



# The Future of Work Symposium

Best Business Workplace Practices

## Let's Talk! Contact Us



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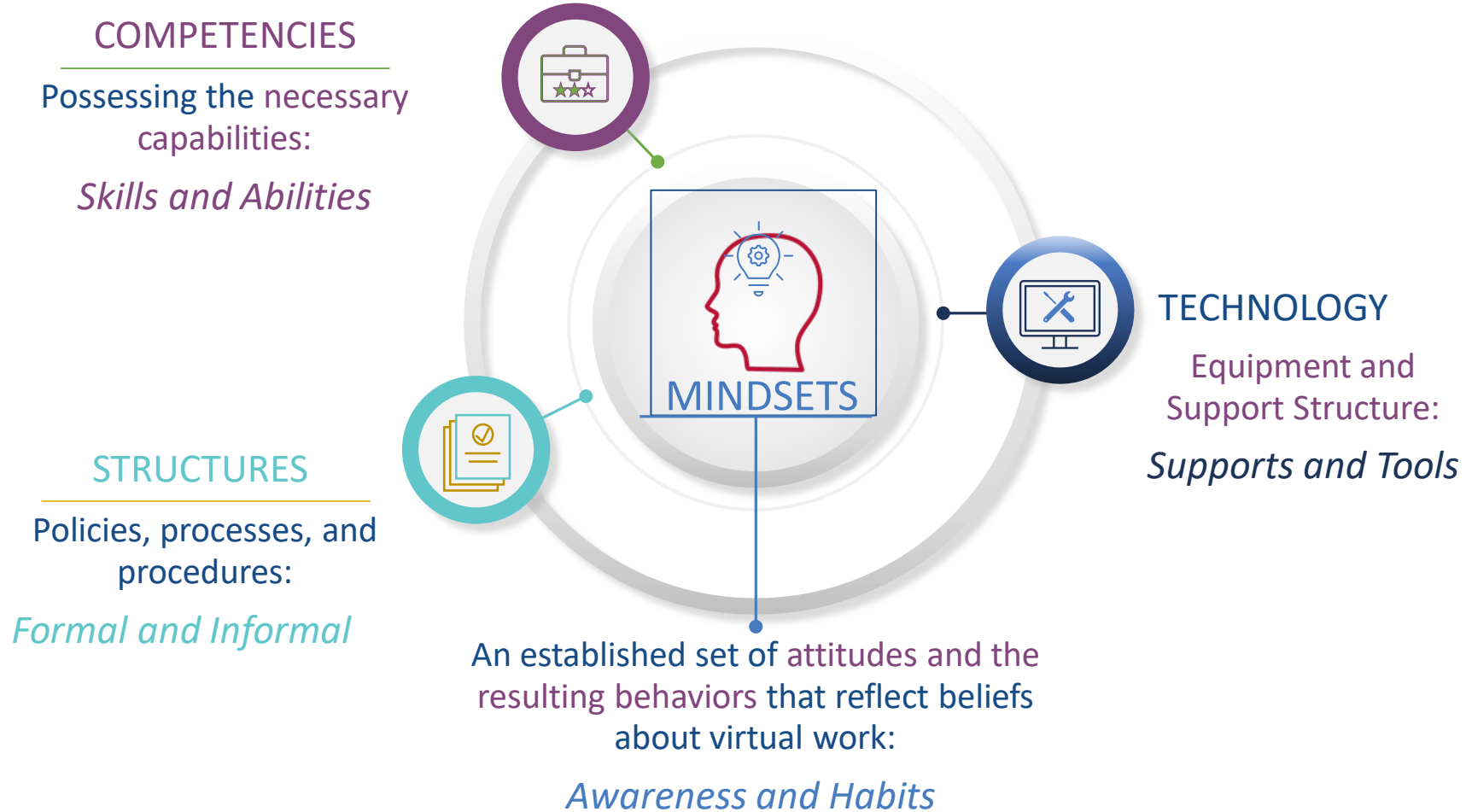


