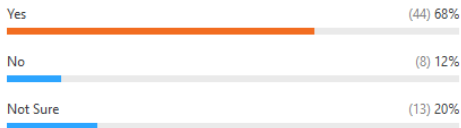


Polls

Sharing Poll Results

Attendees are now viewing the poll results

1. Does your current organization have clearly stated cultural values or principles?

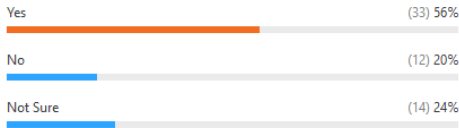


Polls

Sharing Poll Results

Attendees are now viewing the poll results

1. Do you believe your organization lives by its articulated values?

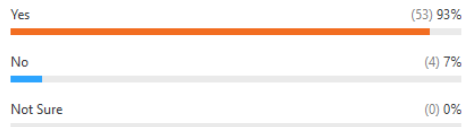


Polls

Polling 3: Shaping Culture in the Hybrid Work... ▾

Polling is closed57 voted

1. Have you experienced a "toxic" work culture at any point in your life?



Stop Share Results

Re-launch Polling

Stop Share Results

Re-launch Polling

Share Results

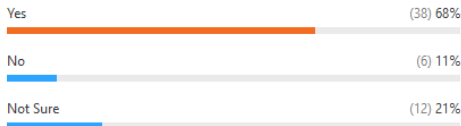
Re-launch Polling

Polls

Polling 4: Shaping Culture in the Hybrid Work... ▾

Polling is closed56 voted

1. Does your organization actively invest in building culture?

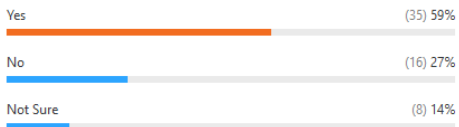


Polls

Polling 5: Shaping Culture in the Hybrid Work... ▾

Polling is closed59 voted

1. Has your workplace culture shifted from before the pandemic to now?



Polls

Sharing Poll Results

Attendees are now viewing the poll results

1. Do you think your organization is prepared for a hybrid (remote and in-office) work culture in the future?



Share Results

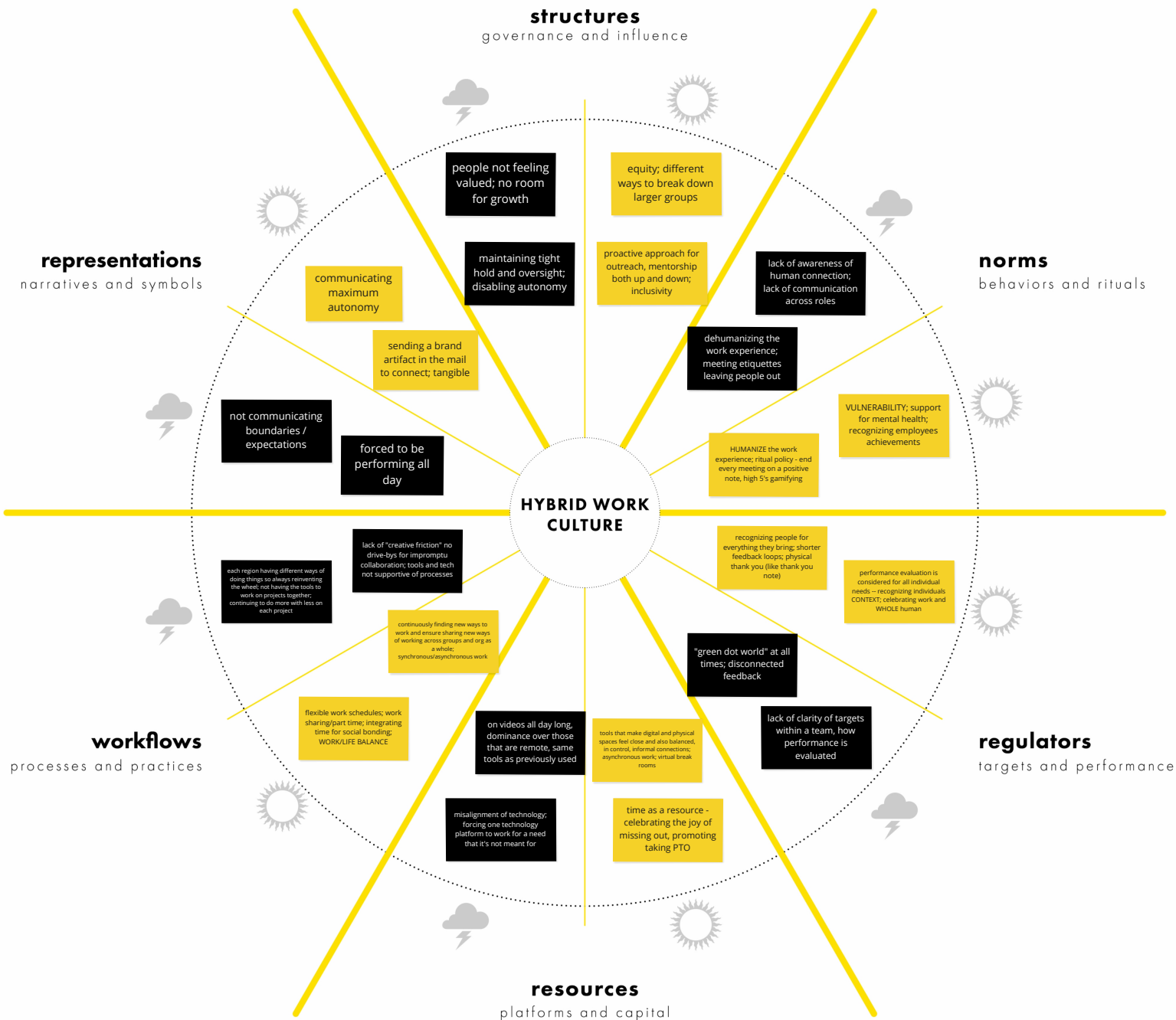
Re-launch Polling

Share Results

Re-launch Polling

Stop Share Results

Re-launch Polling



What does an
ORGANIZATION do?



disrespecting
boundaries
and being "on"
all the time



What does an
INDIVIDUAL do?



bad wifi
connection!

Many company have
faced an issue with
securing their
confidential data or
information because
their work environment
is exposed.

all weekend
on slack! so
many
notifications

back to back
meetings
online-no
breaks

meetings
scheduled just
based on your
