

Guide to Not Getting Lost in the Remote Work–Office Work Mix

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Suitable quantity of and conditions for remote work & office working

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Who is the ideal candidate for the hybrid model?

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Good practices for an employee working remotely & working in the office (hybrid model)

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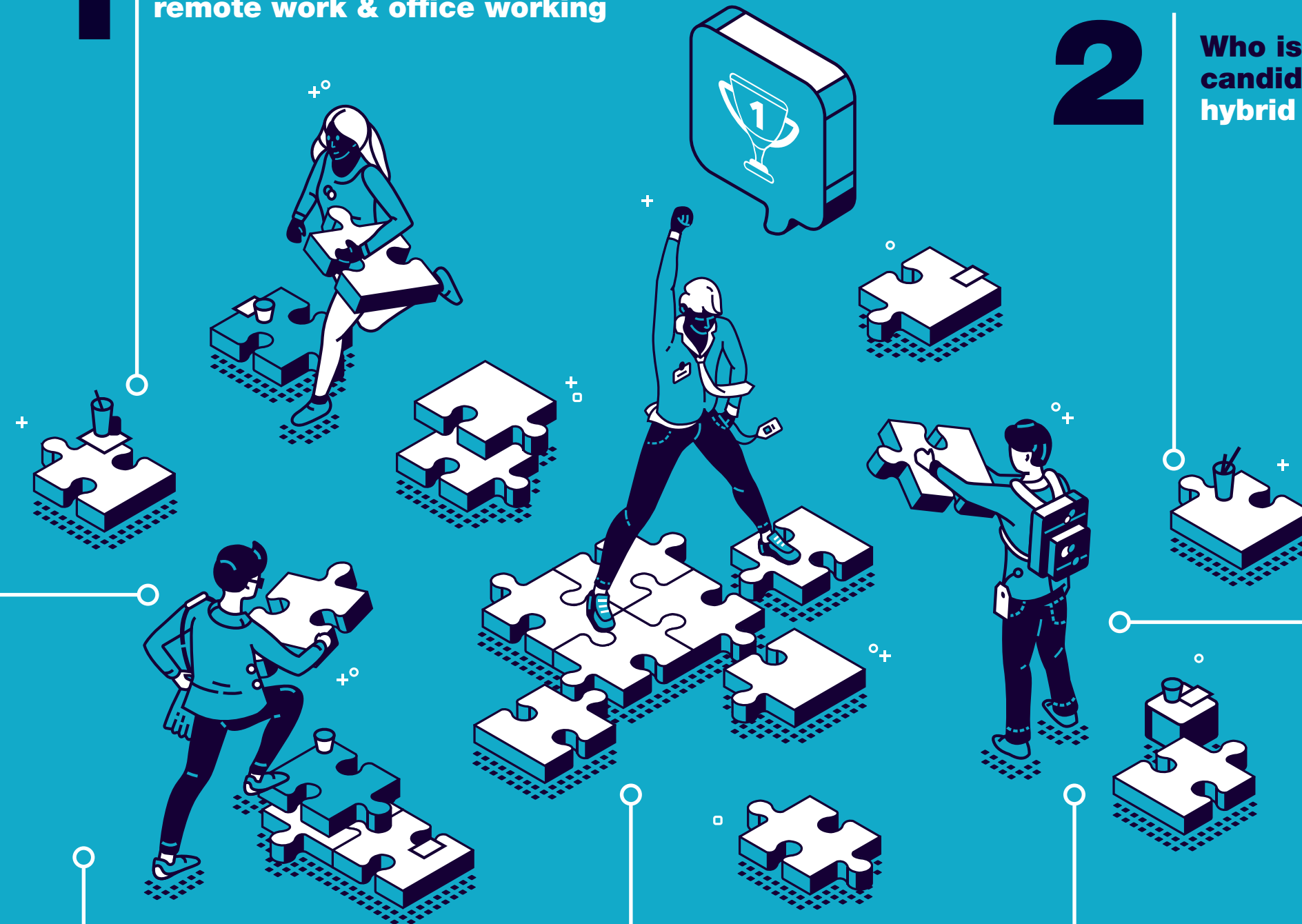
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**Suitable quantity of and conditions
for remote work & office working**

Suitable quantity of and conditions for remote work



With a manager who offers...
support, emotional and instrumental.

How often?
1-2 days a week

With the support...
of a partner or spouse who
recognizes the value
and need of remote
work.



From where?
From a quiet place that
facilitates concentration.

For specific projects...
that require greater concentration
and individual work.

With what means?
With suitable
technical means.

And...
with access to appropriate
colleagues, managers,
collaborators, ressources.

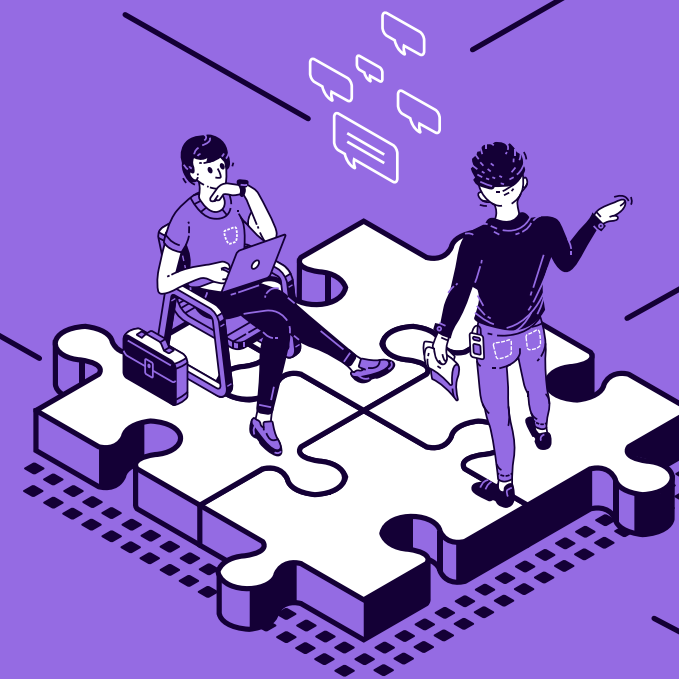
Suitable quantity of and conditions for office working



With a manager...
who bases their leadership on trust and
on your maturity as a professional.

How often?
2-4 days a week

With the support
of a team that
gives meaning to
the face-to-face
work experience.