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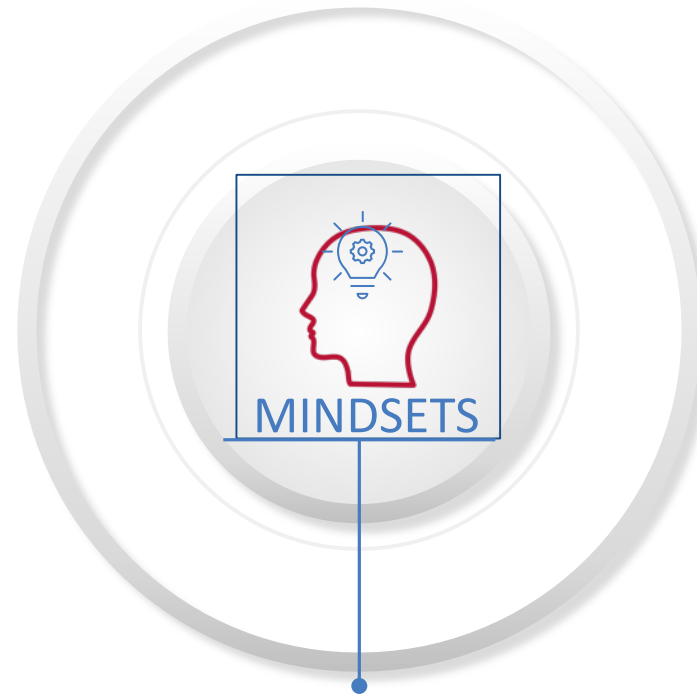
# The rising importance of effective virtual work: Our depth and expertise over 25 years

									
	Beginnings of the Dot-com Bubble	Google is Founded	September 11 Terrorist Attacks	First YouTube video uploaded	First iPhone Released	Financial Crisis and Recession	AirBnB & Uber Pioneer Sharing Economy	Apple Watch and other Wearables Launched	COVID-19 Pandemic
	1996	1998	2001	2005	2007	2008	2012	2015	2020
Societal event	Rapid Rise in Technological Innovation	Centralized access to information	Flights grounded, travel halted, fear of and decreased travel	How we present ourselves and are perceived online increases in importance	Early Integration of collocated and remote workforce	Mass Layoffs force workers to adapt to new technologies to do more with less	Social media emerges as a tool for people to communicate	Instant access to collaboration tools fuels expansion of remote work	Makes the world suddenly remote
Implication for virtual work	Mobile phones and email become more mainstream	Exponential increase in global teamwork	Work From Home dramatically increases	Online presence	Work from everywhere furthered		Gig Economy results in a surge of freelancers	Millennials in workforce increase flexible work options	Necessitating global restructuring and rethinking of how we work
Bridging Distance Innovation	Published research on trust in global teams and leadership	Dynamics of Virtual Teams workshop globally	Virtual Leader Workshop, online and in person	Electronic Body Language Workshop and online survey and Virtual Organizational Fitness	Virtual Meeting and Telecommuter Readiness Workshop	Online Virtual Team and Leader Assessments  Telecommuter Toolkits	Tele-commuter Fitness Assessment	Meeting-itis and Meetingology Tools Series  Remote Worker Bootcamp	Digital Isolation and Loneliness & sharing of survival information resources

# Hybrid Capability Model



# Hybrid Capability Model: Mindsets & Culture



An established set of attitudes and the resulting behaviors that reflect beliefs about hybrid work:

*Awareness and Habits*

# Culture

- What is your company culture?
- How do you articulate it?





