

A black and white photograph of a woman with long dark hair and glasses, wearing a white t-shirt and dark pants, sitting on a light-colored sofa and working on a silver laptop. She has a tattoo on her left arm. The room has a modern aesthetic with a large geometric wall sculpture, a red armchair, and a coffee table with books. A red semi-transparent banner is overlaid on the left side of the image.

INT.

Reimagine the Future of REMOTE TEAM

How to manage hybrid work model?

2021 Hybrid Workforce Dynamics: The Paradigm Shift is here to stay.

Trend that started in 2020, is going to continue in 2021. The global acceptance of remote work is slowly taking a shape of “business norm”. As per the Gartner CFO report “ Over two-thirds (74%) plan to permanently shift employees to remote work after the Covid-19 crisis ends.” As workplace flexibility is enhancing the productivity, it is slowly becoming a permanent change.

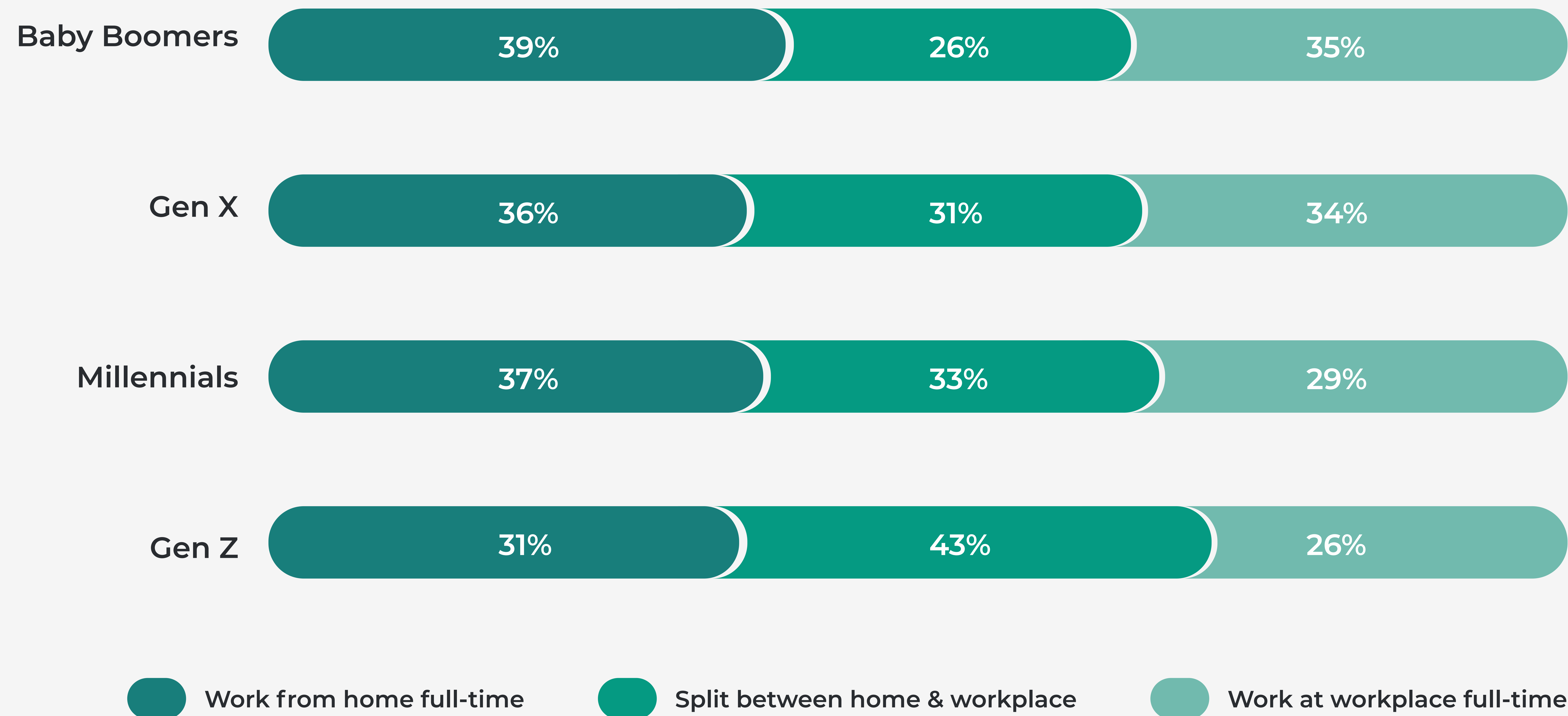
When remote working model started, it was a force start for many companies with hardly any plan to execute it effectively. Though the model is evolving with time and learnings, it needs a proper plan of intention with action.