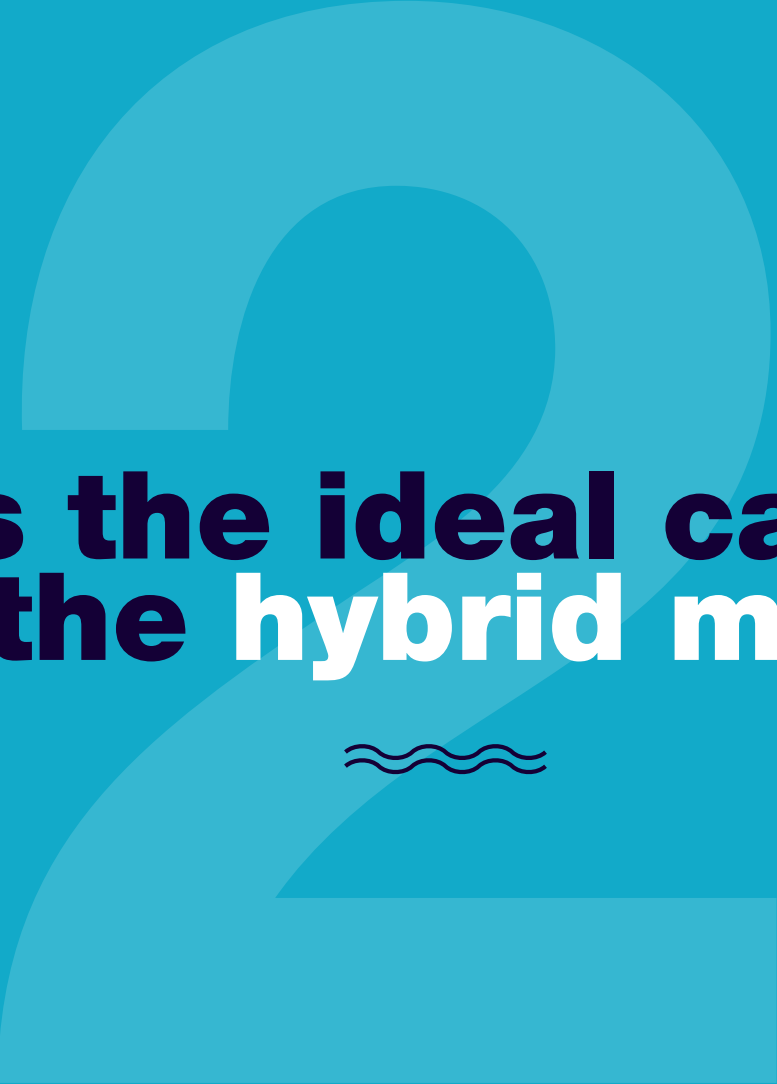


From where?
Spaces suited to the
tasks to be carried out.

For projects and group
sessions...
where the face-to-face
element adds value.

With what means?
With a suitable environment
in both design and format.

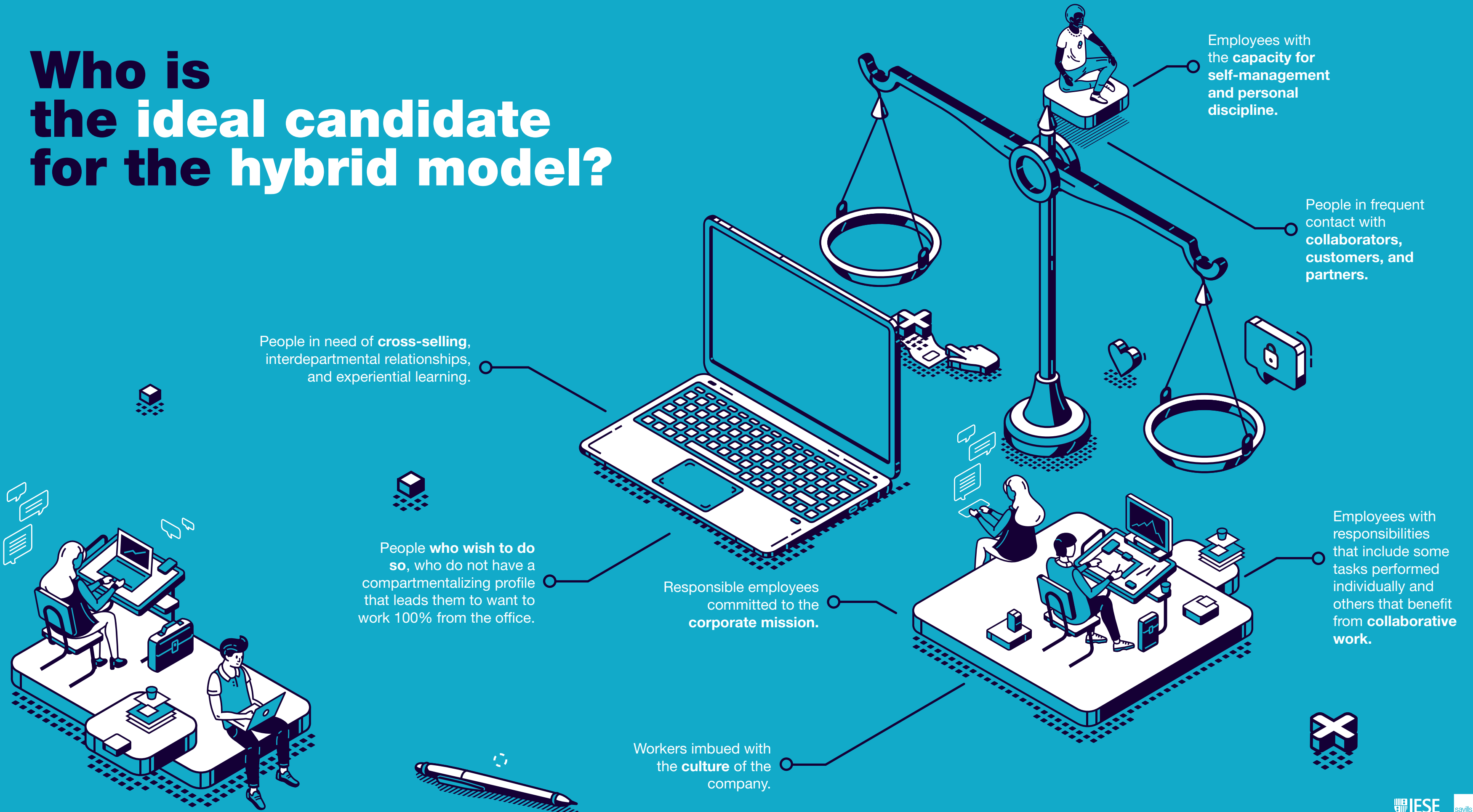
And...
the possibility of self-isolating
and concentrating when tasks
require it.



