

## March 2021

### **MANAGING A HYBRID WORKPLACE**

The modern workplace is constantly changing. Year after year, we have seen companies introduce flexible work options, the four-day work week, telecommuting opportunities, and more. This past year, some businesses were forced to implement work-from-home options due to the COVID-19 pandemic. With all these changes, the modern office looks nothing like past generations. To handle the evolution, the hybrid workplace was born. Now, companies are employing professionals who have several different types of workplaces, and with them come new obstacles leaders now face.



According to a PwC study, by April 2021, only 51% of employers expect 50% or more of their employees to be in the office, revealing a vast number of businesses utilizing a hybrid workplace. And with 83% of employers saying using a remote workforce has been a success, it seems likely that a mixed workforce is here to stay. Managing the 21st century workplace can be difficult, but there are specific ways to successfully lead a team, both in and out of the office.

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**What safety measures are most important to feeling comfortable about bringing your employees back into the workplace full time?**

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### **PRACTICAL TIPS FOR NEW LEADERS: RECOGNITION**

Addressing a diverse group effectively can be a difficult adjustment for new leaders. From open communication and recognition to delegation and empowerment to self-awareness and empathy, there are a plethora of leadership arrows professionals must carry in their quivers to be successful.



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### REMOTE WORKFORCE: TO BRING OR NOT BRING THEM BACK, THAT IS THE QUESTION

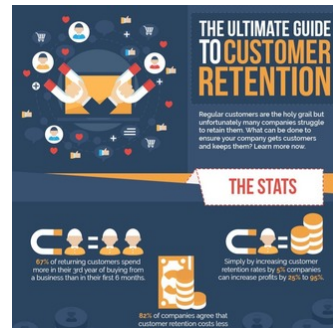
Nearly one year after a once-in-a-lifetime global pandemic caused widespread shutdowns and workplace changes, many businesses are still utilizing a modified remote workforce to maintain production and operations. As restrictions slowly lift in some areas, the lingering question remains: do businesses attempt to bring back in-person employees; and if they do, what does the timeline look like?



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### INFOGRAPHIC: ULTIMATE GUIDE TO CUSTOMER RETENTION

Check out this infographic to learn the importance of customer retention and what businesses can do to not only get new customers, but also retain them!



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