

# LEADING FORWARD

*In A Hybrid World*

Tuesday, July 12, 2022

Tessa Jones • Janell Grantz • Mimsy Tallent



**Emerging Leaders**

CENTRAL EXCHANGE'S YEAR-LONG LEADERSHIP PROGRAM

# MARCH

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				



2020

# MARCH

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
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2020

# MARCH

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29	30	31				



2020

NOW IT'S JULY 12, 2022.

WHAT KIND OF REMOTE WORK STRUCTURE  
DO YOU CURRENTLY OPERATE UNDER?



Scan QR Code or go to:  
[QR.CO.DE/EL-PINK](https://qrcode.de/el-pink)

# What kind of remote work structure do you currently operate under?



**49%**

Fully remote

**23%**

Remote-first (very close to fully remote)

**16%**

Office-occasional (required or encouraged to be in the office somewhat regularly)

**11%**

Office-first, remote allowed



LEADING FORWARD

Agenda



TESSA JONES  
Sr. Recruiting Specialist  
*CommunityAmerica Credit Union*



JANELL GRANTZ  
Human Resources Director  
*U.S. Engineering Company Holdings*



MIMSY TALLENT  
Director of Marketing + Communications  
*Central Exchange*

ATTRACTING + RETAINING  
EMPLOYEES IN A HYBRID  
WORLD

LEAD BY UNDERSTANDING  
YOURSELF + STAYING  
FOCUSED WHILE HYBRID

COMMUNICATION  
STRATEGIES FOR HYBRID  
WORK ENVIRONMENTS

# ATTRACTING + RETAINING EMPLOYEES IN A HYBRID WORLD



TESSA JONES

Sr. Recruiting Specialist  
*CommunityAmerica Credit Union*



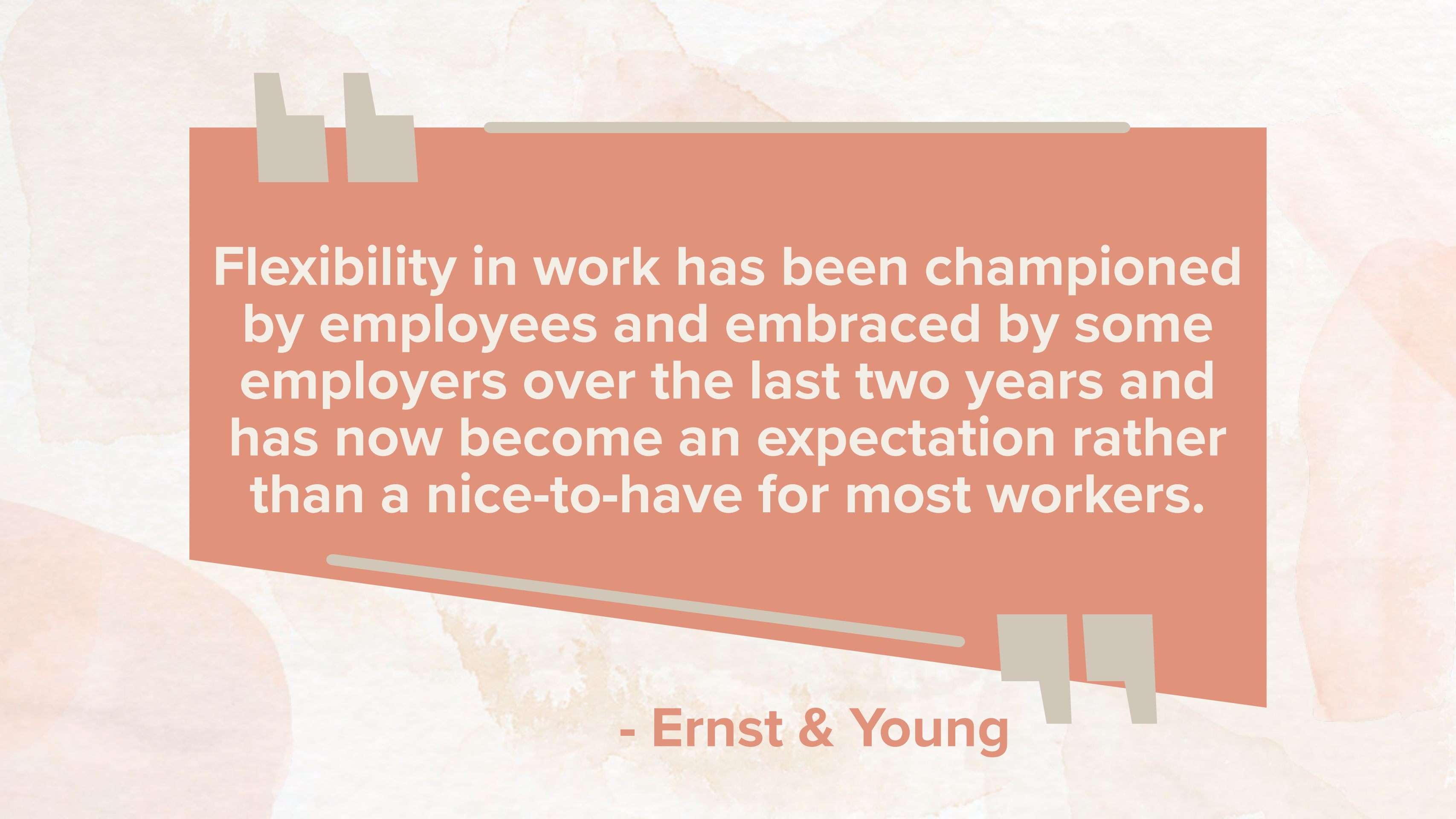
WHAT WE KNOW



WHY WE CARE



WHAT WE CAN DO

The background features a collage of torn paper in shades of beige and light brown. A large, dark red speech bubble is centered on the page, containing white text. The speech bubble has a tail pointing towards the bottom right. At the top left and bottom right corners of the red bubble, there are stylized, grey, blocky shapes that resemble quotation marks or decorative elements.

**Flexibility in work has been championed by employees and embraced by some employers over the last two years and has now become an expectation rather than a nice-to-have for most workers.**