Gradually as companies are moving towards making remote work model a permanent one even after the crisis gets over, “55% of workers want a blend of WFH and in-office working”, thus giving rise to the Hybrid Work Model.

Ensuring values to the stakeholders with constant innovation and access to the larger pool of talent, these are the few of the many benefits that Hybrid work model holds. A Salesforce survey cites “ Gen-Z workforce is more interested in the hybrid work model as 74% of Gen-Z are likely to prefer either working from home or splitting time at home and work. Conversely, 64% of the respondents like to spend some time working from an office or location outside of their homes.”

With diverse benefits, hybrid work model also brings new set of challenges. To optimise workplace flexibility, companies need a comprehensive plan to manage this dynamic work model of 2021.

Most Appealing Work Scenario

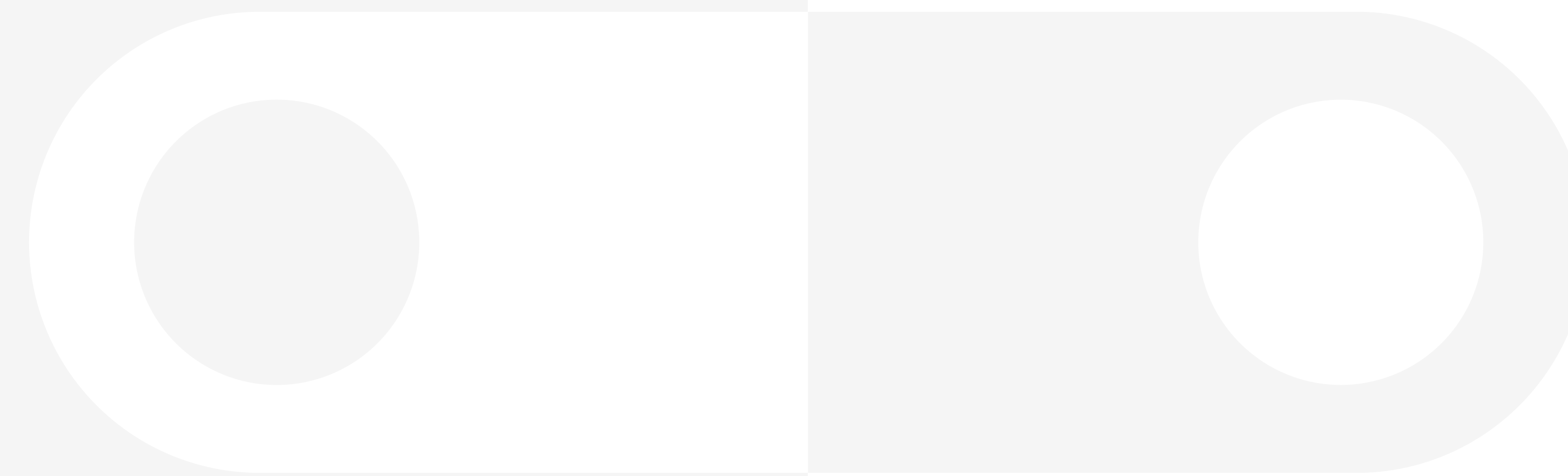


Source: <https://cenera.ca/is-a-hybrid-workforce-the-way-of-the-future/>

Why the **Shift?**

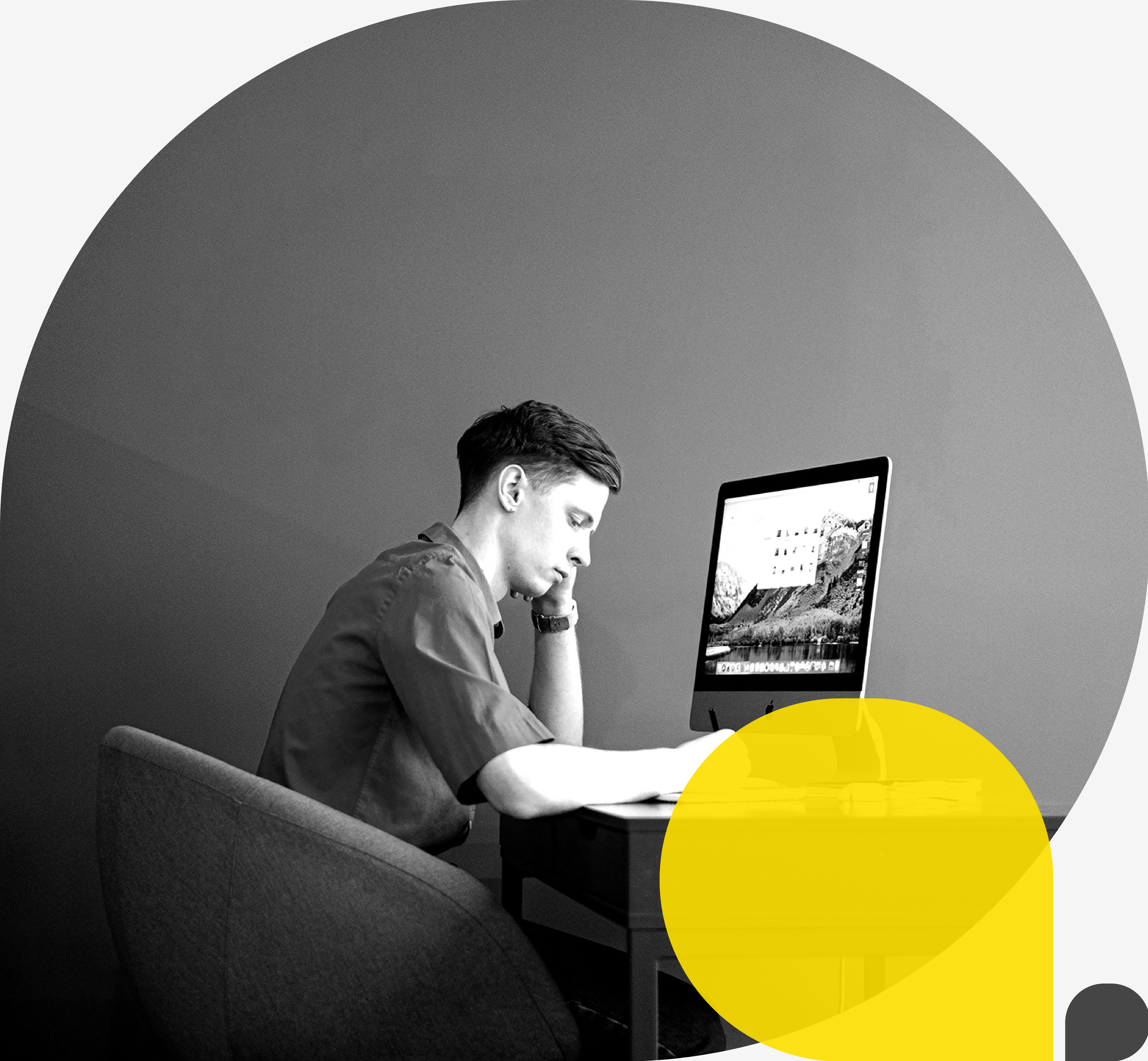
Challenges Faced During Remote Working

- Absence of F2F supervision
- Lack of access to the resources
- Social Isolation
- Distraction at Home



Benefits of Hybrid Work Model

- Workplace Flexibility
- Enhancing the productivity by not focussing on efficiency
- Redefining collaboration
- Enhance confidence in employees
- Access to the diverse talent pool
- Cost Optimization



Are you ready to be a hybrid team leader? **Assess yourself!**

- ✓ Have you decided on the structure of the team - who needs to be in the office and who can work remotely?
- ✓ Are you setting up clear objectives and priorities for each team member of your hybrid team?
- ✓ Are you providing fair and equitable opportunities to every team members?
- ✓ Have you checked whether you have been biased and favoured some over the other?
- ✓ What are the protocols need to followed for syncing in-office and remote team?
- ✓ How are you helping your employees in managing the stress level?
- ✓ Have you analysed the requirements of the hybrid team to collaborate effectively?
- ✓ What is the strategy to keep company's culture entact?



