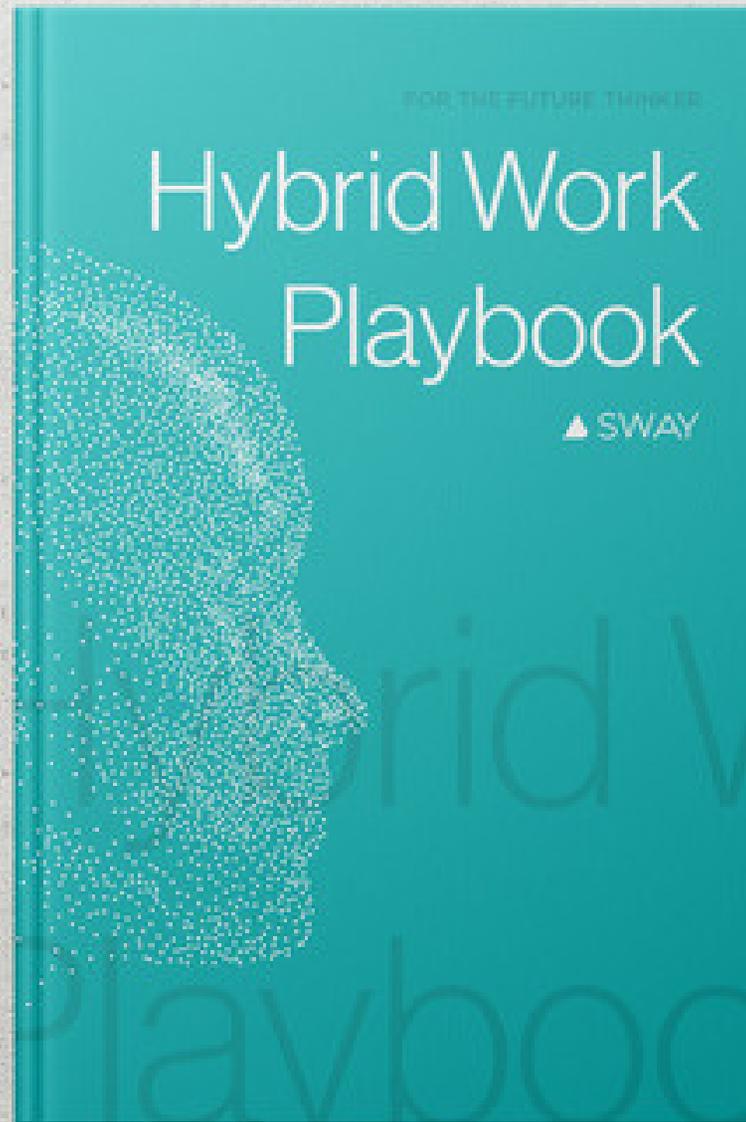


WORKBOOK
Making Hybrid
Work, *Work*
SWAY



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!

www.swayworkplace.com

or

denise@swayworkplace.com