

HUMAN-CENTERED HYBRID

A new model of work that leverages the strengths of every location

REDESIGNING WORK.

There is a way to intentionally leverages the advantages of both in-person and remote work in a way that benefits everyone.

HIGH-PERFORMING COMPANIES NEED NEW CAPABILITIES TO MAKE THE MOST OF HYBRID WORK:

1. **RELATIONSHIP-BUILDING INTERACTION DESIGN**
2. **FACILITATED LEARNING AND DEVELOPMENT**
3. **INSPIRATIONAL EXPERIENCE EXECUTION**

COMPANIES THAT ACTIVELY DESIGN AND FACILITATE IN-PERSON INTERACTION WILL **CREATE A MAGNETIC ORGANIZATION THAT DELIVERS HIGH-PERFORMING TALENT.**

1

THE CHALLENGE



RTO DESPERATION.

Return to office efforts face **major hurdles** with **high resistance** from employees

Return to Office Enters the Desperation Phase

The next stage of getting workers back at their desks includes incentives like \$10 to the charity of their choice — and consequences like poor performance evaluations if they don't make the trek in.

Swipe your badge or get fired? Employers and workers face a reckoning over returning to the office.

Desperate to Get Employees Back Into the Office, Companies Experiment With New Tactics

**Nearly 2,000 Amazon workers to walk out
after return to office**

"Employees need a say in decisions that affect our lives," a petition said.

EMPLOYEE FLEX.

Employees face serious **drawbacks** without enough quality time in the office.

38% decline in connection with colleagues

2x less likely to get promoted

20% less feedback given

*“Those who want remote work – those who will likely take advantage of remote work – are likely those who will **lose jobs or at least lose out on opportunities** because of remote work,”*

— McKinsey Global Institute

QUIET + LOUD QUITTING

Employers are facing unprecedented disengagement and continue to suffer excessive turnover of high performers.

State of the Global Workplace: 2023 Report

2 The majority of the world's employees are "quiet quitting."



Thriving at work
(Engaged)



Quiet quitting
(Not engaged)



Loud quitting
(Actively disengaged)



MANDATES ARE MISTAKES.

Designing hybrid work around **days in the office** is the wrong approach

SUN	MON	TUE	WED	THU	FRI	SAT
				1 IN OFFICE	2	3
4	5	6 IN-OFFICE	7 IN-OFFICE	8 IN-OFFICE	9	10
11	12	13 IN-OFFICE	14 IN-OFFICE	15 IN-OFFICE	16	17
18	19	20 IN-OFFICE	21 IN-OFFICE	22 IN-OFFICE	23	24
25	26	27 IN-OFFICE	28 IN-OFFICE	29 IN-OFFICE	30	



WE NEED A NEW MODEL.

The old model of work is broken.

Instead of iterating on a failed framework, we need a complete redesign – but no one has figured it out yet.