# Mindsets & Culture



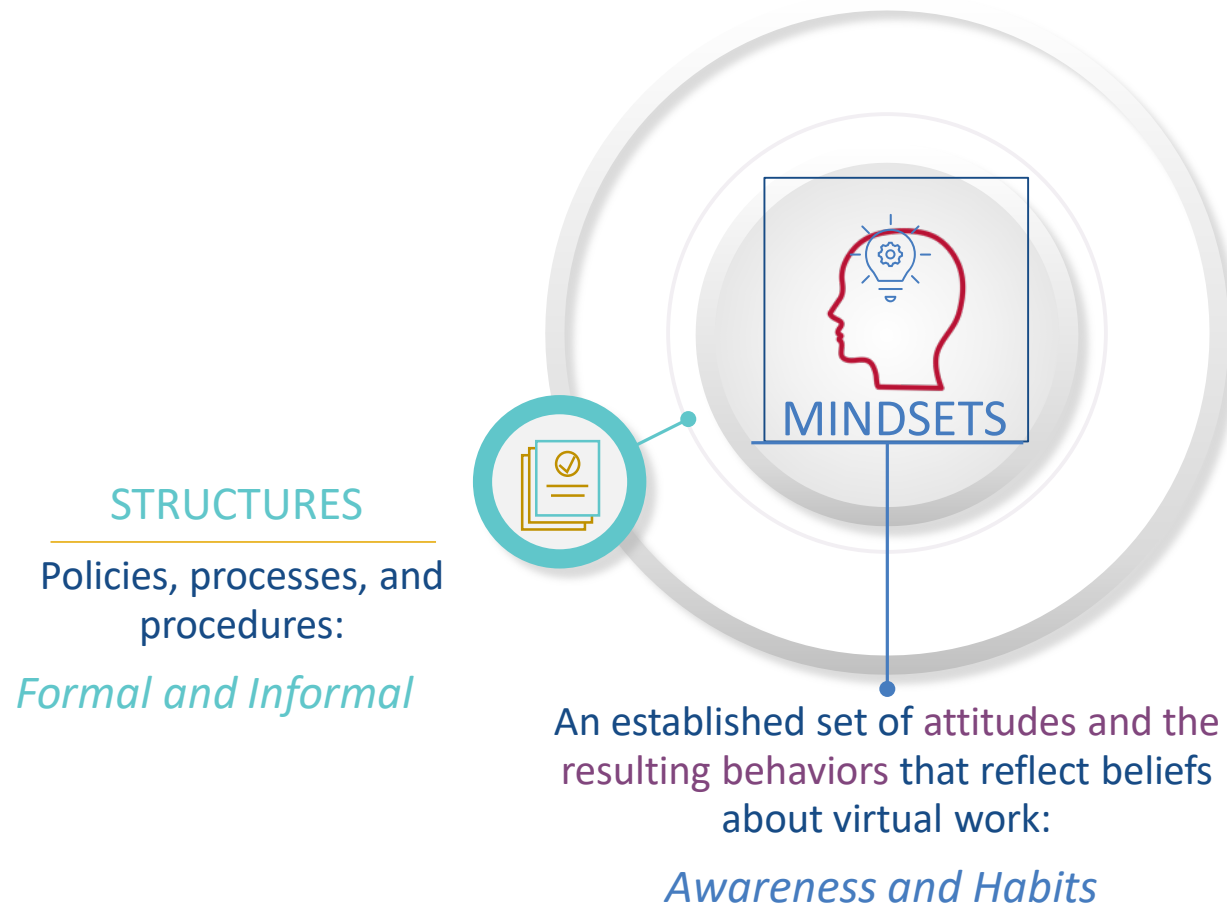
- Remote and hybrid are here to stay
- Engagement, Ease, and Parity (EEP)
- Badge and teach-to generation
- Iterative: shorter and more frequent touchpoints
- Collaboration
- Innovation
- Conscious culture and values

# Mindsets and Culture: Tips for Success

- There is no one-size-fits-all employee expectation
- Articulate purpose and meaning
- Ask rather than tell
- Create a sense of belonging



# Hybrid Capability Model: Structures



# Structures



- How, where, and why work gets done:
  - ‘we’ versus ‘me’
  - Changing job descriptions
- Remote versus in-person tasks
- Hierarchical leveling
- Broader acceptance of blurred work/life integration