calendar- no
time for transit

camera/being
on screen all
the time

restricted ability
to broadcast
your company
and what they
are up to?

rigid/scheduled
protocol of how
to work

HYBRID WORK
DYSTOPIA

REPRESENTATIONS

communications, brand expression, narratives, symbols,

not having the tools
you need to
communicate/work
well at home

company-wide email
demands visible
presenteeism on Skype

email
demanding
hours change-
near end of
day

lack of personal
flexibility-
acceptance of
personal
situations

wanting to get
people back to
office- demand

Flexible
Brand
Use

clear protocol
around sharing
the company
brand and
encouragement
to do so

wanting to get
people back to
office- encourage
with
safety/health/wellbe
ing/ workplace
design

opt-in
monitoring
technology

not being able to
collaborate with
team- someone in
the group having
to be online at
hard times

constant hardship
discussion/
sadness i.e during
pandemic

supervisor
sends
everyone's cell
phone numbers
to clients

leadership email
signature says
something positive
about being hybrid

headset
monitoring
your stress
levels

Having
fun with
team

ask for
permission-
cell phones
are critical

getting to
know each
other +
having fun!

breaks in
between
meetings- 45
min meetings

ability to design
your life- spend
time where you
want and be
able to work!

complete
autonomy and
ability to
schedule your
day

freedom to
live where
you want

opportunities
not tied to
just where
you live

improved
comfort with
being on
screen/backgr
ound

Having all
the gear/
supplies
needed

HYBRID WORK
UTOPIA

communicating
maximum
flexibility and
autonomy

ability to
hire
outside
their region

REPRESENTATIONS

communications, brand expression, narratives, symbols, artifacts

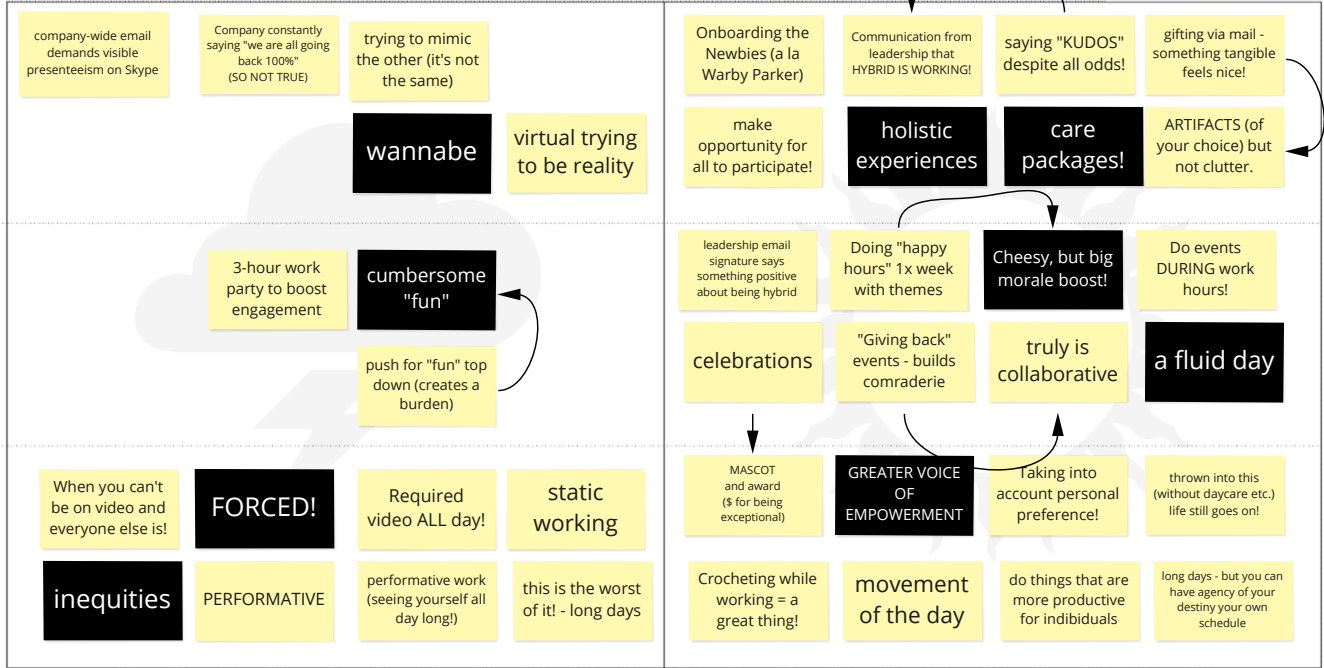
What does an
ORGANIZATION do?



