



TIPS FOR INDIVIDUAL SUCCESS IN A HYBRID ENVIRONMENT

Many organizations are instituting a hybrid work environment post-pandemic, in which employees will spend some time working in the office and some time working from home. The pandemic has forced organizations that never considered remote work to allow for more flexibility. While hybrid work is definitely a silver lining from the pandemic, organizations will need to develop the right infrastructure and employees need to understand and implement new work behaviors in order to succeed in this new environment.

We created a number of action steps focused on ways organizations should create infrastructure in order to lead to successful hybrid work environments, including: [Creating a Successful Onboarding and Integration Program](#), [Building Your Training Program to Support Your Post-Pandemic Hybrid Work Environment](#), [Maintaining Mentoring & Connection in a Hybrid Environment](#), and [Overcoming the Myth of the Loss of 5Cs By Building the Right Flex Infrastructure](#). Now we want to focus on ways employees can take control of their careers and succeed in a hybrid work environment as the rules of engagement will be different. Here are the Alliance's recommendations:

- 1. Maintain Visibility:** Employees must maintain visibility, both in-person and virtually. When in the office, employees should take the initiative to set up meetings with colleagues/supervisors in order to foster and maintain important connections, attend client and pitch meetings, and go to department/office events. It is also important to pay attention to particular times and days when it will be helpful to come into the office, even if it is not required (i.e. if supervisors or colleagues are coming into the office; important client meetings where people are in-person; department or office meetings). Additionally, employees should maintain visibility when working remotely by asking for video meetings rather than phone calls when possible, keeping your camera on as often as possible, and scheduling time to debrief after client meetings.
- 2. Be Intentional About Building Relationships & Connections:** Employees must be even more intentional about building and maintaining relationships. Make a list of important supervisors, mentors, colleagues, mentees, and clients you should meet with and then make sure to reach out regularly. Remember to update mentors and colleagues about new developments to keep them in the loop (i.e. performance reviews; promotions; engagement with new organizations/associations). Show your appreciation when mentors and supervisors take the time to meet, remove roadblocks and/or help with career development.

3. **Seek Feedback and Instruction**: In a hybrid environment, it is even more vital to seek feedback and instruction, as this is more likely to get lost in the shuffle. If you are assigned to a new supervisor or new project, clarify instructions and deadlines, ask for templates/precedents/periodicals to review to familiarize yourself, and ask for internal resources you should be aware of (i.e. colleagues who previously worked on similar matters; external resources to give you context). You should also seek regular feedback after completing an assignment or after a milestone is reached in a project. Ask to debrief after a client meeting or client deliverable. Listen carefully to constructive feedback and discuss next steps to improve (i.e. trainings; similar projects).

4. **Manage Hybrid Teams Equitably**: When managing hybrid teams, it is important to include all team members, both those in-person and those who work virtually. Use video for meetings when some team members are remote. Utilize virtual collaboration/document sharing tools to make experiences for virtual team members more impactful. Review the workload of team members regularly to make sure it's equitable. Make time to debrief and explain greater business context. Gather feedback on useful strategies from senior professionals successfully managing their employees remotely and incorporate these strategies.

5. **Business Development**: In our conversations with many leaders, they mentioned how business development has changed a great deal in the pandemic and how it has actually improved in some ways. Most importantly, you must carve out time for business development both in-person and virtually. Utilize in-person events and meetings when possible to engage with clients. However, remember to also utilize virtual means to engage, as this skill will be necessary as some clients will prefer virtual methods. Use video when possible, instead of conference calls for face-to-face interactions. Include more employees in virtual meetings to interface with clients (if client billing requirements do not allow you to do so, see if your organization has shadowing/mentoring time that can be utilized). Consider new potential clients who should be included in your business development plan (i.e. perhaps client location is less of an issue).

6. **Technology**: The right technology (video capabilities; collaboration tools) is key to making your hybrid work environment successful. See if your organization offers a technology stipend or recommends technology resources. Speak to others in your department to get a sense of helpful technology to build your home office.

7. **Home Office Set-Up**: Make sure to set up your home office properly to maximize your work environment. Think through ways to improve your video presence by making your background as professional as possible, either through a virtual background or by decorating your surroundings.

The Alliance is here to help provide guidance on ways your employees can succeed in a hybrid environment. Members have access to several Alliance resources as part of their benefits: the [Resource Library](#), [Strategy Calls](#), [Policy Reviews](#), [Advisory Hours](#) and [Signature Seminars](#). Take a look at our action step, [Leverage Alliance Benefits](#), which discusses ways to partner with us and most effectively utilize your benefits. To discuss specific strategic advice/resources, contact [Manar Morales](#).