**- Ernst & Young**



# WHAT WE KNOW

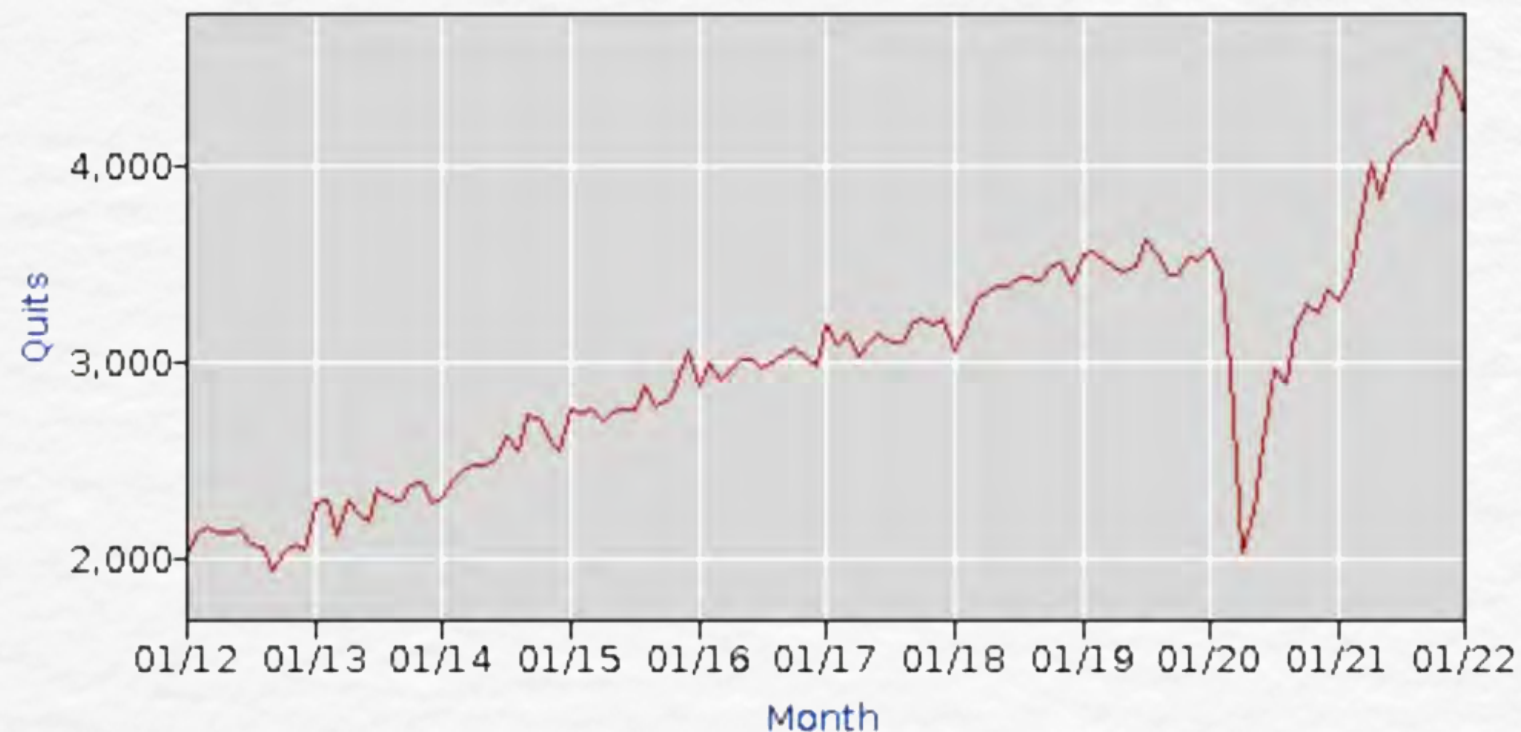
54%

of employees globally said they would consider quitting their job post-pandemic if they were not offered flexibility in terms of where and when they work.

Source: Ernst & Young Global 2021 Work Reimagined Employee Survey

**4.25 million quit their jobs in 2022**  
up from 3.3 million in 2021

**PAST 10 YEARS OF QUIT RATES**



Source: The Bureau of Labor Statistics



## WHY WE CARE

Gallup estimates that the cost of replacing an employee is

**0.5 - 2 TIMES**

the employee's salary.

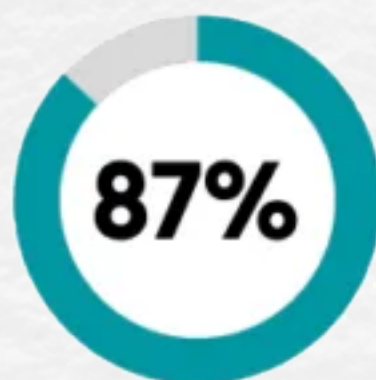


# WHY WE CARE

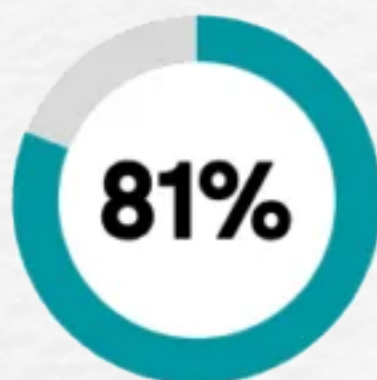
## A flexible workplace is a more inclusive workplace

Percentage of employees who want flexibility in where they work

