

Hybrid Work Environment—Set Yourself Up for Success



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Access to Session Slides and Resources:

Staffing World App
staffingworld.net/materials2022

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Presented by Joel Schaffer, Principal

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Hybrid Environment Challenges

- Virtual tips & avoiding burnout
- Communication
- Advancing relationships
- Long-term success

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How often is your video on during a remote call?

- 100% of the time
- Most of the time – depends on how I feel
- Not very often
- If it isn't required, my camera is off
- Never – my internet is always "having issues"

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Video Calls – Next Best Thing To Being There

Visual Importance: more than 80% of the information and communication you take in is visually

- Put a face to a name
- Increase connection
- Utilize Charisma
- More Memorable
- Emotional contagion



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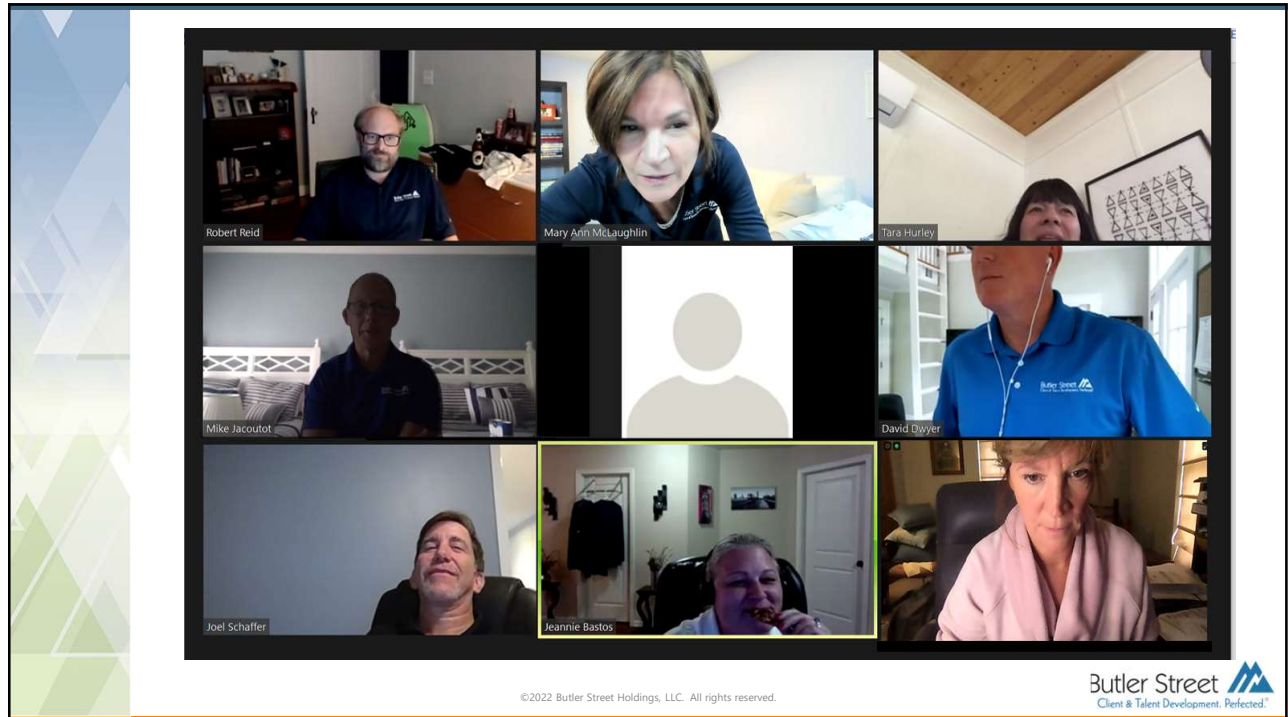
Hybrid Work Environment

You only get
one first impression

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Trust is built in very small moments.