**Who is the ideal candidate
for the hybrid model?**



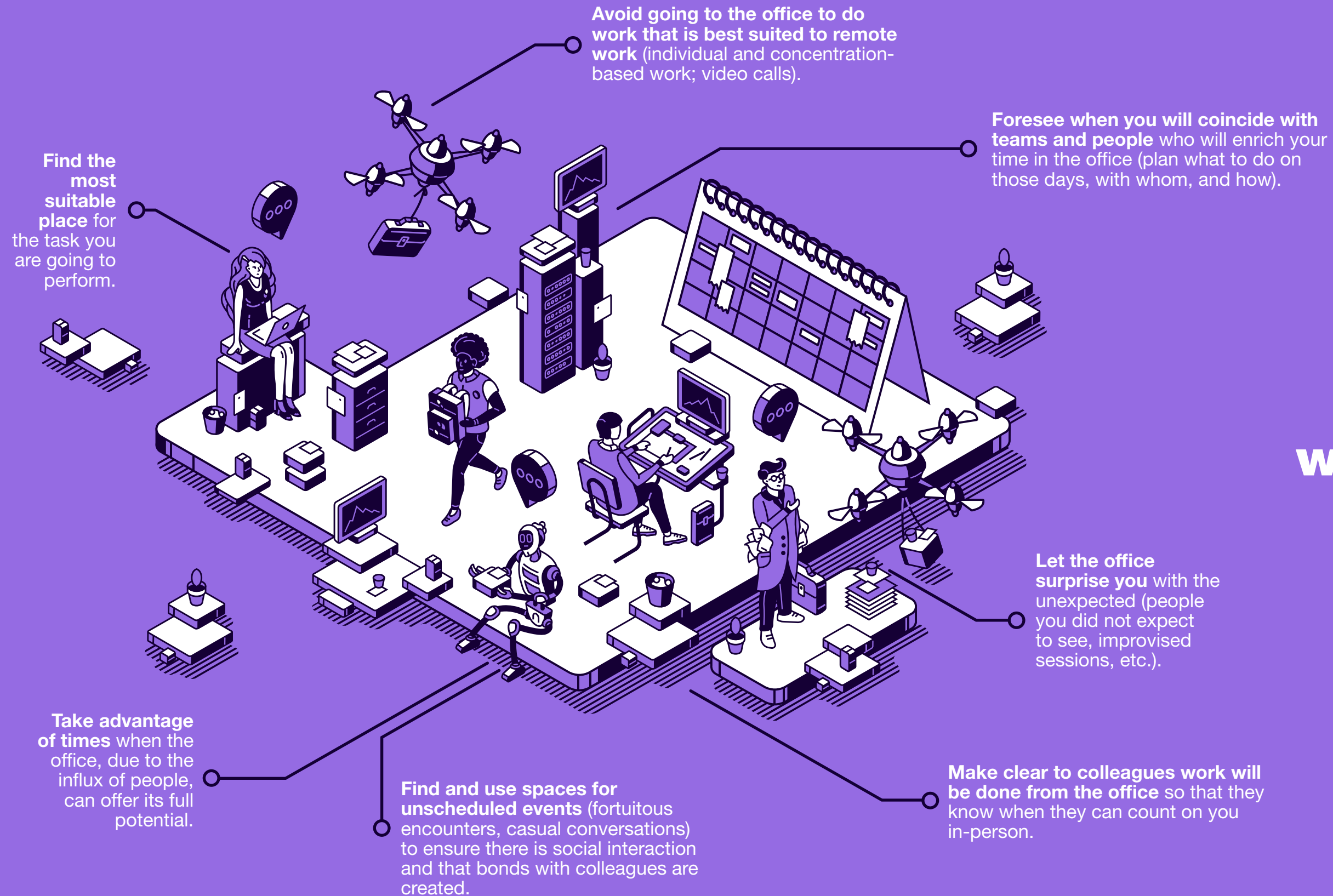
Who is the ideal candidate for the hybrid model?



Good practices for an employee working remotely & working in the office



Hybrid model



Good practices for an employee working in the office (hybrid model)

4

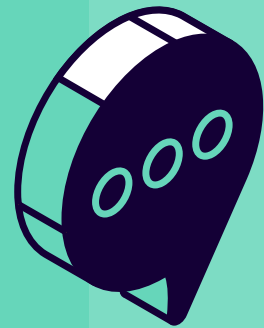
When to meet

Face-to-face vs. online



Good practices in online meetings

Punctuality and clear meeting structure communicated in advance.



Start with the camera on (so everyone has a chance to see each other)—if people prefer to deactivate it later, that's fine.



Begin with a brief greeting and informal conversation.



Keep to the agenda.



Ensure that people with something to contribute (information, opinion, experience) do so (sometimes you will have to ask them).

Finish by reviewing what resolutions have been made and who should carry them out.



When to meet online?

1 Routine meetings in which you have to follow up and make process decisions.

4 Informative meetings.

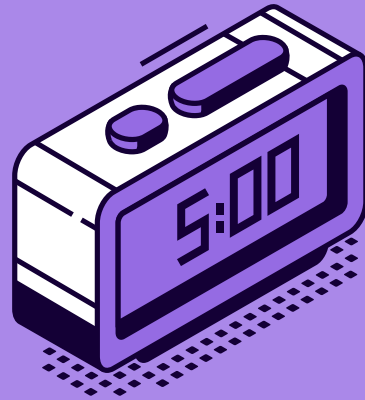
2 Meetings in which the cost (economic, environmental, health) of travel does not compensate the social benefit (creation of links).

3 Crisis meetings where there is not enough time to travel.

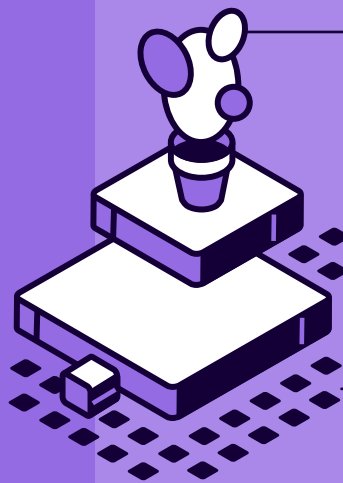


Good practices in face-to-face meetings

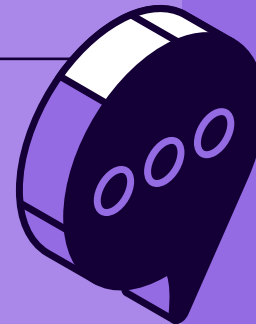
Punctuality and clear meeting structure communicated in advance.



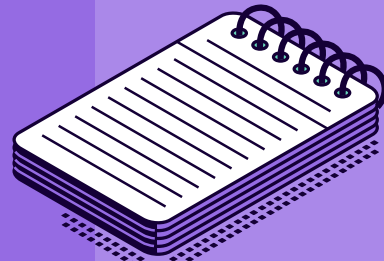
Choosing the right space.