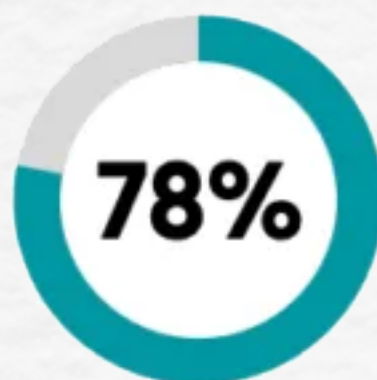
By race



Asian



Black

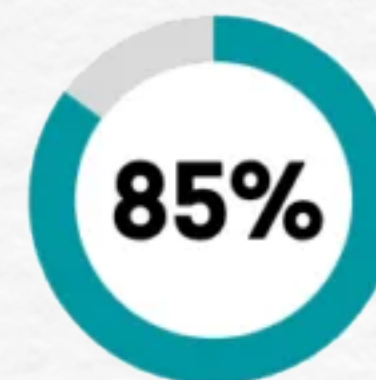


Hispanic

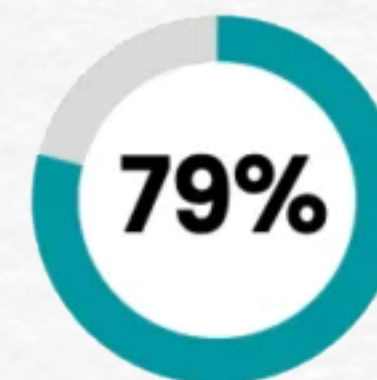


White

By gender



Of women currently working fully remotely want flexible or hybrid work



Of men currently working fully remotely want flexible or hybrid work



## WHAT WE CAN DO

- **Partner with HR to quantify employee retention and turnover rates to establish a baseline.**
  - **Conduct frequent employee surveys to help identify patterns and identify employee priorities.**
  - **Schedule monthly check-ins with staff to discuss career goals, career development, desired work environment and desired schedule.**
- ★ Offer flexibility with a variety of options.**