What does a
TEAM do?



What does an
INDIVIDUAL do?



HYBRID WORK
DYSTOPIA

HYBRID WORK
UTOPIA

STRUCTURES

governance, leadership, influence, hierarchies, organizational charts

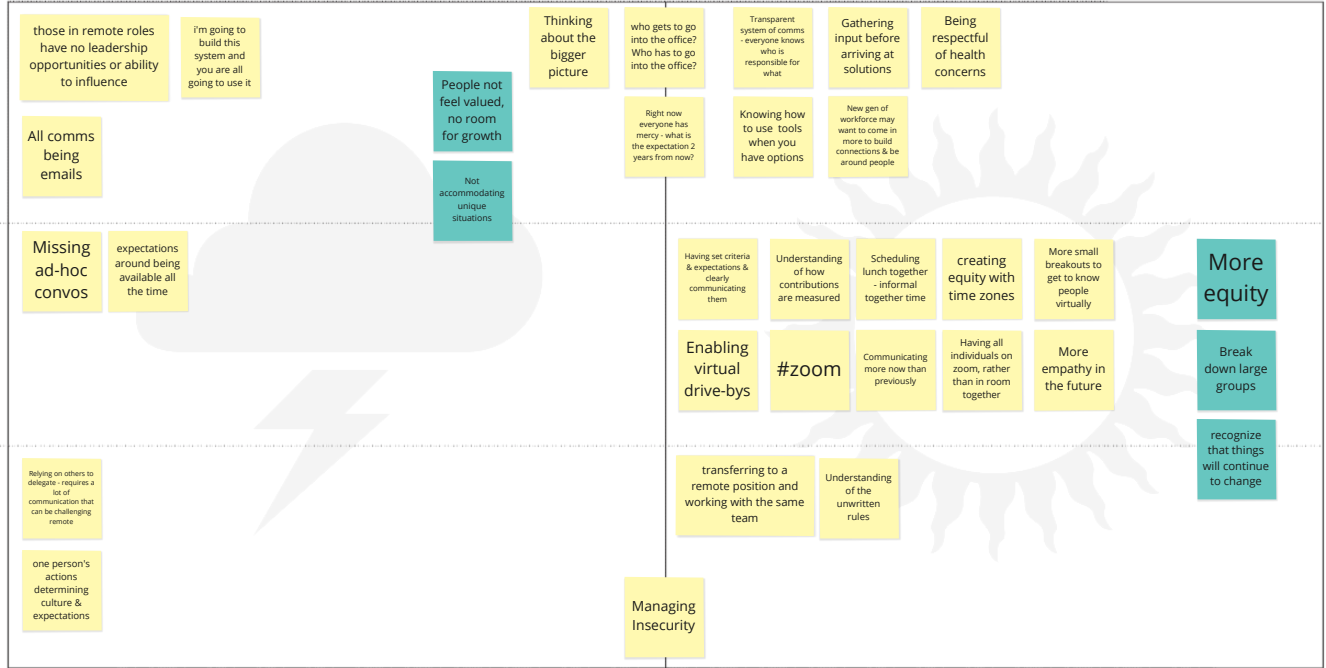
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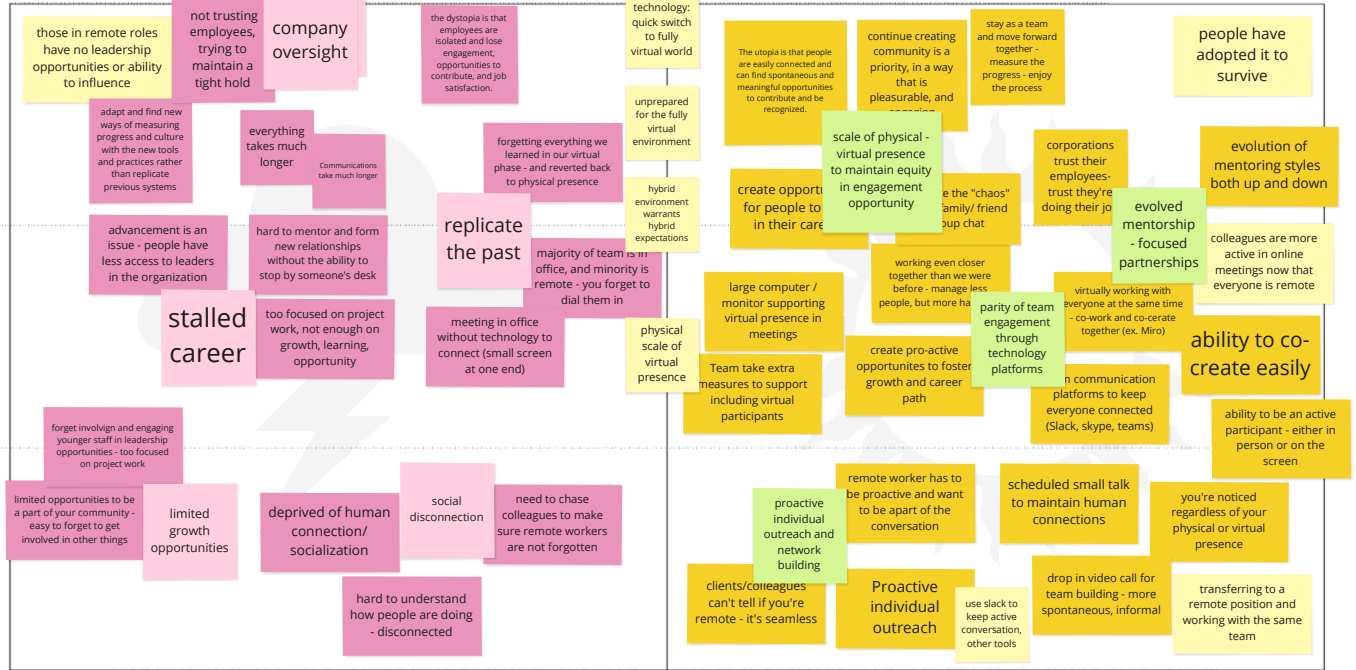
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What does an
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What does a
TEAM do?