# Meetingitis & Techneractions™



Technology  
+ Interactions  

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**Techneractions**

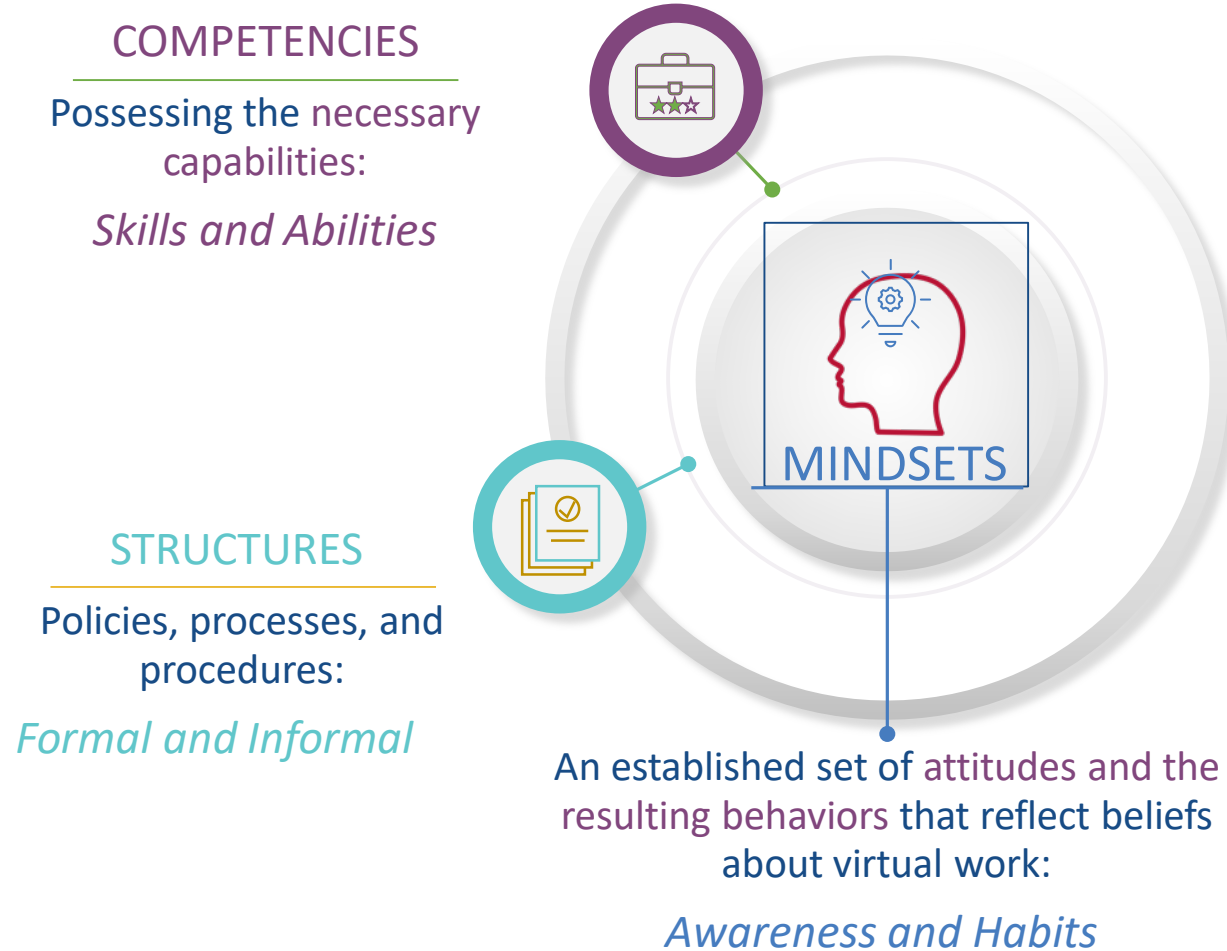
Ensure you use the **best available digital collaboration tool** to accomplish what needs to be done

## Structures: Tips for Success

- Rationale for where work is done – parity
- Remote work not a benefit
- Practices for inclusion
- Clear expectations
- Accountability
- Shorter, more frequent feedback
- Flexibility
- Internships
- Hybrid Team Toolkits



# Hybrid Capability Model



# Competencies: Skills and Abilities



**Abilities:** simply the potential of a person to do something

**Skills:** the potential possessed by a person to do something exceptionally well

- Innate or learned
- **Hire for abilities, teach the skills**



# Competencies

- Increased need for *empathic, authentic,* and *humble* leadership
- Creativity
- Adaptability
- Remote work skills
- Digital Fatigue and burnout
- Trust and communications

