

12 QUESTIONS TO ASK WHEN PLANNING A HYBRID WORKPLACE

1

Where do your people work best?

- Is there a noticeable difference in people's productivity, performance, or outcomes depending on where they are located?
- Consider speaking with managers, people leaders, and individual contributors to better understand the circumstances where people work best.

2

What do your people actually prefer?

- Choosing a model that fits not only your organization's goals, but the needs and wants of your employees will lead to increased job satisfaction and performance.
- Your organization's access to global talent can expand as physical location is not a hinderance for this top talent in a hybrid workplace.

3

Do you have the tools and technology in place to stay connected?

- It is important to stay connected, especially when you have employees in multiple locations; using technology such as Microsoft Teams or Slack allows for communication and collaboration.
- There must also be people in your organization who are equipped to help maintain the tools and technology your organization uses to stay connected.

4

Do your people understand how to communicate?

- As the way in which your employees communicate will shift, you need to establish that they understand the best practices for communication within the organization.
- For example, they need to know how to use the communication tools in place, how to share information, and which communication methods are best for delivering their messages.

5

Can your people leaders focus on outcomes rather than optics?

- Instead of measuring how many hours people are working (online or in-office), leaders must shift their measurement of success to be based on productivity and performance.
- Having targets and goals will allow for employees to understand their role expectation in their new world of work.

6

What aspects of the organization will need to permanently change to accommodate the work that is going to remain remote?

- While some changes may only be temporary, certain aspects of the organization may need to change permanently to better suit the hybrid workplace demands of the business.
- Perhaps service operations that have been primarily executed in the office will need to be re-designed to accommodate those carrying out these operations remotely.
- It is also important to determine if certain roles are necessary to be on-site, such as IT support, then understand and communicate why these must be done on-site.

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7 **Will there be enough equal opportunities for development, career growth, and skill building across in-office and remote employees?**

- Certain aspects of development, career growth, and skill building tend to happen in-person and in the office. How will you include your remote workers so that they have equal opportunities to participate in this development? Ensuring that employee development sessions are held virtually, rather than in-person, can mitigate the discrepancies of these opportunities.
- Making an equal effort to listen and engage with remote employees can help establish a similar coaching or organic skill development dynamic that many employees are able to build with their team members in-office.
- An “open-door” policy can encourage this. During a scheduled day and time, a leader can set aside time for people to come for a chat or advice.

8 **What policies will need to be put in place? (i.e., data security)**

- To ensure company confidentiality when employees are working remotely and therefore not under the company VPN, certain data security measures will need to be put in place to establish cyber security for all employees, regardless of location.

9 **How are you planning to support employees during this transition?**

- It is important to assess whether your employees will need additional training during this transition, how you will communicate the hybrid workplace to them, and who can they reach out to for day-to-day support.
- The creation of a Team Charter, Champion Community, or Buddy Networks are all great ways to build in support for people leaders.

10 **What is the office for – what is it meant to accomplish?**

- Asking this helps your organization understand the value that the physical office provides, as well as where value can be created within the organization.
- For example, the office could be a requirement to get things done or it could simply be an opportunity for team members to collaborate and make in-person connections.

11 **How will team dynamics change?**

- Will the shift to a hybrid workplace change the structure of certain teams, such as communication and reporting dynamics?
- Once identified, the organization will also need to determine if these changes will impact business results or daily functions.

12 **Will your organization’s offerings (products and services) be impacted by a hybrid workplace (positively and negatively)?**

- This question is important as identifying and addressing negative impacts before they become unmanageable is crucial to organizational longevity.
- Identify where these impacts can add value to your company or spark necessary changes.