Being a High Performing Employee in a Hybrid World

This course provides individual contributors with the skills and strategies to take responsibility and agency for their workplace needs, accountability and engagement. The hybrid workplace is not only demanding changes from managers and supervisors, but changes from individual contributors as well. This course will provide the necessary skills to enable a successful hybrid workplace.

Learning Outcomes
After attending this course, participants will be able to:

1. Identify the different degrees of ownership between employee and supervisors as it relates to accountability, goal accomplishment and personal engagement.
2. Name indicators of burnout and implement strategies for long-term sustainability
3. Implement technological tools to maximize work productivity

> *The two biggest factors at stake right now in the hybrid world is engagement and productivity.*

Accountability, Goal Accomplishment, and Personal Engagement

Projects

- What is purpose of the project?
- What is your role in the project?
- What have you always been told you are good at? (Where can you add unique value to projects?)
- Are you crystal clear on your responsibilities?

Meeting

- What do you need to get out of meetings?
- What information do you need to know to do your best work?
- Make a list of what you need before the meeting.
- Minimize distractions, don't multitask.
- Speak up with you need. Are there established norms for speaking up during meetings?

Communication

- Over communicate to be efficient and helpful
- Regular check-ins with each colleague and your supervisor
- Make a list of each person you regularly collaborate with. How do you support their goals and work? How often do you need to check in with them?

Notes:

<u>Reflection Exercise</u>

What is your hybrid communication style? (Email, video call, text, etc.)

How do your colleagues and manager prefer to communication? What have you noticed about their communication tendencies in the past?

Does everyone on your team know the communication needs of each other? If no, how and when will you share this information with your colleagues and manager?

<u>Personal Engagement</u>

"Managers are responsible for creating conditions that contribute to a workplace environment where employees can engage. You are responsible for making the choice to engage."

CU Boulder's Engagement Definition

"A pronounced state of enthusiasm characterized by <u>effort</u>, <u>pride</u>, and <u>passion</u>, which fosters a mutually committed relationship between employees and organization resulting in enduring pursuit of organizational and personal goals."

Dimensions of Engagement

Dimensions	Agree	Not sure	Disagree
Proud to work at CU Boulder			
My efforts affect CU's success			
I feel a sense of belonging			
I intend to stay at CU			
I recommend CU as a place of employment to others			
I am satisfied with my job at CU			
I am connected to the CU Boulder mission			
I give discretionary effort to my role			

Reflect Exercise

What are the elements that drive engagement for you in the hybrid space?

How do you cultivate engagement for yourself when you're working from home?

What do you need to communicate to your colleagues and manager to support your engagement? When will you share this with them?

Burnout Strategies

Definition:

"State of emotional, physical, and mental exhaustion, brought on by long-term stress"

Indicators of burnout

Emotional Exhaustion	**Lack of Accomplishment**	**Depletion of Empathy**
● Chronic fatigue ● Insomnia ● Impaired concentration ● Anxiety/depression ● Anger ● Increased illness ● Physical symptoms (dizziness, chest pains, headaches, etc.)	● Feelings of apathy and hopelessness ● Increased irritability ● Lack of productivity ● Poor performance	● Loss of enjoyment ● Pessimism ● Isolation ● Detachment and disconnection ● Difficulty feeling care or compassion for others

Which of the items indicators listed above are you experiencing?

Notes:

Maximize Productivity

CU Boulder is embracing a hybrid forward model. What does this mean for you, your work, your engagement, and your productivity?

https://www.colorado.edu/hr/work-modalities-schedules

Reflection Exercise

Think about the last time you were really productive. What time of day was it? What were you doing? What was around you?

Goal: recreate that experience/environment as much as possible over and over again.

Don't know? Observe yourself over the next week and see if you can identify the answer above.

To-do: Share your productivity style with your team and manager. Eg. "I am most productive during the evening. So I generally complete easier activities (emails) during the early day and do my best thinking/project work during the evening."

Technologic Tools

CU Boulder OIT (Office of Information Technology) has a curated list of technological tools to aid in your remote/hybrid work productivity.

1. Review this website: https://oit.colorado.edu/hybrid-work-recommendations
2. Select hybrid work tools that will support your productivity
3. CU strongly recommends integrating Microsoft Teams into your workflow
4. Communicate with your manager

Productivity Strategies

- ✔ Have a dedicated space for working from home
- ✔ Establish a behavior that demonstrates your day has started and your day has ended
- ✔ Communicate your needs, boundaries and challenges with your team and your manager
- ✔ Breakdown your larger projects into smaller components
- ✔ Regularly communicate updates about your progress, barriers, and successes
- ✔ Attend the Getting Things Done workshop: https://www.colorado.edu/hr/learning-development/open-enrollment#getting_things_done-705

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