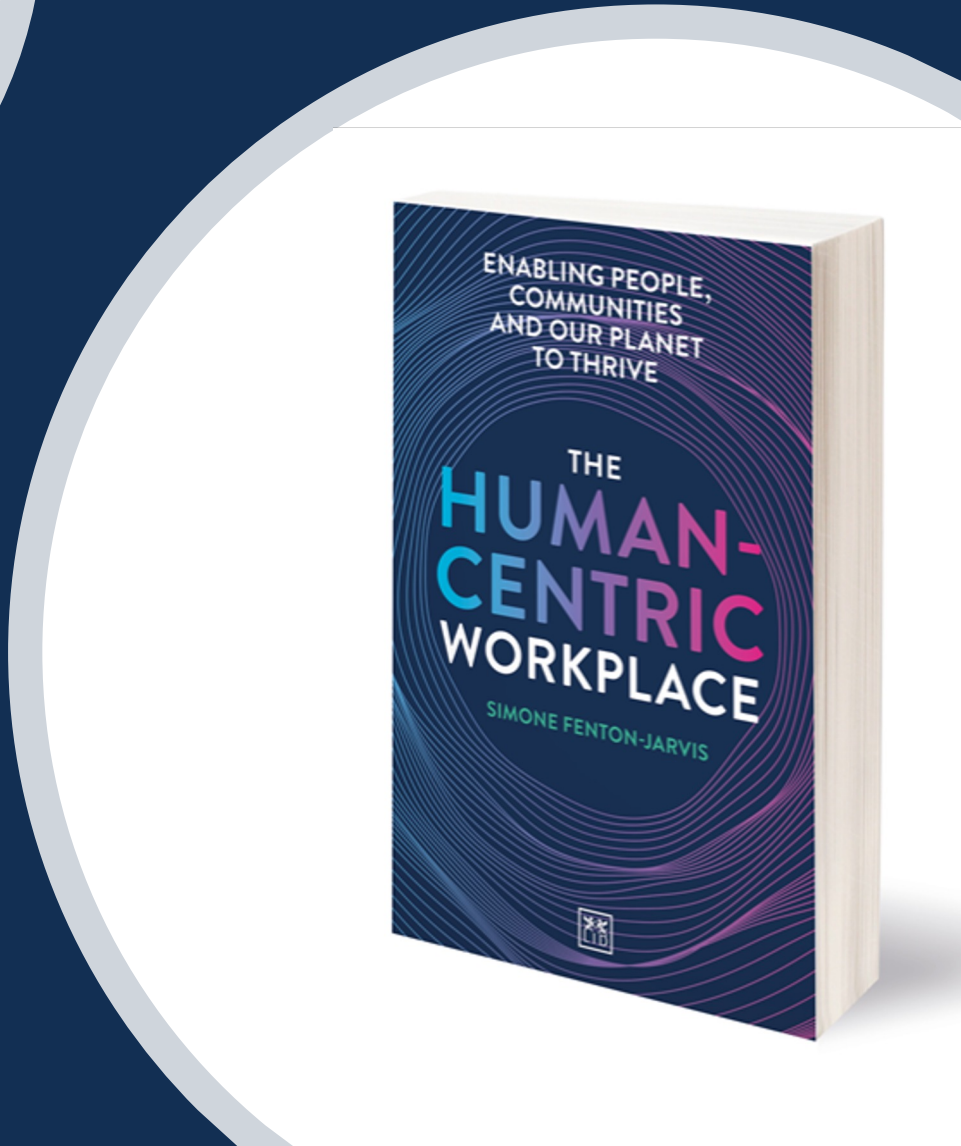




# Mind the Hybrid Working Gap

Simone Fenton-Jarvis



# In our organisations...



1 in 4  
mental illness



1 in 7  
neurodivergent



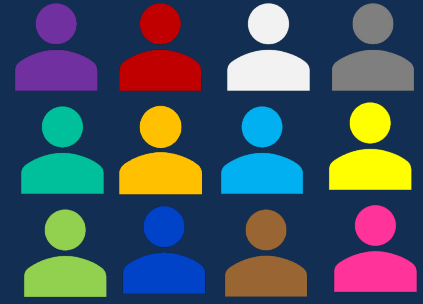
1 in 5  
disability



1 in 10  
LGBTQIA+



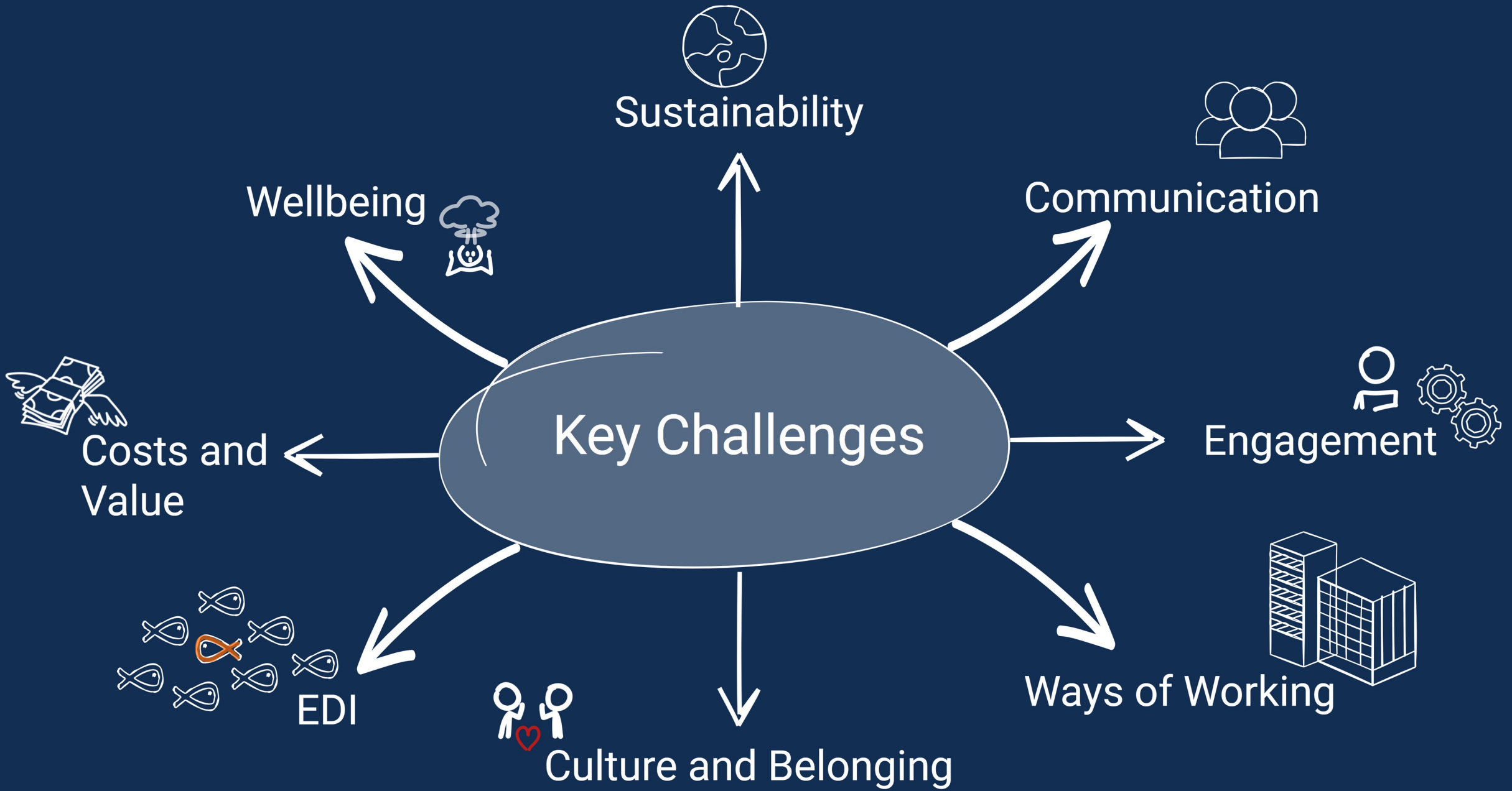
1 in 2  
parents



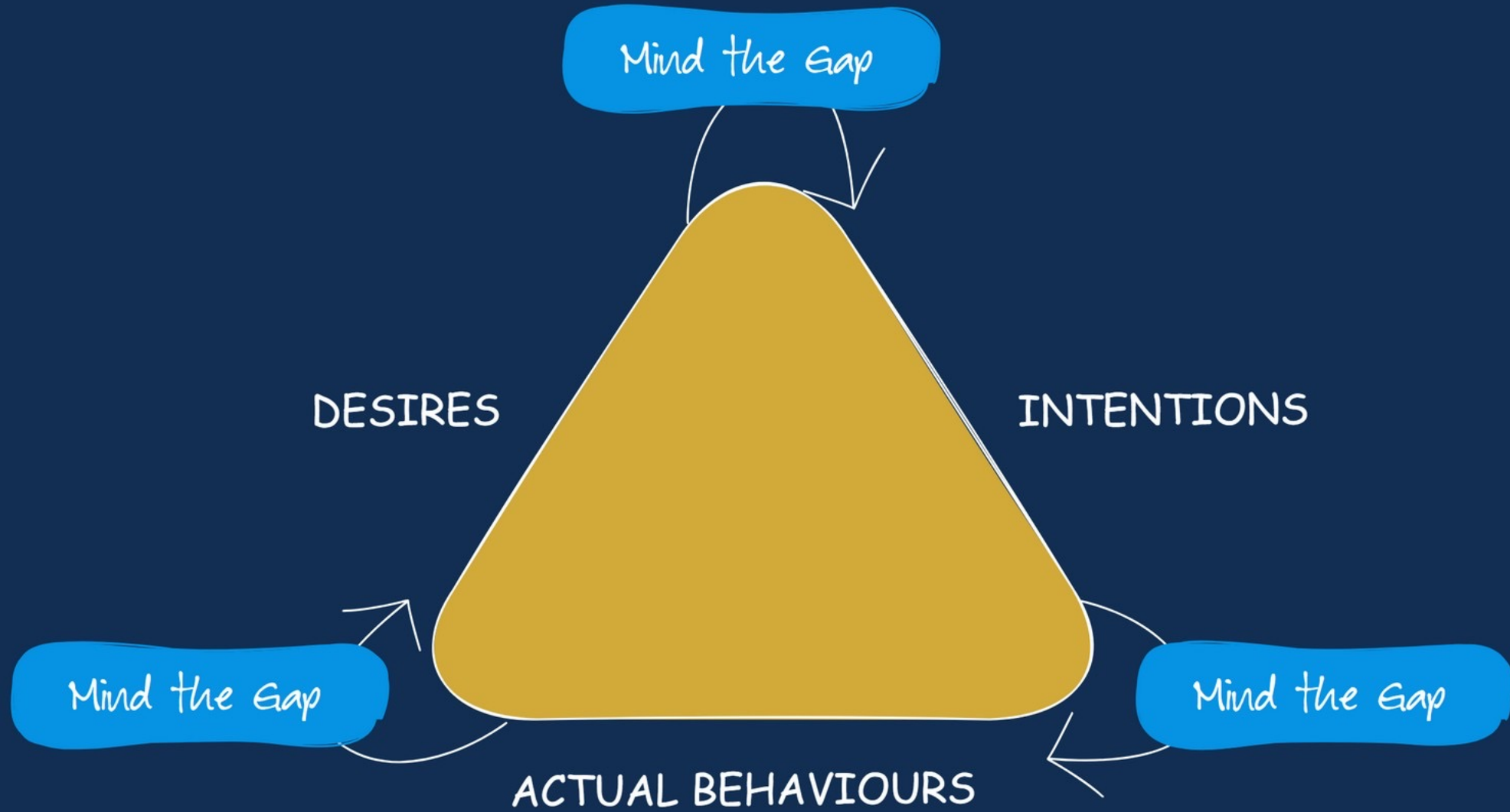
