What does your business need to make hybrid working a success?

For many companies, hybrid working is the new normal. But it also brings challenges. How can you optimise your company's hybrid working model? This checklist will help you turn it into a long-term success.

How popular is remote working?

According to figures from Statbel, in 2019, 18.9% of Belgian employees occasionally or regularly worked from home. Today, two in three people work both from home and at the office. Hybrid working is here to stay.

Beneficial for employer and employee

Hybrid working has become commonplace precisely because it offers significant advantages. Both for the employee, who benefits from a better work-life balance, and for the employer. Your business can save office space or energy. You can attract fresh talent among people who don't necessarily live close to the business. And you offer your employees the opportunity to work in a more focused and therefore more productive way.

What requirements does your hybrid working model need to meet in order to capitalise fully on that dynamic?

Find the right balance, geared to your business and employees

Don't simply decide that every employee can work from home for a fixed number of days per week. Instead, develop a customised strategy that takes into account your business goals, processes and culture, the required and available number of workstations and the wishes and well-being of your staff. That's how you find the right balance.

Set priorities

Start by identifying the priority goals of the hybrid working model, such as cutting costs or increasing employee satisfaction. Be sure to take various factors into account. How and when do employees perform their tasks? How do teams and departments collaborate? Factor in the available infrastructure, too. What is the term of your lease contracts and how easily can you rearrange the available space?

Base your strategy on research or make it adaptable

You can choose to base your strategy and remote working policy on previously collected data on work patterns and employee needs. Using that data you can implement a fine-tuned and efficient working model from day one. Or you can start from a hybrid working model that is adapted to the feedback you receive. Such a model can be implemented rapidly and flexibly but it may take more time to gear it to your business.

Contribute to
a good home office

Employees must be able to work in a focused and comfortable environment, not just at work but also at home. The setup of their home office is important. They need secure and reliable connectivity, a high-performance laptop with the right tools, and useful accessories such as a second screen.

Emphasise connection
and use it as a motivational tool

Foster connection with your employees when they are working remotely to keep them committed and motivated. You can do this, for instance, by outlining in detail the objectives and limitations of hybrid working. This creates clear expectations and contributes to a shared business culture. Are you afraid productivity will decline? Then be sure to conduct performance interviews at the office, and keep them result-oriented.

Reimagine your
office space

As employees increasingly start to work from home, offices will be empty more often and as a result, the traditional open-plan workspace is on the way out. Of course, you need sufficient space for those who still come in to work, whether or not full-time. At the same time, you need more space for face-to-face meetings, creative work sessions and brainstorming moments, such as conference rooms and bubbles.

Adjust your conference rooms to hybrid meetings

Paradoxically, those who frequently work from home often also experience a strong need for personal contact. Among other things, this requires a form of hybrid meetings where all participants feel heard and appreciated, with easy access to the meeting and the opportunity to communicate as equals. In other words, you need to provide every employee with the same seamless experience.

Equip your conference rooms with user-friendly hardware and software for video conferences that ensures everyone can be clearly heard and seen, thanks to artificial intelligence. Use videoconferencing solutions and integrate Microsoft Teams and Microsoft Office 365 to ensure seamless collaboration. Support the "bring your own device" principle for those who wish to use their own laptop, or provide a standalone solution. Further optimise the space with Go Bright solutions, such as digital signage, desk reservation and room booking for an advanced work experience.

Place maximum focus on digitalisation

Equip your employees' digital work environment with modern tools such as Microsoft Office 365 and Microsoft Teams. These are cloud-based solutions that allow not only chatting and video meetings but also the sharing and editing of files with the necessary authentication and data protection. In short, they allow users to collaborate in an extremely flexible manner, regardless of when or where they are working.

Monitor how the hybrid model works

Naturally, it is not enough to simply implement the hybrid working model. You must continue to monitor how it works and adjust it when necessary. For this you first need to formulate clear objectives, with relevant KPIs, then introduce tools that employees can use to give feedback. Based on this feedback, you can regularly adapt and fine-tune the model.

Call in external expertise if necessary

Maybe you don't yet have the know-how to make hybrid working a reality. In that case, outsource the work to those who are experts while you focus on what you do best. Orange will be happy to support your business with bespoke advice. Our Business Experts are at your service.

Why Orange?

Because Orange has the necessary expertise in ICT and connectivity. And because we offer all the services you need to develop and implement a hybrid working model that produces optimal results – This way, you can work optimally in a secure, digital, hybrid work environment.