



Hybrid Working Manifesto

A Better Way To Work

1. Executive Summary

With Hybrid Working, colleagues will often not be working in the office, so everyone needs to be able to collaborate remotely. Organisations need to take a fresh look at the ways people process their work when collaborating and communicating. The best collaboration tool for remote working is Microsoft TEAMS. If all the TEAMS functions are used to simplify these collaboration processes, there can be greater efficiency, increased productivity and less workload-related stress from hybrid working. Managers need extra training including running Hybrid meetings. Consideration is also needed for Wellbeing and Human Connection.

2. Opportunities for change

Hybrid working presents opportunities for organisations to establish new ways of working. For some, this will require a significant culture shift. Many organisations have not discovered the full potential of Microsoft TEAMS to improve collaboration, particularly by simplifying day-to-day collaboration processes.

Priority Management's *WorkingSm@rt with Microsoft TEAMS* shows what is possible by combining productivity best practices training with tech training. This course is delivered all over the world to many Fortune 500 companies.

3. Flexible Work Location Skills

Hybrid working requires collaboration skills regardless of location, while managing one's own personal workload.

4. Technology Tools

Technology should provide tools to remove the need to be working alongside colleagues in the office + enable everyone to access their work and data from anywhere.

MICROSOFT TEAMS is the ideal tool for transparent collaboration & communication:

UNDERSTANDING: Everyone should understand how to use TEAMS fully as it is now the 'Teamwork Hub' for all the Microsoft 365 Apps:

TEAMS (used for communication, collaboration, planning & delegation) synchronises with:

- Outlook (for daily calendar planning, email, individual Tasks and Contacts)
 - OneNote (for meeting/conversation notes & information)
 - Planner (for assigning & monitoring shared Tasks, including project execution)
 - SharePoint (for sharing Files & version control)
 - and this works across all devices
- ✓ **RESULTS:** TEAMS results can, with productivity training, include enhanced performance with quicker communications, faster decision making, and productive time gained by simplifying day-to-day processes.
- ✓ **OPTIMISATION:** Many people are only using TEAMS partially, such as for online meetings and Chat. TEAMS has a lot of potential ready to be unlocked for full productive collaboration and sharing work, particularly with remote working.
- ✓ **SURVEY:** Priority Management's '*TEAMS Current Experience Survey*' can benchmark organisations, and identify which unused parts of TEAMS could provide additional benefits.
- ✓ **CONSISTENCY:** Corporate objectives & policies for using TEAMS are needed to ensure that TEAMS is fully optimised, including consistency from everyone in adopting new ways of working.

5. Manager Training and Development

Hybrid working makes greater demands of line managers to lead, motivate and monitor their teams. Organisations need training to ensure effective management communications, performance management and team relationship building to achieve effective collaboration in hybrid teams.

6. Meetings

People are generally tired of spending too much time in online meetings. TEAMS messaging can be used to replace some meetings, and other meetings can be shortened by using the TEAMS functions to plan, run and follow-up meetings. Training should include how to run meetings with some people online, including using TEAMS Rooms.

7. Wellbeing

Pandemic-induced remote working started in early 2020. People are now used to flexible ways of working, but for some the uncertainty of not having a clear routine can cause anxiety and stress. People need support with 'remote-working fatigue' – they should be supported with training how to keep their work under control and reduce work-related stress (as provided by the *WorkingSm@rt with Outlook* course). This training should include helping them manage their work-life balance whilst working in a hybrid way, and in particular when working from home. The training should include how to be comfortable with transparent work sharing and collaborating with colleagues.

8. Human Connection

To overcome feelings of loneliness, and 'Fear of Missing Out', TEAMS should be used for frequent communications & quickly-arranged online meetings. Other options to be considered include regular team virtual coffee break drop-ins and organisation-wide opportunities for employees to connect such as through virtual exercise classes, choirs, book clubs or special support groups. (Source: CIPD)