16  
personality types



5 generations



# Humans



## DESIRES

## INTENTIONS

## ACTUAL BEHAVIOURS

I want to be fit and healthy

I will go to the gym after work  
I will eat salad

\*Tired and stressed  
Spends the night with Ben & Jerry\*

I want to see my mate

"Let's meet on Saturday"

"Sorry, can we raincheck?"

I want to see a colleague

\*Sends a calendar invite\*

\*Changes invite.... again\*

I want to see my team

\*I will go to the office\*

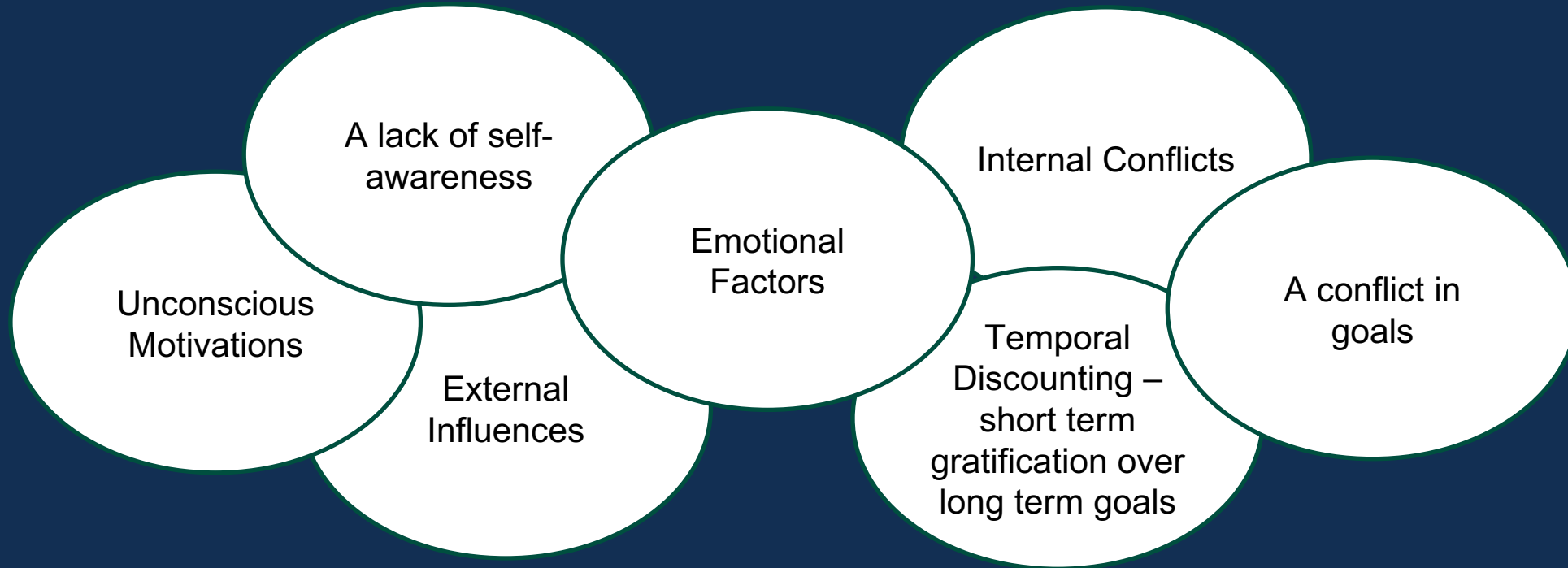
\*Dials into the meeting\*

I want to read that book

\*Buys the book - on Prime\*

\*Adds book to the pile of other books\*

# Why?



# The Impact

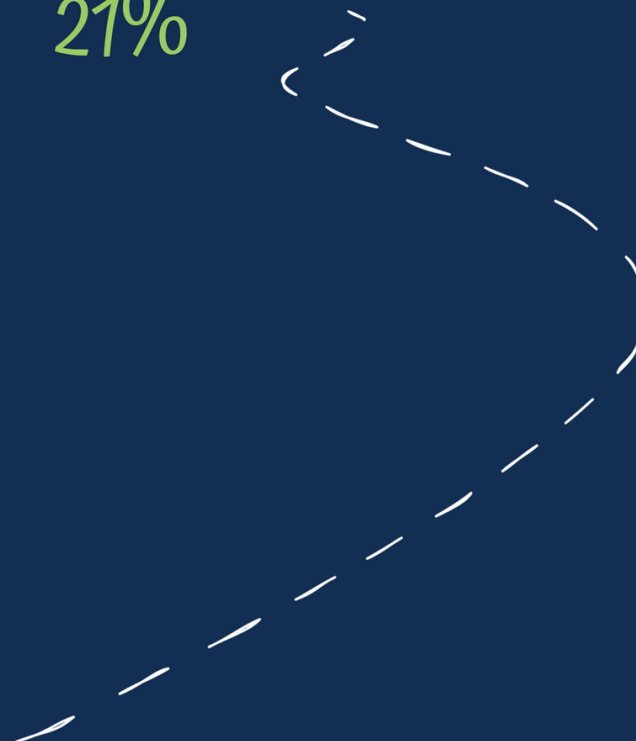
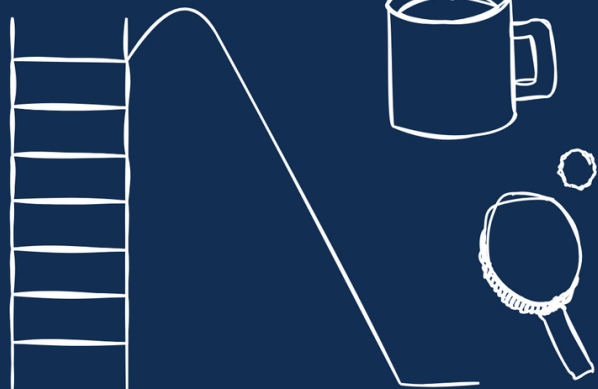