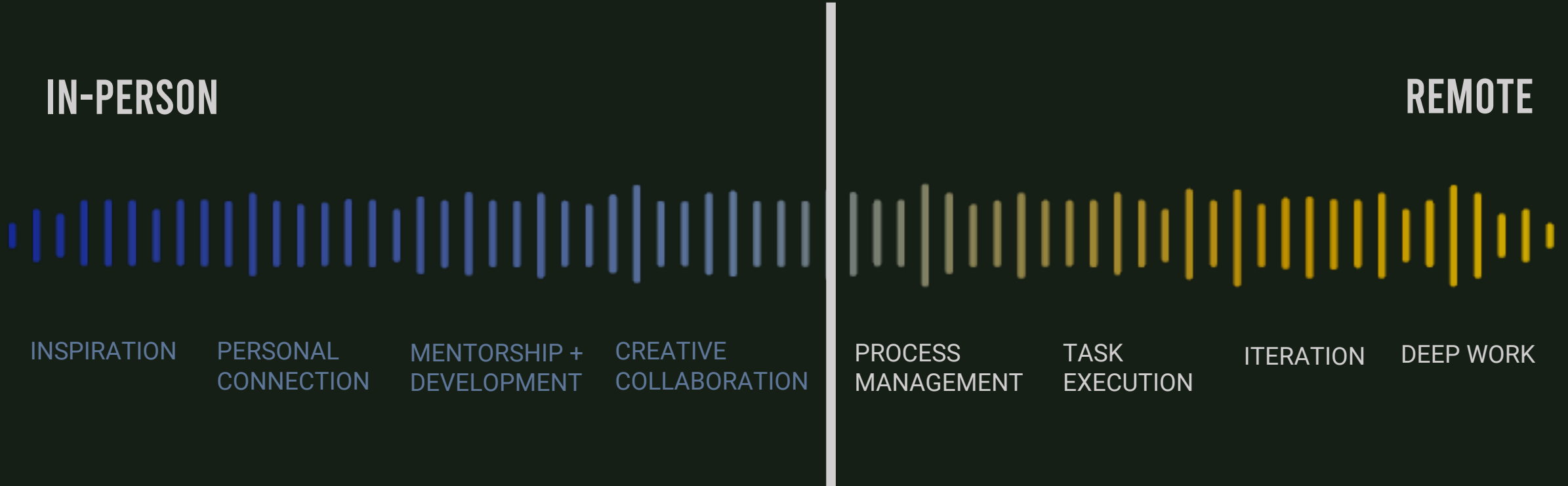
2

FROM FACTORY FLOOR TO TOWN SQUARE

SPECTRUM OF WORK

IN-PERSON

REMOTE





THE BEST OF BOTH.

We have a once-in-a-generation opportunity to create a **new paradigm** that leverages the strengths of both locations and benefits everyone



WORK THAT SHOULD HAPPEN IN OFFICE

IN-PERSON



INSPIRATION

PERSONAL
CONNECTION

MENTORSHIP +
DEVELOPMENT

CREATIVE
COLLABORATION

REMOTE



PROCESS
MANAGEMENT

TASK
EXECUTION

ITERATION

DEEP WORK



LACK OF EXPERTISE.

Companies are fumbling because they **don't have in-house expertise to design and facilitate effective in-person collaboration**



EXPERT RESOURCES.

But we can learn from experts who have **already mastered these capabilities**



**HOSPITALITY
PROFESSIONALS**



**CONFERENCE
ORGANIZERS**



**ADULT
EDUCATORS**



**EXPERIENTIAL
MARKETERS**



FROM SPACE TO EXPERIENCE.

The modern office is no longer a factory floor, it's a town square.



WORK THAT BENEFITS FROM FLEXIBILITY

IN-PERSON

REMOTE



INSPIRATION
PERSONAL CONNECTION
MENTORSHIP + DEVELOPMENT
CREATIVE COLLABORATION

PROCESS MANAGEMENT
TASK EXECUTION
ITERATION
DEEP WORK



SELF-DIRECTED TEAMS.

