

Work Place Wellbeing, Leadership and Culture Magazine

WUNDER



Featured TOPIC

HYBRID
TEAMS
Everything
you need
to know

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HELLO 2021...

Well, I don't know about you, but I was ready for some time out to recharge at the tail end of 2020. Shifting to the virtual world was a learning curve, as I don't consider myself tech-savvy. I was determined to adapt and deliver our programs true to the energetic, positive and interactive signature style that makes us different and delivers an experience and impact.

Leadership and wellbeing have never been more in the spotlight. We had clients 'zoom in' from near every industry, in every state and our public events had participants from far and wide including Mt Isa QLD Wagga Wagga NSW and Quorn SA to name a few regional locations. We also became international with participants from New Zealand, Vietnam, Thailand and Singapore.

Twelve of our most loved workshops have been lovingly adapted, and we launched six client-directed new workshops. The most in-demand has been 'Positive Leadership', 'Leading a Well Team', 'Positively Charged and Resilient' and 'Driving Positive Change' is proving popular for 2021.

Our latest 2021 offers draw on the research of applied Neuroscience. I have been immersed in studying an Advanced Diploma in Neuroscience of Leadership and completed PRISM Brain Mapping certification a fascinating neuroscience-based profile. We are so excited for our clients to experience these; destined to fuel a new leadership level - time to work smarter, not harder!

More flexible work practices and hybrid working are here to stay. Enjoy our first deep dive mag!

- Jane Wundersitz and the WunderTraining Team



The New Normal ?

78% of Australian office workers believe remote working is likely to become a new normal once the country emerges from the grip of the COVID-19 pandemic.

Source: [Citrix.com](https://www.citrix.com)

[Newsdesk](#), [LinkedIn](#), [Twitter](#), [Facebook](#) Citrix released a report in collaboration with research institute One Poll





Hybrid Work is here to stay:

What is a Hybrid Company

Hybrid companies have a new work model where the employee can choose how, where, and when they work best. This organisation allows employees to choose between working in an office or workspace, working remotely, or between them.

What is Hybrid Team

There are many versions of hybrid teams: some teams have adapted to having some set days in the office or a % of their team members to fulfil essential requirements. There is also some flexibility for remote work for components of their work that can be undertaken remotely.

Benefits to Flexibility

With true flexible work practices -the relationship between the employer and employee is results-based, rather than hours worked. It also enables team members that can do components of work remotely; to work at the time of the day when they're most productive as everyone's chronotype is different. Happy employees lead to increased loyalty.

“ Now is a time to prioritise working smarter and not harder through balance.

LEADERS ?

WHAT IS THE BEST LOCATION FOR YOUR LEADERSHIP AND MANAGEMENT TEAMS?

This is a question and a challenge that can only be answered by each individual organisation and it will often vary between teams.

The decision may change over time and may depend on who is in the role at the time.

Some questions to consider when faced with this decision:

- How would each option impact culture?
- What inherent biases arise dependent upon where the leadership team is physically located? (workplaceless.com)
- How much flexibility is possible to support them with life balance?
- How can we support the leadership team to work smarter - with training and/ or technology?



What challenges are leaders facing now?



Employers worldwide are faced with two challenges: Managing remote working conditions that are in place for some teams amid the uncertainty of today and how to prepare for and optimise tomorrow's hybrid working models. Working through a global pandemic adds another layer of stress and complexity.

What will happen when a vaccine is here?

Whilst a vaccine will be available in 2021, opening the possibility for a safe return to the workplace, remote, hybrid work will have earned a permanent place in the employment mix for many industries.

It seems there will be a fluid spectrum between fully in-person and remote work options.

Even in organisations where returning to the physical workplace is decided, the health of vulnerable employees will mean some workers will need to continue to work from home until the COVID-19 vaccine is widely used.



“

Will flexibility be taken advantage of?

On the contrary, people choose to work remotely because it supports their productivity and focus.

Research supports that 60% of employees with flexible work options are more productive and engaged in their work than those with entirely office-based or entirely remote work practice.



HOW DO HYBRID TEAMS BENEFIT ORGANISATIONS?

