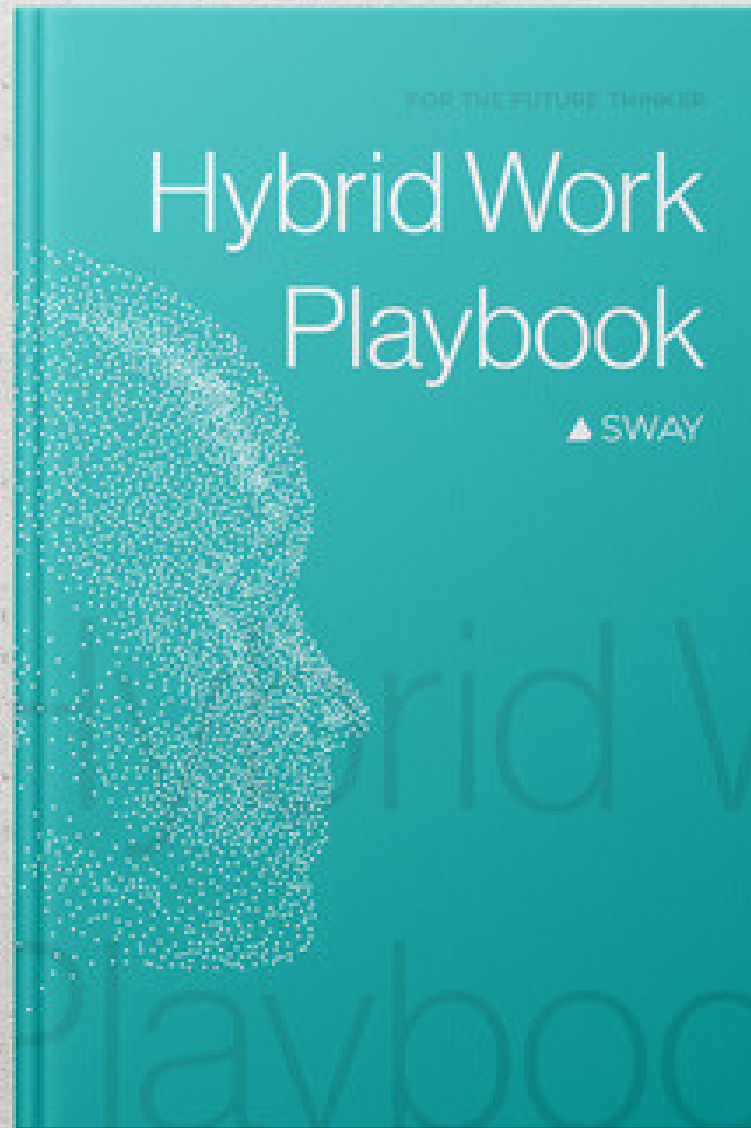


WORKBOOK
Making Hybrid
Work, *Work*
SWAY



The Future of Work is Flexible Work

"Flexible work is empowering people to choose where and when they work in a culture of trust. 'Hybrid' is the new work model that enables it."

SWAYworkplace

The Playbook Method

A playbook includes process workflows, standard operating procedures, and cultural values that shape a consistent response—the play.

SWAY

THE EVOLUTION OF WORKPLACE MODELS

Hybrid ≠ Traditional Work, Virtualized



In the 1930's we created the 8 hour work day, 40hr work week and other workplace norms in response to the deteriorating worker conditions of the industrial age and to combat widespread poverty.

Traditional

PREVAILING CHARACTERISTIC:

Uniformity

RESULT:

- *Visually-based trust*
- *Controlled serendipity*
- *Singular workplace experience*

Virtual-Traditional

PREVAILING CHARACTERISTIC:

Forced Uniformity

RESULT:

- *Monitor-based trust*
- *Manufactured serendipity*
- *Unknown workplace experience*

Hybrid

PREVAILING CHARACTERISTIC:

Work, Personalized

RESULT:

- *Empathy-based trust*
- *Intentional collaboration*
- *Personalized work experience*

The Team's Tech Stack

A best practice in hybrid is to simplify your team's tech stack to the greatest extent possible.

Tech Application	Used For	Notes

The Essential Hybrid Concepts

Hybrid work differs from office-first work in two ways; in **where you work** and **when you work**. Let's explore the essential features and new lingo of hybrid work.

TERM	EXAMPLE	DEPENDS ON
Co-located Work working from the same physical space	<i>that could be in a central office with your team 5 days a week or 2 days a week</i>	Location
Remote Work working together when physically separated	<i>you could WFH or a coworking facility 5 days a week or 2 days a week</i>	Location
Synchronous Work working on a project at the same time	<i>a brainstorming session when everyone is in the same place at the same time</i>	Time
Asynchronous Work working on a project at different times	<i>everyone individually submits their brainstorm ideas at different times beforehand</i>	Time



The Team's Hybrid Week

Congratulations! You are now ready to create an intentionally built, hybrid schedule for your team.

Before filling out your chart, reflect on the following questions:

- What stakeholders need to be aware of this schedule?
- Are all team members following the same time + location schedule?
- Where is there consensus and where does there need to be consensus?
- Is leadership participating in the flexible work strategy? *(Note: there can be variability across an organization, but uniformity is advised across individual teams)*

The Team's Ideal Work Week

	Monday		Tuesday		Wednesday		Thursday		Friday	
	CL	R	CL	R	CL	R	CL	R	CL	R
Location										
Collab. Hours <i>open to others</i>										
Focus Hours <i>closed to others</i>										
Sync Tasks										
Async Tasks										

The Hybrid Worker Creed establishes the ideal norms, practices, and behaviors of the flexible worker.

The Hybrid Worker Creed

Individual

THE HYBRID WORKER CREED

1. I see no inter-dependency between person and place in how we create value at work. I consciously reject proximity bias and role model the behaviors of location inclusion in my words and actions
2. I believe that freedom of choice is the most powerful human motivator
3. I am a writer first and documenting in written form is my first instinct
4. I never assume and if I have any level of doubt, I ask
5. I think, speak, and lead through the lens of empathy
6. I'm consciously aware of how my actions strengthen or weaken trust in myself and others
7. I value transparency in my words and actions and expect that of others
8. I consciously opt-in to flexible work and take personal responsibility for the effective design of my work environment and routine that enables me to bring my best self to my work

Book Your Workshop!

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