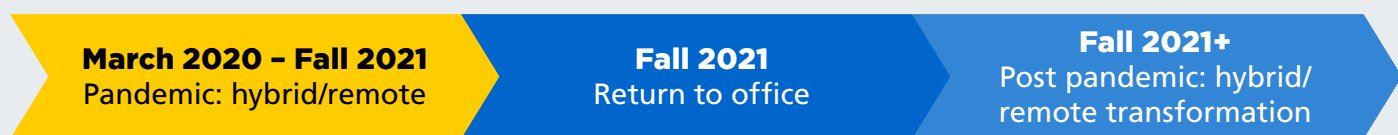


Designing remote and hybrid work

Things are moving fast: vaccination rates are high and the idea of return-to-office (RTO) is looming. It's not too late to plan, implement, test and refine thoughtful back-together workplace strategies that make sense for your organization in the near-term, post-pandemic work world.

The framework outlined below will help you design a work approach that works for your business. Each of the steps has implications for your space, your people, culture, processes and technology. Think of this framework as an iterative tool you can use to strategize, decide, implement, test and repeat as needed. As the future of work continues to change, you'll have the tools you need to continuously evolve and adapt your work environments and employee experiences.

Phase example:



STEP 1

Review business strategy and talent needs

Impact assessment of COVID-19 on your business and teams
Your organization probably made some changes during the pandemic. What's working? What's not?

In this step you'll take a look at the positive, neutral and negative implications of your current operating state vis-à-vis your business strategy and employment needs.

Key considerations:

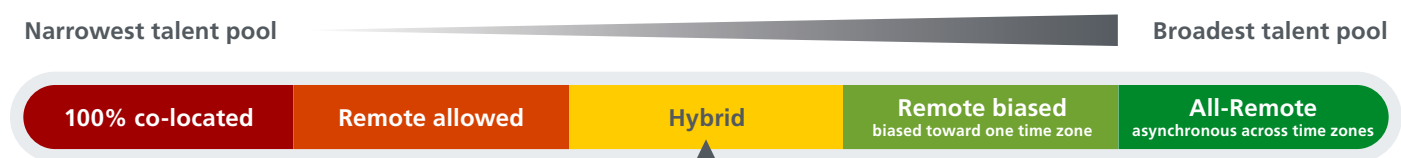
- Nature of industry and role: is it possible for work to be done remotely?
- Talent acquisition: are you able to hire within driving distance to the office?
- Talent engagement: what is the impact of change to current team members?
- Talent retention: will we risk losing current team members?
- Overall cost: what are the costs of each approach (facilities, systems, etc.)?

STEP 2

Select work approach, understanding the talent implications

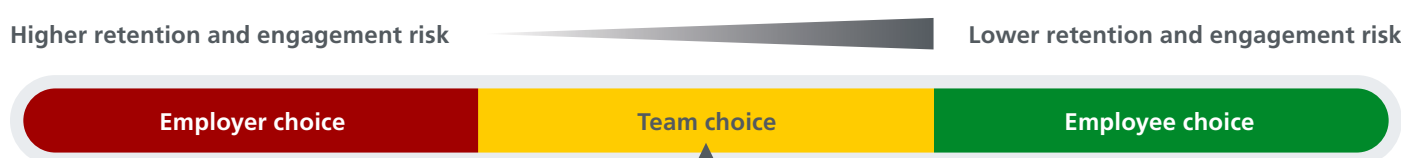
Your approach can be as unique as your business
With your business needs in mind, it's time to select your workplace approach. Is remote working? In-person? Half n' half? Here's where you decide where you'll land on the continuum between fully remote and fully in-person.

Talent acquisition implications:



- What are the most critical new skill requirements for your 6 – 18 month and 24 – 36 month plan (team members and key leadership positions)?
- Are you confident you can find this talent within close proximity (reasonable to commute) of your office?
- Which roles, if left vacant, will most impact your business, customers, productivity and revenue?
- What are the other obstacles and barriers to finding talent to meet your objectives (external market and internal)?

Talent retention:



- What impact does this decision have on your current workforce?
- Have you done a recent retention risk analysis, considering those who:
 - Are overdue for a career move/new assignment?
 - Are showing a lack of interest/engagement in their work?
 - Have hot skills in the market
 - Are dissatisfied with their development progress?
 - Are not satisfied with compensation?
 - Have work/life commitment challenges?
- All of these elements may create additional retention risk.

STEP 3

Redesign employee experiences

Now you know "where" – here's the "how" and "what"
You'll spend the most time thinking, designing and implementing tools, processes and strategies that make your workplace work from any location. You may need to make new policies, invest in a common communications tool or figure out how to on-board new team members.

Talent attraction	Work environment	Work process	Evolving culture
Employer brand	Technology platforms	Workflow and documentation	Team connectedness
Total rewards	Workspace	Collaboration practices	Organizational connectedness
Recruitment and onboarding	Collaboration tools	Upskilling and reskilling	Values and mindset
			Well-being and belonging

STEP 4

Test, refine, repeat

Once implemented, how will you know it's working?
To gauge employee wellness, productivity and job satisfaction, you need to set goals and access measurement tools or methods. Change management, communication feedback loops and testing will help you know what's working (and for whom).

Outcomes:



Employee attraction and engagement



Performance and productivity



Business results

Communit^{TECH} is here to make sure you (and the ecosystem) succeed now and in the future.

Visit us online to dig into our complete database of tools, treasures and tricks for each of the steps outlined above. Enjoy.

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