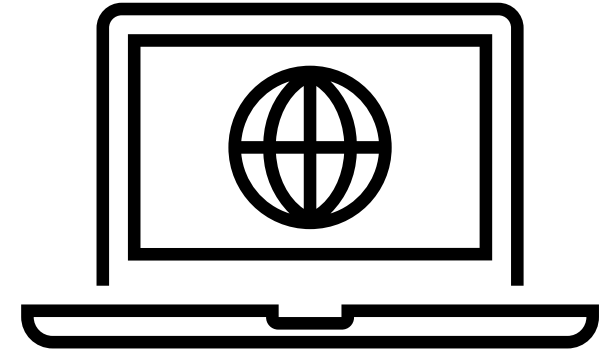


Hybrid Working Toolkit

Spring 2024



Summary

- Hybrid working is a form of flexible working where some time is spent working remotely and some time in the workplace. Different approaches will exist for teams and individuals depending on their roles, nature of work being undertaken, business needs and preferences. Our university approach is set out in our Hybrid Working Guidance.
- Bringing together a hybrid team takes planning, technology support and adjustments from all. Done well it ensures a foundation for high performance and increased staff engagement and motivation.
- The Staff Engagement Survey 2023 provided key scores and feedback relating to current ways of working.
- This pack provides some tools to support hybrid working in your team. If hybrid working is not practicable, other forms of flexible working may be.

Staff Engagement Survey

Key survey scores

- My department enables flexible working wherever possible
 - Professional 70% academic 86%
- I am able to achieve a good balance between my work and home commitments
 - Professional 67% academic 46%

In addition, Deans/Directors will have local staff engagement survey scores

Feedback from staff focus groups

- Different flexible working practices in different departments – not fair as a process, guidance not always being followed, but recognise one size doesn't fit all
- Need to understand how to support people better

Team discussion on ways of working that works for all

1. EXPLAIN FEEDBACK FROM STAFF ENGAGEMENT SURVEY AND BUILDING TEAM CHARTER IS AN OPPORTUNITY TO ALIGN AS A TEAM ON HOW TO WORK TOGETHER EFFECTIVELY IN A HYBRID MODEL

2. AGREE TEAM PURPOSE, DISCUSS TEAM GOALS, ANY KEY STAKEHOLDERS YOU WILL NEED TO TAKE ACCOUNT OF AND HOW YOU WILL MEASURE SUCCESS

3. AGREE TEAM LEVEL NORMS FOR HOW YOU WILL WORK AS A TEAM WHEN IN PERSON, WHEN REMOTELY AND ENSURE ALL TEAMS MEMBERS ARE EMPOWERED TO DELIVER

IDENTIFY AND ACTION ANY DEVELOPMENT NEEDS, SIGNPOSTING TRAINING OR SUPPORT

Illustrative team charter

Wellbeing

- Employee Support signposting
- Mental Health First Aider contact
- No communications after 18:00
- Regular lunch breaks



Our team purpose

- Our purpose is x and our key objectives are x
- We will have a Team discussion every 3 months on purpose and team objectives

Team anchor days

- E.g., When will and how will we use our in-person days to collaborate and team build



Living our values

- Inclusiveness e.g., are there particular/individual needs to consider?
- Excellence – build team knowledge of Microsoft Teams, celebrate success at team meetings

How we communicate

- 121 monthly meetings with line manager
- What norms do we aspire to? E.g., 25/45 min meetings, stand ups
- Share team working patterns
- Emergency contact arrangements



Working remotely

- Use of technology
- DSE assessments
- Working alone – deep work



Team stand ups

Daily or weekly team stands ups can help managers to coordinate hybrid teams and prioritise work Well run stand ups can save significant amounts of team time and drive progress	Goal	To synchronise the team Plan activity to achieve targets/outcomes Surface any blockers/ conflicts and assign responsibility for resolution
	Attendance	All team members Additional colleagues brought in if needed
	Timings	Daily at the start of each day for 15 mins or weekly on a set day for 25 mins
	Agenda	Each team member answers three questions: <ul style="list-style-type: none">• What did I achieve yesterday/last week?• What do I plan to do today/this week?• What impediments am I facing?
	Risk	There is a risk these sessions can turn into problem solving or discussions which are not relevant for some of the attendees, notice and flag this and take those discussions off-line after the stand up

