

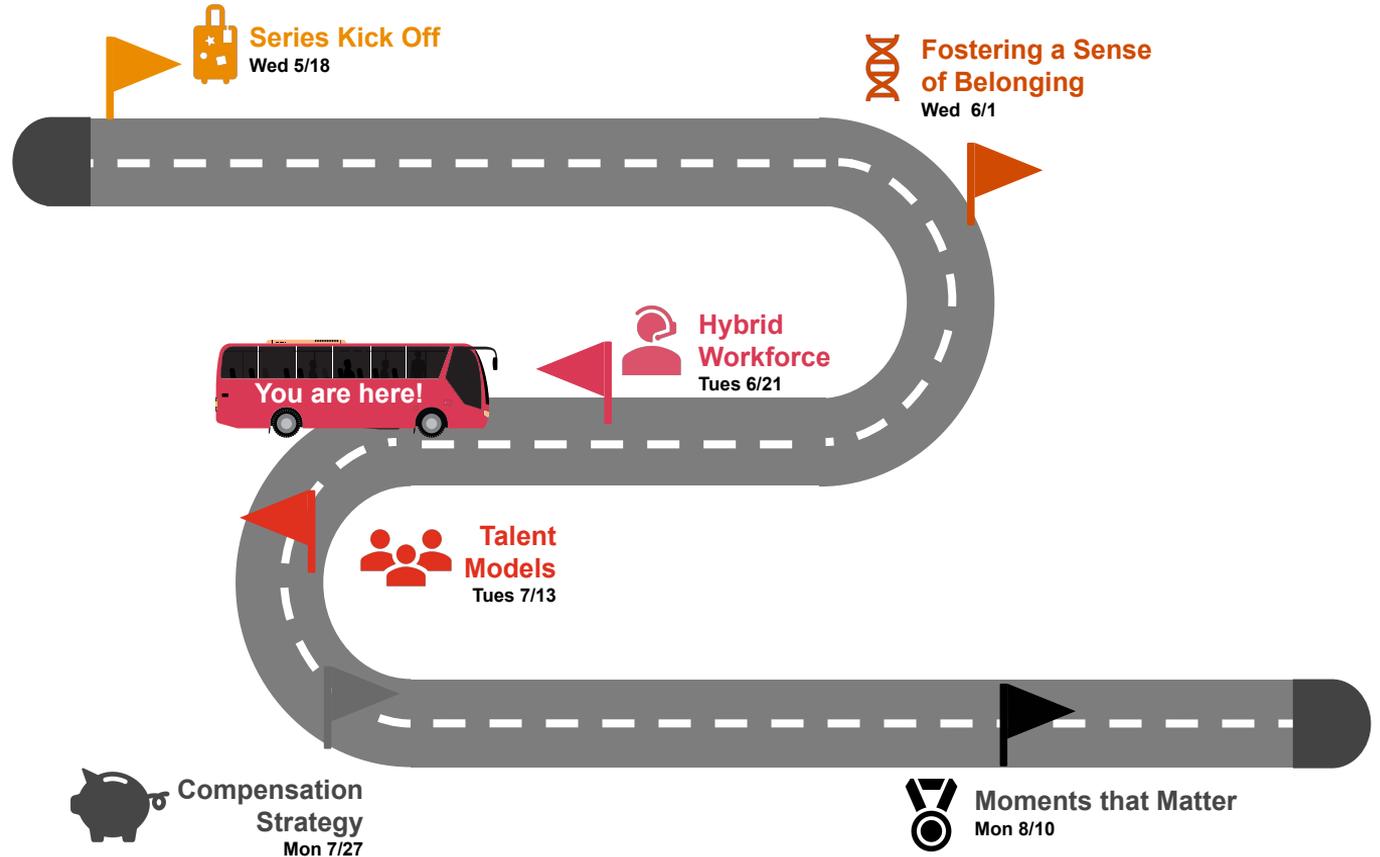
# The Great Rehire Series - Helping Managers Navigate the Hybrid Workforce

June 21, 2022



# The Great Rehire Webinar Series

<b>Series Kick Off</b> Cydney Aiken and Zach Horowitz
<b>Fostering a Sense of Belonging</b> Ann Johnson and Willi Freire
<b>Navigating the Hybrid Workforce:</b> Saurabh Mittal and Zach Horowitz
<b>Adopting a Fluid Talent Model</b> TBD
<b>Rethinking your Compensation Strategy</b> TBD
<b>Modernizing the Moments that Matter</b> TBD



# Today's Agenda

1

Is the Hybrid Workforce here to stay?

