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*Inspire HR*  
NAVIGATING  
THE NEW  
WORKFORCE

# Managing and Motivating Hybrid Work Teams

# What Would You Rather Have?



The on site employee who worked 7 am-5 pm  
and got 75% of his work done?

*OR*

The hybrid/remote employee who worked 8 am-4:30  
pm and got all of their work done to satisfaction?



# The Hybrid Reality



- ✓ 13% of full-time employees work from home
- ✓ 28% work a hybrid model
- ✓ 98% of workers *want* some remote work
  
- ✓ 32.6 million Americans will work remote by 2025

# The Benefits of Hybrid



Employee Benefit		Employer Benefit	
Improved work/life balance	76%	Reduced burnout	58%
Efficient use of time	64%	Improved retention	50%
Less burnout	61%	Greater Productivity	31%
Freedom when/where to work	57%	Bigger Talent Pool	27%
Higher productivity	52%	Improved Employee Value Proposition	25%

# The Challenges of Hybrid



Employee Challenges		Employer Challenges	
Less access to resources	31%	Decreased communication	48%
Connection to culture	28%	Decreased collaboration	44%
Decreased collaboration	24%	Negative impact on culture	43%
Impaired relationships	21%	Lower productivity	21%
Reduced communication/ collaboration	18%	Decreased creativity	15%

# Is It Generational Thinking? No ...



Survey participation rate by generation:

- ✓ 27% Baby Boomers & Silent Generation
- ✓ 33% Gen X
- ✓ 35% Gen Y/Millennials
- ✓ 2% Post Millennial/Gen Z

