Harnessing hybrid: making hybrid working arrangements more inclusive

Here are a few things you can do as a manager to help make your hybrid working more inclusive…

Empower your people with choice, and trust them to make the right decisions for themselves and the company.

Offer training in new soft and hardware to all, so those who need it don't feel singled out.

Keep in touch with your team, and keep them in touch with each other. Consider using an app or messaging service to create "water cooler moments" of spontaneous conversation.

Lead by example:

Demonstrate good hybrid working, choosing the appropriate place for the work you are doing.

Demonstrate a good work-life balance.

Demonstrate new cultural norms - it's ok to call people at home, and it's ok to say I'm not working at this time.

Demonstrate that virtual presence is as valid as physical presence.

Listen to what your staff want - some may prefer the office, whilst some may prefer working weekends. Be as flexible as the business needs allow.

Don't be afraid to make changes if things aren't working. The move to hybrid working is a transformative process.

Watch out for and challenge the Proximity Bias, which occurs when people notice the contributions of those they are working physically close to more than the contributions of those working remotely.