Planning for the Future Version of Remote in OCG

**OCG All Staff Meeting** – March 11

**Presentation by Denitta and Alexa** (~30 minutes)

* Overview of the historical context of how OCG became a remote office in 2014
* What we’ve learned from the last year at forced 100% remote
* What we’ve learned giving presentations to campus units

**Interactive session** (~30-45 minutes)

* Breakout #1: What words and phrases would you use to describe the OCG culture?
  + Use a tool that allows for the words in the breakouts to be input and then generate a visual when we return to the large group
* Large group debrief on the culture question
* Breakout #2: What attributes of remote help / hinder the OCG culture?
* Large group debrief on the attributes question

**Poll Questions**

When we are allowed to return to campus, if given the option, right now I want to:

* Stay 100% remote
* Go back 1 day a week
* Go back 2 days a week
* Go back 3 days a week
* Go back 4 days a week
* Go back 5 days a week – yes, really, I love ARC
* Have flexibility to come and go

When we are allowed to return to campus, I am most concerned about:

* Health and safety
* Feeling awkward – like being a freshmen all over again
* My office space
* That my friends won’t be there
* That I won’t be there to see people in-person
* Work schedule adjustments

**Introduce the Planning for Return & Remote Engagement Process** (~10 minutes)

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| --- | --- | --- |
| **Employee Focus Groups/Survey** | **Senior Leadership Discussions** | **Executive Level Decisions** |
| April-May (1 topic per week) |  |  |
| Role of Trust & Inclusiveness  Social Connectivity  Communication & Meetings  Vacation & Work-Life Well-being  Partner Needs (PIs, DRAs, Units)  Gaps & Individual Ownership  Campus & RIO Guidance (when available) | Campus & RIO Guidance (when available)  Alignment with culture & norms  Business needs (job function, collaboration, engagement, retention)  Manager expectations & accountability  Space, equipment, work stations  Review & update existing policy  Return logistics | Data security  International concerns  Technology – secure VPN, practices  Travel requirements and financial considerations for 100% remote  Office space  Final approval of plans, policy, etc. |

Employee Focus Groups & Survey

A series of focus groups provide all OCG employees an opportunity to contribute to the conversation about the evolution of OCG’s hybrid remote program when allowed to return to campus.

Focus groups will be 30-minutes each and held weekly for six weeks covering one of the following topics outlined below. Immediately following the focus group, a survey to all of OCG with the same questions asked in the focus group will ensure that everyone can share their thoughts. OCG will consider comments and suggestions from staff in the new version of OCG’s hybrid work.

The basic premise for engaging OCG staff in focus groups and/or survey is:

OCG was a hybrid office prior to the pandemic 100% remote situation. We expect to have a more expanded hybrid set-up when allowed to return to the office that includes:

* More team members choosing 100% remote
* More team members choosing multiple days/week remote
* Nearly all (if not all) team members having some remote in their schedule

To be successful in an expanded remote program, it is important to examine many aspects to these arrangements and adjust policy, procedures and expectations to ensure successful business and personal/professional outcomes.

It will take EVERYONE to create and sustain the OCG culture within this expanded hybrid model when we return to the office.

**Role of Trust & Inclusiveness**

What elements of trust do you expect to be tested or are of concern to you in a more hybrid remote office? (*Use the 4 Cores & 13 Behaviors as the reference tool for this question and provide examples from previous or current experiences.*)

What are the challenges to inclusiveness in a more hybrid remote office?

What does optimal inclusiveness look like to you in a more hybrid remote office?

**Social Connectivity**

*Considering past and current social activities for OCG employees:*

What activities have had the greatest impact for you to connect in-person with your colleagues? Remotely?

What are your expectations for connecting socially in a more hybrid remote office?

What do you need from the work environment to connect socially with your colleagues in a more hybrid remote office?

**Communication & Meetings**

Describe your expectations for great or ideal communication.

What gaps do you observe or experience in the communication tools and norms currently in place? (*Describe and provide examples*)

Describe your expectations for great or ideal meetings virtually, in-person and a mix of the two.