Hybrid Teams allows businesses to be agile, flexible, and diverse in their approach to hiring and retaining talent. Working parents, caretakers, regional workers, and fully remote workers may be encouraged to apply for roles which previously may not have been an option to them.

Hence hybrid work models will allow organisations to recruit talent better, achieve innovation, and create value for all stakeholders. By acting boldly now, they can define a future of work that is more attractive to the best talent, flexible, digital, and purposeful.

Attitudes to working from home will be different – and team leaders and employers will need to take the time to explore how people feel. Some team members may now have found established routines. They may be experiencing heightened productivity and a healthier work-life balance.

Some top benefits of remote working, according to employers, are:

- improved morale (57%)
- reduced employee turnover (52%)
- reduced absenteeism (50%)
- operational cost savings (50%)

Additional benefits of combining a global virtual team:

- a global perspective (81%)
- diversity (72%)
- creativity (54%)
- access to talent anywhere (53%)
- cost-effectiveness (32%)
- and productivity (31%).

(financesonline.com)

And those who work remotely say they're happy in their jobs

- 29% more than onsite workers. (owllabs.com)me and/or on leisure activities.

Source: [Remote worker Tech](#)

PERSONAL REFLECTION FLEXIBILITY

Photography
Sally SweetShute

I had complete flexibility in a State Retail Business Management role over ten years ago. It was very rare at the time. I worked at The Body Shop with responsible for a fast-paced, performing multiple site business. It was traditionally office and on-site, 9.00 - 5.30+ type role, which was standard in the company and the industry.

I had a progressive state franchise owner. In his view; it was not when or where the hours were done, it was about output and focusing on what mattered most, being positive, proactive and being present when it counted.

He used the analogy of a strong leader being like a good plumber- the ability to walk in and know which knob to turn to fix a situation with minimum fuss and leave with everyone happy. I had undertaken the role before having children in conjunction with delivering the State Training.

The flexibility enabled me to return to the State Leadership role when my children were aged four and six. I was so grateful, without this initiative in the offer I would not have accepted the role, Some days I worked a long day in the state office, others were on location and other times at home. I have always worked well at night, which was my best time for deep work and report writing time.

The complete flexibility enabled me to be present for both roles – as a high performing State Manager and a dedicated parent. The thing I valued most was being able to help out on occasions at school and attend assemblies when my kids were presenting.



IMAGINE THE FUTURE OF WORK FLEXIBILITY IS OURS TO MOLD

What does it look like at its best?

We need to remember: The experience of working from home has not been the same for all. Due to their role's nature, more than half the workforce has had little or no opportunity for remote work.

(Source: McKinsey Report)

Attitudes to working from home will be different— and team leaders and employers will need to take the time to understand each team members own preferences in the new era of work. Some people may feel anxious or resentful that they are being asked to return to the office, and others may feel that working from home leaves them at a professional disadvantage.

Listen and offer support; people want to feel safe, cared for. It is a time for positive change and leadership at its best.

After working from home, some team members may have found established routines, and they may be experiencing heightened productivity and a healthier work-life balance.

Australian workers have claimed the greatest advantage of working from home was how they spent the time they would otherwise spend commuting.

- 49% use this time to be more productive
- 38% use it for more family time and/or on leisure activities.

Source: [Remote worker Tech](#)

Productivity statistics

- 43% of Australian respondents reporting they work about the same time at home as in the office.
- 38% work longer hours, while 19% work less.
- A huge 70% think that their home productivity is the same or even higher at home than in the office.

Source: [itbrief.com.au](#)

Some will be missing office life, or their home environment is not conducive to a good workflow. These employees may be eager to get back into the office; it may be the call for social interaction or perhaps the need for a clearer divide between their home and work.

“ Is it all good?

Some interesting statistics to consider:

- 26% of remote workers feel socially isolated.
- More than 45% of remote employees say they have worked from their beds.
- According to 84% of virtual workers, virtual communication is more difficult than face-to-face communication. Source: financesonline.com

How do home office ergonomics compare to the previous workspace?