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Brené Brown

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 <p>Robert Reid</p>	 <p>Mary Ann McLaughlin</p>	 <p>Erika Bantz</p>
 <p>Dominic Visione</p>	 <p>Mike Jacoutot</p>	 <p>Jeannie Bastos</p>
 <p>Jeff Allen</p>	 <p>Joel Schaffer</p>	 <p>Vanessa Sullivan</p>

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Your Virtual Self

The second your call begins; people are forming an opinion about you. Want that opinion to be positive? Follow these tips:

- Be on camera and dressed professionally
- Use a virtual background or use a simple backdrop free of distractions
- Make sure your camera and mic are working properly.
- Make sure you are framed properly in your video.
- If seeing yourself on camera makes you nervous or uncomfortable, turn off self view

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Look Familiar?



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Avoiding Burnout

- Take a break. Take a step back and detach for a minute. Understand that what you are feeling is normal and that majority of the population is feeling it today.
 - Try not to schedule back-to-back video calls
 - Reduce calls by 10 minutes to rest eyes and recharge, if possible
- Focus on small Wins
- Discipline

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COMMUNICATION

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The biggest problem
with **communication** is the
illusion that it has actually
happened

”

George Bernard Shaw

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The Team's "Operating Reality"



Being able to see problems and
opportunities as they appear through
the team's eyes

- Expectations
- Training
- Purpose
- Growth
- Culture
- Team
- Recognition

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Communication - Leaders

"As a leader, you should always start with where people are before you try to take them where you want them to go."

- Jim Rohn, Entrepreneur & Author

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SGF
SG6

Two Years Later – Six Types of Employees

Ambitious Employees

Focused on their jobs and want to advance. Likely future leaders
Leaders: show an interest in their career aspirations and development

Work-to-live Advocates

Prioritize aspects of life outside of work. Can bring steadiness
Leaders: understand their priorities and don't intrude

Double-duty Professionals

Ambitious but facing temporary challenges that will likely resolve over time.
Leaders: provide support, flexibility, understanding that builds trust

Desperate to Connect

Workplace offers much-needed community
Leaders: converse and cultivate a deeper relationship – more than Zoom

Zest-for-lifers

Working as a way to connect with others and learn new things
Leaders: recognize their distinct motivations – don't treat like clock-punchers

Disoriented New Hires

Confused out of their minds – Figuring things out virtually, harder to feel connected
Leaders: make them feel welcomed and connected – most not doing enough

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Slide 18

SG5 Susie Galloway, 2/26/2022

SG6 Duplicate of next slide - A LOT of text on this one.... Delete as needed. Do we need to add Wall Street Journal?

Susie Galloway, 2/26/2022

Communication - Salespeople and Recruiters

Remember - WIIFM

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Understanding the Client's or Candidate's Operating Reality



Being able to see problems and opportunities as they appear through the client's or candidate's eyes

WIIFM: What's in it for ME?

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Communication - Salespeople and Recruiters

You are defined by the
quality of the questions
you ask.

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Effective Questioning



SITUATION
Questions



INSIGHT
Questions



GAP
Questions



NEED/SOLUTION
Questions



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Asking Better Questions

Leverage SIGN/PLACED

Utilize SIGN and PLACED questions to better understand the client's and candidate's operating reality and uncover challenges and create gap

Active Listening

Remember to listen to the response after asking your questions.
People often ask a question and then begin thinking of their next question.

Don't Interrupt

Take notes to reference later instead of interrupting someone mid-thought.
Train of thought is an important thing to maintain in responses.

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Plan & Prepare



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Successful

1. Effective Call Plans
2. Prepared Deck/Materials
3. Build Rapport
4. Be in Their Operating Reality
5. Active Listening
6. Effective Questioning



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LONG-TERM SUCCESS

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There is no such thing as a sustainable advantage in terms of a product or service. Our only sustainable advantage is our people AND their ability to learn faster and change faster than the competition.

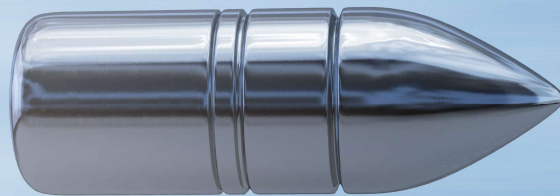
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There is no silver bullet



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Facts About Onboarding

88% of companies do not have a strong onboarding program. *-Gallup*

Of those companies with a strong onboarding program, they enjoy **82% higher employee retention** *-Glassdoor*

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Question?