# Our Most Challenging Statistic



*Engagement*

*Engagement*

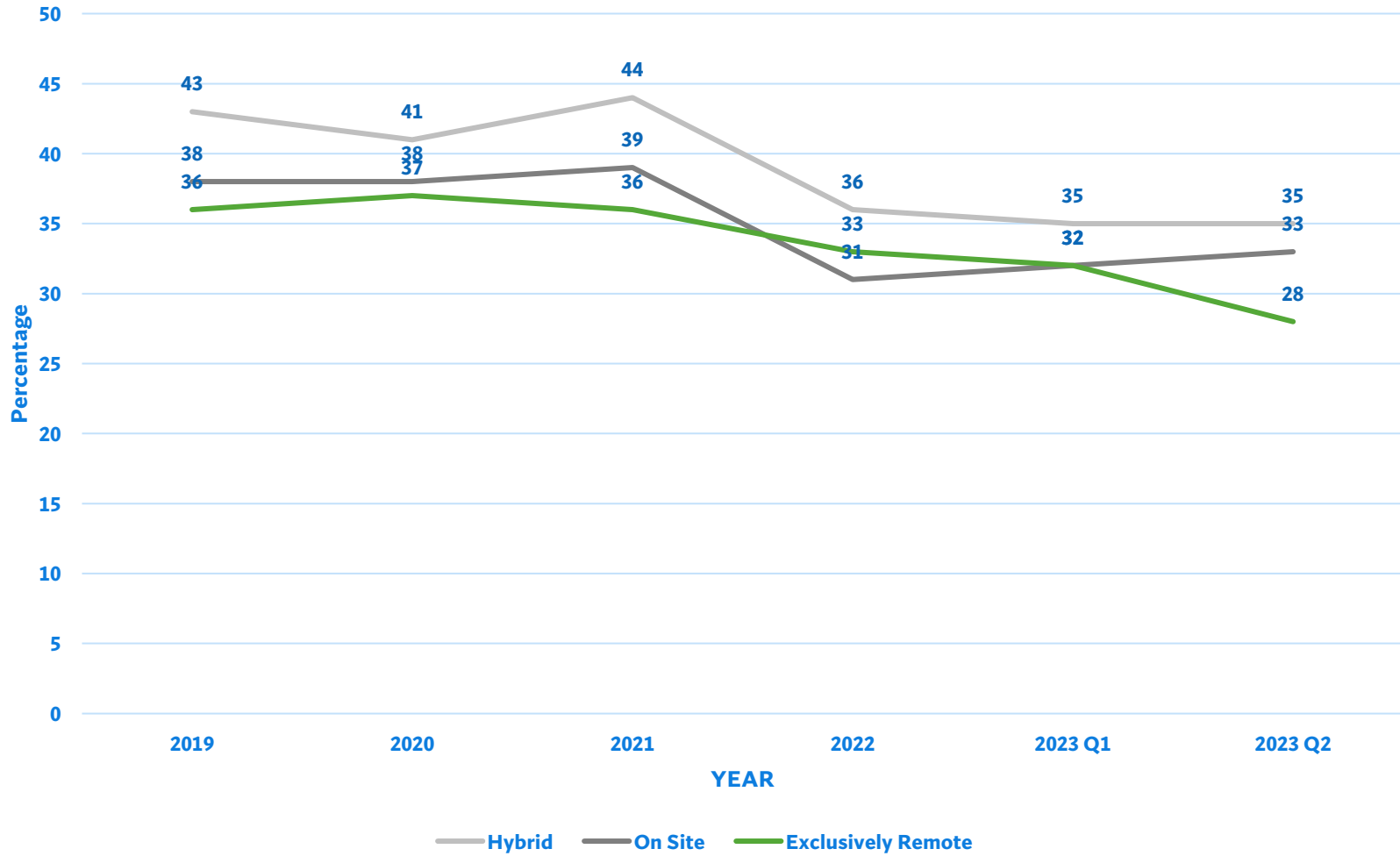
*Engagement*

- ✓ Declined to 32%
- ✓ Disengagement increased to 18%

# The Erosion of Mission/Vision



The Mission/Purpose of my company makes me feel my job is important



*Gallup: Engagement Needs A Rebound 2023*



# Quiet Quitting



## Quiet Quitting Is:

- ✓ Doing the bare minimum/just enough (JD only)
- ✓ Working only required hours/Never miss a break
- ✓ Refusing new projects
- ✓ Refusing learning opportunities
- ✓ Not engaging in company activities
- ✓ Displaying little to no enthusiasm

# Beliefs Of The Quiet Quitter



## Their Employer

- ✓ Is taking advantage of them
- ✓ Has no loyalty to their employees
- ✓ Will not provide career opportunity
- ✓ Does not invest in training / development
- ✓ Barely pays them enough – so not giving more

*50% of employees are considered Quiet Quitters*

# So What Do We Do Now?



Force everyone back on site and risk turnover for jobs that offer remote work?

Or .....

# Let's Re Engage!



Get back to the *Heart Beat* of our organizations

- ✓ Create/Recreate a culture with purpose
- ✓ Provide meaningful communication
- ✓ Establish a culture of accountability

# A Quote From William Dyer



With everything that has happened, you can either  
feel sorry for yourself

*or*

treat what has happened as a gift.

Everything is either an opportunity to grow or an  
obstacle to keep you from growing.

*You get to choose.*

# It's Okay To Change The Narrative

We can acknowledge Covid (past and present)

- ✓ The Pain
- ✓ The Fear
- ✓ The Change it Created

We can still care and say things differently! Instead of

- ✓ 'During Covid'
- ✓ Pre and Post Covid

Let's try 2020, 2021, 2022, 2023



# Getting Comfortable With Hybrid





# Is There A Difference?

At an in person meeting I show my coworker a picture of my cat pawing at my laptop

*Vs*

I'm in a virtual meeting and my cat jumps in my lap?





# What Message Do We Send?



## Organizational:

- ✓ Embracing the new way?
- ✓ Tolerating it?
- ✓ Kicking and Screaming?

## Employee:

- ✓ Appreciative of the privilege?
- ✓ Neutral either way?
- ✓ Entitled and doing the minimum?

# Organizational Responsibilities



- ✓ Continuously messaging Mission Vision Values
- ✓ Displaying Senior Leadership Cohesion
- ✓ Communicating far in advance of change
- ✓ Celebrating successes across the organization
- ✓ Embracing lessons learned (even painful ones)
- ✓ Being transparent whenever possible

# The Leader Adjustment



- ✓ Remembering *why* you hired your staff
- ✓ Trusting (without line of sight)
- ✓ Communicating with Purpose
- ✓ Connecting with meaningful 1:1 time
- ✓ Setting/Resetting expectations

# The Employee Adjustment



- ✓ Remembering *why* they joined your company
- ✓ Creating balance between work and home
- ✓ Reaching out when support is needed
- ✓ Staying connected with the co workers
- ✓ Reporting out without feeling ‘over managed’



# Workplace Expectations



Bringing commitment, focus, and attention to something important.