One to one feedback sessions

<p>It can be harder in a hybrid working environment for colleagues to access the support they need when they spend more time working remotely or have less face to face contact with their line managers.</p> <p>Regular 121 meetings will enable you both to discuss ways of working, wellbeing, learning and development and will create better relationships within teams</p>	Goal	Feedback session to strengthen relationships
	Attendance	Plan for a day when you are both in the office so you can conduct it in person
	Timings	Block time out in your calendars to prevent interruptions
	Agenda	Check in Objectives review and priorities Recognise success Wellbeing Ways of working Training and support
	Giving and sharing feedback	Can I give you some feedback? I noticed you doing this... This made me/others feel... How did it seem to you? Another time could you try this? what could you/I do differently? What can I do to help? – problem solve

Using Microsoft Teams to collaborate

Agree with your team
how you want to use
Microsoft Teams



Use Microsoft Teams
features to enhance
collaboration



Develop
shared understanding
about when team
members will be online
/ easily accessible

Use whiteboard
feature and breakout
rooms to stimulate idea
generation in remote
meetings

Set up team file
and naming structure
for saving documents

Use separate channels
for separate teams /
projects to prevent
unnecessary messages

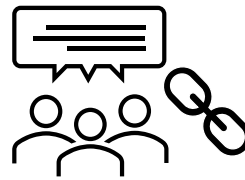


Tools: OneDrive



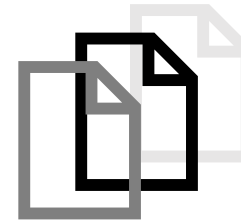
Always share documents in OneDrive.

This ensures your work is secure and accessible from anywhere.



Share a link NOT a file.

This allows multiple users to access a document at one time and can prevent data loss issues.



No need to store multiple versions of a document.

You can restore up to 100 previous versions.