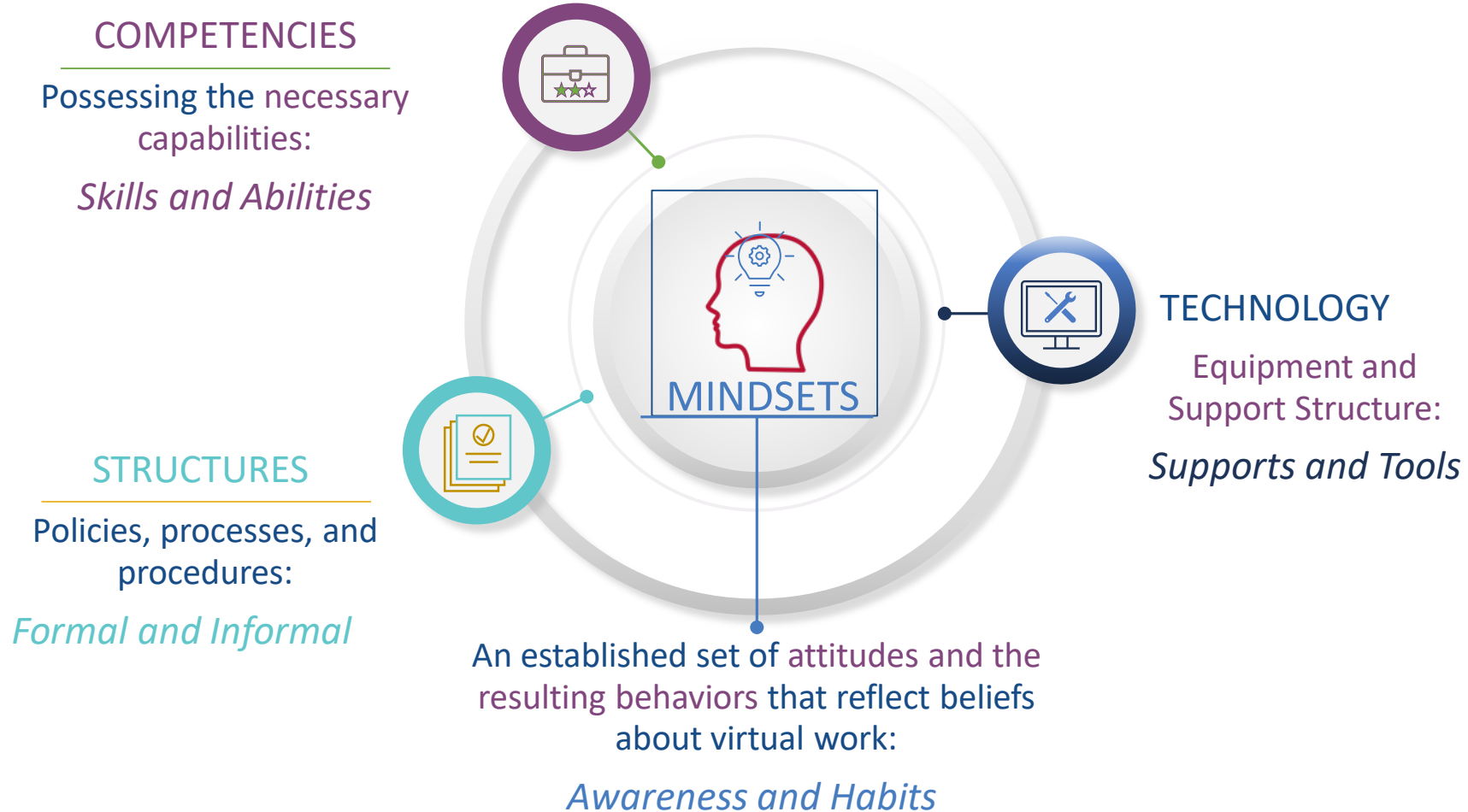


# Competencies: Tips for Success



- Align with culture and purpose
- Interview questions that get at mindsets and abilities:
  - Can you give me an example of when you showed initiative
  - Can you give me an example of when you were stuck but problem solved?
- Culture with expectations for continuous learning
- Offer various trainings opportunities