# LEAD BY UNDERSTANDING YOURSELF + STAYING FOCUSED WHILE HYBRID



JANELL GRANTZ

Human Resources Director

*U.S. Engineering Company Holdings*



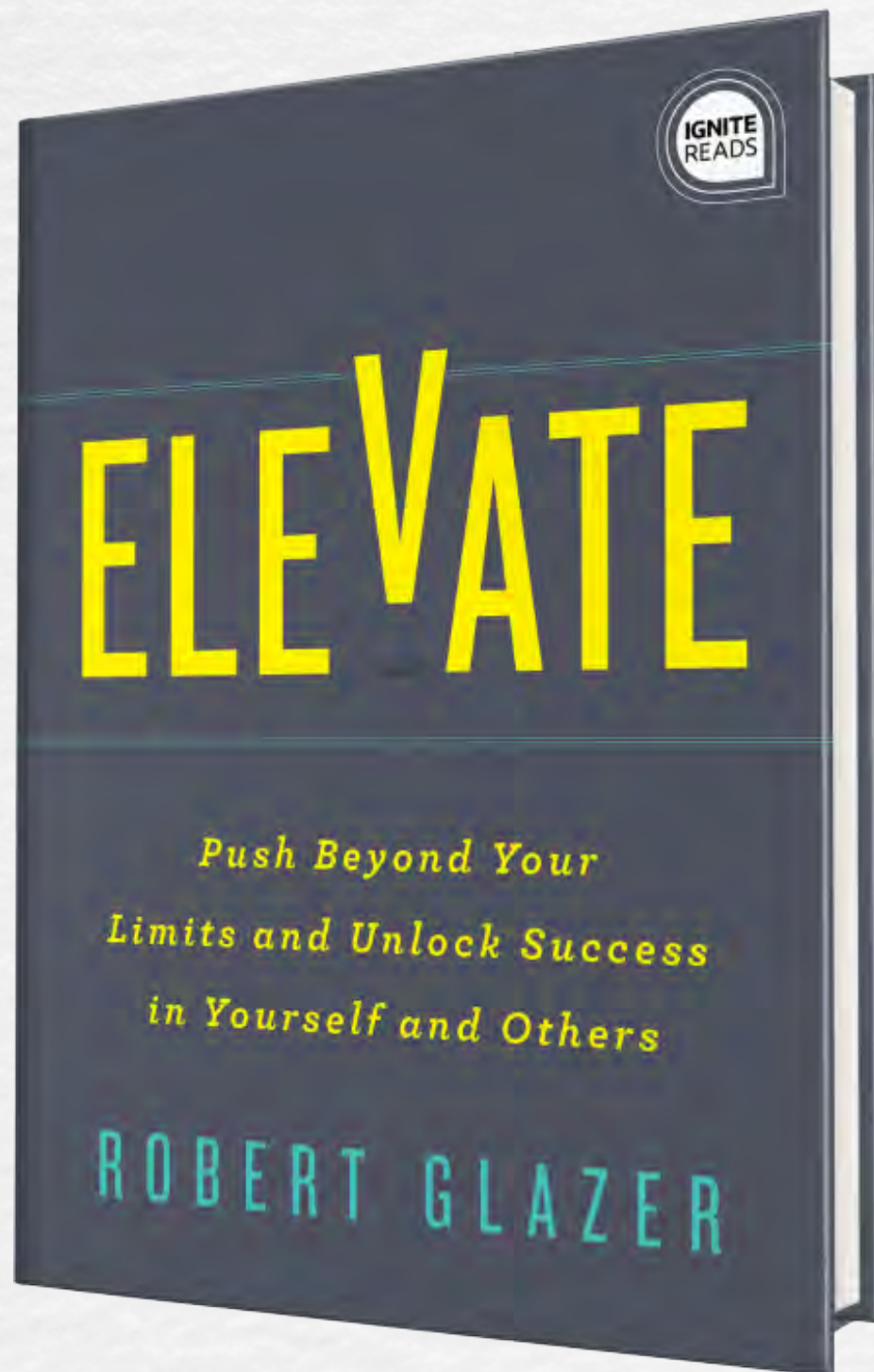
GET TO KNOW  
YOURSELF BETTER



LEARNING HOW  
TO FOCUS



# GET TO KNOW YOURSELF BETTER



“

To be clear, capacity building is not about doing more.  
It's about doing more of the right things.

