



NEW APPROACHES TO THE WORKPLACE

WHAT WE'LL COVER

- What have we learned about working remotely?
- What are organisations doing about the office?
- What is a hybrid organisation?
- How to ensure collaboration and connectivity
- How to create a level playing field for remote workers
- Leader's role in making it work



EACH
EMPLOYEES
ADULT CONSUMER HUMAN

WHAT DOES RESEARCH SAY ABOUT THE WORKPLACE AFTER COVID?



Transformation

Rewiring how we work: building a new employee experience for a digital-first world

The Future Forum launches the Remote employee experience index to help organisations to redesign work

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7th October 2020
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8 min read



Remote workers are happier ...

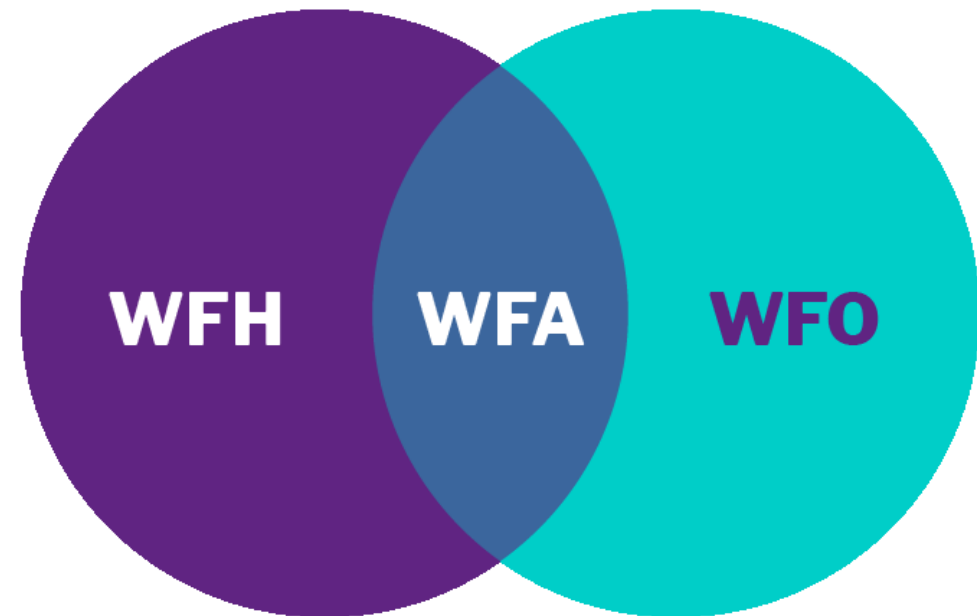
- Work-life balance (+25.7)
- Managing work-related stress and anxiety (+17.3)
- Productivity (+10.7)

THE NEW HYBRID

Not just about WFH or WFO – but
WFA - Working From Anywhere.

The new hybrid is the best of all
worlds:

- structure and sociability on one hand, and
- independence and flexibility on the other
- with a culture that engages employees wherever they are.



CAN YOU PROVIDE MORE CHOICE?