6 Tips to Lead a Hybrid Team effectively

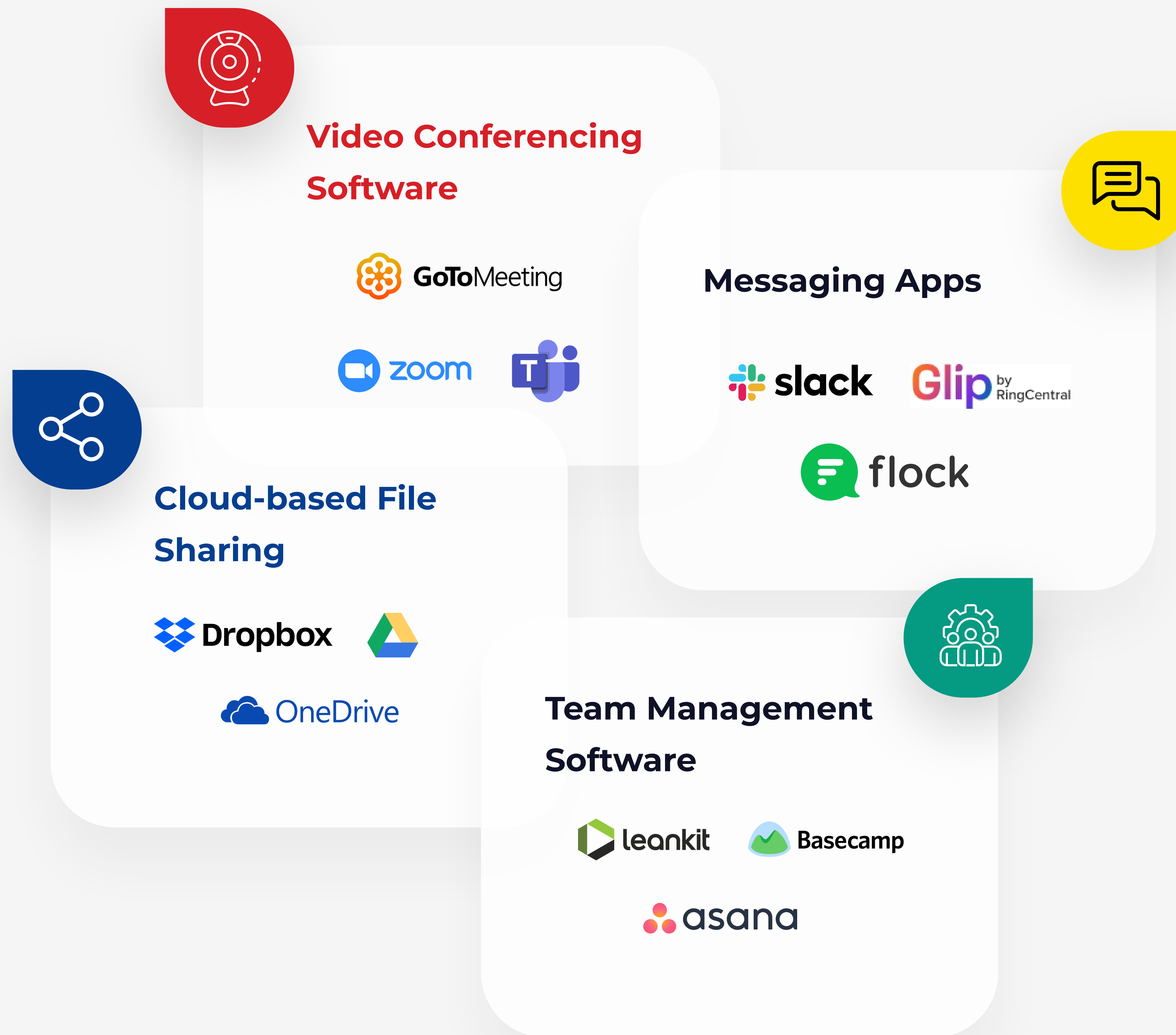
- 01 Promote Engagement
- 02 Track and Measure with Metrics
- 03 Ensure flexible workplace
- 04 Inclusive support
- 05 Watch out for the sign of “Fatigueness”
- 06 Build fun workplace with “Virtual Happy Hours”



Engage, Engage, Engage.....!!!

In a hybrid work model, engagement stands at the priority for the leaders. Making sure that your team is constantly engaging among themselves will define the quality of the work. In a remote model, communication gap is the challenge faced during the pandemic crisis.

Striking a balance between two divergent work model such as in-person and virtual helps in preventing erosion of trust, experience and performance. Ensuring the feeling of “connected” among the team members is the top concern of the employers. Here are few collaborative tools that employers can equip employees with to ensure a common process maintained among team members irrespective of their location:



Advantages:

- 01** Avoid making team members feeling “disconnected” from work & colleagues.
- 02** Constant engagement increases the productivity level and quality of work.
- 03** It helps in strengthening culture and norms.



