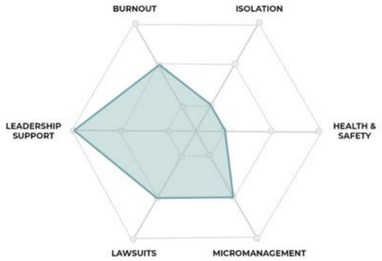

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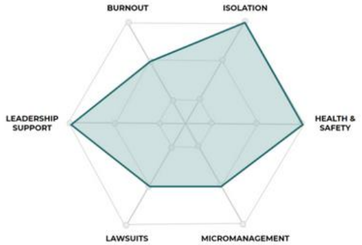

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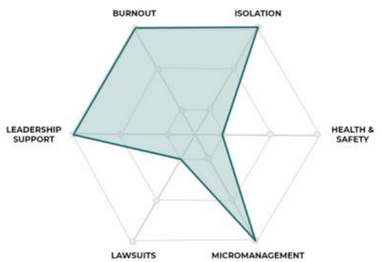

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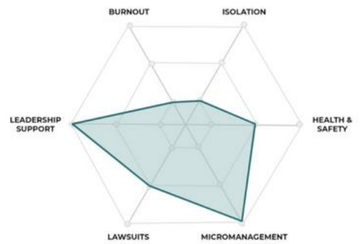

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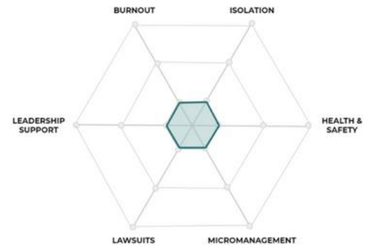

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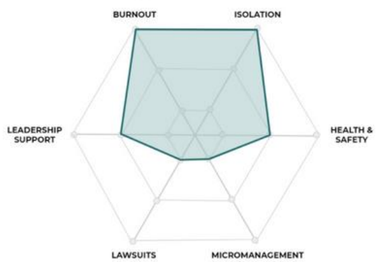


Hybrid Model Risks

INCOMPATIBLE MANAGEMENT

Physical supervision habits fuel inaccurate reporting

WORKPLACE DISCREPANCIES

Equipment and safety differs per location

WORKFORCE DISCRIMINATION

"Out of sight, out of mind" blocks opportunities

Hybrid Hazard #1: Incompatible Management

INACCURATE TRACKING

Is accomplishment or activity being measured?

DIGITAL TOOLKIT

Infrastructure hasn't been updated for virtual ops

MICROMANAGMENT

Poor virtual leadership training fuels loss of control

Hybrid Hazard #2: Workplace Discrepancy

HEALTH, SAFETY, & ERGONOMICS

OSHA regulations aren't enforced offsite

WORKERS COMPENSATION

Workplace accidents in home offices - risk or rule?

EQUIPMENT QUALITY & IT SUPPORT

BYOD models diversify performance capability

Hybrid Hazard #3: Workforce Discrimination

CAREER STAGNANCY

"Out of sight, out of mind" blocks opportunities

INFORMATION ACCESSIBILITY

Resources, people, or experience is locked in office

REMOTE WORK TRAINING

Increasing expectations without proper equipping

Hazards of Hybrid

Imbalanced daily employee experience can snowball into discrimination & operational risk. Consider this: Is there any competitive advantage to consistently working either on-site or off-site?

Section 2

HYBRID HABITS

10 CULTURAL CUSTOMS TO OPTIMIZE EQUALITY in a blended workforce

Hybrid Habit #1

Track productivity, commitment, and loyalty based on measurable output instead of proximity and presence.

TIPS & STRATEGIES:

