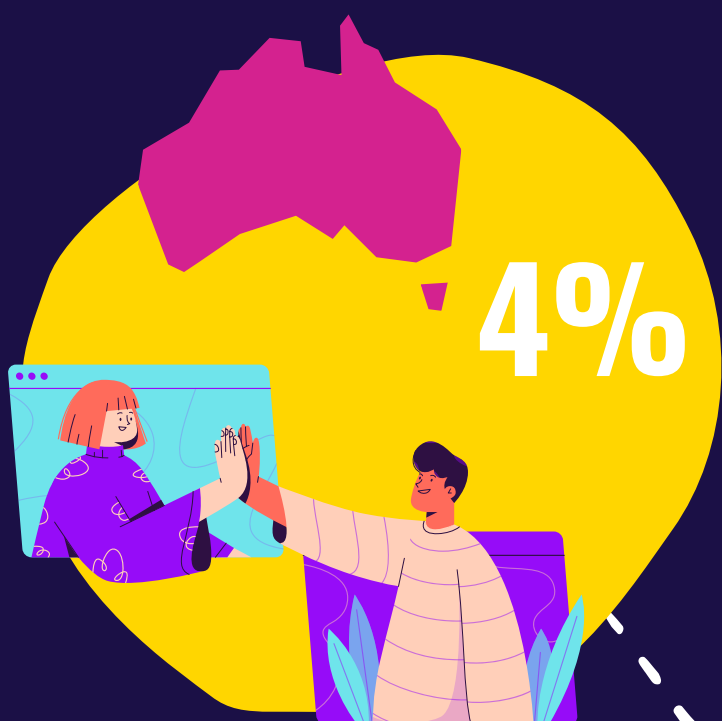




# "Ain't what you do, it's the way that you do it..."

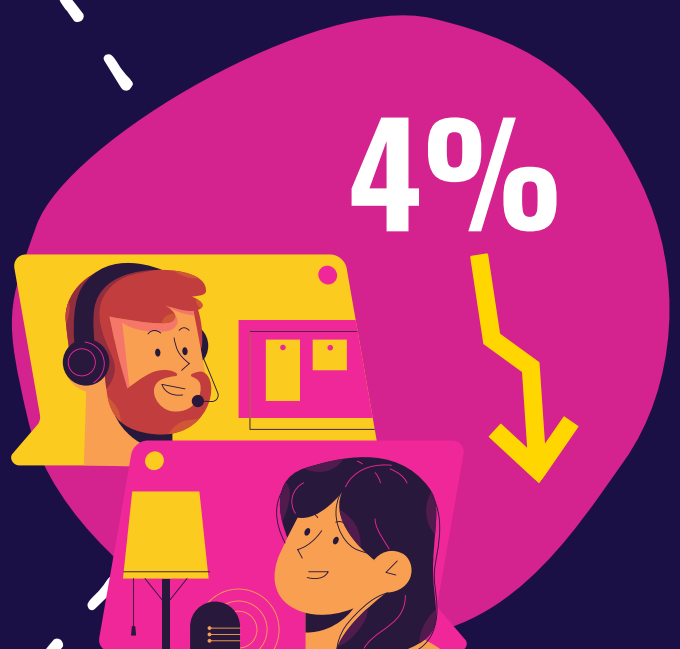


## And that's what gets result!...

It's not just Bananarama and Fun Boys Three that got us thinking about how to make "your jive swing". The Voiceproject research on Australian workplaces during one year into the pandemic - found that employee satisfaction had risen 4% due to increased focus on staff wellbeing and engagement.

## Whilst this is positive and demonstrates real effort being made by employers and leaders to support staff during the dramatic transition to work from home...

one year and further lockdowns later the picture has changed. In particular, staff satisfaction with process at work has dropped 4% and the results suggest that processes appear to be less clear and efficient.



# LSE



## This finding aligns with new research conducted by Squadify in partnership with the London School of Economics (LSE) which found – among other insight...

that 'everything is harder in the hybrid world'. Team leaders are faced with added challenges of communication and team building now that their teams are working from home and/or in the office less often.

# Squadify data provides further evidence...

of the priority assigned to processes and may help us to understand what needs to be done. Squadify data across over 2,500 teams shows that teams consistently rank the importance of processes low, and achieve relatively poor scores on the delivery of processes too.



## Our conclusion

is that there is a lack of recognition of the importance of processes which leads to a lack of focus on this essential but somewhat unexciting element of teamwork. The impact of the pandemic and a shift to hybrid working has exacerbated this issue.

At a time when teams and team leaders should be paying attention to processes and updating them to be fit for purpose in a hybrid work context, they are neglected and are causing inefficiencies and holding back performance.

## Inefficiency



## The results

Conditions	Importance Rank	Presence Rank
Effective processes for decision making	30th	33rd
Effective processes for allocation work	34th	34th
Effective processes for running the squad	27th	20th

## So what?

After any major change in work circumstances, it pays to revisit your processes and make sure they are fit for purpose. In this new hybrid world, ask yourself:

- How do we enable every team member to have a voice? And contribute?
- What do we need to change about our communications to ensure information flows freely?
- How can we best arrange meetings to optimise outcomes without fatiguing the team?



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