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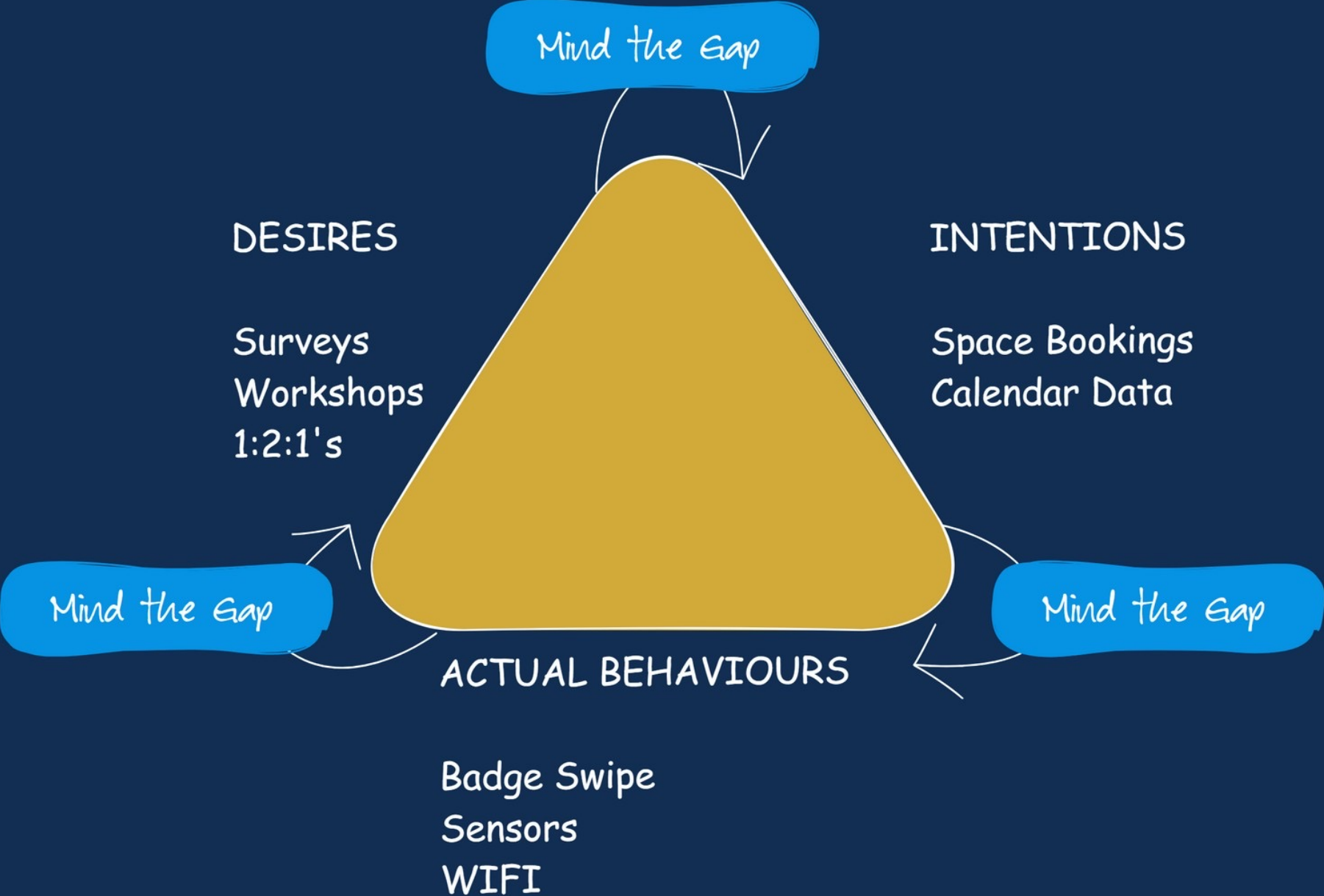