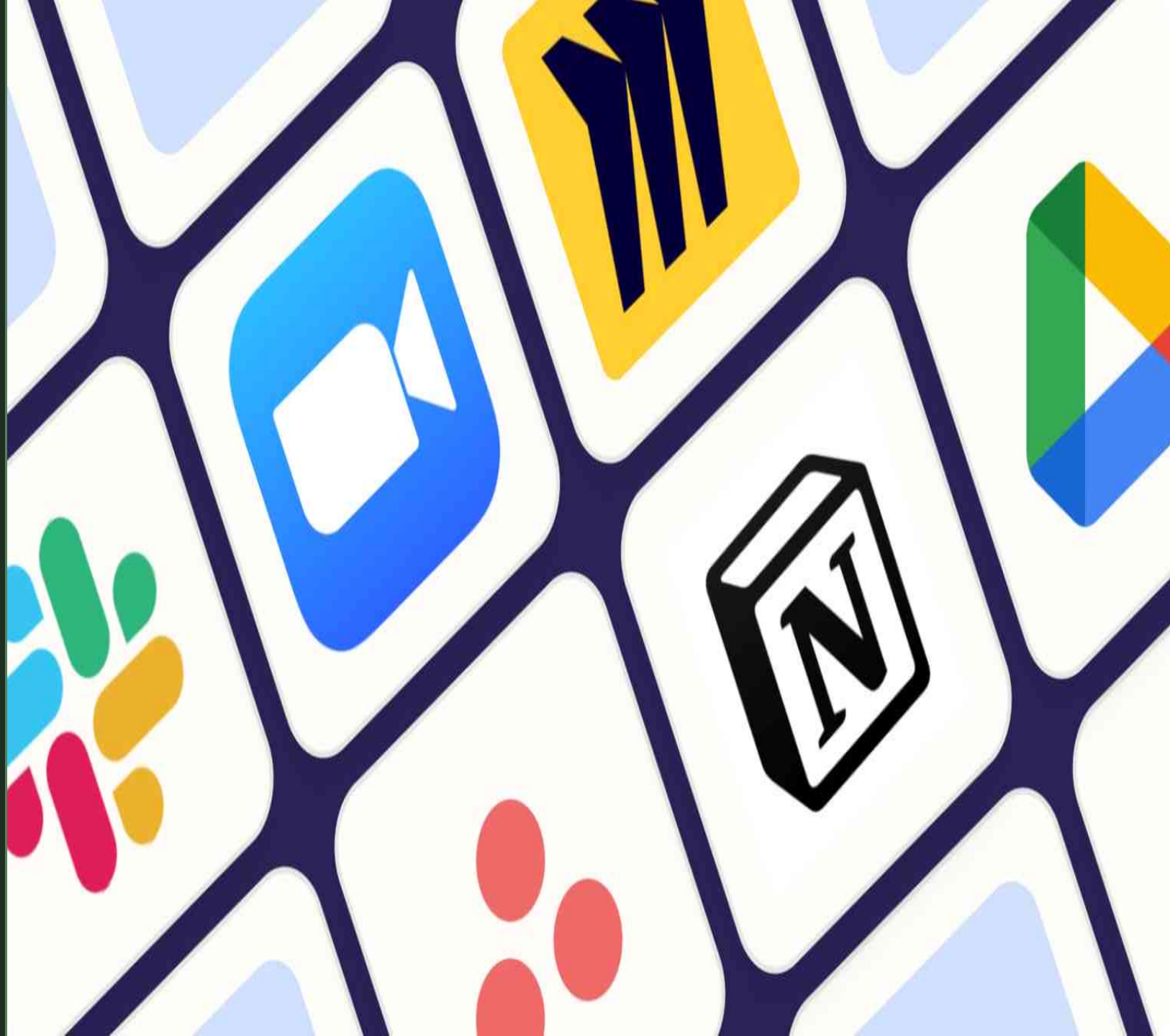
Teams will have the **autonomy to gather or work independently as needed** to advance key initiatives.





OPTIMIZED TECH STACK.

With the **right tech and training**, leaders can get the information they need while providing **flexibility for high-value deep work**.