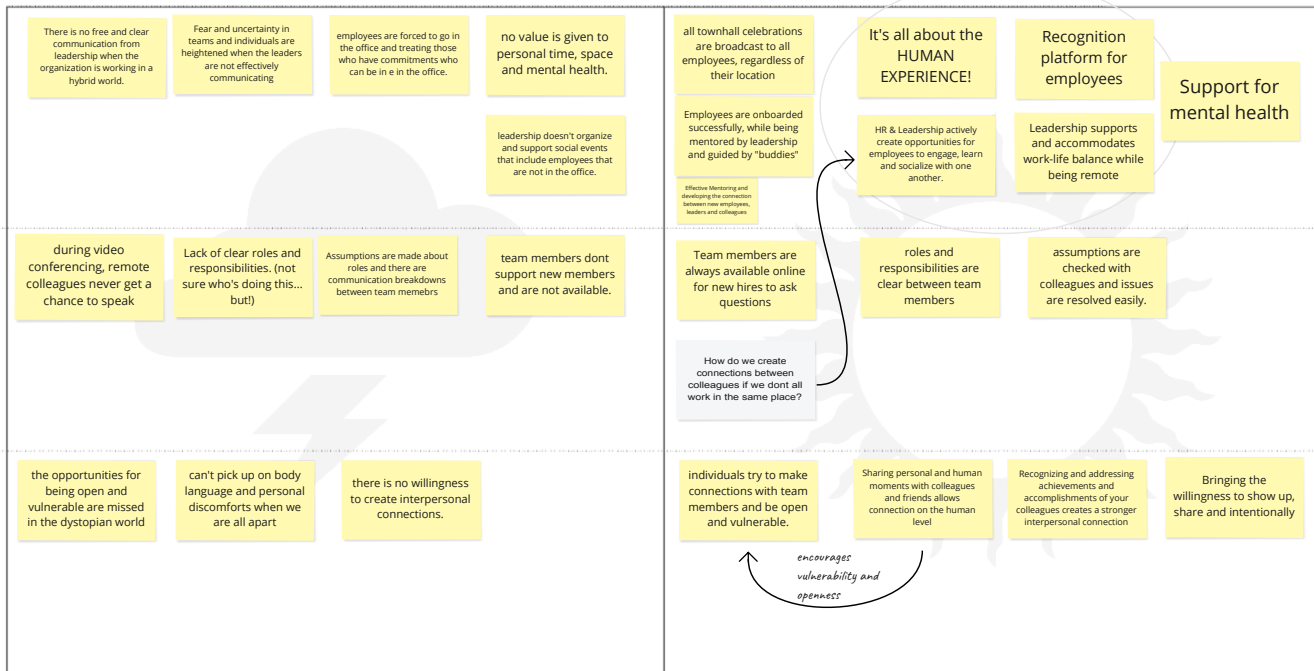
What does an
INDIVIDUAL do?