# Hybrid Capability Model



# Technology: Tools and Supports

- Digital literacy – natives versus immigrants
- Design for remote
- Security



# Hybrid Maturation Model Data

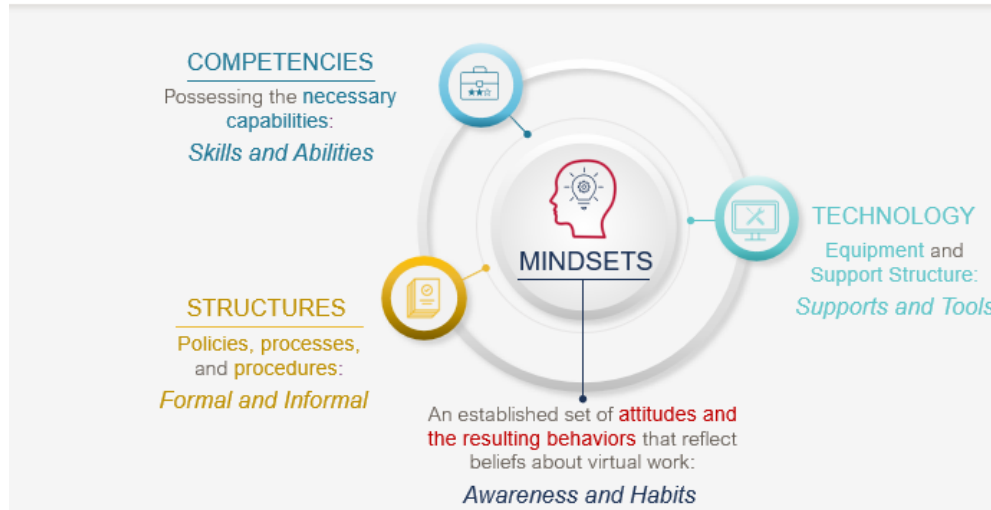
## Technology: Supports

Maturity	Meeting Room Setup	Meeting Tech Support	Help Desk
Level 5	Designed for remote	As needed available person	24/7 Live or online
Level 4	Both social presence and data rich technologies	Regular room technology function sweeps	Longer real-time help desk hours
Level 3	Technology doesn't always function well	Real-time virtual support	24/7 online help desk
Level 2	Remote but in person optimization	Help desk ticket support	Outsourced help desk
Level 1	No remote access	No meeting support	No help desk



# Qualitative Data Snapshot

## Hybrid Workplace Model



	A	B	C	D	
27	27	Strategized communication from Execs	Strong Communication (L)	Communication	
28	28	Distributed Exec team	Distributed Leadership Team	Leadership	
29	29	Making own decisions leads to success	Autonomous Decision Making (+)	Leadership/Decision Making	
30	30	Freedom to solve problems in own way	Autonomous Decision Making (+)	Leadership/Decision Making	
31	31	Inconsistent Work Structure	Inconsistency in Work Flow	Structure	
32	32	Came to SciPlay to avoid remote work	Prefers Office	Remote Work	
33	33	Meeting free days leads to success	Distractions at Office	Structure	
34	34	Hard to write code when other are around/talking	Distractions at Office	Structure	
35	35	Need to set boundaries around talking/interruptions	Distractions at Office	Structure	
36	36	Intentionally sets days to focus	Distractions at Office	Structure	
37	37	Need balance between flexibility and structure	Room for flexibility	Structure	
38	38	Hybrid Model provides quality time to concentrate	Distractions at Office	Remote Work	
39	39	Thinking time leads to success	Distractions at Office	Structure	
40	40	Connecting with others helps problem solving	Problem Solving	Connection	
41	41	Being a good listener leads to success/innovation	Listening	Connection Conditions	
42	42	Listening is better when face to face	Listening	Connection Conditions	
43	43	Less productive in the office	Productivity at Office (-)	Remote Work	
44	44	Work extra hours to make up for less productivity in office	Longer Hours at Office	Remote Work	
45	45	There are more interruptions in the office	Distractions at Office	Structure	
46	46	Come in early/leave late to have quiet time	Distractions at Office	Structure	
47	47	Guilty feelings about kids on long days at office	Distractions at Office	Structure	
48	48	Accessing mentors leads to success	Mentorship	Retention	
49	49	Family-like culture	Family Culture	Culture	

204	Organization was restructured and is more distributed	Impact of Reorg	Structure
205	Culture was stronger before company restructure	Impact of Reorg	Structure
206	Better prioritization leads to success	System improvements	Structure
207	Collaboration processes are not consistent	Inconsistent collaboration processes	Structure
208	Meetings lead to efficiency for some	Factors that Improve Efficiency	Structure
209	Culture was stronger before COVID	Impact of Pandemic	Structure
210	Covid had negative impact on operations	Impact of Pandemic	Structure
211	Physical layout of office (US) has had negative impact	Office has changed	Structure
212	More energy in Tel Aviv office/less space	Office has changed	Structure
213	Size of teams is limiting	Team size (-)	Structure
214	Pilot Program could improve systems	System improvements	Structure
215	Meeting free days leads to success	Distractions at Office	Structure

