

Three steps to setting up a great hybrid working relationship

As work moves to a hybrid model, there is a vital change in the dynamics. A re-set conversation presents a superb opportunity to overhaul out-of-date practices and look afresh at what will make this a truly great working relationship. Three questions will be important to explore.

1. What day-to-day approach will work best?

Discuss practicalities such as which days to come into the office and why they matter. Then cover wider needs.

Your increased responsibilities as manager such as:

- Ensuring extra clarity around short-term goals, with (more) regular catch-ups.
- Providing the skills, decision-making authority and support the team member needs when working off-site.

Increased responsibilities for your team member such as:

- Asking for help when they need it (since you can't spot this as easily).
- Flagging risk up earlier (same issue).
- Collaborating with colleagues in a more structured way, so people know how to reach each other.
- Collecting their own feedback from key stakeholders, instead of waiting for you to give it.

2. What impact do our values have at work?

Values have a big influence on what we each look for from our work and what motivates us. Many people have reprioritised these recently, so it can be important to take a fresh look by:

- Re-examining what makes you and your team member tick, the *top two or three* personal values you each hold.
 Use the list overleaf to help you.
- Discussing how these values influence each of you at work.

3. What important boundaries are there?

A reduction in contact brings increased risks on both sides, but these can be reduced significantly by being clear-eyed together about what's OK and what's not OK.

- For you as the manager, boundaries may include specific deadlines, budget limits, decision-making constraints, etc.
- For your team member, boundaries may include being able to follow their own working hours, taking time during the day for health and fitness, being able to make appropriate decisions, etc.

To close:

- Thank them for their involvement. Add that this is an ongoing conversation that can be refreshed at any time.
- Check for questions.
- Finish on a positive note.



Examples of Values

Values play a huge part in what makes us tick and, therefore, how we act. They influence our behaviour in almost every way, including our choice of goals, the way we make decisions

Empathy Insightfulness Accountability Respect Adaptability Integrity Risk-taking Energy Agility Enthusiasm Kindness Safety Environment **Authenticity** Learning Security Autonomy **Equality** Social connection Legacy Excellence **Spirituality** Big-picture thinking Logic Beauty Fairness Loyalty Status Calm Faith Stewardship Meaning Challenge **Family** Nature Success Confidentiality Financial security Optimism **Teamwork** Courage **Fitness** Orderliness Timekeeping/management Fun Patience Tradition Creativity Curiosity Giving back Patriotism Travel Decisiveness Growth Power Trust Diplomacy Honesty Purpose Variety Independence Reliability Vision Discipline Diversity Industriousness Resilience Wealth Drive Initiative Resourcefulness Wellbeing

Examples of Boundaries

Boundaries may range from day-to-day expectations to essential standards of behaviour such as:

Communication Opportunities to develop Social media use

Deadlines Budget limits Support

Accountability Family commitments Transparency and openness

Working hours Client/customer skills Wellbeing
Autonomy How risks are handled Health
Decision-making Dress code Flexibility