2

How do we support our Managers?

3

What are three 'no regret' moves we can adopt tomorrow?



**Is the Hybrid Workforce here  
to stay?**

# There's a need to reimagine the workplace of tomorrow

Flexible work is here to stay as employees want the best of both worlds - working remotely and in-person



**72%** of workers want a mix of remote and in-person working.



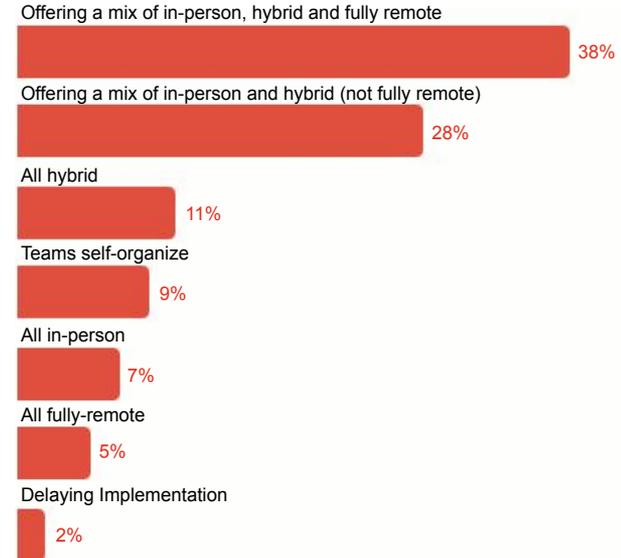
**9%** of those who can work remotely want to go back to a traditional commute and work environment full time.



Remote work is a priority for young employees as **45% of Gen Z** and **47% of Millennials** would give up more of their future earnings for the option to work remotely while just **38% of Gen X** and **14% of Boomers** would do the same.

Most organizations are offering a mix of in-person, hybrid, AND fully remote options

**Q:** Which of the following statements best describes your workforce location policy that will be in effect in February 2022?



# Managers are feeling wedged between leadership priorities and employees' evolving expectations in the hybrid workforce

...but they play a critical role in shaping the organizational culture and setting the right tone for employees to lean into the new ways of working in the hybrid workplace.

74%

of managers say they don't have the power to make modifications based on employee preference in the hybrid workforce