226			
227	Technology		
228	Collaboration tech not fully leveraged/not good tech	Collaborative Technology(-)	Technology
229	People are less responsive on tech when in office	Tech usage in office (-)	Technology
230	Technology leads to success/help connection	Technology needed for connection	Technology
231	Technology showed goals progress in person	Technology & goals	Technology
232	More tech opportunities in Austin	Technology and Culture	Technology
233			



## Breakout Questions

1. Which of these trends do you see as having the biggest impact (positive or negative) on your business?
2. Which of these tips and suggestions will you use? How, and why?

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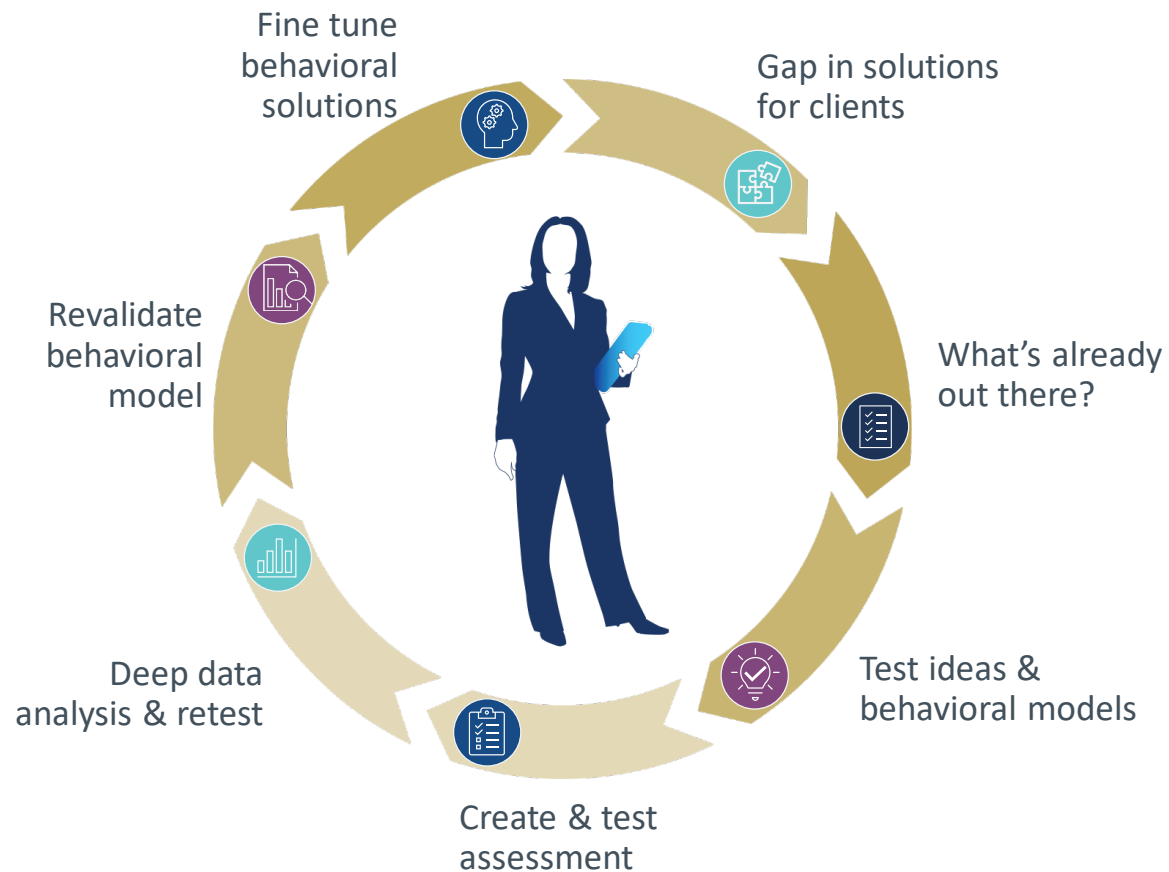
# THANK YOU



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# Our Research Process



Evidence-based research with the aim to discover behavioral solutions