21%

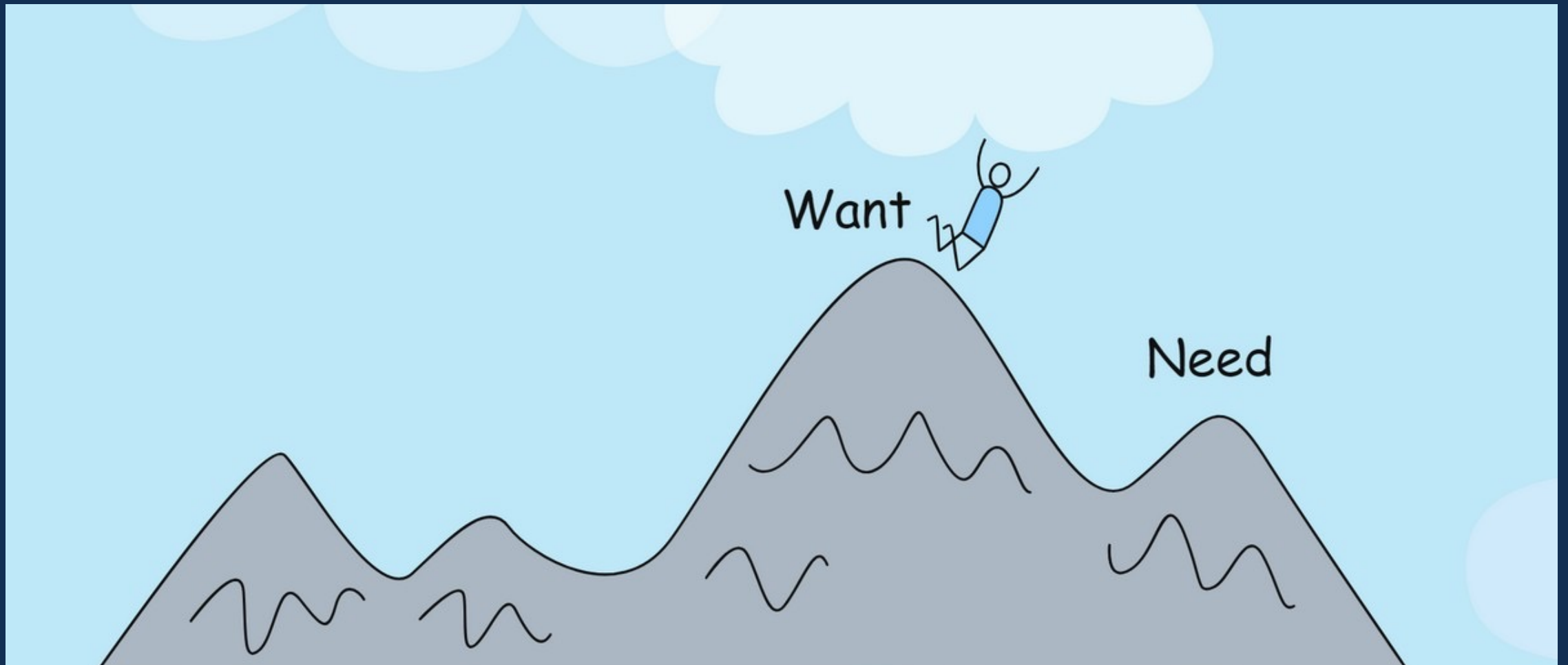




# Data

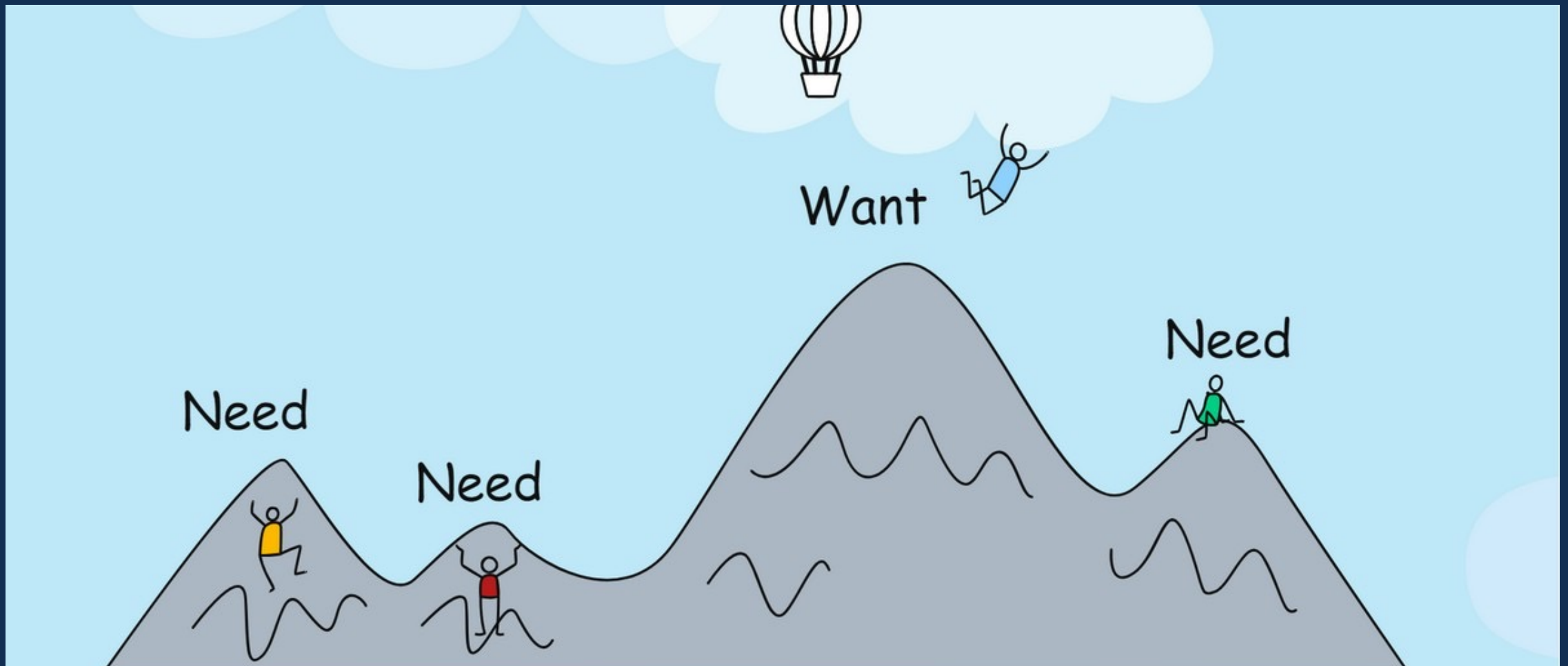


Ultimately...



We're great at knowing what we want... but not what we need!