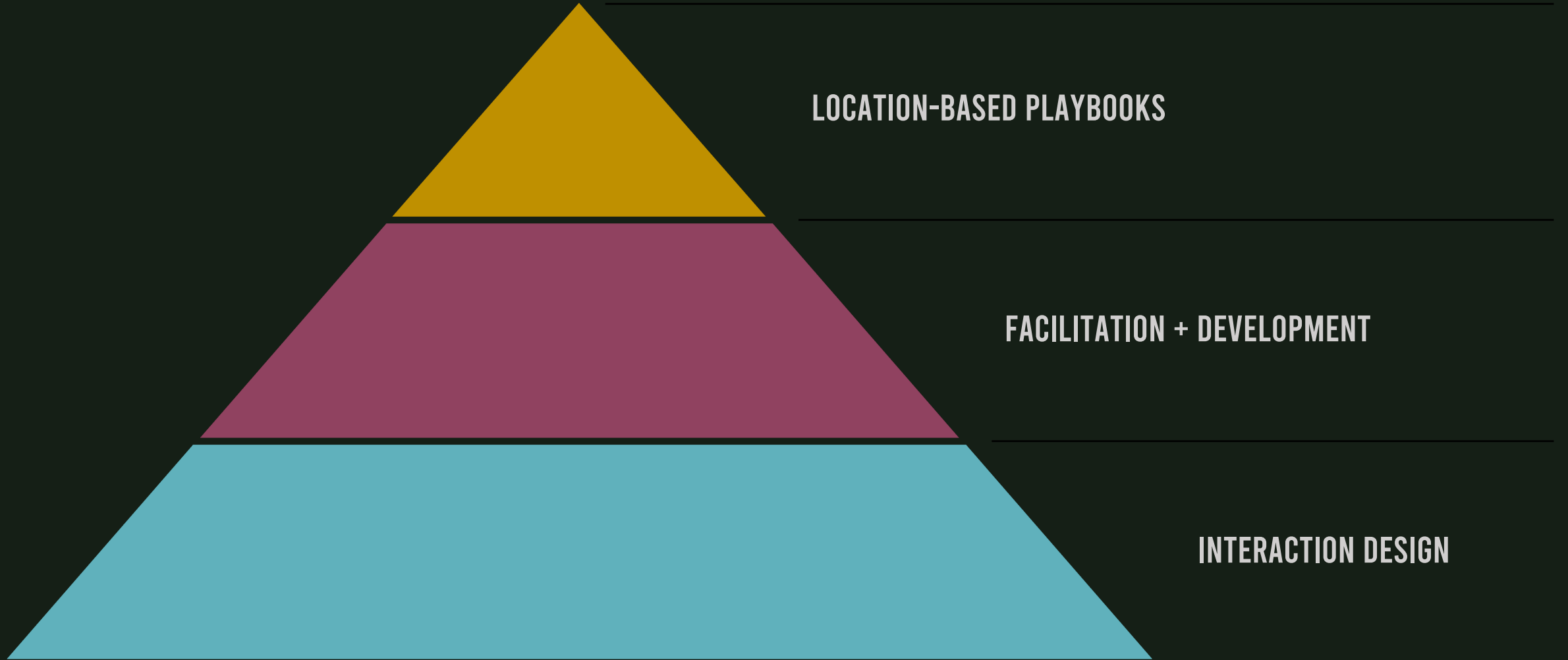
FROM MANAGER TO MENTOR.

People managers can **learn and leverage evidence-based practices** to support more effective work during remote periods.





HUMAN-CENTERED HYBRID COMPONENTS



CASE STUDY.

Over four months, we redesigned and facilitated the bi-weekly, in-person senior team meeting at a scaling company.

