

# HYBRID WORK BEST PRACTICES

HLS HUMAN RESOURCES

# TIPS & TRICKS

**In our 2021 Pulse Survey, staff expressed interest in flexwork and asked for best practices to make it successful. So, we've gathered some tips and tricks to help you manage and work in this new environment.**



# MEETINGS



## Always provide a Zoom/Teams link

Rather than keeping track of everyone's days on and off campus, include a Zoom link and a physical location (if you'd like that option) for all meetings. Make sure to create new Zoom links for each meeting, and to turn off waiting rooms for more casual meetings.



## Plan for time in between meetings

Plan meetings for 50 or 55 minutes, to give people time to get from one meeting to another, whether on foot or on Zoom/Teams. Consider adjusting your default meeting end time settings in Outlook.



## Set expectations for in-person meetings

Plan the physical location in advance to ensure you have the technology available to effectively communicate with those on Zoom or Teams.

# COMMUNICATION



## Leverage Teams to communicate with your team

Create channels in Teams to provide quick updates to your team. That way, no matter their location, everyone gets the message.



## Discuss how you'll connect with each other

Discuss communication preferences with your team. When off-campus, what is the quickest way to get in touch with someone for something urgent? Teams, email, phone, text?



## Be creative and find ways to have fun!

Find ways you can have games and fun conversations over communication channels. Have a place where the team can talk about non-work related topics. Be sure to check in informally with your team even when they're off campus. Find a quick five minutes to 'pop into their office' over Teams chat or video call.

# TEAM UNITY AND HEALTH



## Leading by example

Promote transparency around how teams use their time and be flexible in coordinating how work gets done, focusing on outcomes more than inputs. For example, agree on work outcomes and outputs but be flexible over how, where and when the team delivers those objectives.

This strategy reinforces that team member participation is judged by their contribution, not their location. The idea of "collaboration equity" is critical to remove concerns - now and going forward - that in-office participants may be favored due to their physical presence in a workspace.



## Watch for signs of burnout (for yourself and others)

Talk with your team members regularly on how they are doing. Remember that we have Employee Assistance Program materials you can refer your team, or encourage them to talk with their [HR Business Partner](#).



## Celebrate the success of your colleagues

You don't need everyone in person to acknowledge hard work and show appreciation. Saying "thank you" virtually is just as impactful as doing it in person. Celebrating and acknowledging employees makes them feel more engaged, increases trust, reduces stress, and lowers rates of burnout. Celebrate service milestones of your teammates together. Consider creating a Canva card or giving them a shout out in the Keeping Connected Newsletter!

# FEEDBACK



## Check in

Checking in often, even if only for 15 minutes or a half hour, helps provide clarity around priorities, commitments, work quality and goes a long way to building trust. If you're together live, go for a walk around campus. If you're in different locations, try a virtual lunch, or coffee, or take your screen outside for a change of background scenery.



## Talk about what's working and what's not

For many of our managers and employees, hybrid work is new and different. Talk about what's working and what's not, in real time. Make small adjustments when necessary, and try again. This is an iterative process. There will be bumps, but open communication and trust will help us to work through them productively.

# USEFUL RESOURCES

**This deck only covers very basic best practices.  
We also recommend the following videos, books, articles, and  
more that you can use to better prepare for hybrid work.**

# VIDEOS, BOOKS, AND ARTICLES

- [Why remote work is here to stay-- and how to get it right](#) (12min video, McKinsey)
- [Remote Work Revolution: Fireside Chat with Dean Rakesh Khurana](#) (57min video)
- [It's Time To Relaunch Your Remote Team](#) (HBS Working Knowledge article)
- [Succeeding in the New Work-from-Anywhere World](#) (HBS Working Knowledge article)
- [Remote Work Revolution: Succeeding from Anywhere](#) (2021, Harper Collins Business),
- [10 Tips for Successfully Managing Remote Workers](#)
- [Making Hybrid Work More Permanent? Set Some Ground Rules](#)
- [A Guide to Managing Remote & Hybrid Teams](#)
- [4 Tips to Keep the Human in Hybrid Work](#)
- [Nervous About Leading A Hybrid Team? Try These 4 Hacks to Build Cohesion](#)
- [How to Master Hybrid Meetings](#)
- [Leading and Managing in a Hybrid Work Environment Toolkit](#)