Telefónica

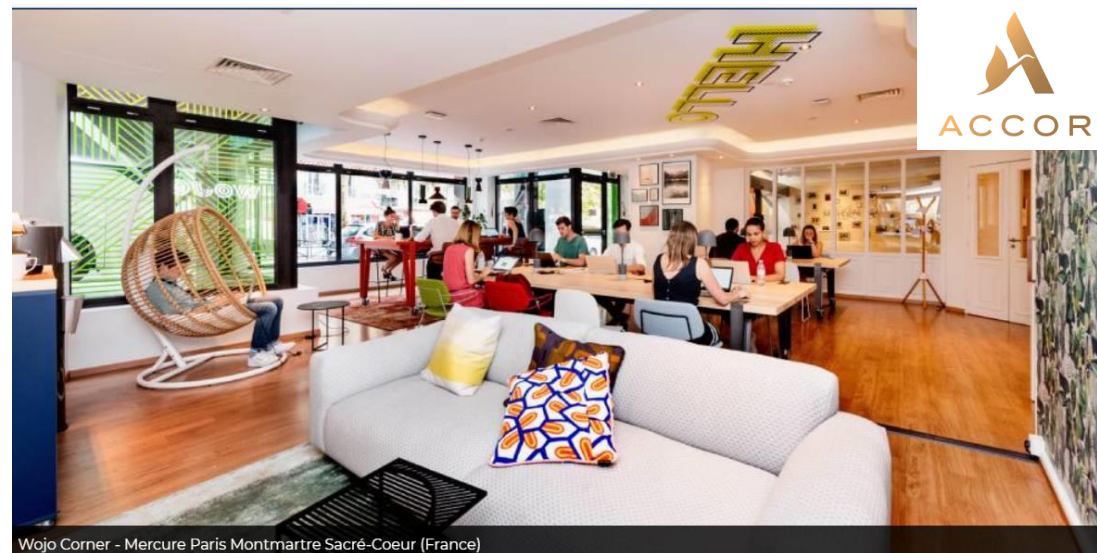
1. Work where you are most productive:
every employee can choose their place of work based on a flexible hybrid model
2. Flex your working day to meet your needs and when you're most productive:
Regular working hours are between 06.00-23.00 Mon-Sat
3. The focus of managers is on the RESULTS, not where and when the work is done.

WORK AND LIVE ANYWHERE

Google

coinbase

NOVOS



Design Your Dream Lifestyle

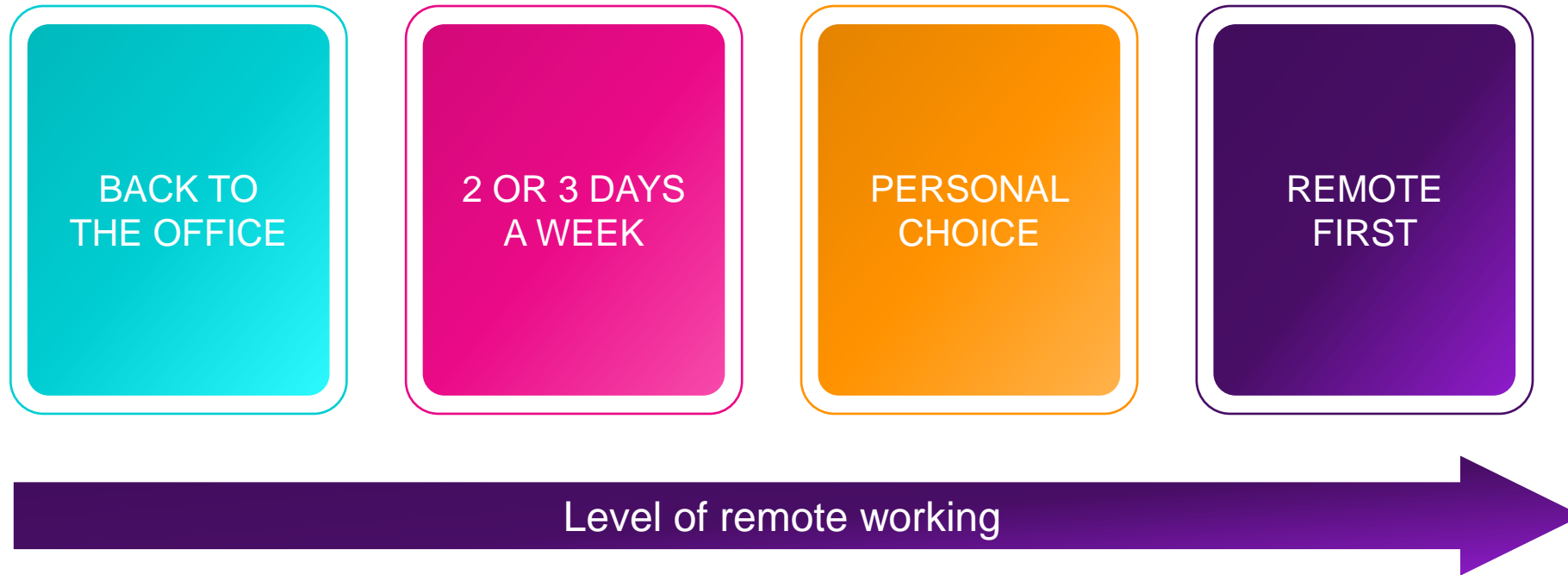
Why work from home if you could work from anywhere?