Rate your current onboarding program today:

1. Excellent, we nailed it! (9-10)
2. Good, but we have areas to improve (7-8)
3. Needs a lot of work (6 or below)

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Progressive improvement is better than postponed perfection.

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The Key to Building a World Class Learning Platform

To inspire the learners of today, training and onboarding must be **accessible anytime, anywhere** and in ways that **are structured, yet flexible, personalized, interactive, stimulating, and social.**

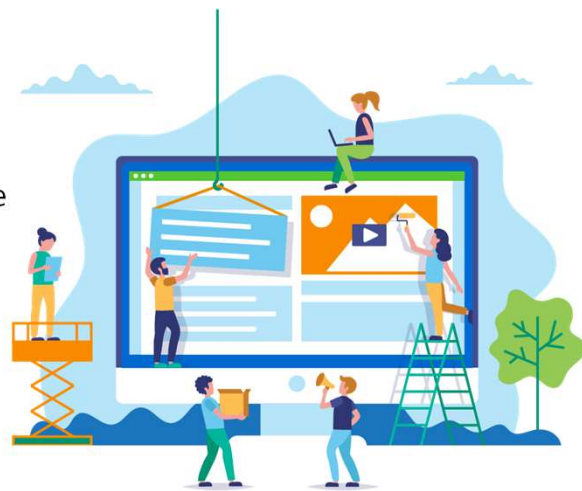
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Onboarding

- Build the Framework Around:
 - Stimulating content
 - Accessible anywhere, anytime
 - Structured
 - Flexible
 - Personalized
 - Interactive/Feedback Rich
 - Social



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The New Way to Role-Practice, Practice, Practice



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“Not finance. Not strategy. Not technology. It is **teamwork** that remains the ultimate competitive advantage, both because it is so powerful and so rare.”

Patrick Lencioni, author

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Key Points

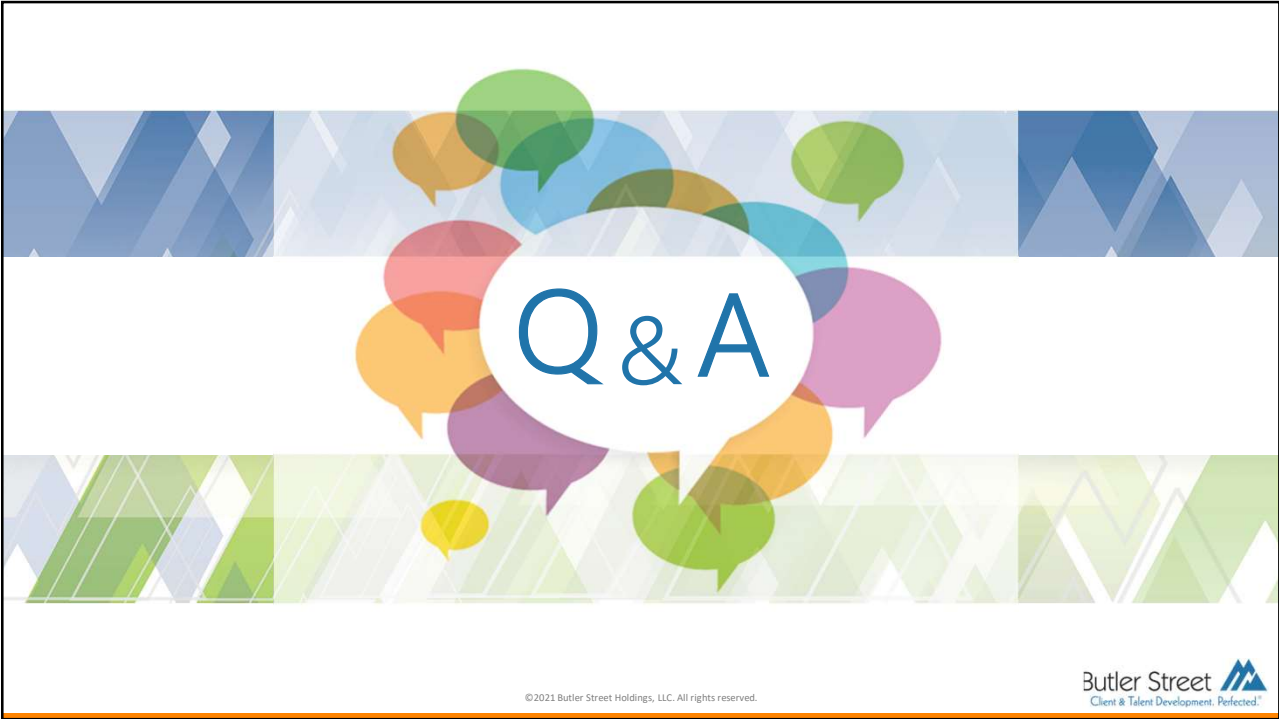
- Hybrid environment is here to stay
 - Master virtual calls
 - Collaborate and coach virtually
- Communication
 - From *their* operating reality
 - Effective questions & active listening
- Strengthen skills for long-term success
 - Starts with skills-based onboarding



