



HOW TO EFFECTIVELY MANAGE AND GROW A MODERN PAYROLL TEAM IN A HYBRID WORK ENVIRONMENT

**DID YOU KNOW....YOU CAN GET A
CERTIFICATION LEADING REMOTE
TEAMS?**

IS IT REALLY THAT HARD?

AGENDA

Myths about hybrid work

What do you need?

Communication

Onboarding new team members

How to get promoted while working hybrid or remote

MYTHS

MYTH #1

- **REMOTE AND HYBRID WORK IS NEW WITH COVID**

MYTH #2

- **MOST REMOTE WORKERS ARE WOMEN**

MYTH #3

- **SETTING A DAY FOR EVERYONE TO BE IN THE OFFICE IS THE BEST IDEA**

MYTH #4

- **MONEY IS MORE IMPORTANT THAN FLEXIBILITY**

MYTH #5

- **ONE-SIZE-FITS-ALL HYBRID POLICY WORKS FOR EVERYONE**

WHAT DO YOU NEED?

THE RIGHT TOOLS

- **HARDWARE**
 - **WHICH OFFICE ARE YOU SETTING UP?**
- **PROCESSES / DOCUMENTATION**
- **SOFTWARE**
- **COMMUNICATION TOOLS**
- **INTERNET**
- **PHONE**

COMMON CHALLENGES

- **SOCIAL ISOLATION**
- **INFORMATION ACCESSIBILITY ISSUES**
- **LACK OF DIRECT ACCESS TO MANAGERS AND OTHER COLLEAGUES**
- **EXISTING SILOS**
- **NO TIME FOR LUNCH**
- **NO SEPARATION FROM WORK AND HOME**

COMMON DISTRACTIONS

- **POOR INTERNET**
- **LAUNDRY**
- **KIDS / PETS**
- **AMAZON DELIVERIES**
- **OFFICE (OR LACK OF) SET UP**
- **TELEVISION**

HOW DO WE BE PRODUCTIVE?

- **DEADLINES**
- **GOALS**
- **CHECK-INS**

ASSIGN RESPONSIBILITIES CLEARLY AND EFFECTIVELY

- **SET CLEAR GOALS**
- **WHAT MEETINGS ARE THEY EXPECTED TO ATTEND**
- **HOW FAST DO THEY NEED TO RESPOND TO EMAILS?**
- **WORKING HOURS – NOT A CLEAR DIFFERENCE IN WORK AND HOME**
- **TREAT ALL EMPLOYEES EQUALLY**

PROVIDE CLEAR FEEDBACK

- **PRAISE FOR EXCELLENT WORK**
- **POINT OUT WHERE THEY NEED TO MAKE ADJUSTMENTS**
- **COMPANY VALUES**

COMMUNICATION

COMMUNICATION

- **REGULAR**
- **ON-GOING**
- **EMPATHETIC**
- **SHORTER MEETINGS**
- **FOLLOW UP MESSAGES TO MEETINGS**
- **BE READY TO REPEAT INFORMATION IF PEOPLE ARE NOT LISTENING**

COMMUNICATION

- **ALL HANDS MEETING**
- **VIDEO (EVEN WITH ZOOM FATIGUE)**
 - **DRIVES PEER ACCOUNTABILITY**
 - **HARDER TO LET SOMEONE DOWN**
- **ACKNOWLEDGE GROUP UPDATES**
- **ESTABLISH RULES OF ENGAGEMENT**
- **GOALS AND PERSONAL DEVELOPMENT**

COMMUNICATION

- **DETERMINE THE WHY ON WHAT PEOPLE ARE DOING**
- **HAVE WAYS FOR THEM TO GIVE YOU FEEDBACK**
- **HAVE GOOD POLICIES / DOCUMENTATION**
- **COLLABORATION IDEAS**
- **SMALL UPDATES**

GET TEAM MEMBERS TALKING

- **WHAT'S YOUR FAVORITE 5-MINUTE BREAK ACTIVITY?**
- **WHAT'S YOUR BEST PRODUCTIVITY TIP?**
- **SHARE YOUR FAVORITE FUNNY VIDEO!**
- **VIRTUAL HOME TOURS**
- **SHOW AND TELL**
- **TRIVIA / BINGO**

ENCOURAGE PROFESSIONAL SOCIAL INTERACTION

- **GET TO KNOW YOU QUESTIONS AT THE BEGINNING OF A MEETING**
- **CHAT INFORMALLY ON A CHANNEL OF SLACK**
- **OR TEXT CHAT**
- **NETWORKING WITH OTHER DEPARTMENTS**
 - **PROJECTS WITH OTHER DEPARTMENTS**

BREAK OUT OF CYBER SPACE

- **MEET UP WITH PEOPLE IN PERSON**
- **BINGO**
- **ALL TEAM MEETINGS WITH CAMERA ON**
- **LET THEM BE A PART OF THE NEW PEOPLE INTERVIEWS (IN PERSON OR CYBER)**
- **ROTATE MEETING TIMES FOR TIME ZONES**

RESPECT TEAM MEMBER'S LIMITS

- **MORALE AND MENTAL HEALTH ISSUES DEVELOP MORE EASILY AND GO UNNOTICED**
 - **BURNOUT**
 - **OVERWORKING**
 - **STRUGGLING**
 - **UNHAPPY**
- **TALK TO THEM AND TALK ABOUT MENTAL HEALTH**

ONBOARDING NEW TEAM MEMBERS

ONBOARDING A NEW TEAM MEMBER

- **EE HANDBOOK TO BE DIGITAL**
 - **ONE PACKAGE WITH A CHECKLIST OF TRAININGS, PEOPLE TO MEET, MEETINGS TO ATTEND**
 - **LINKS TO WHERE ARE THE HR FORMS STORED**
- **OFFICE TOUR AND INTRODUCE THEM TO PEOPLE**
- **TRAINING**
 - **HOW DO THEY LEARN?**
- **REACH OUT TO THEM OFTEN**

ONBOARDING A NEW TEAM MEMBER

- **CHECKLIST**
- **ENCOURAGE THEM TO KEEP A DIARY**
- **ASK THEM FOR FEEDBACK**
- **RIGHT TECHNOLOGY**
- **VIRTUAL COFFEE CHATS WITH VARIOUS PEOPLE**
- **TALK ABOUT WELLBEING**
- **HAVE INSTRUCTIONAL VIDEOS**

ONBOARDING A NEW TEAM MEMBER

- **BEFORE THEY START, SEND A WELCOME PACKET WITH COMPANY ITEMS**
- **ONBOARDING BUDDY**
- **WELCOMING MEETING WITH THE TEAM**
- **ENCOURAGE WELCOMING MESSAGES FROM THE TEAM**
- **CHECK IN WITH THEM AT 1 MONTH, 6 MONTHS, 12 MONTHS AND THANK THEM FOR BEING HERE**

GET TO KNOW EACH OTHER

- **SHARE SPOTIFY PLAYLISTS**
- **DISCUSS A FAVORITE PHOTO OR PIECE OF ART**
- **SEND SURPRISE GIFTS VIA SNAIL MAIL AND HAVE EVERYONE OPEN THEM IN A MEETING**
- **ESTABLISH AN EMPLOYEE MOVIE NIGHT OR BOOK CLUB**
- **CONSIDER GAMES BASED ON Pictionary OR WORDS WITH FRIENDS**
- **CONSIDER A GAMIFICATION PROGRAM THAT FITS YOUR COMPANY CULTURE AND EMPLOYEE GOALS**

QUESTIONS