- According to research led by the University of Sydney and conducted by an international team of researchers, lower back pain linked to workplace factors accounts for a third of all work-related disability worldwide.



PRODUCTIVITY WITH

P.U.N.C.H 2021

P PROCRASTINATION ELIMINATION
U UNIFIED STRATEGY
N NEW PROJECTS
C COLLABORATION FOR HYBRID TEAMS
H HEIGHTEN ENERGY



For many leaders and organisations, the question of how to maintain employee productivity and engagement may be high on the agenda as we refine our current ways of working in 2021 and look to the future.

Research also supports the need for opportunities to connect authentically to build resilient, high trust teams. There is a lot to consider in an evolving workplace ecosystem.

Bringing together a hybrid team takes some planning, and adjustments from all employees and will provide organisations and individuals with a great foundation for flexibility and high performance.

At WunderTraining we have re-launched and revamped our much-loved Productivity with PUNCH for a virtual delivery to support organisations to reflect on what's working and best practice from across the globe.

Website Link: [Workshops](#)

*90 min Interactive Virtual from \$1200 + GST
POA In-person interactive delivery for groups of 10 to conference size

PRODUCTIVITY FOR HYBRID TEAMS

“ Our hero P.U.N.C.H re-vamped and re-launched.

wunder
training

CHALLENGES OF HYBRID- REMOTE TEAMS

Having a team where some employees are co-located in an office, and others are doing their jobs remotely, and a variation of both presents several challenges for managers.

1) Silos:

One common occurrence can be "us versus them" undercurrent among colleagues – a similar phenomenon of having a head office and then varied state-based or regional site locations. This can impact communication, team engagement, and coordination issues common with geographically distributed teams.

2) The informal meeting after a meeting:

Another challenge that will likely occur at some time: you have an online conference with office and remote employees. The meeting is productive and collaborative and concludes with everyone on the same page.

After the online meeting, someone in the room comes up with an additional idea, and the discussion continues on site. The meeting you just had where everyone was aligned, is now out of alignment. This is a common challenge for teams with remote workers. Informal conversations that happen in-office without cohesive or timely documentation to share and communicate with remote colleagues can completely undermine inclusive communication. (workplaceless.com)



CHALLENGES

OF HYBRID-REMOTE TEAMS

If an informal meeting occurs on-site and progresses into a good discussion, invite any remote workers to come in on it on a speaker call. This will demonstrate inclusion - alternatively ask if you can schedule a time for the team to weigh in on the new thoughts.

3) Inclusion in cross-functional work:

It may seem easier for onsite team members to become involved in cross-functional work because they're more visible; it may seem easier. If as a leader, you spend more time with on-site employees, they may also seem more familiar. The downside to this can be twofold:

- Onsite employees may be less productive as they get pulled into cross-functional work.
- Remote employees feel isolated they're being forgotten or passed over.

Cross-functional work can be an opportunity for relationship building.

4) Ensure that everyone on the team is listed as a point-of-contact for topic areas or project work:

This will ensure remote employees are involved in cross-functional matters and are also more visible across the company

5) Opportunities to present and pitch ideas:

Ensure that all team members have opportunities to present their ideas on behalf of their team. Be mindful of presentations developed by remote workers always being presented by their onsite located counterparts purely due to physical location. This has been a noted trend previously with onsite and remote working practices and can impact remote workers developing these skills. This can impact their career prospects into leadership as they have less opportunity to be seen as a speaker, team leader and influencer.

6) Fairness can be a hot spot in hybrid teams.

Effective leadership of a hybrid team comes down to practising inclusiveness and fairness with all staff members, irrespective of where they are working.

Areas to consider: Remote employees who are parents don't have to commute and may be able to pick up their kids from school or schedule appointments since they can make up the hours afterwards. To ensure fairness, you might enable your in-office team members some flexibility during working hours. Ensure leaders lead by example whenever possible - supporting aligned flexibility where possible to what they have personally.



POSITIVE LEADERSHIP - RESILIENT CULTURE - CONSIDERED COMMUNICATION

Driving Positive Change™

Legacy Leadership- Impact Beyond Words

Driving Positive Culture Change in 2021

It starts at the top. The executive and senior leadership team provide the organisational cultural DNA for the company.