What if you could learn how to surf on a beach in Mexico...or maybe improve your cooking skills out in the woods of Oregon? What about starting your day paddle boarding out on a beautiful Caribb

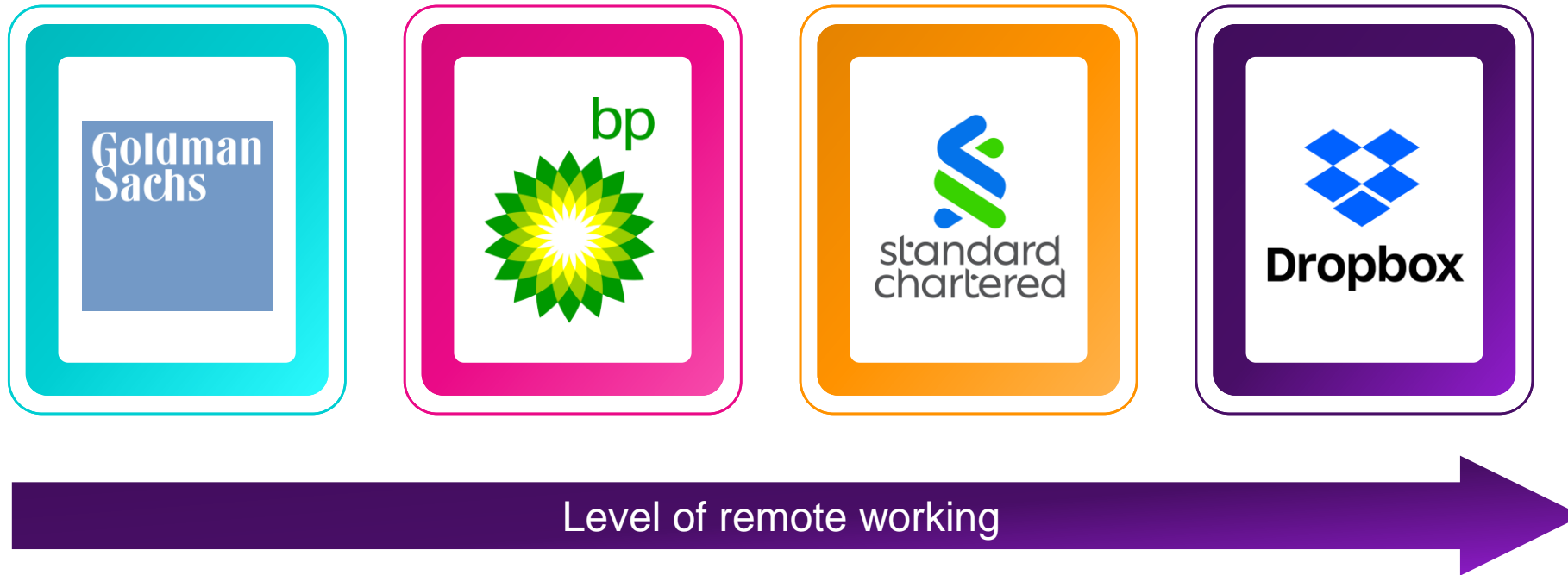
LET'S GET STARTED