What gaps do you observe or experience in meetings you attend? (*Describe and provide examples*)

**Vacation & Work-Life Well-being**

*The pandemic took away the “choice” of remote and created conditions related to childcare, home learning, care of others, other family members also remote, etc., that were out of our control. As such, work-life boundaries and using earned leave changed dramatically for many. Based on your circumstances:*

What elements of remote work contribute to work-life well-being?

What challenges do you expect to continue to face related to work-life well-being? (*Describe and note if these are easier or harder depending on remote vs in-person work.*)

What barriers or challenges do you face to taking time off from work? (*Describe and note if these are easier or harder depending on remote vs in-person work.*)

**Campus Partner Needs (PIs, DRAs, Units)**

*OCG’s daily work intersects with many other campus partners, including PIs, DRAs, other units such as CCO, NSI, Boulder Venture Partners, RIO, etc. As all units determine how they will return to campus and deploy remote options, consider our work with these partners.*

What is easier, the same or harder when connecting with campus partners remotely?

What is easier, the same or harder when connecting with campus partners in-person?

What activities would be more effective if done in-person?

What challenges do you anticipate when working with partners having different strategies and priorities for in-person and hybrid work?

**Gaps & Individual Ownership**

*Success will take EVERYONE to create and sustain the OCG culture within this expanded hybrid model.*

What gaps do you see or anticipate for OCG staff and managers in expanding the hybrid model? (*Describe*)

What behaviors and actions do you see as essential for staff to do to contribute to the success of an expanded hybrid model?

What ideas do you have that will engage staff in owning the collective culture and success of OCG’s hybrid model?

**Campus & RIO Guidance** (when available)

Reactions to this guidance – questions TBD

Senior Leadership Discussions

**Alignment with culture, values & norms**

How flexible are we going to be?

What needs to be reflected in the norms to address expanded hybrid remote?

How is hybrid built into our culture?

How does hybrid support the four strategic priorities (Process Excellence, Infrastructure Enhancement, People Development & Stakeholder Engagement) and what initiatives are needed under those priorities to address expanded hybrid remote?

**Business needs**

What are our job function and team function needs, and what impacts does expanded hybrid remote have on those requirements?

What kind of collaboration are we doing and how might that be impacted by expanded hybrid remote?

What areas of engagement could improve or may be at risk with expanded hybrid remote?

What retention positives or negatives could result from expanded hybrid remote, all remote, all in-person?

**Review and update existing policy to add | remove | adjust as needed**

Types of remote work/flexible schedule available

Eligibility

Proposal team requirements

Evaluation and approval of schedules

Injury, theft & personal equipment

Business hours

Expectations of employees and supervisors

Form component adjustments

Dress code in office

**Manager expectations and accountability**

What gaps exist that we need to address (meeting management, engagement in multiple modes, inclusiveness, presenting, etc.)?

How flexible are we going to be with managers?

What are managers’ needs with employees in expanded hybrid remote?

What are managers’ needs of each other in expanded hybrid remote?

What are expectations for accountability for managers?

**Productivity Accountability**

How do we define productivity?

How do we measure productivity and impact?

What kind of metrics do we have to have vs want to have?

Who are reporting metrics up to?

How do we use metrics for workload distribution?

What implications, challenges or concerns does expanded hybrid remote have on productivity?

**Space, equipment, workstation**

What are our space requirements in expanded hybrid remote?

What individual equipment considerations need to be addressed?

What are our office technology and equipment needs to support expanded hybrid remote?

How do we define primary workstations versus secondary workstations and who is responsible for purchasing?

**Return logistics**

What lead time will be needed to sort through return logistics?

How can the whole of the office support a streamlined return and execution of expanded hybrid remote?

What will be needed for those staying 100% remote? Partial remote?

**Campus & RIO Guidance** (when available)

Reactions to this guidance – questions TBD

Executive Leadership Decisions

Data security

What are the international concerns or implications for expanded hybrid remote outside the U.S.?

What technology requirements are needed for data security? (Secure VPN, practices, etc.)

Travel considerations for 100% remote

What will be the requirements for coming to campus?

Who will pay for visits to campus?

Final request for office space

Final approval of plans, policy, etc.