

A checklist for your transformation to hybrid working

Can hybrid working suit Anya in accounts, Hassan in HR and everyone else in your business?

The world of work has changed forever. The concept of hybrid working has emerged over the last couple of years whereby the amount of time workers spend in the traditional workplace varies. Organisations are still exploring what model or models works best for them and so are workers. This flexibility is largely welcomed and is likely to be with us long term, so going forwards, companies must stay in touch with the individual needs of their employees, as well as the unique needs of the business.

Use our checklist to measure how your transformation to hybrid working is going.



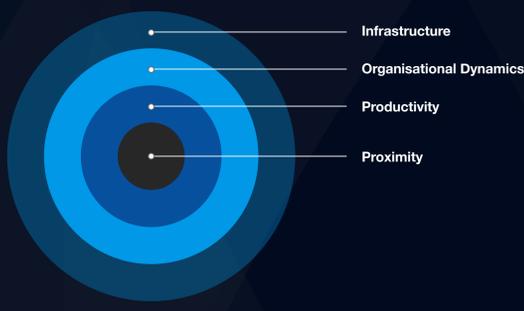
Define your hybrid working approach

Hybrid working makes where and when a job is done more flexible. Everyone has different preferences. But can a business continue to function effectively with its people working in different locations and at different times? Use the quadrant to see where you stand on hybrid working.



Consider these factors when designing hybrid roles

Hybrid roles must align with the needs of the job and the employee - and mitigate risk. Proximity, productivity, organisational dynamics, infrastructure and enabling technology are key areas to focus on.



People

Eight aspects of hybrid working you need to get right.

- ### 1. Productivity

To design hybrid working models that benefit employee and employer, consider the drivers of productivity in different roles.
- ### 2. Collaboration

Although we have online collaboration tools, many like to engage in person. A structured approach combining remote and in-person meetings is likely to work best.
- ### 3. Culture

Leaders and managers will need to ensure that in-person and online interaction defines and reinforces company culture.
- ### 4. Attracting, developing and retaining talent

Employees and potential recruits will expect flexibility in hours and location, as well as the processes and infrastructure to develop and support their career progression such as training, mentoring and support - whether in the workplace or remotely.
- ### 5. Inclusion and fairness

All workers - remote and in the workplace - should be treated fairly and have the same opportunities. "Water cooler" chats can be reimaged online.
- ### 6. Support

Managers will need the training, tools and time to help them choreograph the different interactions typical of hybrid working.
- ### 7. Duty of care

Employers have the same health and safety responsibilities for employees whether they're working in the office or from home.
- ### 8. Tax implications

If a true 'work anywhere' policy is adopted, tax residency requirements and tax law must be considered. Overall fairness must be maintained.

Technology

Four business needs your technology must address
No single technology will cover all bases for every business. Getting the right combination will make a significant difference to the success of hybrid working. You can start to assess what will work best for your organisation by focusing first on what will meet the primary needs that are common across all businesses:



1. Connect to your office environment, applications and other tools.
2. Communicate with your colleagues and customers.
3. Collaborate with your customers, teams and wider organisation.
4. Coach to help you and your people work more effectively.

Evolution

Three things to always keep front of mind.

- ### 1. Balance the needs of the job and the employee

If you can enhance productivity and satisfaction while working to a hybrid model, then it is working for you.
- ### 2. Put fairness at the heart of your hybrid work design

Although we have online collaboration tools, many like to engage in person. A structured approach combining remote and in-person meetings is likely to work best.
- ### 3. Keep learning and continually assess

It's critical to get the right technology and infrastructure, legal/contractual arrangements and training and support in place. Observe what works for your company and evolve your approach over time.

Everyone can be happy

Anya in accounts may opt to work nine-to-five in the office, while Hassan in HR prefers to keep things flexible - and that's just two of countless scenarios. By following our guidelines and approaching hybrid working in a structured and fair way, there's little reason why employees can't choose where and when they work. And, importantly, keep businesses productive.

For more information on how to achieve efficient hybrid working, click [here](#).