Every day choose to be upfront about what you want to achieve and then take action to achieve it.

# Setting Up Onsite Success



- ✓ Establishing consistent onsite days
- ✓ Ensuring access to Leadership and Resources
  - ✓ Support services readily available
  - ✓ Direct managers are in when staff is
  - ✓ Senior Leader days
    - ✓ Lunch with the CEO
    - ✓ Shadowing the Senior team
    - ✓ Innovation Round tables

# Setting Up Remote Success



Encouraging professionalism

- ✓ Timely customer service
- ✓ Dressing appropriately
- ✓ Keeping established work hours
- ✓ Defining Flex Time / Absence reporting
- ✓ Re establishing Company Equipment policies
  - ✓ Personal usage
  - ✓ Data Security and Storage

# Being Proactive



- ✓ Creating Training Opportunities
- ✓ Setting up social Interaction
- ✓ Inviting innovation and collaboration
- ✓ Encouraging walk arounds/cross collaboration
- ✓ Acknowledging separation of work/home



# Clarifying Expectations



Balancing deliverables vs behavior / culture

- ✓ Establishing clear and measurable deliverables
- ✓ Communicating expectations
- ✓ Fairly evaluating work and providing feedback
- ✓ Timely supporting underperformers





# Encouraging Real Engagement

# Connection to Mission/Purpose

Is your Mission/Vision/Purpose still

- ✓ Celebrated?
- ✓ Clear?
- ✓ Relevant?
- ✓ Communicated?
  - ✓ How is it explained?
  - ✓ Where is it visible?

# Feeling Cared About At Work



How do you demonstrate ‘above the paycheck’?

- ✓ Relevant benefits
- ✓ Recognition
- ✓ Acknowledgement of Life Challenges
- ✓ Celebrations of Achievement

# Opportunities To Do Our Best



## Knowing our Employee Super Powers

- ✓ How are they recognized?
- ✓ How do we encourage them to shine?
- ✓ How do they share with others?

# Opportunities to Learn & Grow



What is the career path for each role?

- ✓ What are the skills at each level?
- ✓ What is the roadmap for learning?
- ✓ How do employees know where they stand?
- ✓ How do use growth for motivation?
- ✓ Where are the “free” learning opportunities? (SME)



# If You Survey ....



- ✓ Ask the right questions for your organization
- ✓ Incentivize Participation
- ✓ Make it interesting - Keep it short
- ✓ Make it easily accessible (mobile, online)
- ✓ Sort the data/demographics appropriately



# If You Survey ....



- ✓ Share results
- ✓ Implement action items



If you don't intend to act, don't ask!

# Stay Interviews



- ✓ Who did we hire?
- ✓ Who stayed?
- ✓ Why do we value them?
- ✓ Why do they value our company?
- ✓ Do they know us? (really ... )

# Risks If We Don't Change



Loss of

- ✓ Talent and Critical Skills
- ✓ Morale
- ✓ Credibility
- ✓ Employer brand
- ✓ The ability to grow the organization

And More Quiet Quitting

# Find The Heart. Hear Our Teams.



Let's Be ...

- ✓ Honest
- ✓ Sincere
- ✓ Equitable
- ✓ Open minded to new ideas
- ✓ A promise keeper
- ✓ Champions





*Thank You For Joining Us*



US Engagement numbers declined in 2023 to 32% and active disengagement is up to 18%. 18%!

We've added employee activities, held on site collaboration days, created flexible workplaces and increased our outreach to keep our employees informed – yet nothing seems to be working. Are your managers looking in your eyes with frustration in theirs? Join Sandi and Kevin in this interactive session as we explore not only how Manage and Motivate Hybrid Work Teams, we find ways to create sustainable engagement for all our employees.