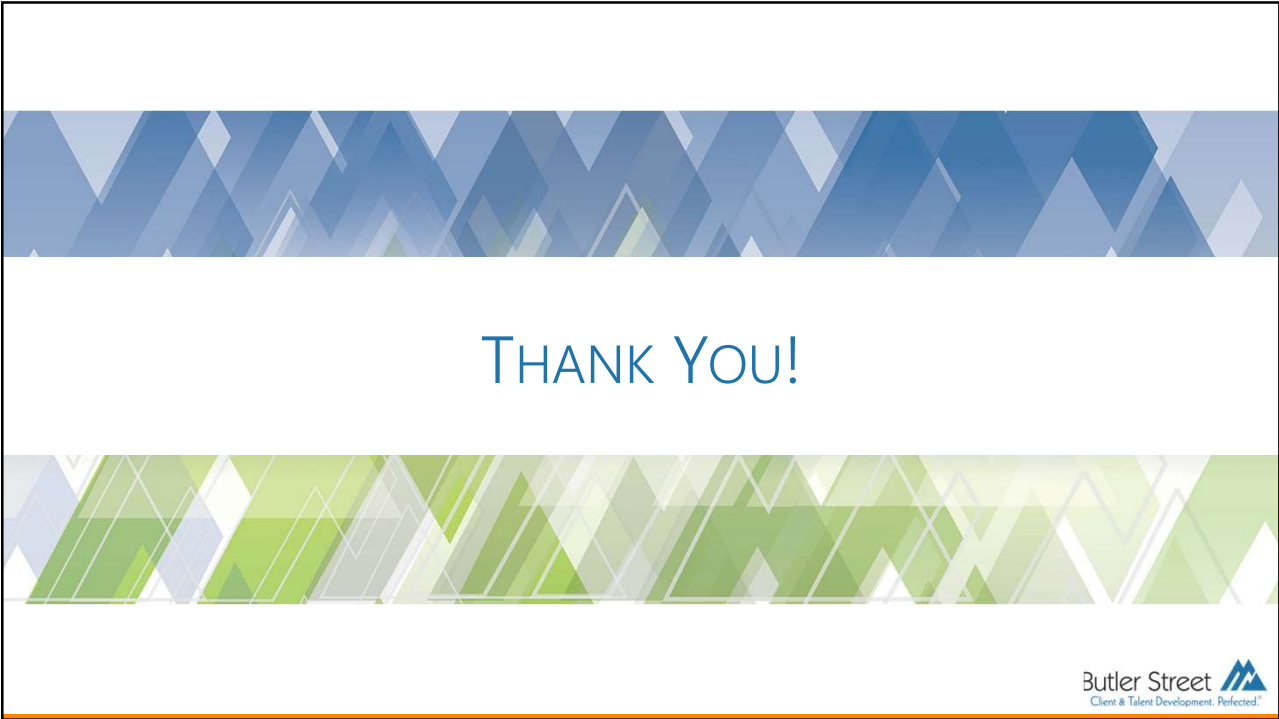
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