17%

decrease in turnover saving an estimated \$100k+ annually

52%

increase in Employee Net Promoter Score

30%

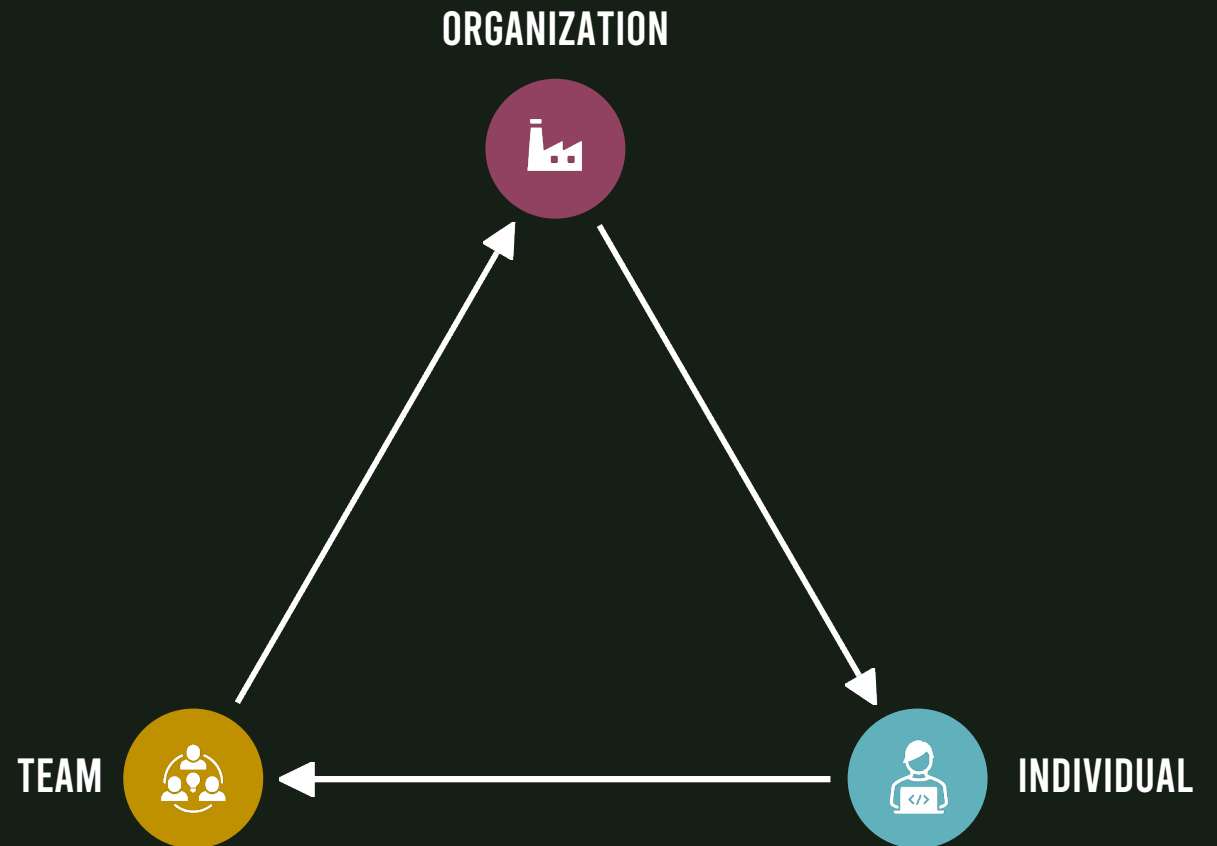
higher appraisals of leadership

3 HUMAN-CENTERED HYBRID CORE SCHEDULE

OPTIMIZED IN-PERSON TIME.

Optimizing in-person time yields a more effective model that helps the organization, teams, and individuals thrive

3-MONTH SPRINTS



SUN	MON	TUE	WED	THU	FRI	SAT	
					ORG-WIDE MINI RETREAT ¹	INSPIRE + CONNECT ACROSS TEAMS ²	3
4	5	6	7	8	9	10	
11	12	13	ONE-ON-ONES + MENTORSHIP ¹⁴	15	16	17	
18	19	20	21	22	23	24	
25	FULL TEAM MEETUP ²⁶	STRATEGY + CREATIVE ²⁷	ONE-ON-ONES + MENTORSHIP ²⁸	29	30		

COMPANY A - MONTH 1 - RALLY

SUN	MON	TUE	WED	THU	FRI	SAT
						1
2	3	4	5	6	7	8
9	10	11	12	13	ONE-ON-ONES + MENTORSHIP ¹⁴	15
16	17	18	19	20	21	22
23	24	25	FULL TEAM MEETUP ²⁶	CONNECTION + COLLABORATION ²⁷	ONE-ON-ONES + MENTORSHIP ²⁸	29
30	31					

COMPANY A - MONTH 2 - RUN

SUN	MON	TUE	WED	THU	FRI	SAT
		1	2	3	4	5
6	7	8	9 ONE-ON-ONES + MENTORSHIP	10	11	12
13	14	15	16	17	18	19
20	21	22	23 ONE-ON-ONES + MENTORSHIP	24 FULL TEAM MEETUP	25 LEARNING + DEVELOPMENT	26
27	28	29 NEW HIRE	30 COHORT-BASED	31 ONBOARDING		

COMPANY A - MONTH 3 - REVIEW + RENEW



CENTERS OF EXCELLENCE.

Companies can win the talent market by providing performance-driving structure and facilitation to hybrid work





A NEW MODEL TO FIT A NEW REALITY.

Companies need of a model that fits the new demands of the workforce and flexibility of work location.

FACILITATION IS THE FUTURE.

Well-designed space alone does not inspire employees or create loyalty. Active facilitation unlocks the potential of in-person work and builds long-term commitment.

BRIDGING GEOGRAPHIES.

Highly-engaged in-person work also builds critical relationships and resources that are required for high performance remotely.

HUMAN-CENTERED HYBRID SERVICES



PHYSICAL AND INTERACTION DESIGN

Redesigned space that maximizes in-person connection and collaboration, combined with turnkey, best practice facilitation of meetings and relationship-building.



LEARNING AND DEVELOPMENT EXPERTISE

A new set of leadership and operational skills is needed to succeed in today's world. Those skills are best learned in person and practiced remotely.




INTERNAL CAPACITY BUILDING

Most companies don't have these capacities in house yet. We can build this capacity while creating loyalty and long-term value in the process.



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