

Empowering a Hybrid Workforce: Strategies to Set Your Leaders Up for Success

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Hybrid Work is Not the Future...

Hybrid Work Seems to Be Working Out Just Fine

Tension is Rising Around Remote Work

The Death of Remote Work?...

Remote and Hybrid Jobs are Making a Comeback...

Flexible Work Options a Sticking Point Between Employers and Staff

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**Oh the
Noise!
Noise!
Noise!
Noise!**

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Gallup Survey of Remote-Capable Jobs

- 34%** Workers who want fully remote work in the future.
- 60%** Workers who want hybrid work in the future.
- 6%** Workers who want fully in-person work in the future.



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Five Vital Strategies for Remote and Hybrid Leadership

1. Design your workplace model with flexibility in mind.
2. Maximize the advantages of each work environment.
3. Avoid proximity bias and provide collaboration equity.
4. Measure outputs and outcomes, not just inputs.
5. Inspire community and build a healthy culture.



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Strategy #1:

Design your workplace model with flexibility in mind.



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Workplace Branding Examples

KPMG	Flex with Purpose
Ford	Flexible Hybrid Work Model
American Express	Amex Flex
Spotify	Work from Anywhere



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Survey of young professionals:

“Allow a high degree of flexibility in work schedules and work locations.”



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Flexibility

[flek-suh-bil-i-tee]

noun

1. the ability to bend easily or without breaking.
2. the quality of being easily adapted or of offering many different options.
3. the ability and willingness to adjust one's thinking or behavior.

--dictionary.com



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Questions to Clarify Flexibility

1. Are your team members allowed to determine their work hours and where they do their work?
2. Are they required to work or be available during certain core business hours or in specific locations?
3. When do they need to be accessible for meetings, email, phone calls, and other communications?
4. What is your standard timeframe for responding to messages, both internally and externally?



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Clarify discretion and decision rights:

- **Organizational level**
- **Manager level**
- **Employee level**

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Strategy #2:

Maximize the advantages of each work environment.



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Recognize subtle communication advantages of in-person work

- *Looking over the cubicle wall*
- *Stopping by someone's office*
- *Finding someone at the printer or water cooler*
- *Hallway conversations*
- *Having lunch or coffee*



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Optimize the Work Environment



Remote:

- *Focus and productivity*



In-person:

- *Connection and collaboration*



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Strategy #3:

Avoid proximity bias and provide collaboration equity.



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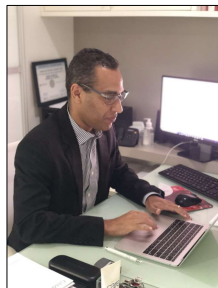
“Out of sight, out of mind.”

--English Proverb



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Guard against favoring in-person workers with communication, assignment preferences, and other opportunities not available to someone working remote.



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Promote Collaboration Equity:

- *Representation Equity*
- *Participation Equity*
- *Information Equity*

Prasad Setty
Google Workspace


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m5


Be hybrid-aware when planning and conducting meetings.

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Strategy #4:

Measure outputs and outcomes, not just inputs.



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Distinguish Between Inputs, Outputs, and Outcomes



Inputs focus on processes and activities.



Outputs focus on deliverables and end products.

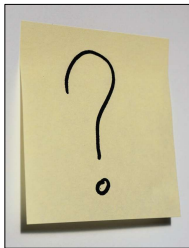


Outcomes focus on end results and what the work achieves.



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Take-Home Assignment: Questions for Your Team



1. *What inputs do you typically measure?*
2. *What outputs or outcomes could you emphasize?*

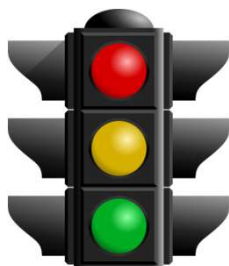


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How will you measure success?

Quantitative measures

Qualitative measures



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Strategy #5:

*Inspire community
and build a healthy
culture.*



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**JP Morgan CEO Jamie Dimon on
remote work:**

“... it doesn’t work for culture.”



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**Culture is made up
of shared:**

- *Vision, purpose, and values*
- *Beliefs and perspectives*
- *Norms and expectations
for behavior*
- *Rituals and experiences*
- *Relationships*

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Coaching Question




What's your next step to set your leaders up for success?



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Give feedback to Jon

1. Scan this QR code



2. Enter this code on the screen

HYBRIDCOACH


or go to talk.ac/yourbestleadership

Powered By 

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P.S.:
Prepare to flex.


YOUR BEST LEADERSHIP

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YOUR BEST LEADERSHIP

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