- Elevate, page 5

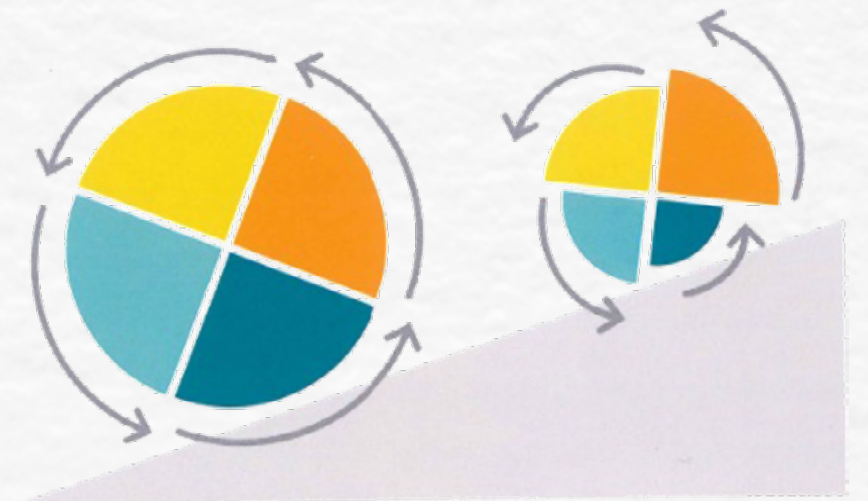
”