How well the leadership body function and operate as a collective leadership body and how its members interact serves as the model that teams throughout the organisation will follow.

Change is here to stay. Positive and purposeful leadership enables leaders to cut through the clutter of decision making and breeds a new level of ethics and trust which can be felt throughout the organisation.

- Purposeful Leadership: Individual and Collective Strengths
- This is who we are: Vision and Values Strategy Session (optional to rework your vision/ values)
- Leaders Communication MasterClass for Today's World
- Scaling New Heights: Driving Positive Change initiative

WUNDERTRAINING DRIVING POSITIVE CHANGE - PACKAGE

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Make a positive difference.

Weblink Workshops

Optional 4 x 90min Virtual / 2 x Half-Day Virtual
*from \$4950 +gst - Group size 20

POA for in-person delivery for a small team up to 250 participants

7 GOLDEN RULES TO LEADING A HYBRID TEAM

1) Vision and Values are the foundations of your culture and the driver of purposeful leadership. If your work world has changed, it is likely time to revamp them.

- Are they a true reflection of your organisation?
- Do they reflect the vision now?
- Do they incorporate workplace wellbeing?

2) Set out Expectations and Accountability:

Ensure expectations and accountability is clear to all staff. Compile a list of strengths and talents of the team - ready for any projects that might come up. This will support inclusion and provide opportunities for cross-connection in the team, irrespective of where they work.

- Ask team members: What's the best way of us working together? e.g. communication frequency, mode, ideal timing.
- Is there an opportunity to job-craft and move some responsibilities around to better suit your team?

3) Commit equal time and focus on each member of your team.

- The amount of attention and help you give to each employee shouldn't depend on where they're working or their role.
- A common leadership trap is to focus more time on a team member who is not performing than a top performer.
- Ask team members individually: What is one thing I should do more of? And one thing I can do less of?

4) Run daily meetings if there are new projects or change happening.

- Daily meetings though change should be similar to a stand-up meeting - short and an opportunity to share an update and ask any questions relevant to the collective.
- Once the wheels are in motion, weekly can resume.
- Make sure celebrations and what's working well is a dot point on every meeting as a positive ritual.

**"A BUSINESS'S LEVEL OF
TRUE SUCCESS IS
REFLECTED IN THE
PROFESSIONAL AND
PERSONAL DEVELOPMENT
OF ITS PEOPLE.**

**SUCCESS IS SOMETHING
YOUR PEOPLE ATTRACT
BECAUSE OF THE PEOPLE
THEY BECOME ."**

—JANE WUNDERSITZ

WE BELIEVE

EVERY ORGANISATION IS A HUMAN ENTERPRISE

5) Zoom and web calls:

Make 'cameras on' a part of the normal in your culture. I noticed in 2020 as the year progressed there was a higher % of people without cameras on. Yet some teams and organisations still had 95% with cameras on, and those with them off had a reason.

Here are three reasons why this is important:

- We are wired from birth to be attentive to faces- hence you will find people more engaged and attentive with cameras.
- Seeing people's faces also provides better insight into the emotion and context of the message being delivered. In applied neuroscience, recent research supports we have mirror neurons that fire when we experience empathy. We need empathy in organisations, and this is a bonus layer of connection and understanding you won't get with cameras off, on a call or email.
- Beyond seeing faces, video allows us to see what their immediate environment is like, and what is happening where they are.

6) Social technologies are here to stay:

Slack, Zoom, Team, Text messaging will continue to be communication channels.

- SLACK supports better communication and can help build stronger relationships. It is a great way to have informal conversations. This also enables a positive human element; using giphy and emojis can support positive emotions and a team connection.
- Text messaging: Instant Messaging is an excellent channel for quick communication. However, there can easily be a miscommunication of tone. If it turns into a discussion – change to a call.

- Email: Is the most widely-used and also the most misinterpreted form of communication. One thing to consider with this communication channel is that the email's tone is often interpreted through the reader's mood.

