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7 BEST PRACTICES FOR GOVERNMENT AND PUBLIC SECTOR TRANSITIONS TO HYBRID WORK



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7 BEST PRACTICES FOR GOVERNMENT AND PUBLIC SECTOR TRANSITIONS TO HYBRID WORK

In recent years, organizations have increasingly embraced work-from-home policies. In many cases, this is a completely new experience for government and public sector employees. These employees are often left wondering if they are going to be as successful in their job from home as they were in the office. Furthermore, for many constituents, engaging with their government via remote tools like video collaboration is entirely new.

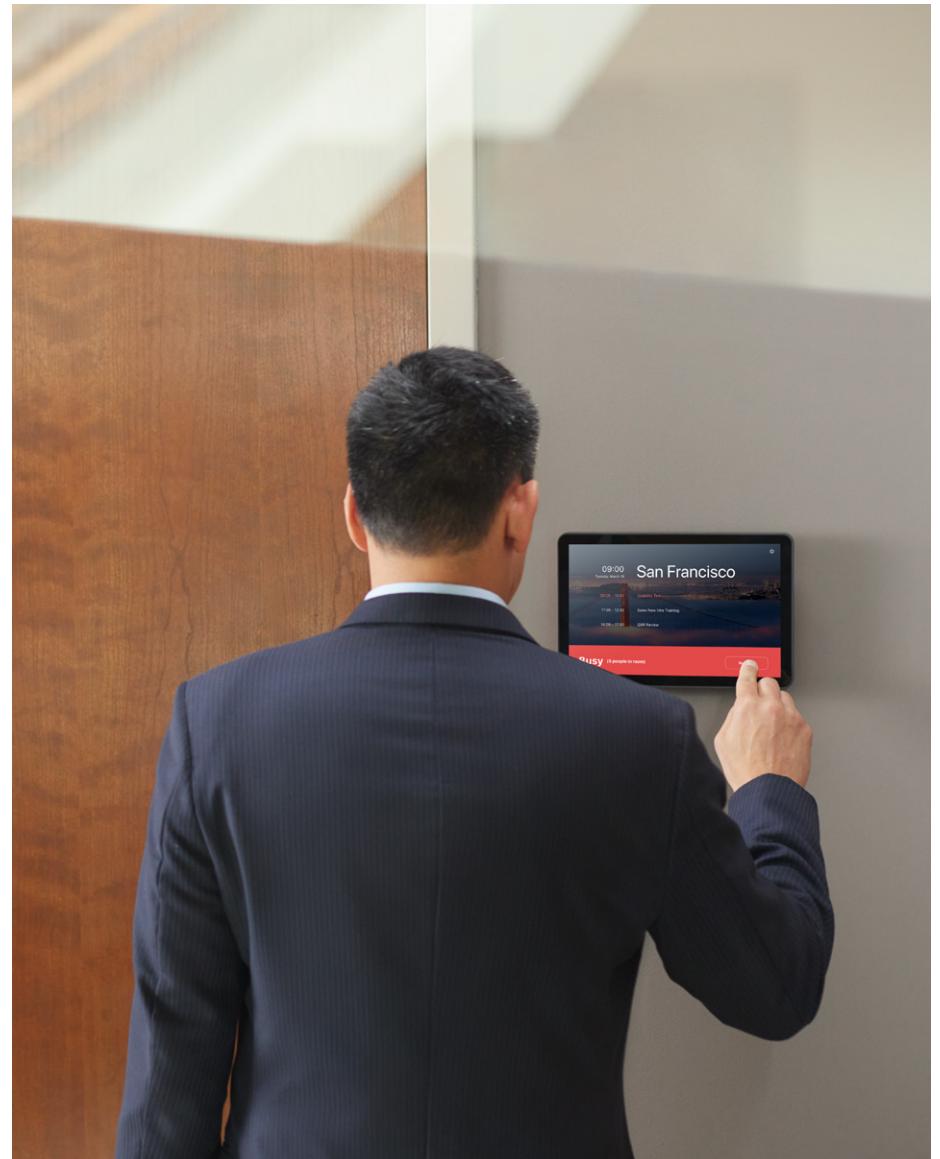
Government and public sector institutions are not alone in this. Other key societal institutions like healthcare and education are also embracing hybrid work models and innovations like telehealth and distance learning. Promisingly, these models offer a highly desirable combination of access, efficiency, and outcomes.

Similarly, governments can use remote initiatives like video collaboration to transform their processes, unlock access to services, establish resiliency and continue operations, create a more sustainable environment, and execute efficiently on their mission of service, from conference rooms to boardrooms, courtrooms, and town halls.

However, hybrid work also comes with its own set of challenges. Without structure, organization, and the re-learning of some habits and behaviors, working remotely can result in employees feeling disoriented, isolated, and overwhelmed. This can result in a dangerous combination of poor meeting outcomes mixed with employee burnout.

Furthermore, in a hybrid model, it's essential for in-office and remote meeting participants to have an equal experience and an equal opportunity to influence conversations, access decisions, and provide services. Therefore, it's critical to make the transition to hybrid work carefully, thoughtfully, and with a certain set of principles in mind.

The shift towards a flexible, hybrid work model and remote collaboration continues to accelerate, with more and more organizations adopting this approach seemingly each day. For government agencies and all kinds of public sector entities, the Logitech Video Collaboration team has gathered the top seven tips to help make this transition as smooth as possible.



