



FROM ANYWHERE WITH IMPACT: MANAGING HYBRID TEAMS WITH THEIR WELL- BEING IN MIND

**A WEBINAR FOR SUPERVISORS FROM YOUR
EMPLOYEE ASSISTANCE PROGRAM**

March 27, 2024



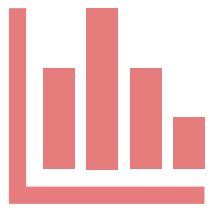
What is the biggest challenge you face as a hybrid team manager?

INTRODUCTION



OBJECTIVES

- Understand the unique dynamics of hybrid teams
- Review common hybrid team challenges and recommend tactics to overcome them
- Explore techniques to sustain productivity, engagement, and motivation
- Discuss tips for hybrid supervisor self-care



True or False:

Hybrid work increases employee productivity.

True

False

Both are correct. Some people thrive in a hybrid environment, while others do not.

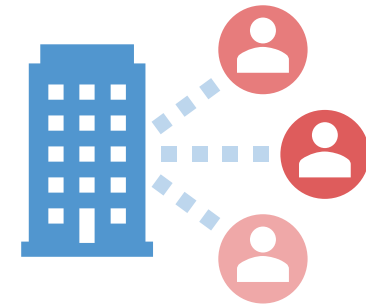
SECTION 1

HYBRID TEAM DEFINITION AND DYNAMICS

HYBRID TEAM DEFINED

Hybrid teams may be comprised of employees who:

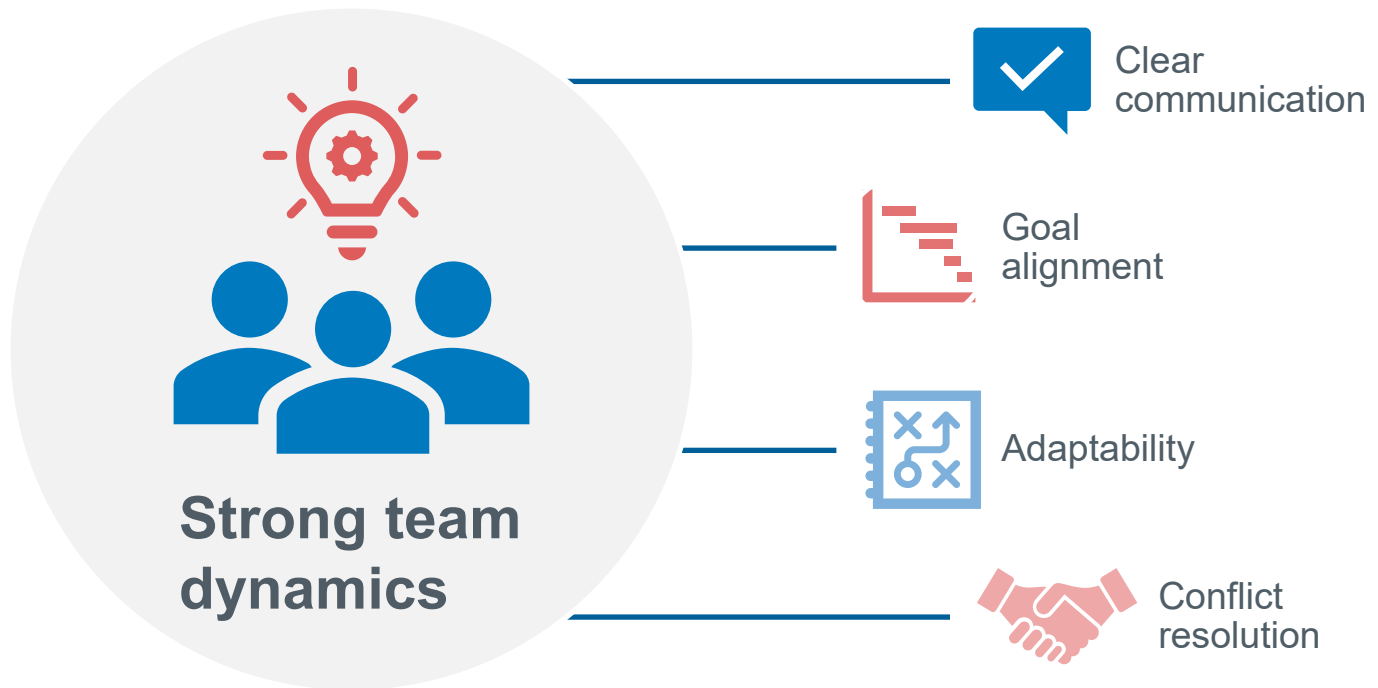
Work full-time in the office alongside either full- or part-time remote team members or both



All come into the office some days and work from home on other days each week or month

HYBRID TEAM DYNAMICS

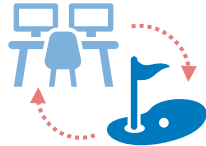
How people work together is influenced by a leader's behavior and management style



SECTION 2

HYBRID TEAM BENEFITS AND CHALLENGES

BENEFITS



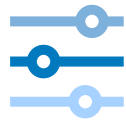
Improved work-life balance



More efficient use of time



Less burnout or fatigue



Greater flexibility



Higher productivity

CHALLENGES

The Five Cs

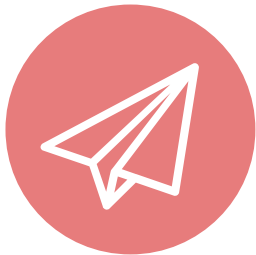
- 1 Communication
- 2 Coordination
- 3 Connection
- 4 Creativity
- 5 Culture

SECTION 3

COMBATING THE FIVE Cs

COMMUNICATION

Evaluate your effectiveness



Do you tend to get a lot of follow-up questions?