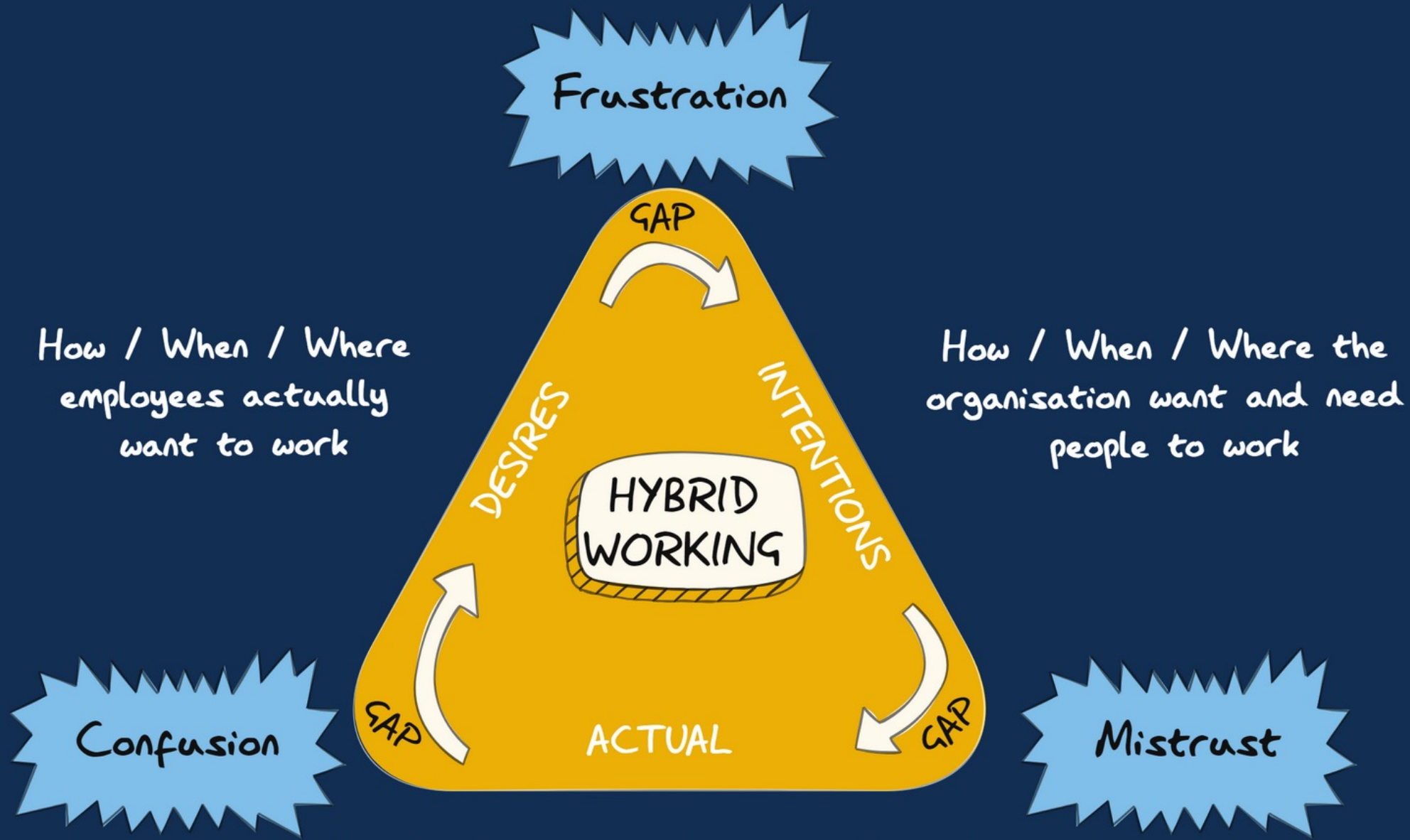
People don't just climb Everest to see the top...



They want to get to the top, but they need a challenge, an adventure, the achievement

# Example





Frustration

How / When / Where employees actually want to work

How / When / Where the organisation want and need people to work

HYBRID WORKING

DESIRES

INTENTIONS

ACTUAL

Confusion

Mistrust

What leaders are asking from their team, what they're letting go of, what they're measuring.

John, 20,  
lives with his parents and loves going  
to the office to see his mates



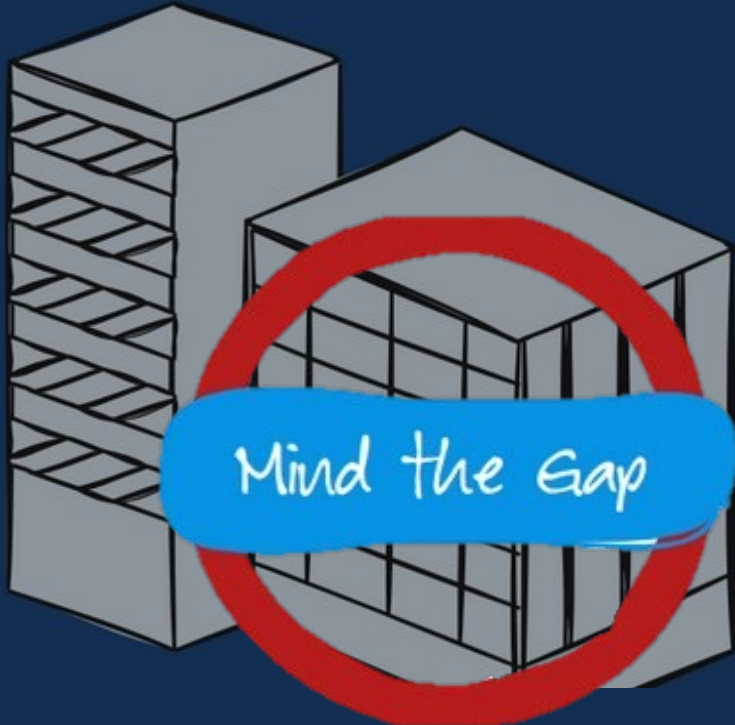
Sally, 38, is wondering how she can  
juggle childcare with the commute. WFH  
is working for her, why change it?



