

Harnessing hybrid: making hybrid working arrangements more inclusive

Here are a few things your organisation can do to help make your hybrid working more inclusive...

Listen to ideas and input from your staff before and during your move to hybrid working.

Listen to feedback from your staff as the transformation happens - don't be afraid to respond and make changes as you go.

Gather feedback from your clients too: flexible times and locations may suit them better.

Remember flexibility can come in all shapes and sizes: let people think about what work is done best where and when rather than focussing on set days in the office and at home.

Invest in your managers:

Make sure they have the training to support their staff in new ways of working.

Make sure your managers are on board so they can lead by example and share the vision through all levels of the organisation.

Ensure managers share the message that virtual presence is as valid as physical presence.

Spend time to get the basics right: the IT infrastructure and physical space.

Staff may need training on new software and hardware, and guidance by example on new cultural norms.

Hot-desking can encourage new cross-team collaborations and spontaneous conversations. Also consider some staff may prefer their own desk and quieter enclosed spaces.

Have support in place for those who are struggling with the change or with their work-life balance. Consider Mental Health Action Plans, wellbeing days and mentorship programmes.