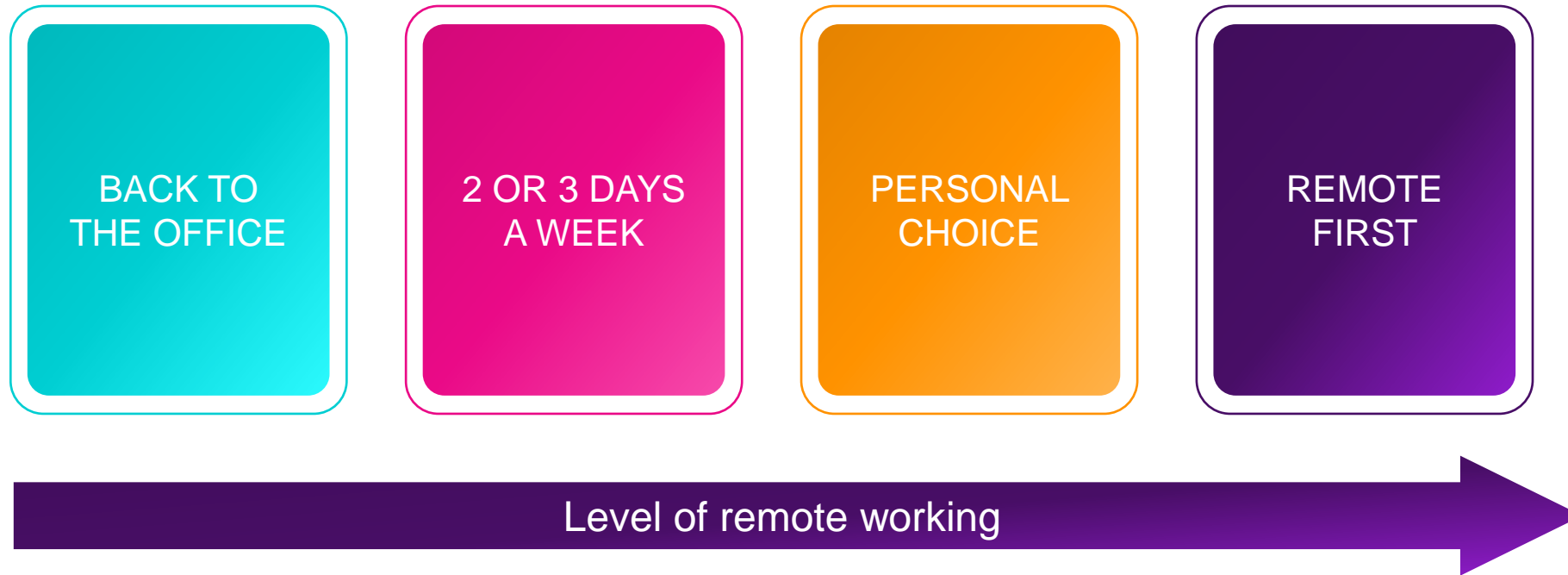
WORKING THROUGH THE OPTIONS



WORKING THROUGH THE OPTIONS



POLL: WHAT ARE YOU PLANNING?



MAKING IT WORK

RETAINING YOUR CULTURE



We asked...

What are the **key moments** whilst working here that stick in your mind?