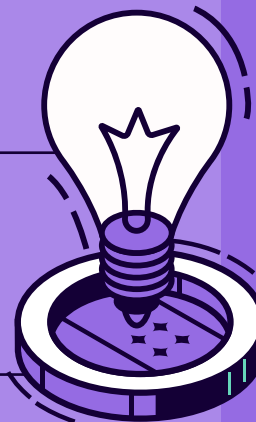
Maximization of communication in perceptible aspects in face-to-face meetings (gesture, tone of voice, eye contact, active listening).



Keep to the agenda.



In creative sessions, encourage improvisation and spontaneity.



Interact naturally and in an equal way with anybody who is connected remotely.



When to meet face-to-face?

1
Ideation, innovation, creativity, or brainstorming sessions.



2
Sessions with people who are not part of your usual work or project team and where non-verbal communication and bonding are important.



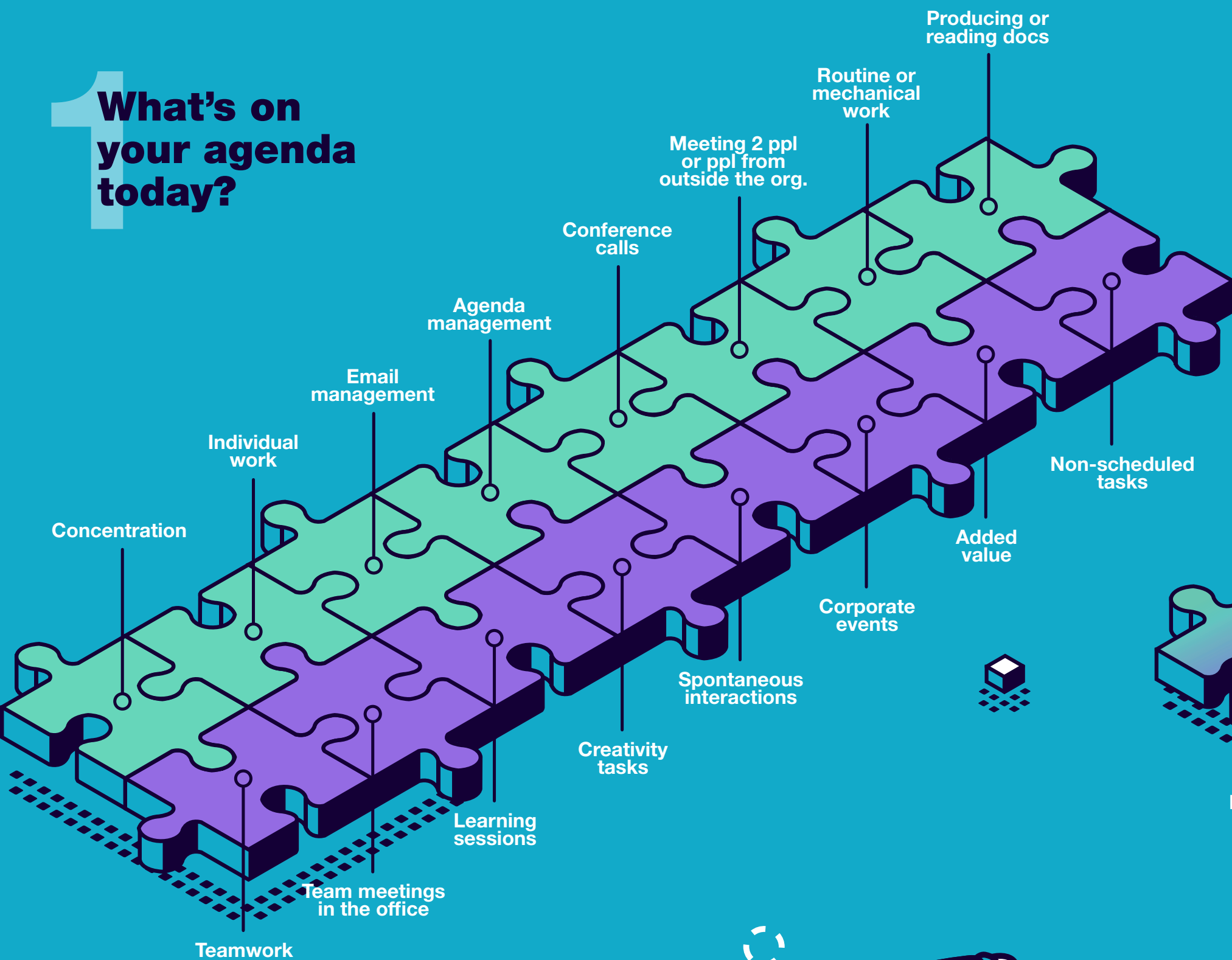
4
Meetings or encounters where the topics to be discussed are sensitive and the closeness or empathy with the rest of the people is a differential value.

3
Meetings or sessions that require a certain degree of staging (presentations, workshops, lectures, etc.)

User Journeys



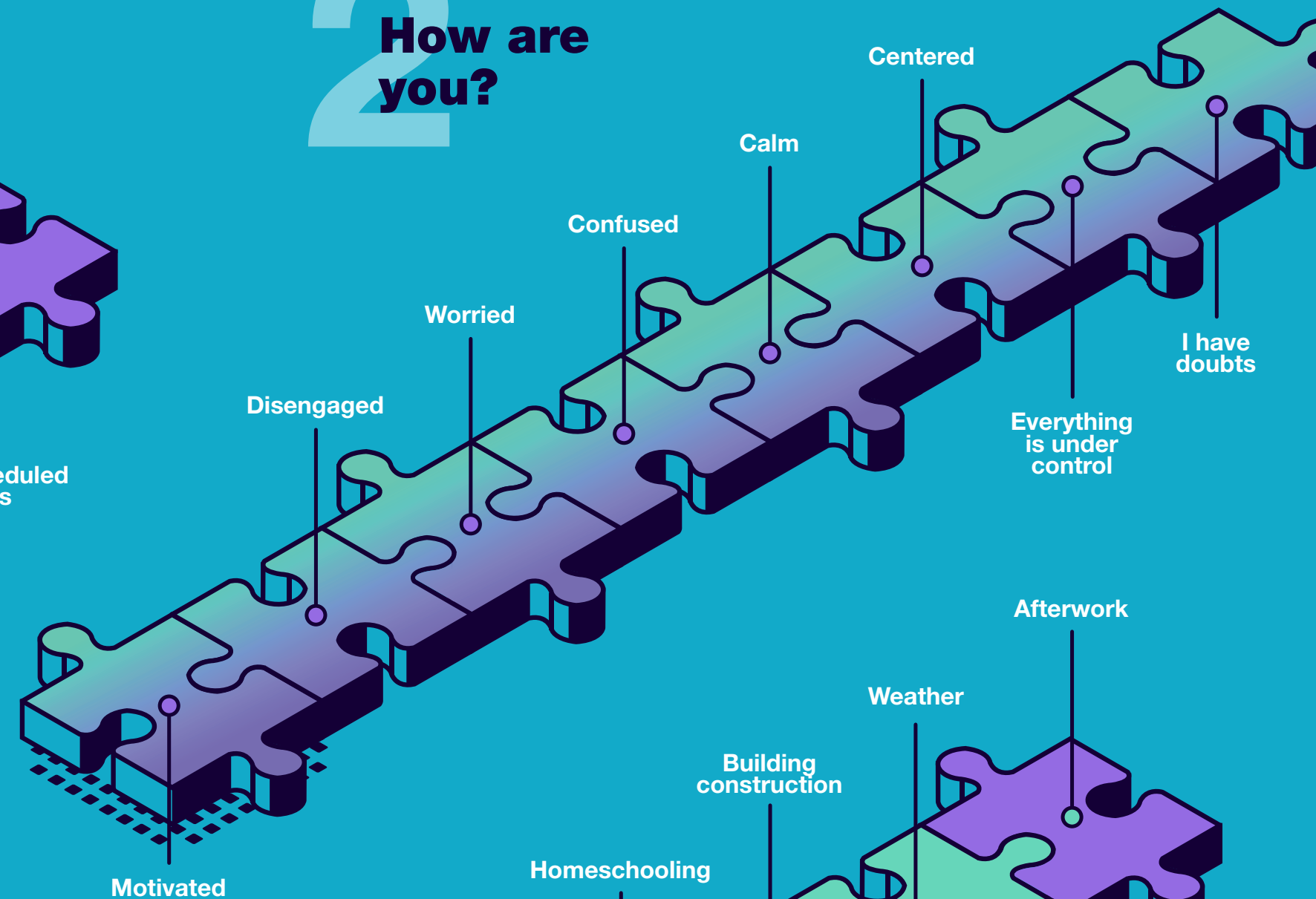
1 What's on your agenda today?



