

# Making Hybrid Work

## Helping clients to prepare for the new world of work

### A new context

We are supporting a number of clients across public and private sectors to navigate the challenges and opportunities that hybrid models of working can bring. From helping to define blended working strategies, to delivering action research projects, to developing the effectiveness of remote working teams, we leverage our significant experience in this area to help prepare your people for making hybrid work for them and each organisations' unique context.

We know that to be successful in the future, organisations need to embrace the fact that a behavioural change is needed. It's been a long 18-months for workers across the world, and remote working will have embedded certain working practices in peoples' mind-sets and habit-sets. Some of those habits may be working well, while others would benefit from a refresh. Often people fear change, so when hybrid working is being considered we must support people beyond the simple communication of new guidelines and standards; instead we need to consider the changes in behaviour that are needed, aligning these to the core values and leadership of each organisation.

Unlike in the early days of the pandemic, when most organisations did not have time to prepare their staff for remote working, now is the perfect time to help staff prepare for new working practices in this new context – the blended or hybrid environment. We know hybrid is coming, so now is the time to design support to help make it a success.

### Preparation is key

While the shift to hybrid will impact the entire organisation, we believe that individuals and teams must be encouraged to take time out and plan for how to make this new way of working work for them. We offer support at three levels:

- **All staff** - Setting yourself up for success
- **Team leaders** - Setting your team up for success
- **Senior leadership** - Setting your organisation up for success.

By investing in a hybrid working support programme we can help you address the needs of all three groups, by designing and delivering engaging workshops that will;

- support the transition towards the new ways of working;
- positive reinforcement of the hybrid model;
- continue to support good health and wellbeing of staff;
- build organisational and individual resilience; and
- consider how leadership of a hybrid team and organisation is different.

### Overview of your 'Making Hybrid Work' programme

**Awareness session for all staff;** an opportunity to reflect on lessons learned from remote working (including any feedback from staff survey results), key messages on effective hybrid working; expectations regarding issues like GDPR, confidentiality, home office set-up; deciding the best time/place for each type of activity (focus work, collaborative activities, etc.) and taking personal responsibility for health and wellbeing. These sessions will be a mix of facilitator input, and group discussion, combined with individual reflection. Participants will leave the awareness session having thought about their own approach to making hybrid work.

**Team leaders session;** topics for discussion will include: how to set your team up for success; what team activities will you plan for your office days, how will you check-in with staff while working remotely, what new patterns will you agree for team meetings, huddles, and updates, how will you successfully induct new staff that join your team, and how will you maintain a positive team culture while spending less time together. Team leaders will receive support in developing a team charter and agree team behaviours and practices with their team.

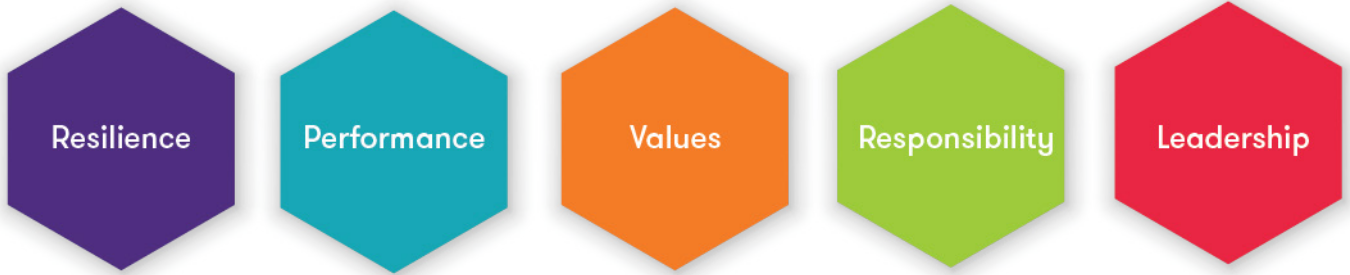
**Senior leadership session;** this is an opportunity to bring senior leaders together and explore the topics that will be important to lead the organisation through this change. What changes will the senior leadership team want to embrace to ensure they are leading the organisation through a period of significant change. How do individual leaders feel about the new arrangements, and how can they role-model successful hybrid behaviours?

# Our Offer

We will tailor our offer to meet your specific needs

## Key Themes

The key themes that the learning solutions we design and deliver will align to your organisation's unique culture, values and leadership requirements. These key themes will help employees understand expectations of hybrid working for the individual, the team and the organisation.



Organisational culture will underpin the five themes



## Additional support

In addition to the awareness sessions for the three audiences, we can also support with any skill gaps that may exist in the hybrid world, including:

- facilitating remote meetings;
- leading at a distance;
- collaboration skills for dispersed teams;
- assisting your HR team with best practice, policy, and contract considerations; and
- building cultural competence in teams that may be working in a multi-cultural context.

Making hybrid work requires intentional interventions to set people, teams, and organisations up for success.

## Our experts

Our team of experts have extensive experience in helping organisations, and will leverage this knowledge for your programme. For more information, please contact:



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