NORMS

behaviors, interpersonal interactions, events, rituals

If everything is in place to support the remote culture, how do we ever flip back?!!



HYBRID WORK
DYSTOPIA

HYBRID WORK
UTOPIA

What does an
ORGANIZATION do?



What does a
TEAM do?



What does an
INDIVIDUAL do?



THEMES

DE-HUMANIZING
THE WORK
EXPERIENCE

NORMS

behaviors, interpersonal interactions, events, rituals

HUMANIZING
THE WORK
EXPERIENCE

Meeting Norms

no accounting for time zone differences, making people feel left out

meetings consistently run over

Negative comments during meetings

WFH Experience

No employee stipend

Meeting Policy

Policy: End every meeting on a positive note!

Ready at home and in the office!

Company provides what the employee needs to feel comfortable on camera

Optimize at home offices

Team mental health

unregulated and non-facilitated sharing of heavy and negative emotions

Meeting norms

distractions during meetings

there is no conversation about how we work together and why these are important

during video conferencing, remote colleagues never get a chance to speak

Lack of Empathy

Vulnerability

open culture of sharing stories and struggles with a focus on positivity and accommodation

set norms - decide together what is important for what context around meetings and visibility

build relationships

Creative moments in the hybrid world

telling stories through tech (i.e.backgrounds!)

Virtual happy hours, game nights

Holiday swap - a fun way to understand and share in each other's cultures

Relationships

Judging people for not having a perfectly undistracted meeting

hiding all emotion and personal distractions from the team for fear of being judged

Teams don't check in regularly

Building Relationships

be flexible and understanding of issues that pop up for others

check-in ritual to make sure people feel supported

get to know each other!

Being present

BE HERE NOW! Camera on!

seeing home offices humanizes the experience

understanding the nuances of the hybrid world

HYBRID WORK
DYSTOPIA

HYBRID WORK
UTOPIA

Relationships
between Leadership
and their teams

REGULATORS

metrics, targets, performance evaluation, incentives, rewards and recognition

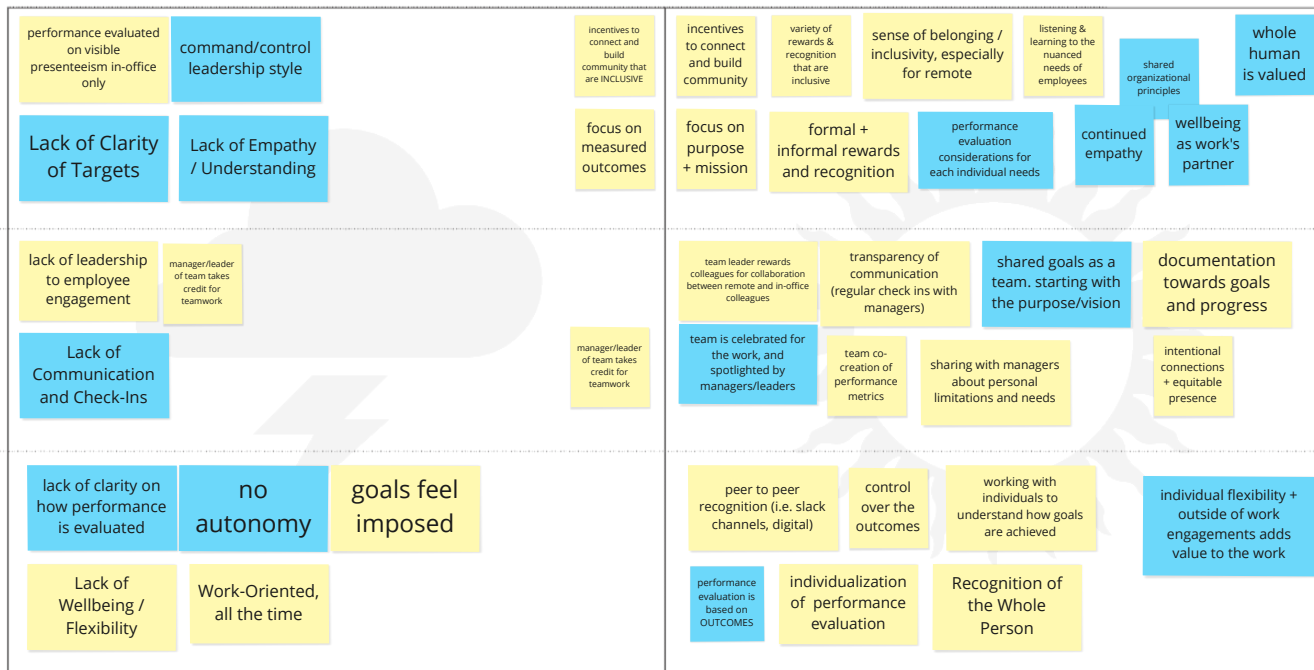
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ORGANIZATION do?