Microsoft 365

Create a shareable link

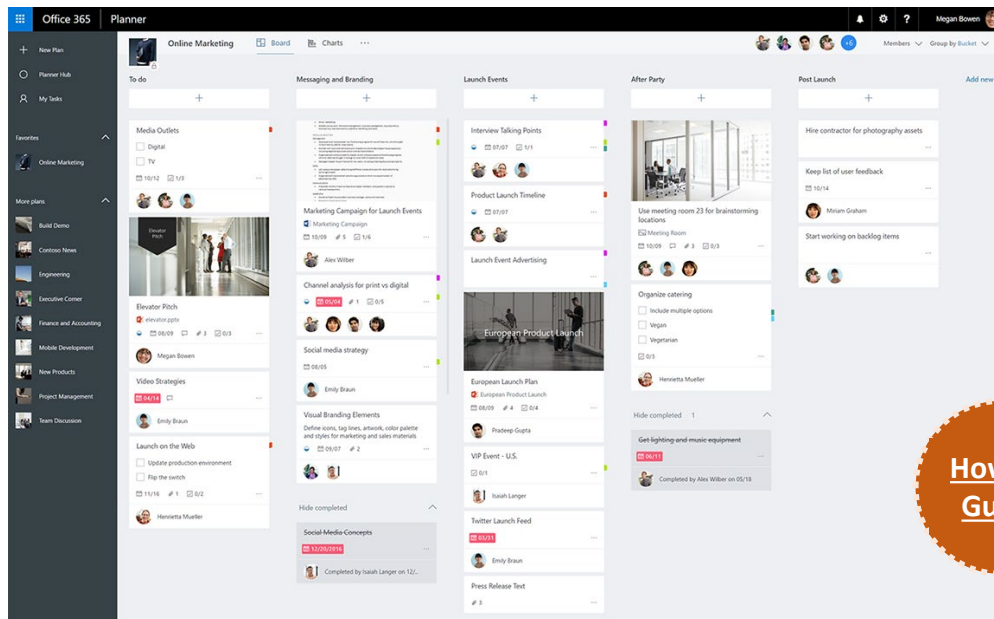


Tools: Microsoft Teams



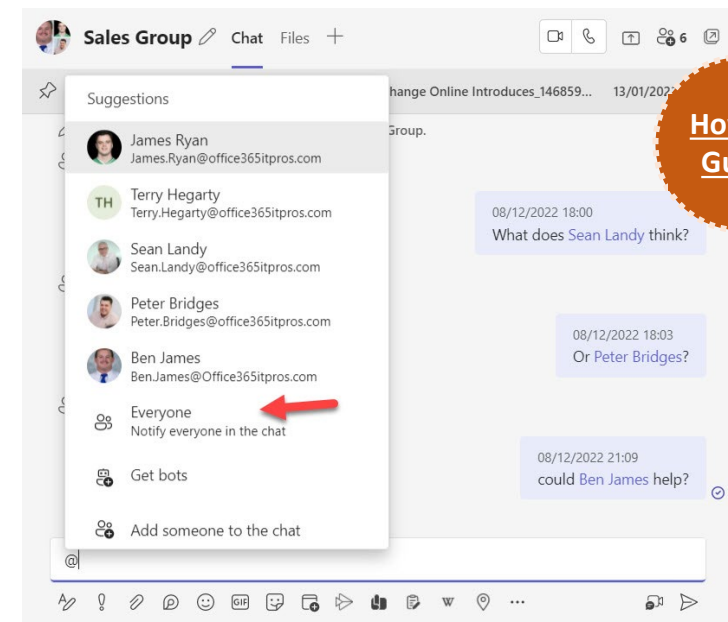
Teams – Planner

With Microsoft Planner, you can collaborate on a project with a team, see progress reports, and track individual assignments.



Teams – Getting Peoples' Attention

To get someone's attention in a channel conversation or a chat, @mention them. Just type @ before their name and then select them from the menu that appears.

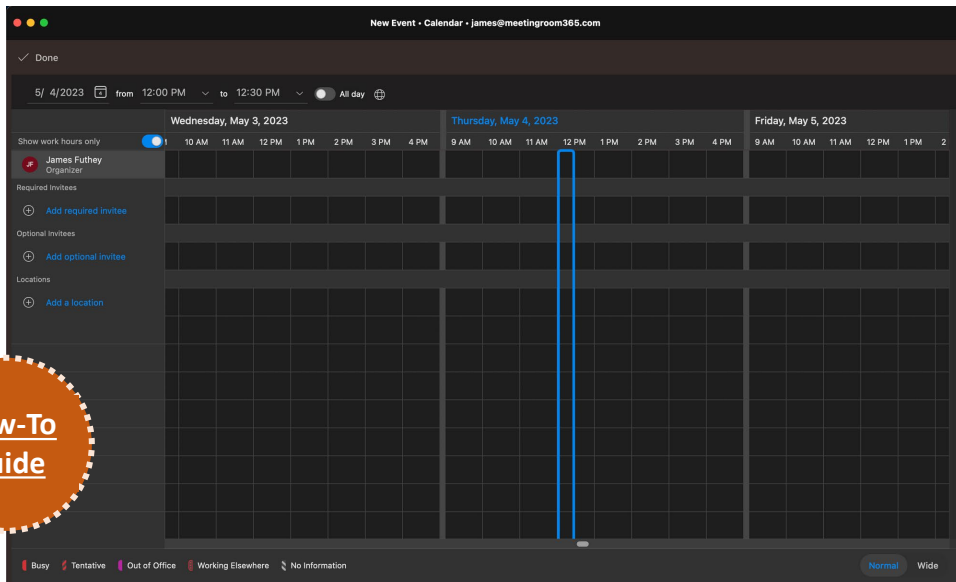




Tools: Booking meetings

Scheduling Large Meetings

Scheduling assistant is a feature in Outlook which allows you to select the best time available for large numbers of attendees for a meeting.



