

# Maximizing Performance

## With Hybrid Teams



### Tips for Managers

01

#### Over-communicate and cascade information

Employees can easily feel out of the loop when they're not in the office. Update your team regularly with clear and consistent messaging. Make a list of everyone you need to touch base with and keep informed.

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#### Focus on expected outcomes instead of tasks

Discuss outcomes to avoid micromanaging – no easy task when you're managing a remote team.

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#### Act as a connector

No one expects you to know everything during this time. Connect your employees with the right people and resources for any questions they have.

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#### Set up online meeting structures

Encourage the use of webcams, assign meeting roles, set an agenda, or set up meeting symbols, such as a hand emoticon, that employees can use when they want to say something.

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#### Be proactive in asking for feedback and providing support

Actively build connections with your team members and find out exactly what you can do to provide support. Employees will have different preferences or needs when they work from home. Ask "What can I be doing better?" to make sure you're providing the support they need.



### Work Environment

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#### Encourage structure

Routines are important to keep some semblance of normalcy. Work with your team to develop a routine but avoid being over-prescriptive. For example, set a schedule for daily stand-up meetings or quick five-minute chats with your team to touch base.

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#### Avoid nonessential meetings

Avoid over-collaborating and micromanaging by asking if a meeting can be an email instead. A good rule of thumb is to ask if all participants need to be present at the same time in order to have the discussion or if it can be an email thread instead.

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#### Model the behavior

The shift to working from home can feel like a cultural change for many, but as a manager modeling the behavior is key since employees look to you for guidance. Be open, honest, and flexible in order to help your team adapt to the many changes they're experiencing.



### Wellness

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#### Take care of yourself to take care of your employees

To support your employees, you need to be resilient.

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#### Lend an empathetic and compassionate ear

At a time when there is so much uncertainty and high stress, it's important to remind employees that they're not alone and that you're all in this together.