54%

of managers say leadership is out of touch with employees

## Managers face a different set of challenges in the hybrid workplace.



Clearly communicating and setting expectations



Measuring team's performance, impact, and success



Promoting effective teaming and problem-solving



Reducing burnout while prioritizing work/life balance & well-being

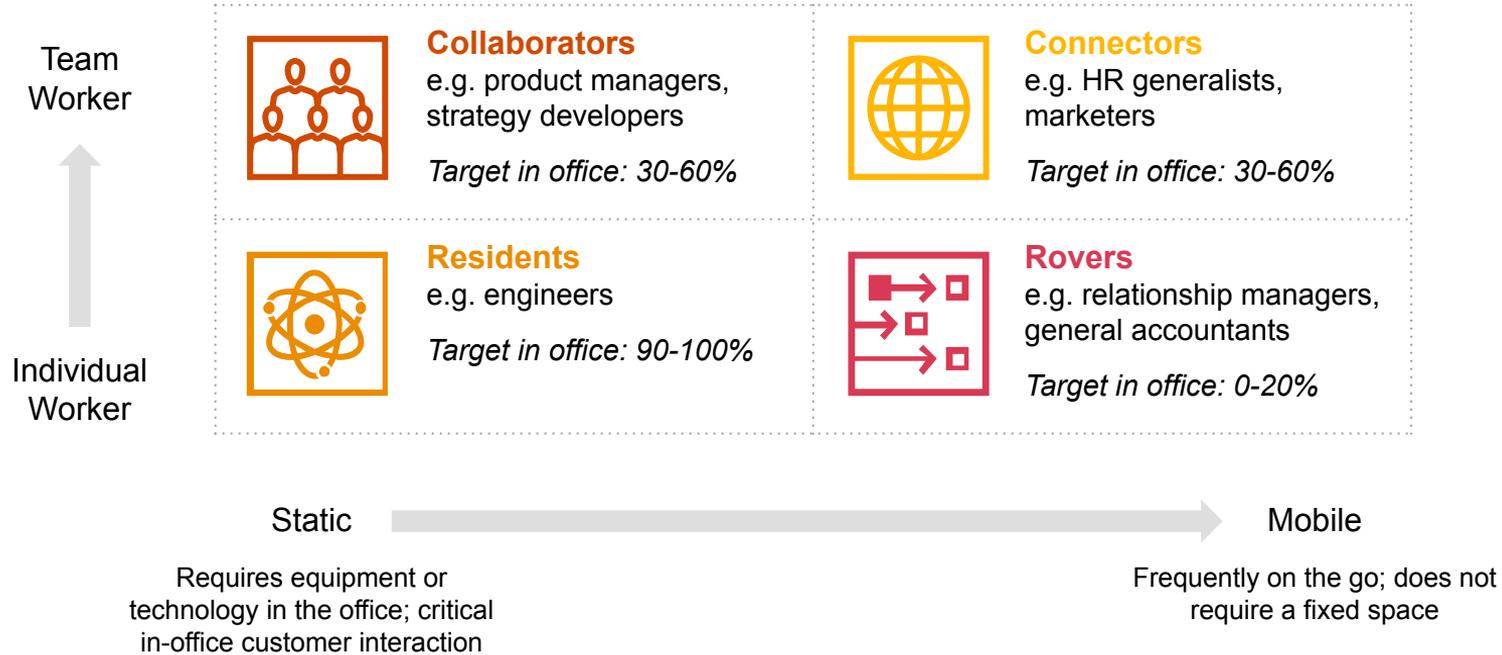


Being inclusive and helping employees feel connected



**How do we support our  
Managers?**

# Personas are leveraged by managers to enable reimagination of the hybrid work environment





### Background:

- Holly was a high performer pre-pandemic engaging various functional teams globally as a Capital Projects Manager.
- Since working from home, Holly has been in back to back meetings all day and works longer hours - she is feeling burnt out, and her performance has been declining.
- With offices reopening, Holly is now facing new challenges of adjusting to the new hybrid work schedule of balancing her time in the office and at home.

### Discussion Questions:

1. What can Holly’s manager do to help navigate the new ways of working as the team transitions coming back into the office?
2. What can you do as a leader to support Holly and her manager?



### Did you know?

**252%**

Increase in weekly time spent in meetings for the average Teams user since February 2020

**32%**

Increase in chats sent per person since March 2020



### Background:

- Jack's team has started fully transitioning back into the office, but Jack is working a hybrid schedule where he only goes into the office once a week.
- When Jack is working from home, he often feels left out during meetings as his manager and colleagues chat away in person and sometimes leave early for happy hours.
- Jack is up for promotion this year to HR Manager, but he is concerned that not having enough facetime will hurt his chances for career advancement.

### Discussion Questions:

1. What can Jack's manager do to create an inclusive and fair environment across the team?
2. What can you do as a leader to support Jack and his manager?



### Did you know?

43%

of remote workers say they do not feel included in meeting

27%

of companies have created new hybrid meeting etiquette to ensure all feel included and engaged.



**Three 'no regret' moves**

# Let's take a look at three 'no regret' moves



## Emphasize inclusive leadership

### What can you do?

- Ask and learn about your employees' different hybrid work preferences from where they want to work to how they feel about masks and vaccinations

### What are the benefits?

- Builds trust and a sense of belonging
- Mitigates the risk of remote work inequity



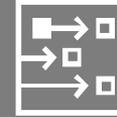
## Equip them with the right technology

### What can you do?

- Conduct a pulse on how your employees are leveraging current technology and if they have the right tools or softwares to do their jobs effectively

### What are the benefits?

- Enables collaboration within and across teams
- Standardizes and streamlines productivity



## Establish clear business rules around new ways of working

### What can you do?

- Provide clear guidelines on meeting etiquettes and expectations, such as no videos on Fridays, starting or ending meetings 5 minutes late or early, etc.

### What are the benefits?

- Sets expectations and boundaries to promote work-life balance
- Leverages collaborative technology effectively

# PwC Thought Leadership



PwC's Pulse Survey: Executives focused on retention and hybrid workforce



Sustaining productivity in a virtual world



PwC's U.S. Remote Work Survey



ESG: How can you unlock value?



What Talent Expect Post-Pandemic



Getting back to the future...of work



PwC Workforce Insight Podcasts



Adapting to a new world

# Thank You

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