Team Meeting Bookings

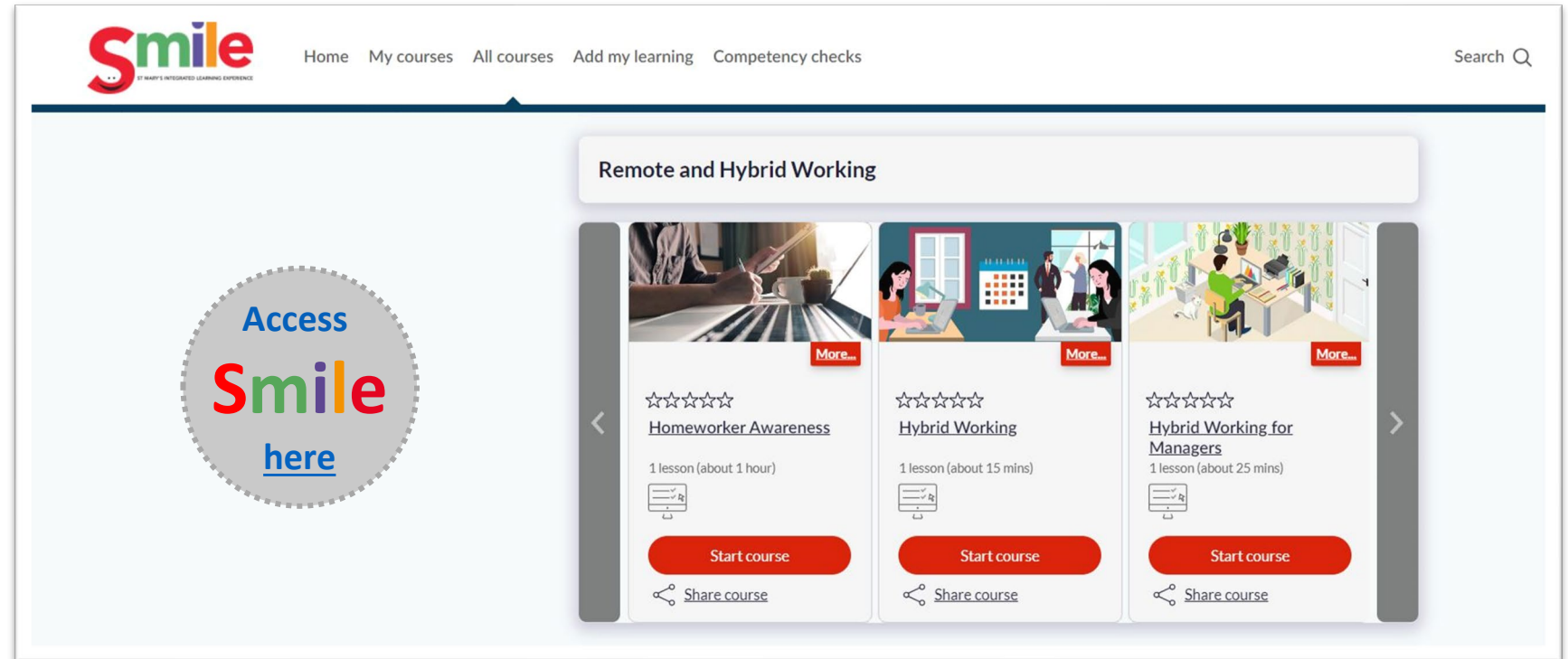
Bookings in Microsoft Teams lets you track, manage, and organise your team's appointments and calendars all in one place. Speak to TEL team for setup.



Hybrid working support

SMILE Hybrid Working Catalogue

- Empowering staff with the knowledge and skills necessary for a safe and productive remote work experience.
- Assisting managers in navigating leading a hybrid team



smile
ST MARY'S INTEGRATED LEARNING EXPERIENCE

Home My courses All courses Add my learning Competency checks

Search Q

Remote and Hybrid Working

Access Smile here

More...

☆☆☆☆☆
Homeworker Awareness
1 lesson (about 1 hour)
Start course
Share course

More...

☆☆☆☆☆
Hybrid Working
1 lesson (about 15 mins)
Start course
Share course

More...

☆☆☆☆☆
Hybrid Working for Managers
1 lesson (about 25 mins)
Start course
Share course

Team wellbeing



How you can support each other:

- Encourage colleagues to turn on video for calls
- Make time for lunch and team socials
- Provide a buddy for new team members
- Ensure time spent together in office is collaborative
- Agree team norms around communications out of normal working hours
- Leave space to reflect between meetings

Hybrid working support



SMILE Hybrid Working Catalogue

- Practical tips for prioritising different areas of wellbeing, and techniques to keep you happy, productive and resilient, whether in the office or at home.

A screenshot of the SMILE Hybrid Working Catalogue interface. The page features a navigation bar with the 'Smile' logo, 'Home', 'My courses', 'All courses', 'Add my learning', 'Competency checks', and a search icon. A central banner reads 'Your Wellbeing'. On the left, a circular graphic says 'Access Smile here'. The main content area displays three course cards: 'Avoiding Burnout (bitesize)' with a 5-star rating, 'Feeling Resilient (bitesize)' with a 4-star rating, and 'Financial Wellbeing (bitesize)' with a 5-star rating. Each card includes a 'Start course' button and a 'Share course' link. A 'More...' button is visible on each card's right side.

Guidance



[Flexible working policy](#)



[Flexible working request form](#)



[Home working Principles and Guidance](#)



[DSE assessment](#)



[Technology training](#)