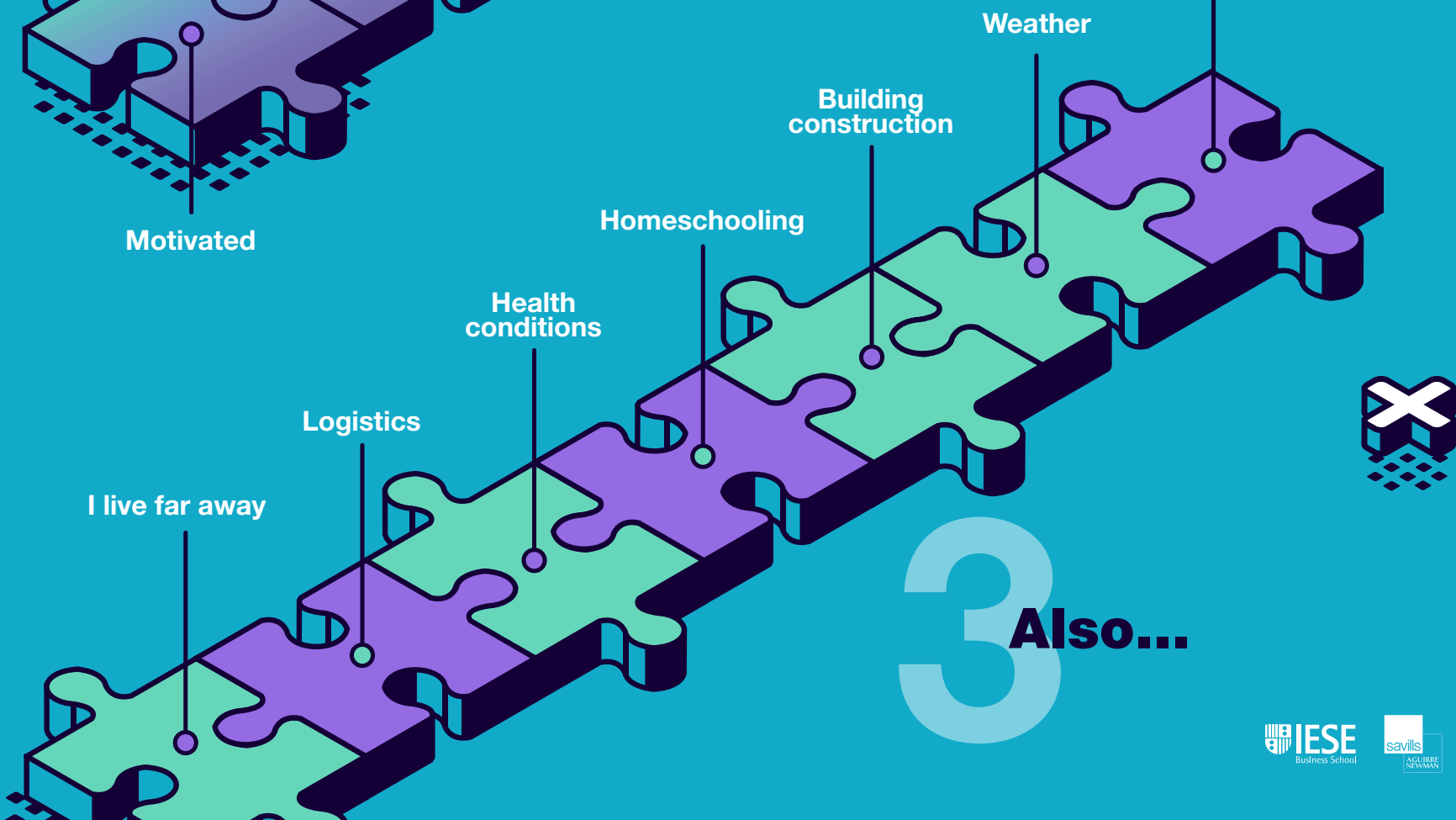
- Legend**
- Best done remotely
 - Best done in office



2 How are you?



3 Also...



User journey

Working in the office

Teamwork
Email management
Added value
Non-scheduled tasks
Confidential calls
Motivated
I have doubts
Strange contact with others
Afterwork

Carbon footprint

Stress caused by traffic

Free time

Quality of interactions

Ergonomics

Concentration capacity

Innovation session with the team in the **flexible space** to launch a new product

I have a coffee and answer pending emails from the **work café**

30 min. call with collaborator, from **phone booth**

Presentation to client of final report, on the **HUB**. The London and Paris subsidiaries will be on the call.

Lunch with Nestor and Josephine at the **work café**. We catch up after a long time.

Drinks with colleagues. We celebrate the end of our last project.