Track & Measure with Metrics

In a hybrid model, employers must look for the outcome rather than the process. Post pandemic, in a remote landscape, employees are seen juggling between work and home. Role definition among the employees seem invalid during the time of pandemic and it continues to be so even after the pandemic. In a hybrid model, when half of the team is in office and half working remotely, it is important to set clear defined objectives for each team members.

How to ensure success in attaining objectives in hybrid team?

- 01 Goal intend to achieve per sprint
- 02 Reasoning out the best approach to follow by the team
- 03 Assigning the task to the in-office and remote team members with clear defined task role
- 04 Constant tracking report to follow to ensure success

Advantages:

- 01 Higher productivity rate among team members

Higher flexibility in working method

02

- 03 Objective driven culture

Ensure Flexible Workplace

Employer must convey the urgency of the task assigned to the team members with empowering them with flexible work model. Flexibility is the key driver for the employees in favouring hybrid work model. It also ensures that the employee's objective is aligned with the company's goal attainment objective. Educating employees to prioritise task with flexible mindset ensures high productivity. Therefore, for employers to manage hybrid team efficiently, here is the list of few 2021 project management tools to accelerate the team performance and maximise project outcomes:



clarizen



TAIGA

PROJECTMANAGER



Advantages:

01

Increases work life balance among team members.

Enhancing productivity level as team members deliver high quality work.

02

03

Work related satisfaction increases among team members.

Inclusive Support

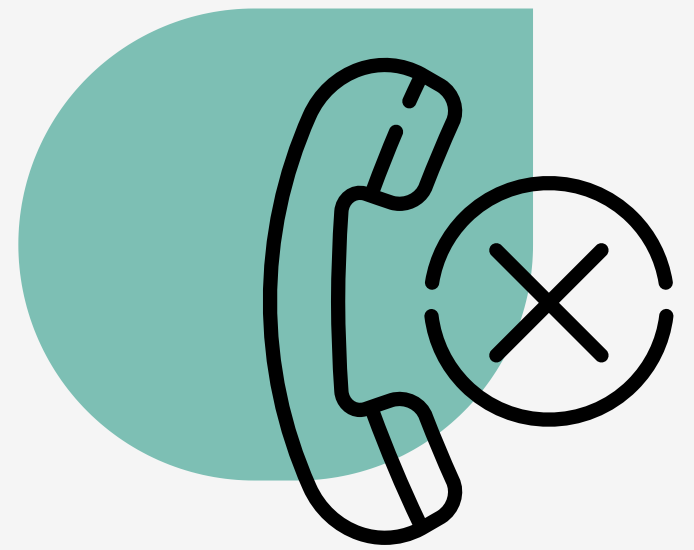
The major concern among leaders when comes to managing hybrid team is: not differentiating between in-office team and remote team. Employers must aim to build “equitable workplace” for both the teams to prevent “proximity biasedness”.

In a hybrid model the major challenge is to provide an inclusive support to the employees irrespective of their work location. It is common for remote team to feel isolated when part of their team members are working together in-office. Moreover “out- of-sight, out-of-mind” is the growing concern among the leaders.

Challenges:



Lack of F2F interaction, makes remote team members feel “less appreciated” and “less valued”



Leaders are unaware of the challenges faced by the remote team due to the lack of close relationship

An effective hybrid leader ensures a common ground rule for all the team members. Here are some checkpoints to follow to ensure inclusive support to all the team members:

- ✓ Ask questions to the team members so to calibrate your conversation with them.
- ✓ Make sure that team meetings takes place on a common platform.
- ✓ Build relationship by becoming a trusted advisors.
- ✓ Convey your learning journey through some experienced context to the team members by showing your vulnerability. This helps employee in opening up too.
- ✓ On a daily stand-up meetings, ensure that team members talks on the challenges and through brainstorming they come up with the solutions.



Watch out for the sign of **Fatigueness**

Employees are going through constant change. Employer must look out for the behavioural change among employees for smooth transition. Identifying the causes of “burnout” among employees is important to bring out some sustainable solutions.