Consider the recipient's perception



Predict potential questions



Read through your message before sending

Set clear expectations

- Stay abreast of employees' workload, deliverables, and deadlines
- Set aside time in meetings to answer questions
 - Regarding duties, roles, responsibilities, policies, or any other topic

COMMUNICATION

Choose the appropriate method

Email

Use when:



You need to provide detailed information, documentation, or instructions

The information is not time-sensitive and does not require an immediate response

You need to reach multiple people at once, ensuring everyone has the same information

You want to have a record of the communication that can be easily referenced or documented

Communicating formal information, such as policy changes or official announcements

COMMUNICATION

Choose the appropriate method

Instant Message

Use when:



You need a quick response or have a brief question

The matter is informal and doesn't require extensive discussion or documentation

You want to foster a sense of immediacy and connection

You're coordinating or collaborating closely with team members on immediate tasks

You need to communicate spontaneously or share quick updates

COMMUNICATION

Choose the appropriate method

Face-to-face meeting, phone, or video call

Use when:



The topic is complex and may require extensive discussion, clarification, or brainstorming

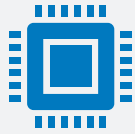
Discussing sensitive or confidential matters

Building relationships
(e.g., onboarding, conducting one-on-ones, or resolving conflicts)

You need to harness non-verbal communication cues, like body language and tone

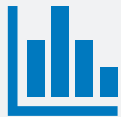
The meeting is formal or ceremonial
(e.g. annual reviews, project kick-offs, or big announcements)

COORDINATION



Be technologically savvy

Familiarize yourself with tools and platforms that facilitate remote work



Manage performance adeptly

- Provide constructive feedback and support
- Meet regularly and establish deadlines



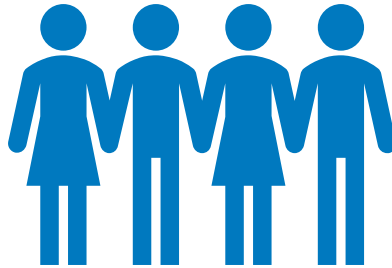
Manage a myriad of schedules

Share work schedules and have a shared group calendar

CONNECTION



Address loneliness



Bring everyone together



Maintain a team culture



Commit equal time and focus to each employee



Build trust through autonomy

CREATIVITY

Make the most of digital collaboration tools



Institute a feedback loop



Designate collaboration spaces



Recognition and encouragement



Encourage informal interaction

CULTURE

- Maintain empathy and cultural sensitivity
 - Promote inclusivity and equity
 - Avoid a “them and us” culture
 - Acknowledge each work situation and ensure fairness
 - Ensure rewards and benefits are fair for all
 - Advocate for preferred pronouns and set the example

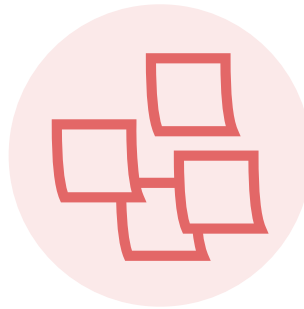
SECTION 4

MAINTAINING PRODUCTIVITY, ENGAGEMENT, AND MOTIVATION

PRODUCTIVITY



Outline objectives and establish key results

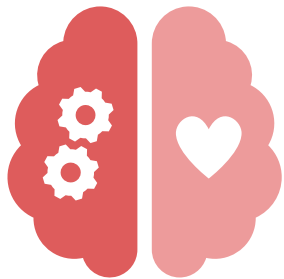


Encourage employees to break down tasks into tiny to-dos



Regularly check in on goal progress

ENGAGEMENT



- Prioritize employees’ mental health and well-being
 - Encourage breaks and downtime
 - Provide mental health resources



- Advocate for professional development
 - Encourage skill development
 - Provide career progression paths

MOTIVATION

Guiding principles of effective recognition for hybrid workers

- Acknowledge achievements
- Tailor rewards
- Foster a culture of digital accolades
- Offer choices of incentives and acknowledgment

Examples

Begin your next team meeting with a shout-out to a deserving hybrid worker

Acknowledge 1-3 people every Friday

Find creative ways to make recognition special – mail a card

Regularly connect socially via optional virtual hangouts and use part of the time to encourage, support, and praise your team

SECTION 5

SUPERVISOR SELF-CARE

SELF-CARE TIPS

- Establish work-life boundaries
- Take regular breaks and use your leave time
- Escape the urgency trap
- Delegate
- Celebrate success
- Engage in mindful practices
- Do a digital detox
- Reflect and reassess
- Improve your skills
- Make time for hobbies and interests
- Take care of your body and mind



BASK IN THE BENEFITS OF MANAGING A HYBRID TEAM



Increased flexibility



Wider talent pool



Cost savings



Increased productivity



Environmental benefits



Enhanced employee well-being



Adaptability



Improved employee retention



Stronger company culture

SUMMARY



RESOURCES

Books

- ***Leading from Anywhere: The Essential Guide to Managing Remote Teams***
 - D. Burkus, 2021
- ***Managing Hybrid and Remote Teams: Concrete Advice to Increase Output and Engagement***
 - L. Dellana, 2024
- ***Remote Not Distant: Design a Company Culture That Will Help You Thrive in a Hybrid Workplace***
 - G. Razzetti, 2022

Online Articles

- How to Manage a Hybrid Team
 - hbr.org/2020/10/how-to-manage-a-hybrid-team
- 5 Rules to Better Manage Hybrid Work
 - forbes.com/sites/glebtsipursky/2023/05/12/5-rules-to-better-manage-hybrid-work

Podcast

- Building Successful Hybrid Teams (Back to Work, Better)
 - hbr.org/podcast/2021/07/building-successful-hybrid-teams

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