**Tips for managing hybrid teams**

Leading a hybrid team is significantly different from leading a team that is mostly office based or mostly remote. It requires a range of new skills and approaches. These tips can help you to set a hybrid team up for success:

1. Agree your team ‘rules’ for successful hybrid working. Consider setting some principles that everyone will work to. This could include sharing calendars, using status updates to share location and how to keep everyone up to date with important information. Hybrid teams work best when the team decides best what will work for them. These rules or principles should be reviewed from time to time, and adapted where required. This is especially important for newly hybrid teams – learn from your own experiences.
2. Agree communication methods. When team members are in different places generally meetings should all be held online to ensure that everyone has the same experience of the meeting and can contribute equally. It’s also a good idea to agree other communication methods. This might include a weekly catch up meeting or an online channel for general updates. This will help to avoid too many channels and notifications, and ensure team members know where to get necessary information. Harness technology to ensure everyone has the information that they need to do their jobs effectively.
3. Share working arrangements. Help people to understand where everyone is working and when. This could include using status updates or a matrix on a page showing which days people are in the office or remote.
4. Talk to people about their working preferences. Not everyone will want to work remotely or in a hybrid way, but they may benefit from other forms of flexibility such as time flexibility. Where employees want to work in the office on a full time basis they should be accommodated – not everyone can or wants to work remotely.
5. Schedule face to face time for everyone. This might be a monthly meeting or a quarterly away-day – different teams will need different amounts of face time. A regular in person get-together will help to build effective team relationships and will especially benefit new starters.
6. Build in social connections and a sense of community. This can help to support effective team relationships and keep people feeling connected and included. Social connections can be developed in both face to face and in online spaces. Consider a separate online channel for informal chat, coffee roulette or including some space for checking in with each other in team meetings.
7. Ensure that the team has the technology and equipment necessary to enable successful hybrid working – and they know how to use it effectively. This will support all team members in fully participating in communication, collaboration and team meetings. Talk to your team to check they have what they need.
8. Support staff in meaningfully disconnecting. When teams undertake some of their work from home, or team members work a variety of different hours it can be difficult for some people to manage boundaries. Make it clear to your team that they do not have to respond to all messages immediately and support them in managing their work life balance. Managers can be a powerful role model in good digital practice.
9. Review and update objectives regularly and build in time for feedback. When people work remotely performance is harder to observe, making clear, measurable and time bound objectives even more important. When teams work in a hybrid way performance needs to be assessed by outcomes and contribution rather than time in the office.
10. Think carefully about inclusion and fairness. Managers should ensure that work, information and opportunities are distributed equally throughout the team; these decisions should not be made on the basis of who is working in the office or at home.

Finally, be clear on your own availability and working arrangements. If you work in a hybrid way, make sure that your team know when you will be in the office and how to contact you when you are working remotely. Make sure to schedule regular 121 meetings with your team as well as regular ‘all team’ meetings.