B | A | L | A | N | C | E



B | U | R | N | O | U | T




Causes:

- 01 Lack of respecting time boundaries
- 02 Increased workloads along with rush in deliveries
- 03 Absence of control and flexibility in the working model
- 04 “More meetings and unhealthy levels of screen time”

Beat Burnout

- 01 Increase the sense of purpose and recognition
- 02 Educate to prioritise work and help in managing workloads
- 03 Leaders must overcome personal bias and be empathetic towards employees
- 04 Following a virtual “water cooler” conversations in workspace
- 05 Design meetings with intention

A black and white photograph of a woman with dark hair, wearing a textured knit sweater, sitting at a desk and smiling while looking at a laptop. The background shows a kitchen with a tiled backsplash and shelves with various items.

Build fun workplace with **Virtual Happy Hours**

Bringing playfulness in the workplace is important for the mental health of the employees. Hybrid leader must ensure a common platform for both the teams to collaborate without any agenda. Like any other team, hybrid team members should have open communications and must feel psychologically safe.

Though there are benefits that in-office team enjoys for being at the office such as quick lunch, networking, social events and many more, remote team misses it. A hybrid leader must ensure to provide virtual happy hours to the remote team members syncing with the in-office team.

Providing equal opportunities to both the team, leaders can **make work fun** which will increase the team performance. In the following ways a virtual team building can be done:

- 01 Arranging an agenda less video conferencing to talk about hobbies, movies, Netflix and many more.
- 02 A food coupon can be distributed among team members rather than office lunch.
- 03 Continuing the “water cooler” culture through any informal channel.
- 04 Making team participate in game like **team pursuit, among us, code games**. This will help in increasing mutual understanding among the team members.

23+
Years

750+
Professionals

11k+
Projects

6m+
Hours

We are a team of digital engineers working towards innovation, reinvention and reshaping business models. We cater to multiple enterprise clients, fast growing product companies, digital agencies operating in the domain of banking, insurance, finserve, health, professional services and others in more than 45 countries.



We Deliver
#DigitalSuccess

indusnet.co.in | info@indusnet.co.in

Disclaimer

The data provided in this report has been obtained from public and private sources. We have made every attempt to ensure that the information presented in this report is accurate and free from any discrepancies. Indus Net Technologies is not responsible for any inaccuracy in the information presented or for any damages caused by the use of information provided in this report. In case of any discrepancy or errors in the data, you can contact us at info@indusnet.co.in and we will try our best to update the information in the digital version of the report.

This report has been prepared on the basis of information available at the date of publication without any independent verification. Indus Net Technologies does not guarantee the accuracy, reliability or completeness of the information in this publication. Readers are responsible for assessing the relevance and accuracy of the content of this publication. While this report talks about various individuals and institutions, Indus Net Technologies. will not be liable for any loss, damage, cost or expense incurred or arising by reason of any person using or relying on any information in this publication.

This document makes descriptive reference to trademarks that may be owned by others. The use of such trademarks herein is not an assertion of ownership of such trademarks by Indus Net Technologies and is not intended to represent or imply the existence of an association between Indus Net Technologies and the lawful owners of such trademarks. Information regarding third-party products, services and organisations was obtained from publicly available sources, and Indus Net Technologies. cannot confirm the accuracy or reliability of such sources or information. Its inclusion does not imply an endorsement by or of any third party.

Resources:

- <https://www.analyticsinsight.net/why-the-hybrid-work-model-is-the-future-of-remote-work/#:~:text=This%20fusion%20of%20remote%20work,home%2C%20office%2C%20or%20anywhere.&text=Hybrid%20work%20can%20define%20a,bolstering%20employee%20productivity%20and%20satisfaction.>
- <https://www.forbes.com/sites/laurelfarrer/2021/01/21/making-remote-work-sustainable-for-2021-and-beyond/?sh=202152f924ac>
- <https://www.benq.com/en-us/business/resource/trends/remote-and-hybrid-working-checklist.html>
- <https://cenera.ca/is-a-hybrid-workforce-the-way-of-the-future/>
- <https://slack.com/intl/en-in/blog/transformation/emerging-hybrid-playbook-flexible-work>
- <https://hbr.org/2020/10/how-to-manage-a-hybrid-team>
- <https://hbr.org/2021/02/beyond-burned-out>
- <https://www.peoplesmatters.in/blog/leadership/inclusive-leadership-in-a-hybrid-workplace-27950>
- <https://www.ringcentral.com/us/en/blog/6-hybrid-work-questions-that-businesses-should-be-asking/>