What does a
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What does an
INDIVIDUAL do?



HYBRID WORK
DYSTOPIA

HYBRID WORK
UTOPIA

REGULATORS

metrics, targets, performance evaluation, incentives, rewards and recognition

Rules (implicit and explicit), Strategy (everyone being asked to drive in the same direction)

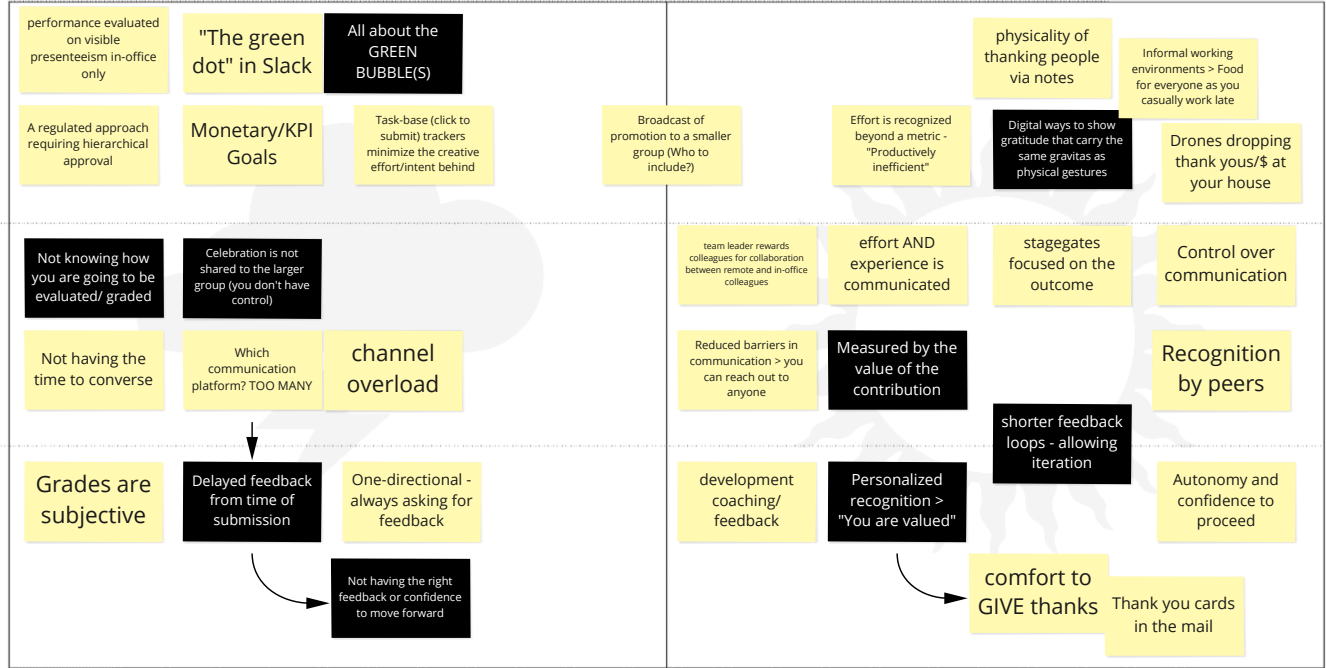
What does an **ORGANIZATION** do?



What does a **TEAM** do?



What does an **INDIVIDUAL** do?