Sharon, 57, has her eye on the  
CEO role, surely Nigel will step  
down soon...

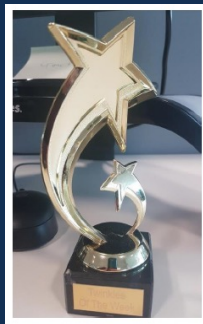


Bob, 38, my wife Sally will sort  
the kids, I get to pee in peace,  
the return is a win!



Chris, 34, absolutely torn  
on this. I want to see the  
team, but see they all have  
different lives. Being a  
leader is tough...

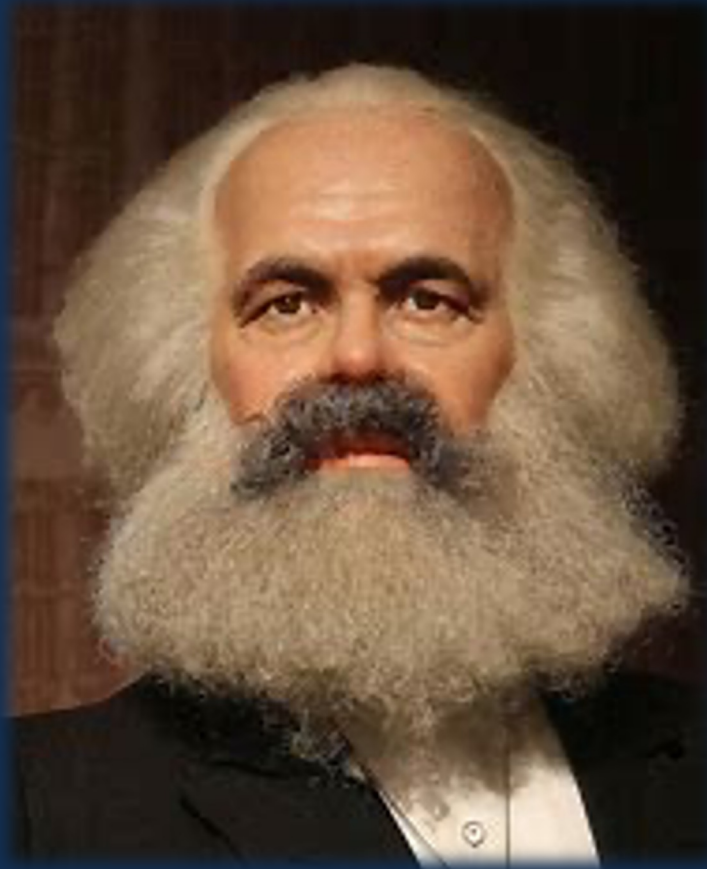








What does it mean to be human?



“Hybrid isn’t working”

“the separation has kept us from effectively being able to **coordinate** as well as we needed to on a full-company level”

“I found that **people work** so much better when they’re all in the same physical space”

“... some people just aren’t **wired** for working remotely”

“I wanted to restore **accountability** to the **culture**”

“There were too many times when we just needed to be able to walk over and **tap someone on the shoulder** and discuss a complex issue in-depth, right away.”

“**Innovation** is being affected”

“**Speed and quality** are often sacrificed when we work from home,”

(technology and even the freedom to work out of coffeeshops were) “**poor replacements** for normal human interaction

“Remote work isn’t serving creativity or the way we naturally communicate”

“Every weekend became a **three-day holiday**”

“too much **freedom**”

DESIRES

INTENTIONS

ACTUAL BEHAVIOURS



# HUMAN NEEDS

Physiological:

Food  
Shelter  
Sleep  
Air  
Nature  
Rest  
Relaxation

Social:

Love  
Belonging  
Friendship  
Family  
Community  
Cultural Identity

Self Actualisation:

Growth  
Creativity  
Autonomy  
Purpose  
Hobbies

Esteem:

Self Respect  
Recognition  
Respect  
Accomplishment  
Boundaries  
Trust

Emotional:

