

# Hybrid Working is Here Are you ready?

Thursday 2 September 2021

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## Overview: What is Hybrid working and where did it come from?

- **Flexible Working:** Employee makes formal request to permanently alter their working hours, days, pattern, or location.
- **Agile Working:** A workforce that encourages people to work where when and how they choose
- **Home Working:** An employee solely carries out their role from their own home
- **Remote Working:** An employee carries out their role from a location / locations of their choice
- **Hybrid Working:** A mix of the all the above ways of working

## Working Flexibly Pre COVID-19

### WORKING FROM HOME IN THE UK

1 year on from the first lockdown, **60%** of us have remained working from home

**26%** of us plan to continue working from home either permanently or occasionally after all Government restrictions ease

Prior to the 2020 lockdowns, only **6%** of these people worked from home for their main job.

10 years ago, only **884,000** people in the whole of the UK worked from home.

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## How to identify what works for your business

Given the scale of this change, there is no one size fits all solution to Hybrid working and it will require careful planning and consideration, tailored to both your organisation and its people.

It's not as simple as just issuing one stand alone policy. Other key area's to consider include:

- Staff consultation and updating Terms & Conditions
- Staff input and feedback
- Health, Safety & DSE
- Wellbeing
- Training & employee development
- Management
- Maintaining Engagement
- Compliance

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## Prevention is Key

- **Plan carefully;** your new structure needs to be specifically tailored to your organisation and its people
- **Consider any pitfalls;** notably those that were identified or raised during the 2020/21 lockdowns
- **Talk to your staff;** Getting staff input and feedback will ensure you gain employee buy-in before implementing any permanent changes which in turn can be key to your new hybrid structure being successful.
- **Update your managements team training;** updated training will ensure that managers have the skills and knowledge in advance to implementation; ensure they know how to support and manage their teams remotely without the risk of micromanagement disputes.

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## Areas for consideration

1) We have a split workforce, where some employees can work from home, while others have to be physically present at work to carry out their role. This divide appears to be causing issues of resentment from those who are required to attend workplace. Is there anything that I can do to remove this divide and resentment?

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## Areas for consideration

2) When we worked permanently in the office we had a very close knit team, yet while working from home the team spirit and communication seems to have dropped. How can we get this back?

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## Areas for consideration

3) I feel that while managing remotely, there may be some people in the team pulling their weight more than others and I find this difficult to monitor while not physically present. What are your top tips for effectively monitoring productivity remotely?

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## Areas for consideration

4) I have an employee who refuses to turn their video camera on during our team meetings, despite the rest of the team having theirs on. It makes communication with them difficult and I don't know how to address this matter with the individual, or what I can / can't ask them to do while working from home.

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## Areas for consideration

5) Now that we have some employees choosing to return to the office and some still working from home, I'm worried cliques will form within the team. How do I resolve this and stop a divide happening?

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## Areas for consideration

6) How should I set up my new hybrid working structure: As the employer should I set the amount of days they must spend either at home or in the office each week, or should this be left to each individual employee to decide?

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## Areas for consideration

7) I have an employee who wants to move across the country now that they know they are able to work remotely. Do I have to allow this?

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## Areas for consideration

8) I need to recruit for a new position in the near future. Should I change my recruitment process to allow candidates to interview remotely. If so, how can I ensure this doesn't affect my decisions?

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# Questions?