HYBRID WORK
DYSTOPIA

HYBRID WORK
UTOPIA

RESOURCES

capital, funding, technology, physical

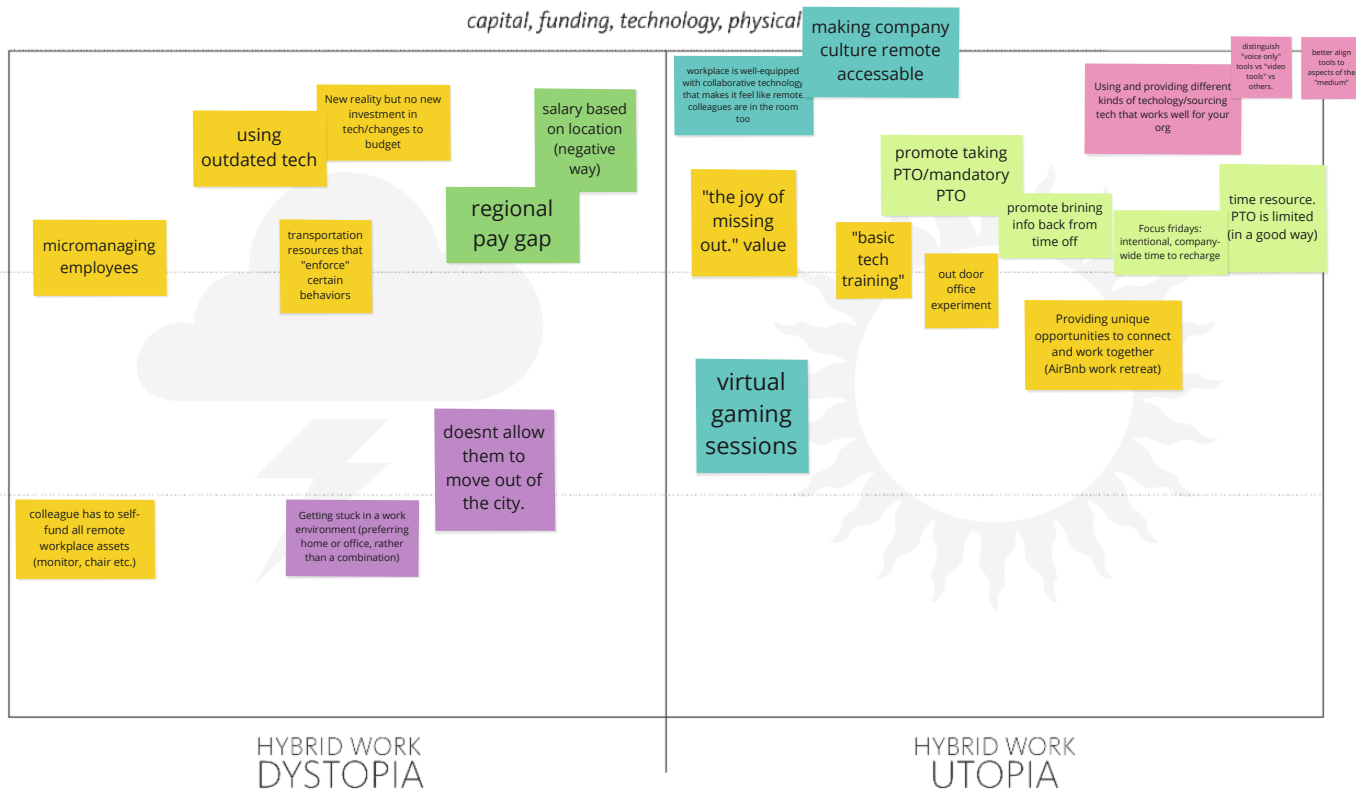
What does an
ORGANIZATION do?



What does a
TEAM do?



What does an
INDIVIDUAL do?



RESOURCES

capital, funding, technology, physical spaces

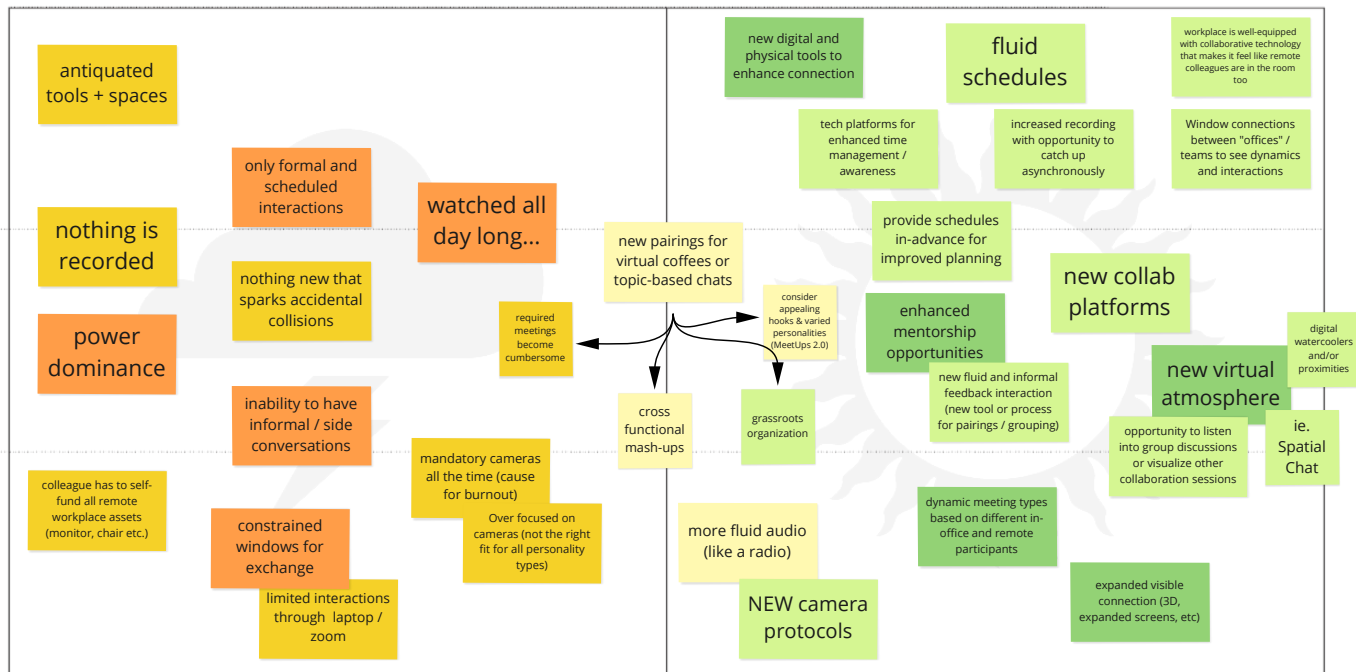
What does an
ORGANIZATION do?



