Approaching a new Hybrid World

Managing Hybrid from an Employee Experience Perspective
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Managing Hybrid from an Employee Experience perspective

The impact of COVID-19 has accelerated the use of virtual work and collaboration. As we continue to adapt to this new way of working, leaders at all levels need are placing an emphasis on developing high performing Hybrid teams.

We have identified some questions for your organisation to consider as you move towards Hybrid

**WORKFORCE**
- What does the workforce want/expect?
- How do we onboard new hires remotely?
- Are we supporting managers to lead Hybrid teams?
- Are we supporting people to work effectively in a Hybrid environment?

**WORK**
- How do we create an effective combination of office and remote work?
- How can we manage remote performance?
- Does our culture facilitate Hybrid working?
- What are the needs of the business?
- How do we manage knowledge sharing?

**WORKPLACE**
- How much office space and what type of office space do we need?
- What is the purpose of the Hybrid office?
- Are we fair and inclusive to all employees regardless of location?
- Which activities require co-location?
High level approach

The move to Hybrid working impacts all aspects of organisation; your work, workforce and workplace. We outline below a step by step approach which can be tailored to suit the needs of your organisation.

Mobilisation
Establish programme governance, Hybrid Working Group, representative employee focus groups.

1. Introductory workshops
Introduce our approach to Future of Work. Facilitate follow up sessions on critical topics, e.g. Hybrid talent management; Employee Experience; Leadership readiness, Tax & immigration considerations.

2a. Assessment
Conduct employee survey and analysis. Review key themes with the focus groups.

2b. Co-create supports
Develop personas which are representative of employee segments and highlight potential concerns, needs and frustrations that may arise as a result of the way of working transformation.

Pilot
Pilot roll out of the employee supports. Iterate. Evolve.

Objectives (1)
• Offer a clear point of view to the Working Group on how to approach Hybrid
• Facilitate specific deep dive sessions to review key focus areas

Objectives (2a)
• Gather employee inputs and sentiment on return to the office; future of work; supports required
• Review key themes with the focus groups.

Objectives (2b)
• Identify the needs and concerns of employee segments
• Co-create the supports required by staff at all levels
• Agree key recommendations to enhance the existing operating model
Remote work is a cross-functional effort

A variety of stakeholders across functions need to align and identify priority actions and shared goals to ensure successful remote working can be achieved.

The implementation of remote work or a Hybrid working model requires cross functional considerations to maximise employee experience and business unit efficiencies, whilst minimising compliance (tax and legal) risks.

We recommend establishing a cross-functional working group to lead the implementation.
Next Steps

We are here to help you navigate the post-pandemic working world.

From facilitating introductory workshops to guide your thinking to designing an end-to-end return to work or Hybrid work programme that best suits your organisation’s needs.

Reach out to our team to see how we can best support your organisation.

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