

Remote Work Series:  
Managing Performance in a Hybrid  
Workplace



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How will these hybrid models truly work?



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What was acceptable as  
“temporary stopgap  
operations” may not  
translate into long-term  
success.



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From *Implementing a Hybrid Work Culture*  
and *Managing a Hybrid Team*

- Be intentional
- Trust your team



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Be Intentional In Your...

- Decision-making
- Expectations
- Communication



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Your team will know what needs to be done  
and why; which will lead to trust.



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Communication needs to be prioritized.



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Emphasize what **success** looks like and giving employees a **well-defined target** for excellence.



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Communication Yields Engagement



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### Communication Yields Engagement

- Frequent
- Scheduled
- One-on-one



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### Communication Yields Engagement

- Talk through work objectives and goals
- Discuss barriers that may be in the way
- Opportunity to provide coaching and feedback



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Having regularly scheduled one-on-ones does not mean you should limit your conversations to only these times.



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# GALLUP®

“Remote workers are three times more likely to be engaged if they receive feedback from their manager at least a few times per month.”



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## “Stay Interviews”

- Provides insight on how your employees feel about
  - Their work
  - Changes taking place
  - How your hybrid work model is functioning



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Accountability comes from expectations.



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Remote or not, employees can only be accountable for what's expected of them.



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#### Accountability Comes from Expectations

- Provide clear and collaborative expectations
- Be explicit about your employees' responsibilities
- Define success together



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Your expectations for your employees must be clear and achievable for them.



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Individualize to optimize.



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Individualize to Optimize

- Everyone is unique
  - Different strengths, talents and needs
- No one-size-fits-all approach for any team



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Allow people to do what they do best and set people up to succeed regardless of if they are working remotely or onsite.



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Individualizing to the employee is the heart of great coaching, which is the key to optimizing performance.



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Taking the time to...

- Hold people accountable for the right things
- Communicating expectations
- Individualizing



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Be accessible to your employees.



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## Performance Management

- Not a once-a-year task
- Frequently during scheduled one-on-one conversations
  - During weekly check-ins
  - Everywhere in between



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## Remote Work Series: Evaluating Remote Workers' Performance



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## Tools and Resources

[uky.edu/coronavirus/employees](https://uky.edu/coronavirus/employees)

- On-site and remote work plans
- Link to supervisor talking points
- Link to Environmental Health and Safety checklist
- Available training on remote work



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## Tools and Resources

[workanywhere.uky.edu](http://workanywhere.uky.edu)

- Technology
- Home workspace
- Time management
- Social connections
- Supervising



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## Tools and Resources

[uky.edu/hr/training](http://uky.edu/hr/training)

### HR Training and Development

- Professional development for you and your team
- Workshops and on-demand courses
  - Supervision and leadership
  - Interpersonal and communication skills
  - Adobe and Microsoft software



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