7) Know when face-to-face is needed:

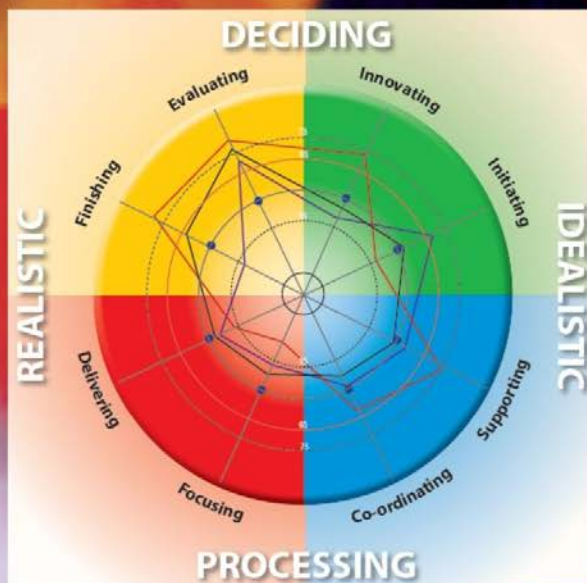
Leaders must know when a face-to-face session is needed. Whilst a face-to-face discussion can take more time; it is important in building relationships.



Facilitate
opportunities for
small talk and
connection.

WunderTraining delivers exceptional virtual training for hybrid and remote leadership teams, public sector leadership and staff events, resilience and wellbeing or team training events. We are well known for our interactive and energetic in-person deliveries and have presenters across Australia. We are national leaders in delivering memorable conference workshops with the latest topics.

We love to partner with you. Our packages ensure you provide consistent professional and personal development, a positive experience and opportunities for safe self-disclosure, building trust and connection.



PRISM
BRAIN MAPPING

THE WORLD'S
MOST COMPREHENSIVE
ONLINE
NEUROSCIENCE BASED
BEHAVIOUR
PROFILING SYSTEM.
DESIGNED FOR
ORGANISATIONS

We are so excited to be able to bring this extraordinary profile to our clients in 2021. PRISM Brain profile is an exciting tool that takes advantage of some of the most up-to-date neuroscience discoveries to provide users with a series of 'maps' which are representations of how their brain prefers to work.

- PRISM Brain Mapping is a unique way of identifying people's behaviour preferences based on brain activity.
- Unlike traditional psychometric instruments, PRISM approaches human behaviour from the perspective of neuroscience, rather than psychological theory.
- The report also indicates where individuals may be overdoing or not making full use of their preferences.

This insight also helps them to understand more about their true potential, as well as what may be hindering you from achieving even higher performance.

The most important step in building career potential and in the exploration process is gaining and enhancing self-awareness.

PRISM BRAIN MAPPING PROFILE

“ Explore your behaviour through neuroscience

The better you know yourself the more likely you will be to make good career decisions and feel confident about the direction you're moving towards. You've also got to recognise an opportunity when it comes your way.

*POA varied report levels.
Organisation group discount
. 1:1 debrief career coaching option.

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NEW TOOLS FOR TODAY'S LEADERS

LEADING PEOPLE

with Applied Neuroscience™



Based on the latest research from applied neuroscience we bring a new set of skills to the leadership table.

- We start the journey with a 1:1 virtual debrief of each leader's individual PRISM Brain profile. The world-leading online neuroscience based profile with Jane Wundersitz who is a Certified PRISM Brain Practitioner.

Then discover the latest research and how to apply at work for you to work smarter and not harder and to lead with the brain in mind. It starts with you.

- Brain PRISM group debrief: Job crafting across a team.
- The Social Brain: Minimising Threat and Maximising Reward responses - Psychological Safety
- Brain Bootcamp: Cultivating Habits for Productivity, Focus and Deep Work

1:1 Virtual PRISM Brain Debrief per person
+ 3 x 90min virtual sessions

Weblink: Leading People with Applied Neuroscience

WUNDERTRAINING LEADING PEOPLE PACKAGE



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*Weblink Workshops
from \$6800 + GST
10 participants
P.O.A for any team size
> through to conference size groups.

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ISSUE 2

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