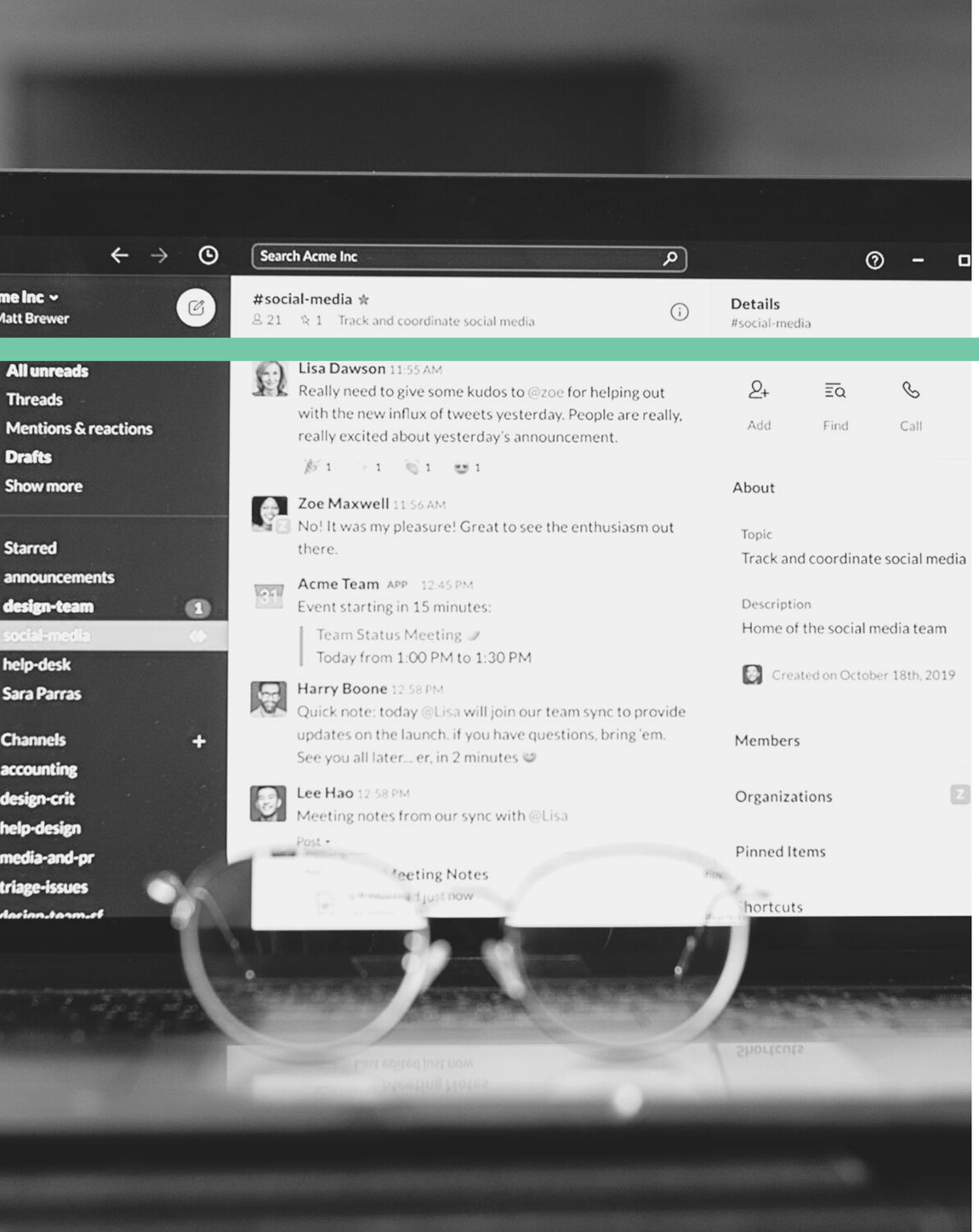
- Use project management system to assign tasks and monitor status of results
- Diversify types of results for most accurate management
- Due to the dangers of overworking, beware of perceiving "burning the midnight oil" as dedication

Hybrid Habit #2

Regularly audit meeting experience including verbal contributions, notes, and interactive tools.

TIPS & STRATEGIES:

- If more than 25% of participants will be attending remotely, default to a virtual platform
- Confirm all records are comprehensive and accessible
- Default to asynchronous communication channels instead of calls to prevent meeting fatigue



Hybrid Habit #3

Default all interpersonal communication to public channels on virtual-first platforms.

TIPS & STRATEGIES:

- Respond to virtual nudges as you would in-person
- Stay out of DMs unless the topic is highly sensitive
- Use audio/video transcriptions for searchability
- Cut hallways meetings short if excluding key members, and/or follow up with digital debriefs asap

Hybrid Habit #4

Maintain a digital "source of truth" for time- and location-independent knowledge sharing.