SPIRITUAL CAPACITY

INTELLECTUAL CAPACITY

PHYSICAL CAPACITY

EMOTIONAL CAPACITY





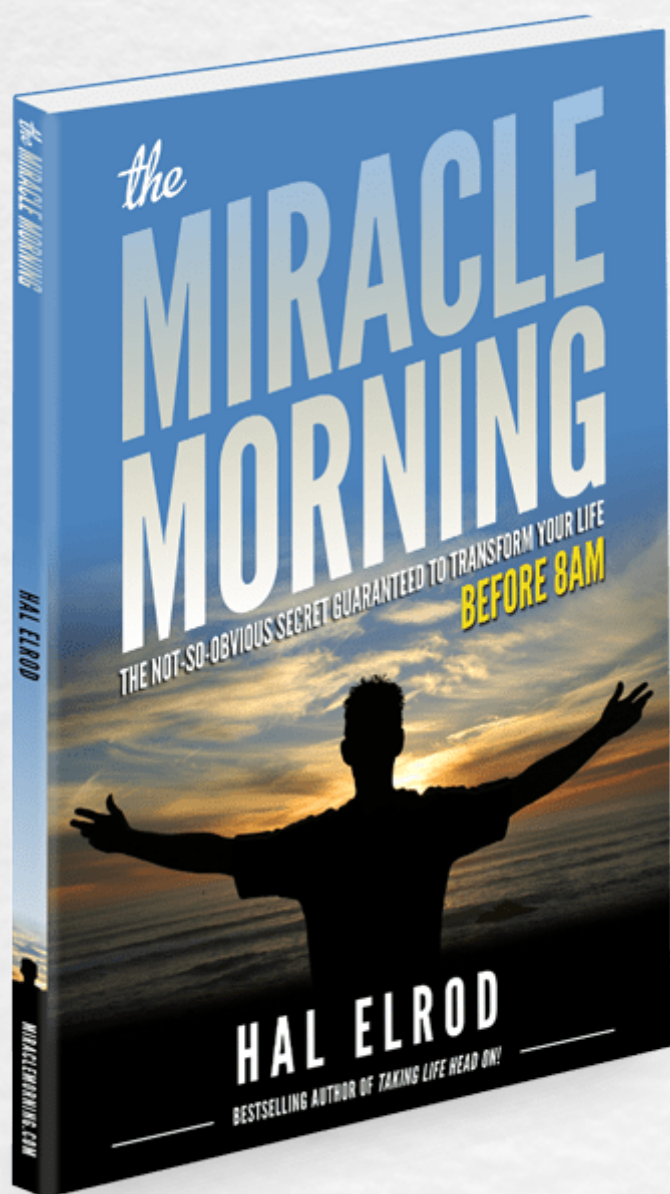
# GET TO KNOW YOURSELF BETTER



IKIGAI IS THE ART OF  
DOING SOMETHING –  
AND DOING IT WITH  
SUPREME FOCUS + JOY

# 2

## LEARNING HOW TO FOCUS



SILENCE



AFFIRMATIONS



VISUALIZATION



EXERCISE



READING



SCRIBING

# 2

## LEARNING HOW TO FOCUS



**STEP 1**  
**CHOOSE THE TASK**



**STEP 2**  
**SET A TIMER FOR 25 MINUTES**



**STEP 3**  
**WORK ON THE TASK UNTIL TIMER BEEPS**



**STEP 4**  
**TAKE A SHORT BREAK OF 3-5 MIN**



**STEP 5**  
**REPEAT THE CYCLE 4 TIMES**  
**TAKE A LONGER BREAK AFTER 4 SESSIONS**

# COMMUNICATION STRATEGIES FOR HYBRID WORK ENVIRONMENTS



MIMSY TALLENT

Director of Marketing +  
Communications  
*Central Exchange*

1

ASYNCHRONOUS VS.  
SYNCHRONOUS COMMUNICATION

2

CREATE A PLAN THAT WORKS FOR  
YOUR TEAM AND STICK TO IT

3

EFFECTIVE TOOLS FOR HYBRID  
TEAM COMMUNICATION



# ASYNCHRONOUS VS. SYNCHRONOUS COMMUNICATION



*Synchronous*

Receive an immediate response.



*Asynchronous*

Receive a response at a later time.



# CREATE A PLAN THAT WORKS FOR YOUR TEAM AND STICK TO IT



## WHEN TO USE SYNCHRONOUS COMMUNICATION

- **When you need a decision made in real-time.**
- **Collaboration meetings or brainstorming sessions.**
- **Weekly/Bi-Weekly/Monthly 1:1 meetings.**
- **Teambuilding or social activities.**

## DETERMINE USER GUIDELINES

- **Respect Other People's Time**
- **Text Before Calling**
- **Stay on Point When Talking**
- **Ask for Immediate Feedback**
- **Create a Personal Connection**



# CREATE A PLAN THAT WORKS FOR YOUR TEAM AND STICK TO IT



## WHEN TO USE ASYNCHRONOUS COMMUNICATION

- When you need a detailed or thoughtful response.
- Company or team announcements.
- High level planning discussions or proofing documents.
- To create documentation.

## DETERMINE USER GUIDELINES

- Set Deadline Expectations for Responses
- Give As Much Detail As Possible
- Create short videos or quick-reference guides instead of meetings.
- Send out agendas and other meeting materials in advance for feedback.



# EFFECTIVE TOOLS FOR HYBRID TEAM COMMUNICATION



- **Project Management (Asana, Trello or Monday.com)**
- **Cloud Based Sharesites (Microsoft Teams, Dropbox, Google Drive, iCloud)**
- **Recorded Videos (Zoom, Loom, TechSmith Camtasia)**
- **Message Boards (Slack, Teams, Private Facebook or LinkedIn Groups)**
- **Email (Microsoft Outlook or Google)**



- **Interactive Meetings with Live Polling or Word Clouds (Mentimeter, Slido, Poll Everywhere, Vevox)**
- **Video Meetings (Zoom, Microsoft Teams, Google Meet, Facetime)**
- **Chat Messaging (Microsoft Teams, Slack, SMS Texting)**
- **Phone Calls (Cell Phone, Microsoft Teams)**

TO DOWNLOAD THE PRESENTATION  
AND FOR MORE RESOURCES



Scan QR Code or go to:  
[QR.CO.DE/CAPSTONE-PROJECT](https://qrcode.de/capstone-project)



# IN CONCLUSION...

Move your team away from a “one size fits all” mentality and offer flexibility with a variety of options.

Get to know yourself + your team to learn what helps everyone stay focused in different work environments.

Create + stick to a plan of how to communicate with one another when you are in hybrid work environments.

**★ Remember to Lead Forward ★**

Thank you!



**Emerging Leaders**