

Communicating effectively with Hybrid teams

Getting the basics right

25th August 2021

Introduction



Agenda

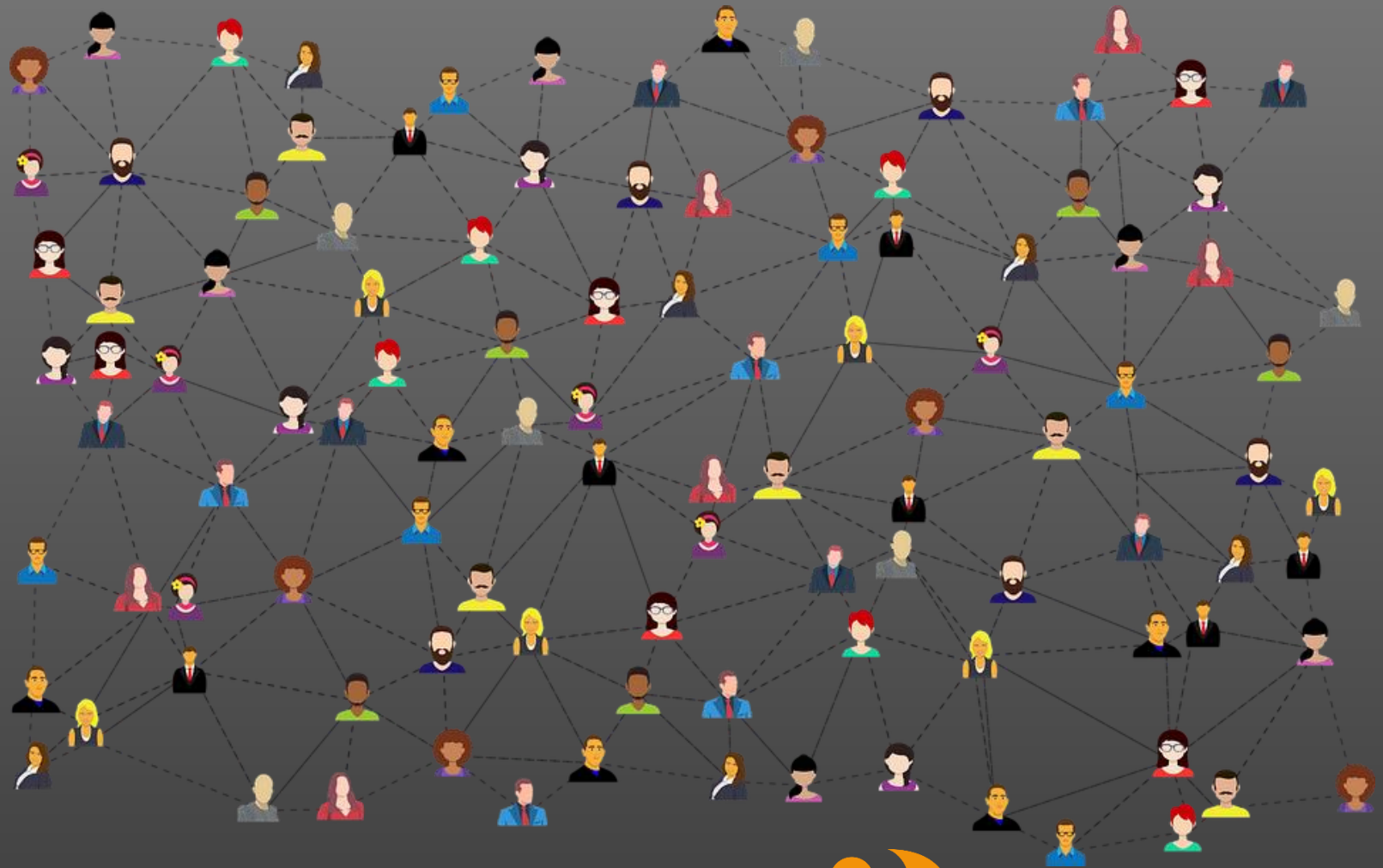
- ▶ What is effective communication
- ▶ Hybrid working Challenges
- ▶ How we can communicate well in a hybrid team
- ▶ Q & A



Communication



Hybrid Teams



Communication barriers within the Hybrid team

- ❖ Difficult to convey tone and emotion via remote channels
- ❖ Not everyone receives the message when it is sent
- ❖ New relationships may be harder to establish
- ❖ Harder to monitor employees throughout the day
- ❖ Perceived work productivity
- ❖ Division of the team – people in the office vs remote workers

True or False?

Your communication can be both appropriate and ineffective



Review Policies around communication – and communicate them

What Channels will you use?

When will you use each Channel?

