

# Checklist for hybrid working (1 of 3)

## Researching what 'hybrid' means to your business

Have you been tasked with researching hybrid working options for your business? Do you need to understand the impact on your workplace policies? Are you after practical tips that can make hybrid working work better?

This checklist series can help. It covers the three stages of preparing for hybrid working – 1) research and design, 2) policy implications, and 3) practical considerations. The checklists provide a starting point for HR Managers, office managers, and leadership teams and are best viewed sequentially. However, you can also cherry pick the ones most useful to you.

This first checklist contains a series of tips for researching what hybrid working could look like for your business. Hybrid working is evolving, and it is a good idea to revisit this stage periodically.



### **Researching preferences**

Survey your staff in the last 30 days asking them in-depth questions about their working preferences (at home, at work, both, what proportions spent where and under what conditions). Include open and closed questions.

McKinsey suggest that the following questions are appropriate:

1. What work is better done in person than virtually, and vice versa?
2. How will meetings work best?
3. How can influence and experience be balanced between those who work on-site and those who don't?
4. How can you avoid a two-tier system in which people working in the office are valued and rewarded more than are those working more from home?
5. Should teams physically gather in a single place while tackling a project, and if so, how often?
6. Can leadership communication to off-site workers be as effective as it is to workers in the office?



### **Analysis**

Review the results by team, division and level of experience. Look for insights within and across these groups to establish where the commonalities and differences lie.

Collate the comments from the survey and include in the final review.

**Monitor the media**

Keep an eye on the media, including vertical-specific specialist publications for your sector to see how others are approaching this. Social media listening is also a great option as there is plenty in the news of discussions about this. LinkedIn is a great place to start.

**Alternatives to surveys**

Some businesses can't easily move to hybrid, like services, healthcare and retail.

Is there anything else that you can do to reimagine how onsite working works in light of remote working? For some businesses, it may be useful to ask for ideas from their people about how this could look. Consider holding a face-to-face session for this kind of problem-solving.