What does a
TEAM do?



What does an
INDIVIDUAL do?



HYBRID WORK
DYSTOPIA

HYBRID WORK
UTOPIA

WORKFLOWS

processes, typical practices, workstyles, project delivery

What does an
ORGANIZATION do?



non-functional
tech: efficiency
issues, harder
to do what we
did before

scattered tools,
programs that
don't connect,
jumping from
system to system

we keep operating
like we did in the
office, without
individual context /
circumstances (kids,
home items, etc.)

3 or 4 day
weeks, 'summer
hours', but this
is industry
dependent

organizations
need to be
more flexible,
part-time
work, etc.

creating unified
systems that
connect and
speak with each
other

organizations will
need to put people
first in a distributed
work model
(individual needs,
ergonomics,
policies)

companies
supporting teams to
get together socially
(not directly linked
to work, more for
culture)

What does a
TEAM do?



culture /
collaboration
has changed
with all remote

if every team
has different
systems it is
difficult to
connect

teams are
working at all
hours for
deadlines, etc.

technology needs to
get better at
connecting people,
more intuitive,
supporting
connection

unified
processes
across regions
or teams makes
things easier

shifting from set
'work hours' to
trust to complete
work/40 hours at
own schedule

supporting
moments to get
to know each
other in-person,
while still
supporting WFH

adapting the
place to the
task (activity
based way of
working)

conducting risk
assessments for
hybrid work
(ergonomics in
particular)

we're
experimenting
with agile,
smaller teams,
etc.

impacts on
building space
strategy (less
space, more
virtual
connection)

What does an
INDIVIDUAL do?



collaborating
together is
challenging
without tools to
support digital co-
creation

being at home
has slowed things
down (distractions
at home, less
productive)

At home there's
no stop time, so
we are working
more, balance
has shifted

balancing 'do
more with less'
(mid-recession
logic), with future
adaptations

organizations have
been focused on the
client's experience,
and now the focus
needs to shift to the
talent

flexibility can
improve
work/life
balance in the
future

ideally setting
boundaries
(time of work,
etc.)

difficult to get
informal mentoring
together remotely,
sketching together

HYBRID WORK
DYSTOPIA

human
interaction
is very
important

HYBRID WORK
UTOPIA

if I'm going
into the office
it's for a
particular
purpose

WORKFLOWS

processes, typical practices, workstyles, project delivery

What does an
ORGANIZATION do?



What does a
TEAM do?



What does an
INDIVIDUAL do?



tools and
technology are
not supportive
of the
processes

structures of
tracking
progress and
workflow

the computer
screen, the ability
to be on mute. It
puts a constraint
on serendipitous
interactions

when do team
solutions need
to become
organizational
solutions?

we miss the
uhhms, the
nods, the
unspoken
presence of
others

the lack of
the creative
friction

we had a small team,
communication was critical. I
was working with someone who
did not want to tell me what they
were working on, and
consequently a lot of duplicate
work, because we were working
from home there was a sense of
privacy around the work that
really hindered the workflow

force myself to be
on everyone's
schedule when I
am not living the
same context as
everyone else

ways of tracking
progress is
contrary to an
individual's
productivity

typically there was a sense
of community in the sense
that we were all working
late, but from home it felt
very alone and we lost a
part of being human, and
socializing, to be stressed
at home is a contradictory
experience.

HYBRID WORK
DYSTOPIA

meeting notes to
have a voice note
component so that
people can review
the notes and also
listen to excerpts

as we change the
ways we are
working we need to
be inclusive of the
ways that all people
best absorb
information

teams that have
figured out
synchronous
and
asynchronous

feedback loops
that are well
established and
continue to help
us grow

what are the new
agreements we
are making
around how to
collaborate and
work together?

Work Alone
Together Time:
The idea of
getting on a call to
just work
independently

constant
iteration!

time is tracked
in a way that
works for each
individual.

times to
converge
and times to
diverge

the individual is
able to follow the
workflows and the
way things are
tracked support
their productivity

accommodating
different family
and personal
setups

I like to turn off
my own view of
self and keep the
mute off so that I
can be the most
present

HYBRID WORK
UTOPIA