30 min. to organize agenda for the closing week, in the **chill-out area**

Training session and demo of new digital tools at the **Learning Center**

Coffee with Sales Team in the **chill-out area**

User journey Teleworking

Routine and mechanical work
Report writing and reading
Concentration
Meeting ppl from outside the org.
Email management
Agenda management
Calm
Motivated

Carbon footprint

Stress caused by traffic

Free time

Quality of interactions

Ergonomics

Concentration capacity

Catch up on emails

Spend some time stretching and a while on exercise bike

Call in remotely to a weekly follow-up meeting

Coffee break; make two phone calls standing up

Report writing

Call through Teams with team in Barcelona

Report writing

Organize agenda and reply to emails

User journey hybrid model



How to adapt?



How to adapt?



Bolster

Interpersonal relationships that promote trust and a sense of belonging.



Strong cultures in which values are transmitted through everything that is done.

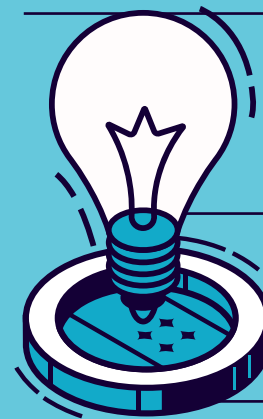
Spaces that reflect the mission and charisma of the organization.



Leading based on **trust** and a sense of mission: provide a **service**.

Change

Replace **face-to-face mentality**—in which being in the workplace means commitment, productivity, and fostering culture—with a **mentality of contribution**, which requires certain attitudes and competencies and not just short-term results.



Replace **expectation of working from the office** even if it adds no value (and may in fact retract value) with **expecting workers' presence when this entails generating relationships, co-creating, collaborating, and contributing**.

Replace **offices** designed in such a way that **generates silos** and spaces in which to work individually and in isolation with **offices that transmit values, generate interrelationships, and foster contribution**.

Replace a **control mindset for support mindset**

Replace **defining schedules and spaces that are not based on the needs of the client and the employee** with **empowering people to make the right decisions: beginning with where (space) and when (schedule) to work**.

Replace **corporate spaces with no specific meaning or purpose** with **offices that add value**—spaces for co-creation and informal meetings.

Stop doing

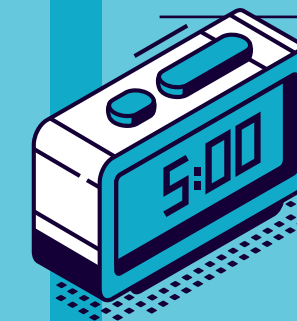
Go to the office for:

Remote work

Working on matters that require individual concentration and would be better done elsewhere—remotely.

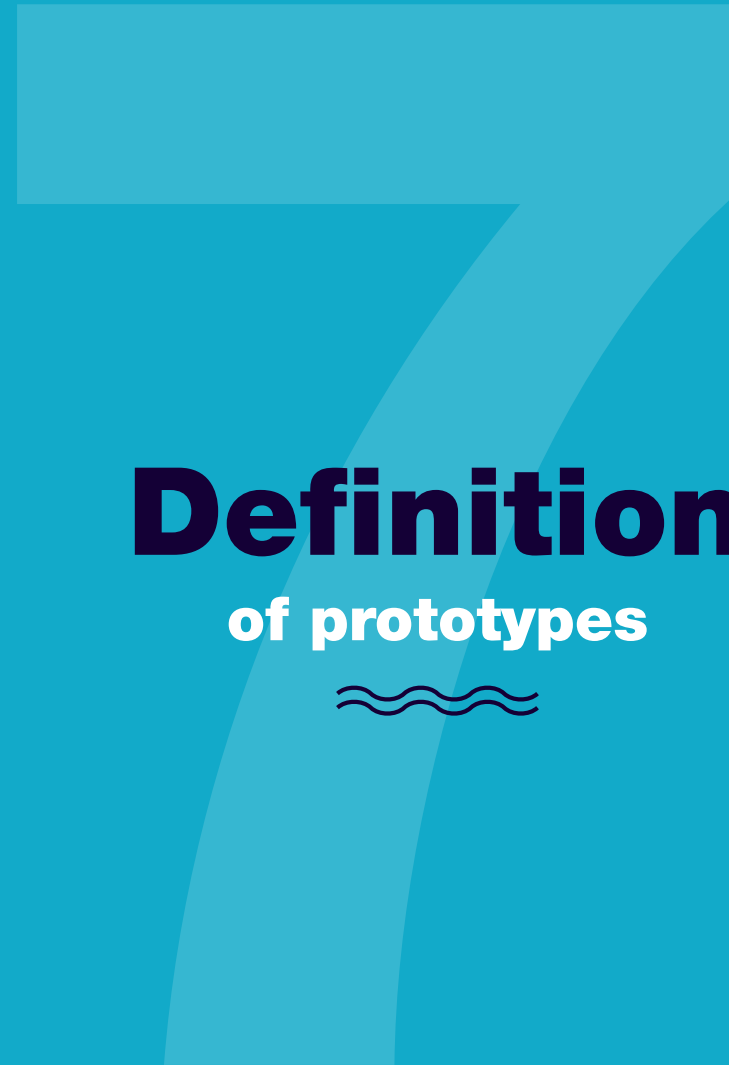


Having corporate spaces that add no value (accumulation of files, paper, etc.)



Entry and exit schedules that do not reflect the needs of customers and employees, with accumulations in parking lots, dining rooms, roads, etc.

Business travel without any real need.