Expression  
Validation  
Empathy  
Regulation

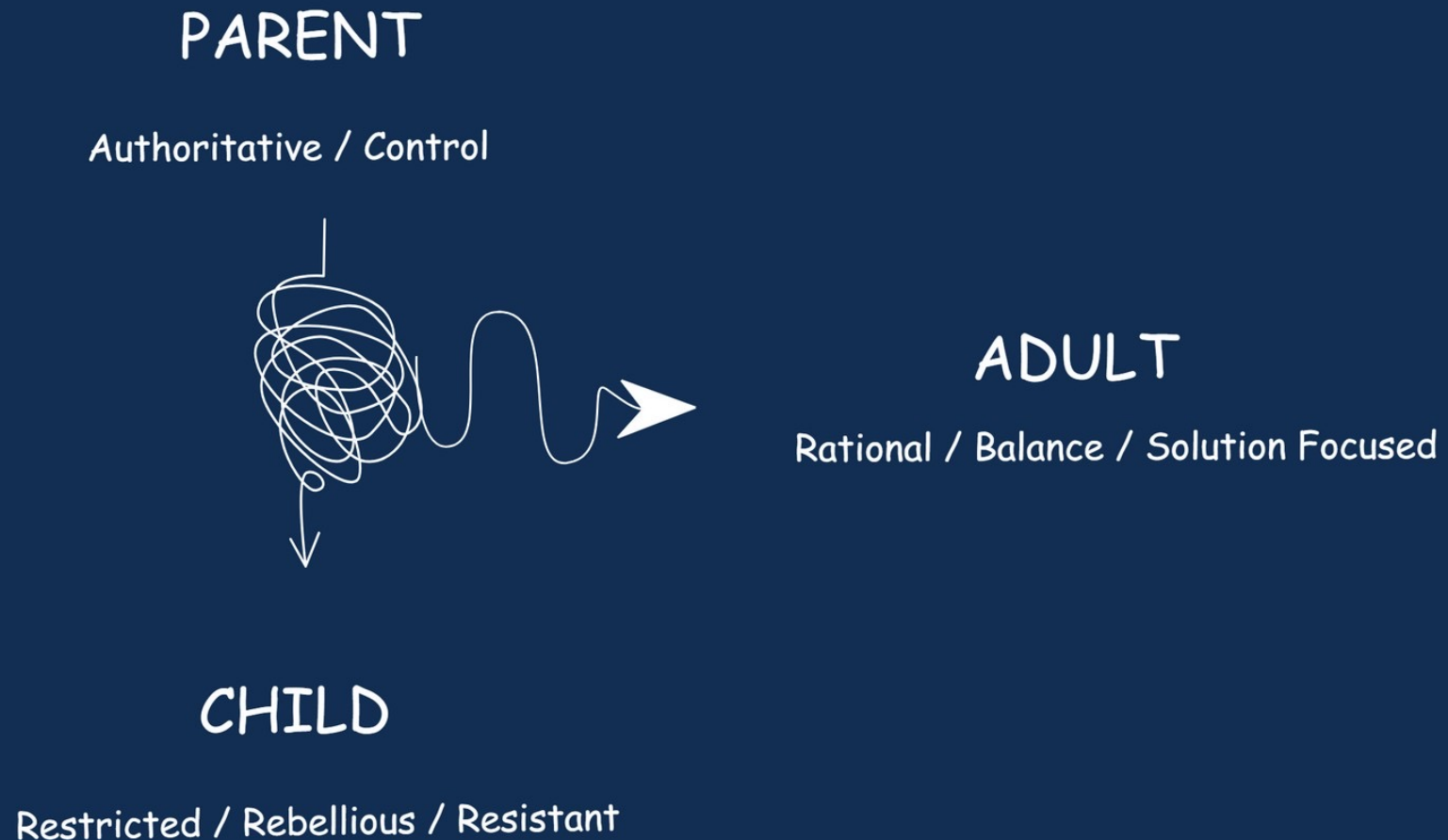
Safety and Security:

Physical Safety  
Financial Security  
Access to Healthcare  
A Stable Environment

Cognitive:

Curiosity  
Knowledge  
Intellectual Stimulation  
Problem-Solving  
Choice

# Tip 1: Understand and improve communication and relationships



## Tip 2: Understand and Measure Culture

Engagement

Wellbeing and  
Happiness

Psychological Safety

Recruitment and  
Retention

Customer satisfaction

Sustainability, Impact  
and the Climate

Innovation

Finances

Productivity

## Tip 3: How about we treat people like adults, so they behave, like adults?



"We value the **needs** and **preferences** of each of you. While we recognise the benefits of remote work, we also believe that there are **significant advantages** to **in-person collaboration** and **connection**.

Returning to the office **a few days a week** will provide **opportunities** for **spontaneous interactions, idea sharing, and team bonding** that are difficult to replicate remotely. We understand that this **transition may require adjustments**, and we are **committed to supporting** you every step of the way.

**Your managers** will be available to **discuss your individual needs and concerns**, and we will **work together** to find **solutions** that **accommodate both personal preferences and business priorities**.

We **appreciate your flexibility and understanding** as we **navigate this transition**. Ultimately, our goal is to **create a work environment** that meets **both our individual desires and our collective needs** for **growth and collaboration**."

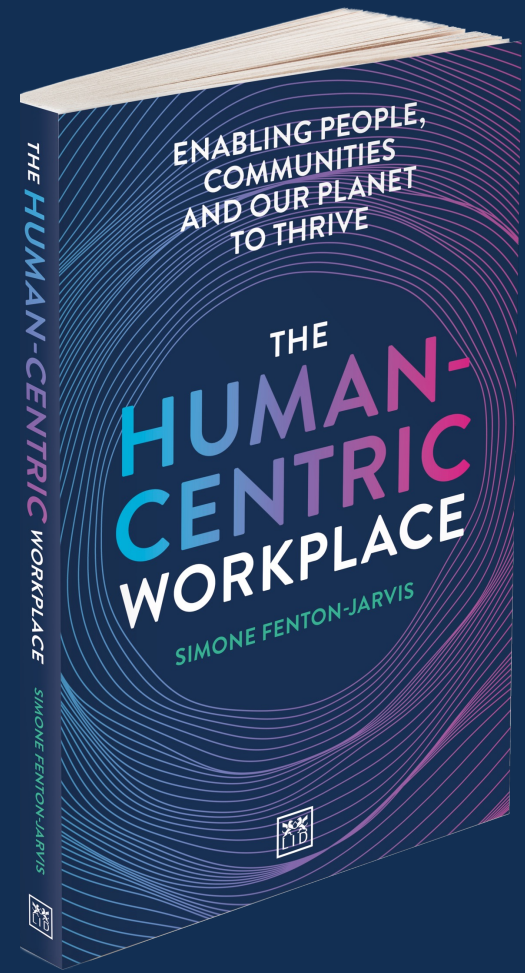
Tip 4: Understand the **WHY?** of your Workplace

# The Future of Work is Human!

It's all about people  
Powered by Tech  
Underpinned by data  
Connected through purpose







“...if we listen, show compassion and empathy, respect our differences and simply uphold the highest levels of integrity, we might just change the world with one small human act at a time”



Simone Fenton-Jarvis BSc MBA FIWFM  
Group Director of  
Workplace Consultancy and Tr...