How can these moments that matter be **improved on and enhanced?**

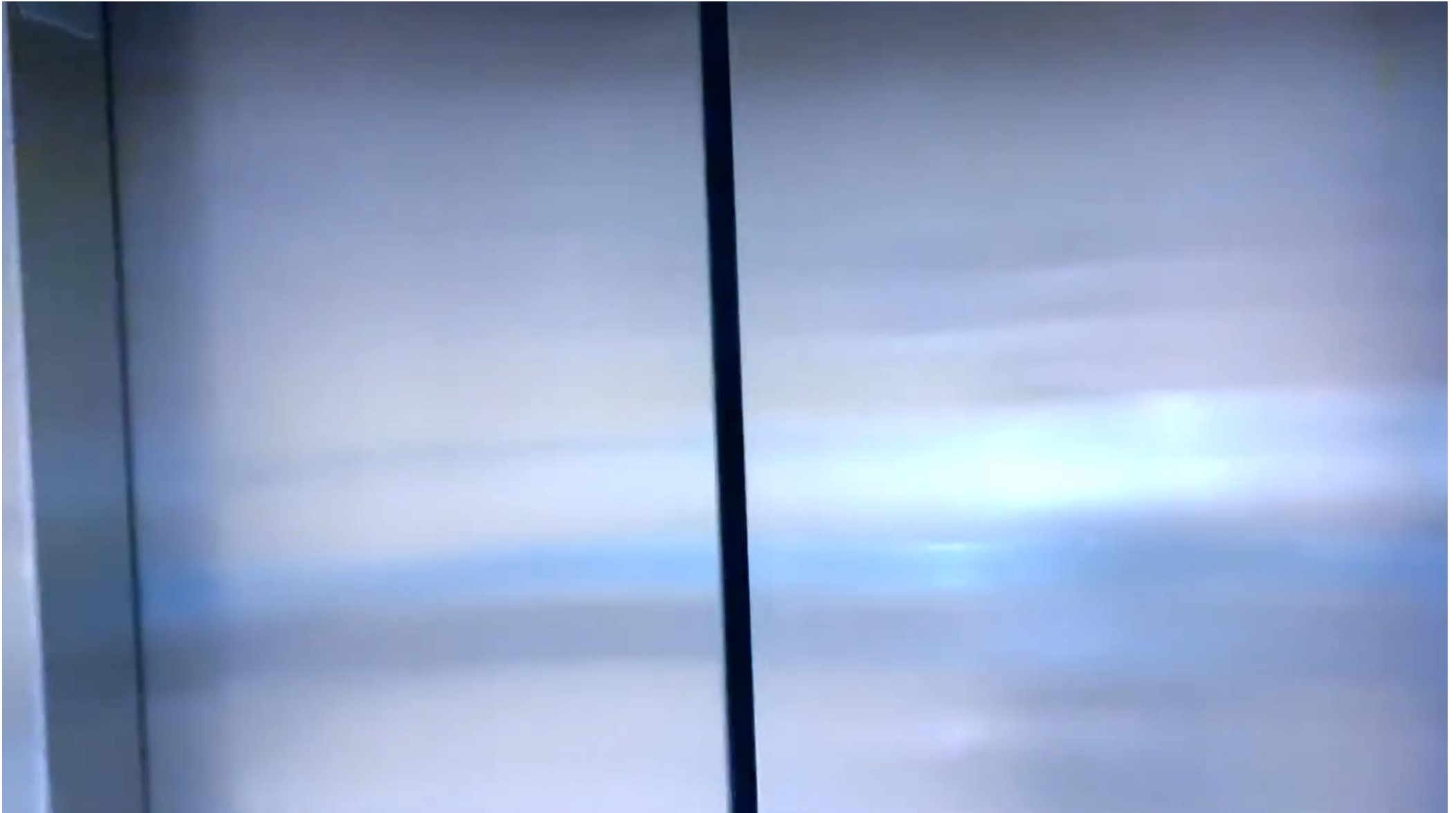


1. Recruitment - Finding out you have the job (or not)
- 2. Your first day + your last day**
3. Recognising achievement - hitting (or not hitting) targets
- 4. Social interactions – birthdays/team meetings, etc.**
- 5. Difficult times**
- 6. Relationships with colleagues**
7. Career progression – getting or not getting that promotion/chats with your line manager about your career