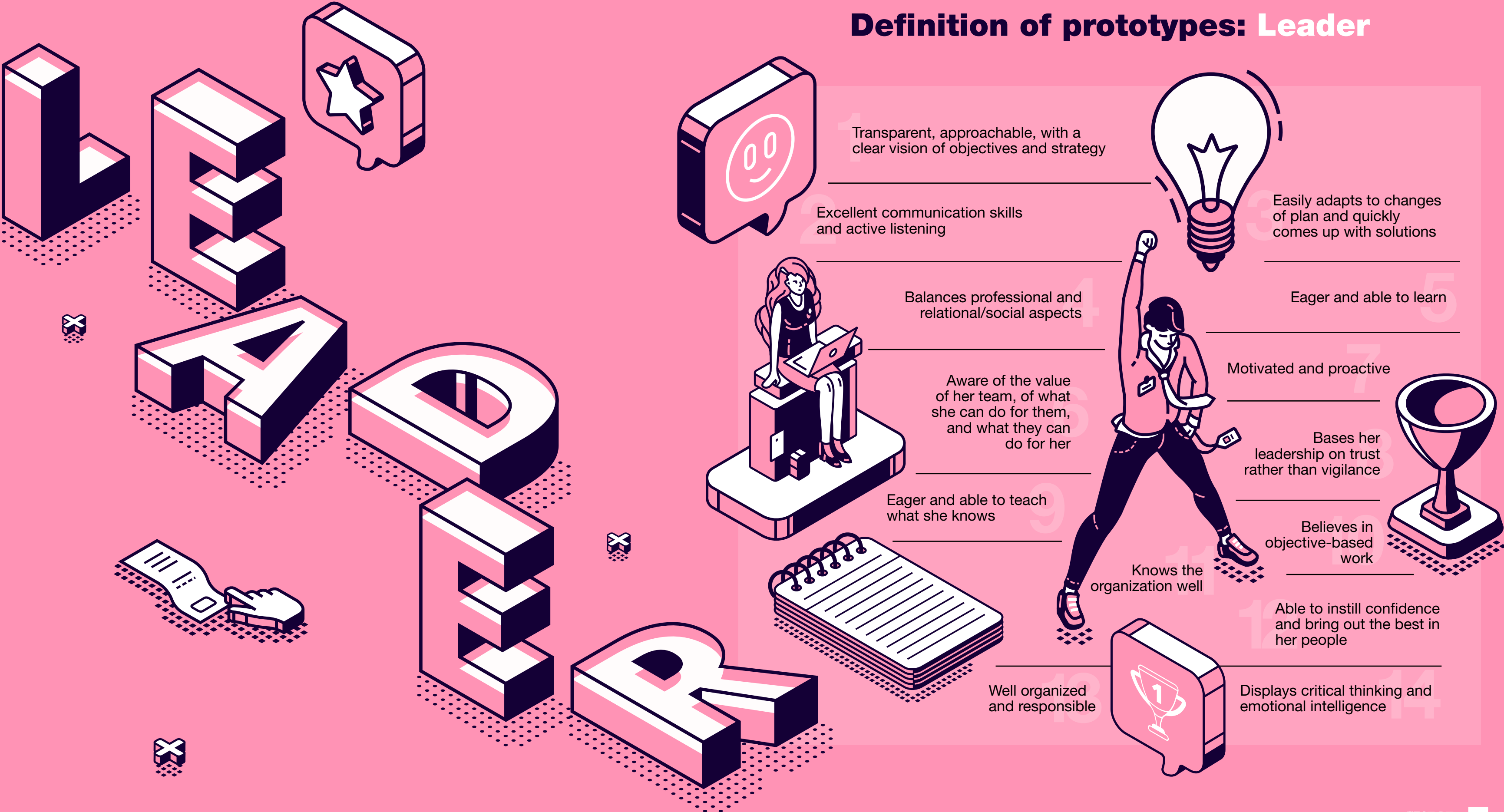


Definition

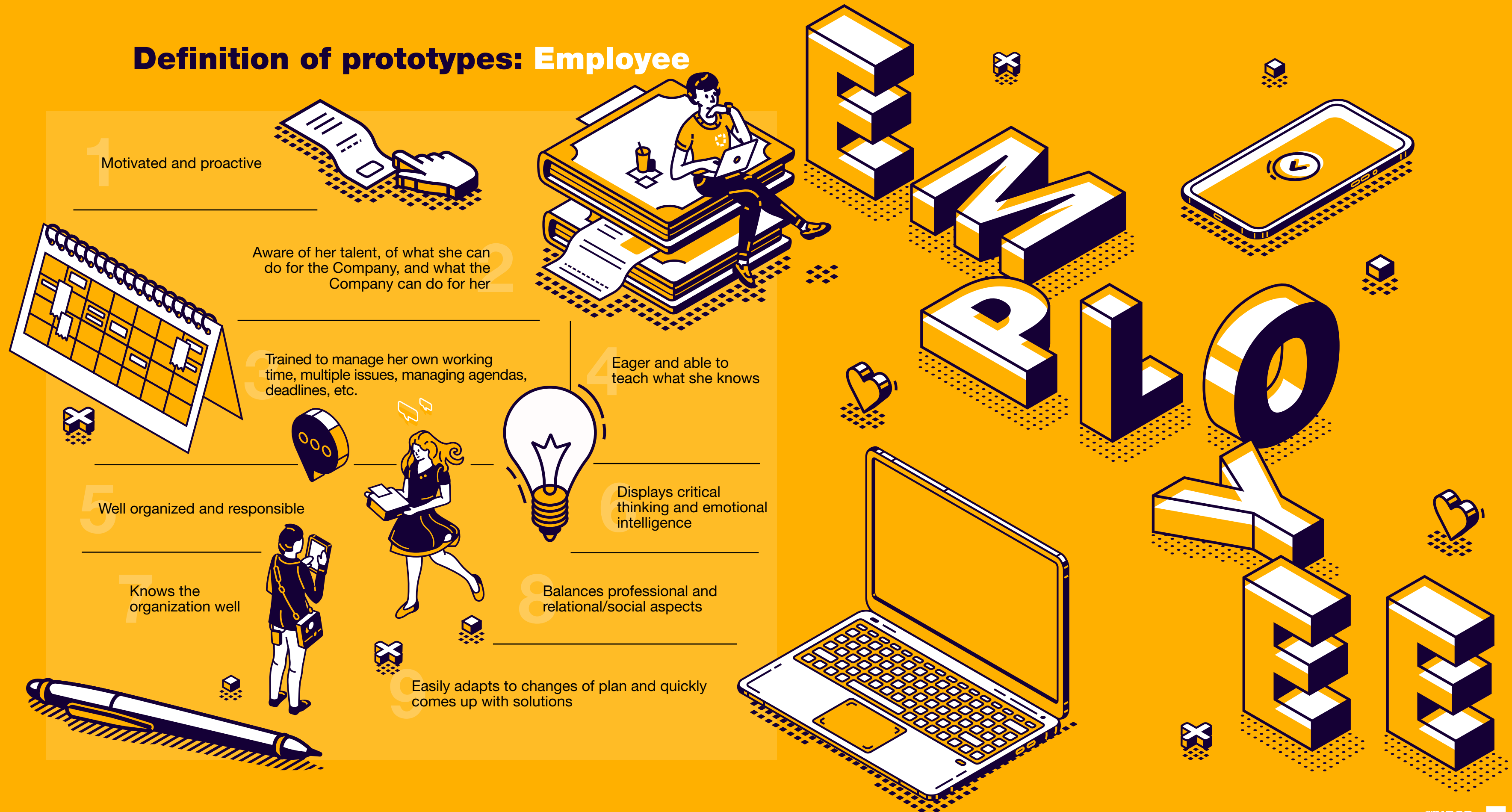
of prototypes



Definition of prototypes: Leader

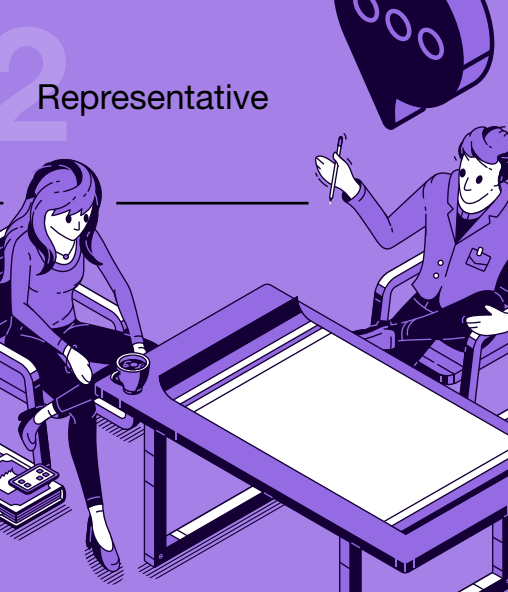


Definition of prototypes: Employee



An isometric illustration of a person with long dark hair, wearing a white long-sleeved shirt and blue trousers, sitting on a black office chair at a white desk. They are facing a computer monitor and keyboard. On the desk, there is also a small black bottle and a white cup. To the right of the person, a large, white, rectangular bottle of disinfectant stands on the floor. The bottle has a white cap and a label with a green cross and the word 'Disinfectant' in green. The person is in a cubicle with white walls and a white floor. A round clock is mounted on the wall behind the person. The floor outside the cubicle is covered with a pattern of small black dots.

2 Representative



An illustration of a representative meeting with a client. A woman with long dark hair, wearing a blue long-sleeved shirt and black pants, sits in a black office chair on the left. She is looking down at a small brown coffee cup on a black tray. A black briefcase sits on the floor next to her. Across from her, a man with short brown hair, wearing a blue suit jacket and black pants, sits in a black office chair on the right. He is holding a pen in his right hand and gesturing towards a large, empty white rectangular table. Above him is a large, stylized speech bubble containing three small circles. The background is a solid light blue.

Flexible and adapts
to change with ease