TIPS & STRATEGIES:

- Incorporate content updates into your daily, weekly, and monthly routines
- Point to the SOT for Q&A, even if you know the answer
- Describe cultural communication expectations to help align virtual employee experience

Hybrid Habit #5

Design home and HQ office spaces to be as similar as possible, prioritizing seating, internet, & equipment.

TIPS & STRATEGIES:

- Publish a "minimum must-haves" checklist
- Inspect home offices for safety, healthy, and ergonomic hazards
- Provide trainings and stipends for workspace setup, information security protocols, and device maintenance

Hybrid Habit #6

Offer a combination of physical and virtual employment benefits and culture development activities

TIPS & STRATEGIES:

- For maximum buy-in and attendance, source ideas from team members
- Prioritize asynchronous ideas for optimal inclusivity
- Remember, true connection comes from sharing goals and emotions, more than sharing time and space

Hybrid Habit #7

Distribute all gifts, rewards, and recognition on a virtual-first channel.

TIPS & STRATEGIES:

- Avoid a "grab one in the break room" mindset by distributing items at events or by shipping them to each employee
- Default to equality instead of equity (ie: everyone gets a gift card vs only those who didn't attend).
- Leverage asynchronous tools and activities for optimal inclusive participation

Hybrid Habit #8

Collaboratively design a team workplace selection guide to determine when to work from where.

TIPS & STRATEGIES:

- Coordinate schedules to be on-site together for key meetings and events.
- Transparently discuss work-life balance and home office working conditions to demonstrate support.
- Report to HR if team leadership isn't participating in the team agreement.

Hybrid Habit #9

Repeat news and announcements on at least three virtual channels to confirm knowledge transfers.

TIPS & STRATEGIES:

- Best rule of thumb is the 5 R's: *ready*, *reveal*, *record*, *remind*, and *reinforce*
- Confirm that at least one channel is always accessible
- Make time in meetings for small talk to encourage word-of-mouth sharing

Hybrid Habit #10

Proactively prevent gaps and complaints by regularly surveying team members on hybrid satisfaction.

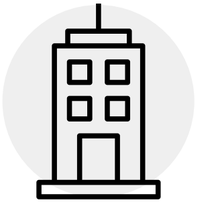
TIPS & STRATEGIES:

- Increase frequency of pulse surveys to at least quarterly
- Create a safe channel where employees can share complaints or concerns about their supervisors
- Ask about reasons, not just decisions

Section 3

SUCCESS METRICS

MEASURING EFFICACY & SUSTAINABILITY
AS A HYBRID TEAM



WORKFORCE VALUE

Is flexibility increasing employee attraction, engagement, and retention?

FLEXIBILITY PARTICIPATION

Are all levels of employees equally benefitting from the flexibility program?

OPERATIONAL OPTIMIZATION

Is flexibility increasing company profitability and business continuity?

CONSISTENT PRODUCTIVITY

Is flexibility increasing employee attraction, engagement, and retention?

Evaluate hybrid team success by asking...

IS FLEXIBILITY INCREASING OUR SUCCESS & SATISFACTION?

Evaluate hybrid team success by asking...

- IS FLEXIBILITY INCREASING OUR SUCCESS & SATISFACTION?
- ARE WE MODELING & PARTICIPATING IN BEST PRACTICES?

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- DO WE LEVERAGE FLEXIBILITY TO REDUCE ABSENTEEISM?

Evaluate hybrid team success by asking...

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- ARE WE MODELING & PARTICIPATING IN BEST PRACTICES?
- DO WE LEVERAGE FLEXIBILITY TO REDUCE ABSENTEEISM?
- ARE WE CONSISTENTLY PRODUCTIVE IN ALL LOCATIONS?

Wrap-Up

SUMMARY

TAKING ACTION TO OPTIMIZE OUR HYBRID ORGANIZATIONS

Take Action

SEARCH FOR RISKS OF IMBALANCE

PRIORITIZE LOCATION-IRRELEVACY

ENSURE EQUAL EMPLOYEE EXPERIENCE

Take Action

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EVALUATE RETURN TO OFFICE PLANS

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EVALUATE RETURN TO OFFICE PLANS

PRIORITIZE LOCATION-IRRELEVACY

ENFORCE REMOTE-FIRST HABITS

ENSURE EQUAL EMPLOYEE EXPERIENCE

BUILD WORKFORCE AWARENESS

QUESTIONS?

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