RETAINING YOUR CULTURE





INCREASING COLLABORATION AND CONNECTIVITY



VAYNERMEDIA



FOCUS ON OUTPUT-BASED MANAGEMENT

lets**go**



RE-LEVEL THE PLAYING FIELD

- Pay based on job role, not location
- Leaders don't always work from HQ
- Adapt your meeting practices
- Review your benefit packages
- Give allowances so everyone can create a workspace that works best for them



PRINCIPLES NOT POLICIES



‘Every job can be
done flexibly’



‘Trust doesn’t have to
be earned’



Swiss Re

‘Own the way you
work’



- Our starting point is that every job can be done flexibly.
- We focus on great outcomes. We won't measure the time you spend in the office or the hours you work. We trust you to achieve the results we agree upon.
- We want you to 'own the way you work' and you'll have your own preferences about how you can be most productive.
- Every team member is encouraged to ask their manager for a regular check-in as an opportunity to talk through how you are doing
- Two-way communication is key. Let your team know when you're working and what you're working on and set expectations on email response times and availability via messaging platforms.
- Speak to your manager if you feel your work schedule is interfering with your life or your health and if you need any equipment to make your job easier.
- You will not be overlooked for promotion opportunities because you work flexibly.
- We believe in leading by example – so all our leaders will work flexibly too and they will actively support you to own the way you work.

THE IBM PLEDGE

I pledge to be **Family Sensitive**.

I pledge to support **Flexibility for Personal Needs**.

I pledge to support **“Not Camera Ready”** times.

I pledge to **Be Kind**.

I pledge to **Set Boundaries** and **Prevent Video Fatigue**.

I pledge to **Take Care of Myself**.

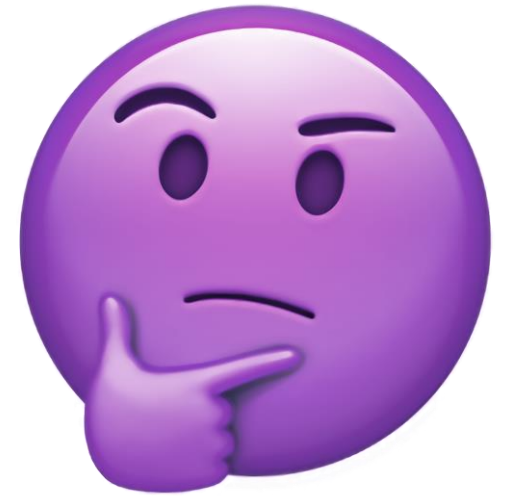
I pledge to **Frequently Check In** on people.

I pledge to **Be Connected**.



A LEADER'S ROLE IN MAKING IT WORK - CHECKLIST

1. Do I Work From Anywhere (WFA) – or am I always in the office?
2. Do my team members have what they need to be able to work effectively from anywhere?
3. Are my meetings always about 'tasks' or do I create opportunities for social interaction?
4. Am I being clear about the outputs I want or am I still managing by overseeing tasks?
5. Am I catering to the communication needs of different personalities on our team?
6. Am I having enough quick check-ins and chats about career development?
7. Are we celebrating enough as a team? How am I recognising individual team members?
8. Am I using a range of tools such as WhatsApp or Slack to keep conversations going outside of meetings?
9. Do I let my team know that I want them to manage their own well-being – but that I am here if they need support?
10. Am I unconsciously promoting an always-on culture?



EACH
EMPLOYEES
ADULT CONSUMER HUMAN

ADULT

HR..

- Promotes working from anywhere as the norm, not a perk
- Encourages employees to 'own' how they work best
- Supports line managers to lead through 'outputs' not 'hours worked'
- Develops WFA principles, not policies

CONSUMER

HR..

- Recognises that an engaging workplace provides choice to work in ways that suit us
- Provides allowances for employees to buy what they need for their homes

HUMAN

HR..

- Creates conditions where human connections can thrive, even remotely
- Creates a 'level playing field' for workers, wherever they are



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Future of HR 24 June

ANY QUESTIONS?



THANK YOU AND GOOD LUCK!

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