1 STRUCTURE TRANSITION TIMES FOR YOUR EMPLOYEES

For many, the commute to and from the office and other facilities has traditionally been a time to mentally transition. When confined to our home, this small task may not seem important, and may be seen as a blessing (good-bye traffic!), but the loss of time to decompress during or after a hard day's work can take a toll on our mental well-being.

The solution: encourage employees to try different activities to help start and end their day like deep breathing, reflection time, taking a walk, exercising, meditating, reading or even taking a nap. Ask your employees to find what works for them in their new at-home work routine.



EMPLOYEE TIP

Bob Knepp, Global Alliance Manager at Logitech, uses the time he would have spent commuting into the office by hopping on his treadmill and getting in his step count for the day.

After work, Bob enjoys cooking and trying out new recipes as part of decompression time.

2 ASK EMPLOYEES TO DESIGNATE A WORKING AREA

Where you work matters. Plopping on the couch in front of a TV with the temptation to binge watch worthy shows is not ideal, nor is laying in your bed where you're tempted to relax or sleep. A designated work space is needed.

The solution: communicate to employees that it is essential to find an area within their home to establish an office. It doesn't have to be an entire room; it only needs to be a designated area that sets the tone of diligence and focus during their work day.

EMPLOYEE TIP

Aspen Moulden, Regional VC Marketing, and her husband both work from home. Sharing the same office space, they rely on a [vertical mouse](#) and [ergonomic keyboard](#) for better posture, less strain, and more support. To limit distractions, they invest in audio solutions with an [Active Noise Canceling headset](#) and an [advanced noise canceling microphone](#) - enabling them to stay focused on calls while limiting distractions in their environment.



3 LET EMPLOYEES BE THEMSELVES

Working in pajamas is super appealing to just about everyone, even public servants. However, there is a real psychological benefit to dressing for your job when working from home. And, government and public sector employees are used to more traditional, buttoned-up dress codes than Silicon Valley tech firms. Still, working from home - along with multiple generations of people working in the same organization - has changed the traditional office dress code for good, in every sector.

The solution: Let employees be who they are and be authentic, while remaining professional. In terms of dressing for the job, encourage them to continue to go about their normal routine as they would if they were going into the office, to a court proceeding, council meeting, or to a town hall, but also to embrace the flexibility of wearing whatever feels comfortable and appropriate for them in this new, more casual home office environment, where may not be as necessary to dress up for many day-to-day tasks.



EMPLOYEE TIP

National Account Manager, Josh Keel, sticks to his morning routine - quick workout, breakfast, shower, and dress, assembling a business shirt with the comfort of shorts in his always sunny hometown of San Diego, CA.

4 HELP EMPLOYEES EMBRACE TECHNOLOGY

Working from home doesn't mean that you have to sacrifice face-to-face interactions. If you are new to video collaboration, it's time to embrace and unleash the power of video to drive engagement with team members, court officials, citizens, and other constituents.

The solution: Make it easy for employees to invest in an external webcam that makes hybrid work more human. Meeting over video provides similar benefits of a face-to-face meeting, making it almost as good as being there in person. Plus, innovative Logitech software like [RightLight](#) provides a professional appearance in any lighting condition so employees can always look their best.

EMPLOYEE TIP

Before Logitech, Channel Marketing Manager Jenn Jakubowicz's remote work experience was audio-only. Jenn's shyness to video dissolved when she realized the capabilities of video to establish relationships and build trust through seeing body language, facial expressions, and emotions of meeting participants in real-time.





5 HAVE EMPLOYEES SET REMINDERS

Water cooler breaks are just as important in the office as when working from home. It's recommended to take a much needed "you-break" and avoid work time bleeding into personal time.

The solution: Advise employees to set their smart watches, fitness tracker or alarms to get up and move. When it's time for a break, let them know that it's OK to step away from their designated work space to relax and clear their mind.

EMPLOYEE TIP

Managing big accounts remotely, National Account Manager Eric Meyer often has eight to nine hour stretches of back-to-back calls. Eric blocks his calendar every two hours for a fifteen minute break. By creating these minibreak routines, Eric has a healthy habit to curb "restless meeting syndrome."

6 LEAD BY EXAMPLE

Everyone is familiar with the saying “lead by example.” Now is the perfect time to put this into practice.

The solution: Show employees how to embrace today’s new way of working by creating a balance - scheduling breaks, taking care of yourself, and engaging with employees over video promotes a sense of connectedness and reduces isolation.

EMPLOYEE TIP

Ricardo Santos, Head of Video Collaboration - Americas Region, is always on video no matter what environment. He focuses on creating an engaging work environment, as well as a healthy one. Ricardo establishes a clear work-life balance, and compels his team to follow suit through leading by example.





7 REMEMBER THAT YOU ARE IN IT TOGETHER

Do you remember when [Professor Robert E. Kelly was interrupted by his children during a live BBC broadcast in 2017](#)? This is one of the most well-known viral work-from-home moments. But it demonstrates importance: distractions and interruptions happen in the office and it is okay for them to happen at home.

Whether your children run into your designated office area or your dog is saving your life from a squirrel outside, life happens. We need to embrace these interruptions and understand we are all human.

KEY TAKEAWAY

With the recent boom in hybrid work, there will be a learning curve for ramping up and adapting to this new way of working. At the end of the day, we have to help one another as we are truly in this together.

It's time to help make hybrid work a healthy, productive experience. Focus on ways to stay engaged, laugh at distractions, find the right work-life balance, enjoy the perks and benefits of remote work, and smile for the camera!

Create better hybrid work experiences with Logitech Video Collaboration solutions.

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