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Definition of prototypes: Remote



1 Preferably in a dedicated work space.

2 Convenient and comfortable: spacious, bright, tidy, clean, pleasant, and quiet.

3 Work items and devices are brought out and stored away at the beginning and end of the day. Not a non-stop work station.

4 Adequate artificial light for when needed.



5 Space for breaks. Coffee, distraction, disconnection, every so often.

6 Ergonomics: size and height of screen, table, and chair.

7 Free from other distractions or noise.

8 Drink water frequently.

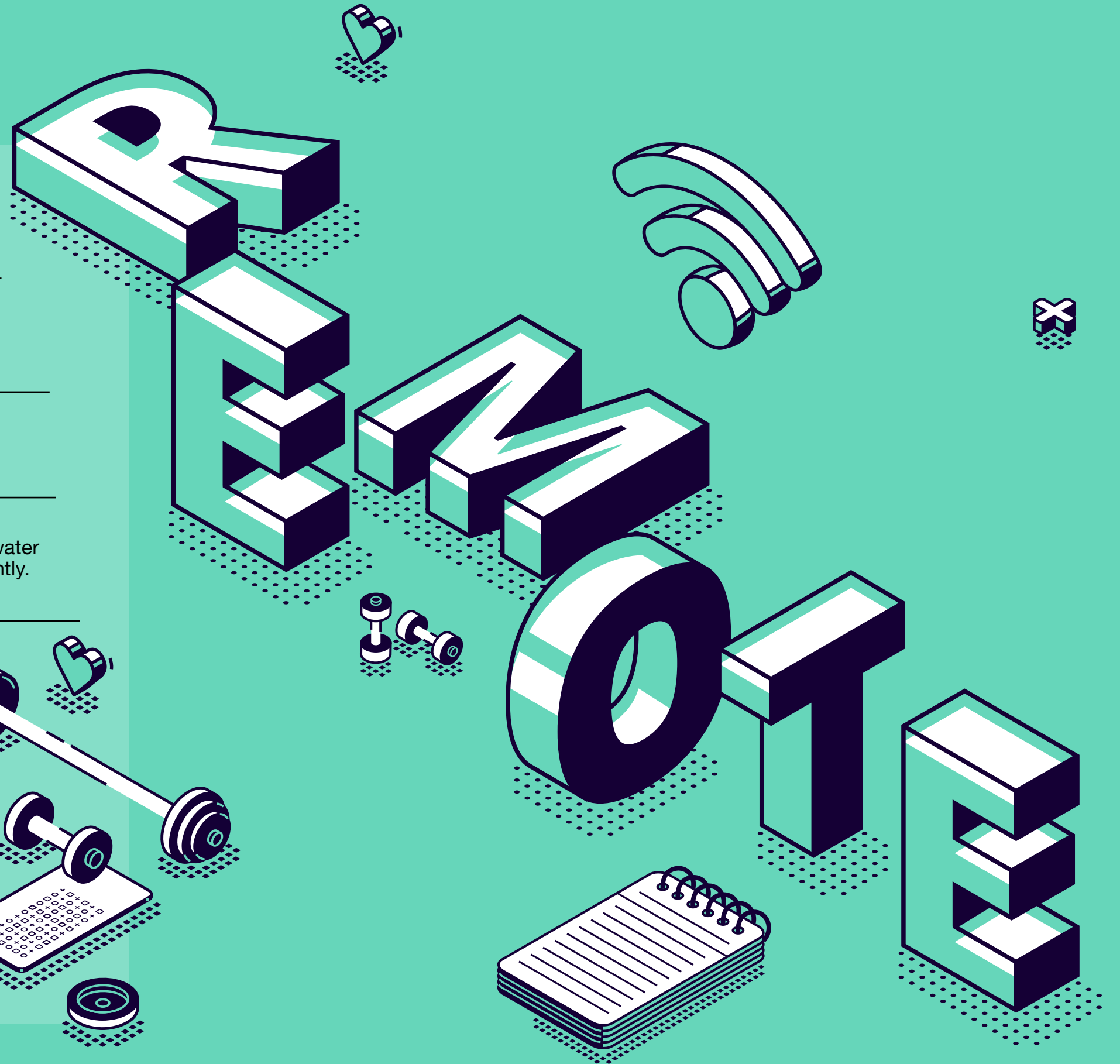
9 Spend a specified and conscious time to eat lunch and take a rest.

10 Change of posture and taking advantage of tasks that allow you to work standing up or walking around the room or space where you work. Stretching.

11 Use one or two moments a day to do some sort of exercise the day you work from home (sports session, walking early or late in the day, dancing, yoga, stretching, etc.)

12 Do exercises from time to time to focus your eyes on something at a medium and long distance.

13 Grooming and dressing routine just like when going to the office.



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Content:

Mireia Las Heras (Professor in the Managing People in Organizations Department at IESE Business School, and Director of the International Center for Work and Family)
Charo Sáez (Workplace Strategy & Change Management Lead. Associate. Architecture. Savills Aguirre Newman)

Graphic design:

Carlos Soto (Responsible of corporate design, Savills Aguirre Newman) | Óscar Nieto (Grafic designer, Savills Aguirre Newman)