Verbal

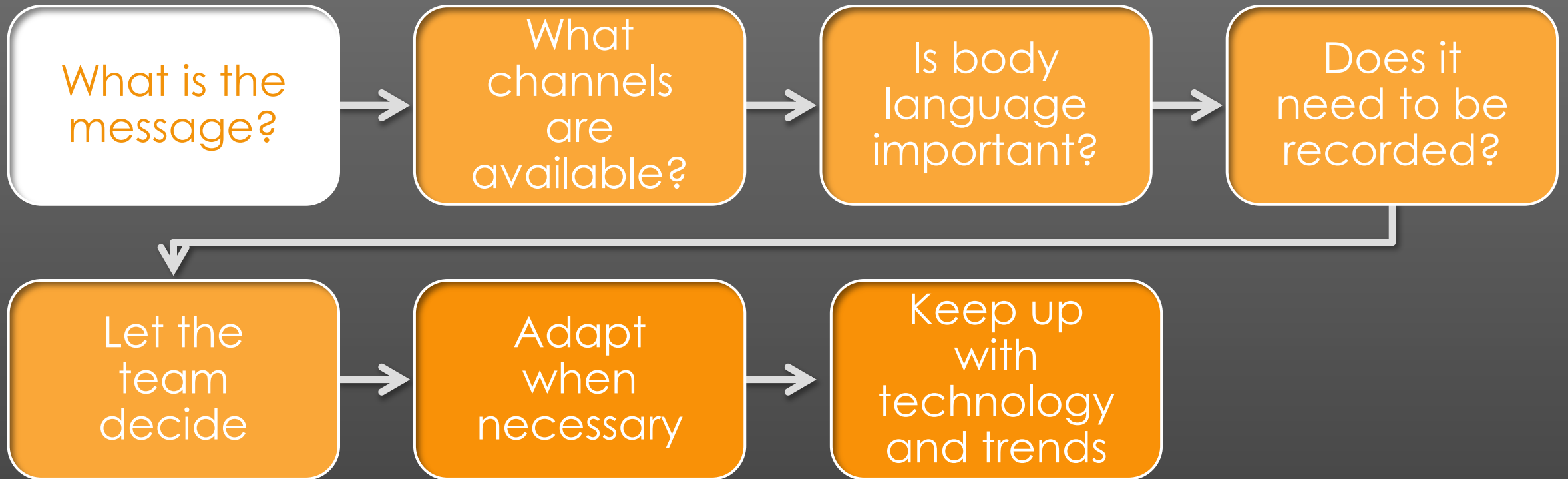
Written

Full Team

One to One

Agreed response times

Communication process





Body Language

It's not just what you say, it's how you say it!

Posture and Gestures

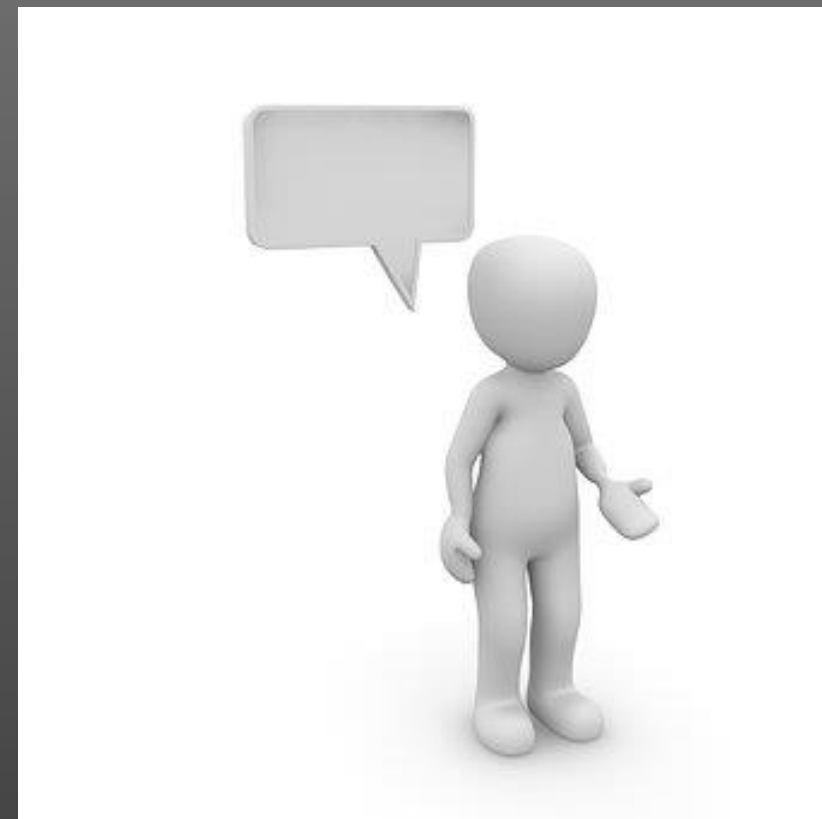
Eye Contact

Orientation

Presentation

Looks

Expressions of emotion



Listening is important too



Pay **attention**

Show that you're listening

Provide **feedback**

Defer judgment

Respond appropriately

Thank you

