



# The back to office playbook.

HR Guide to Remote  
and Hybrid Work



# If you've newly embraced the world of remote and hybrid work, you're not alone.

**Studies show that even part-time remote work is being normalized.**

Some of the world's leading tech companies are also making the switch. Google, Twitter and Facebook have extended their timeline for employees to return to the office. Music streaming company Spotify recently announced that, similar to Salesforce and Slack, all employees can permanently work remote, whether it's from home or from a coworking space.

NEARLY

**90%**

of the Fortune "100 Best Companies" allow employees to telecommute or work remotely at least 20% of the time.

We've rounded up some best practices for managing a distributed workforce, as well as a few tips for returning back to work.



# Serve and support a diverse workforce.

Serving and supporting a diverse workforce starts with recruitment. Remote and flexible work arrangements empower hiring teams to tap into a much larger talent pool of qualified candidates than if they narrowed their search to one city or state. With mandatory relocation off the table, you're likely to get your top pick.

This is especially true of millennials, who typically aren't as drawn to the traditional 9 to 5 workweek as previous generations. Instead, these individuals value flexibility and freedom around where and when they work just as much—if not more—than a high salary. It is the passion they feel for their project that fuels productivity.



Having a diverse group of voices in your organization can lead to better brainstorming and collaboration.

**"if you no longer hire from just one part of the world, but anywhere, it's actually easier to build more diverse organizations, because the talent pool is far greater."**

JOB VAN DER VOORT  
CEO & CO-FOUNDER, REMOTE  
(SOURCE: FAST COMPANY)

Diversity extends beyond 'where' your work; it's also about 'how' you work.



ACCORDING TO GWA

95%

of employers say remote work has a high impact on employee retention

36%

of employees would choose it over a pay raise



# Set goals around satisfaction and productivity

Gaining access to top talent is one thing; keeping them happy and feeling fulfilled is another.

It's no surprise that employees are more likely to report being satisfied, increase their productivity, and stick around longer if they like where they work.

According to a report from Recruitment International, almost one in five people left their previous role because of a poor work-life balance.



**OWL Labs ran a study on how remote work affects productivity and overall happiness at work.**

HERE'S WHAT THEY FOUND:

**80%**

of employees believe being able to continue to work remotely, post pandemic would make them feel like their employer cares about them

**75%**

of people are the same or more productive working remotely

**72%**

believe remote work offers better work-life balance and makes them happier

**67%**

of employees feel less stressed working remotely

**66%**

are more likely to recommend remote work to their employer

**71%**

found more creative after surveyed by DeskMag

**62%**

reported that their measure of work improved significantly

**90%**

felt more confident when coworking



# Invest early and often in the ‘right’ resources

Pre-pandemic, remote work was mostly reserved for freelancers, independent contractors and gig workers. In 2021, the ratio of employees working remote vs. those not working remote is essentially flipped. Now is the time to start investing in things like remote security, expense management and communication tools.

Some companies have gone so far to hire dedicated staff to manage the needs of its remote workforce

**[I expect to see] stimulus [to support remote workers], or more broadband projects, or even talks of new tax and employment laws.”**

BRIE REYNOLDS  
SENIOR CAREER SPECIALIST, FLEXJOBS

(SOURCE: FAST COMPANY)



As with any structural change, there will be a learning curve. The good news is that technology is more interactive than ever. Helpful communication tools for video conferencing (Zoom, Google Meet for example), messaging (Slack, GitHub) and project managing (Asana, Notion, Airtable) are available and easy to integrate into your team’s workflow.





# Embrace the human element of hybrid work

While it might sound counterintuitive, working from remote can actually feel less isolating than the traditional office environment.

Anyone who has experienced a toxic office environment in their career knows just how derailing, not to mention stressing, this is to the system. Toxic environments negatively impact happiness and productivity levels. They're also a big reason employees seek opportunities elsewhere.

We've all experienced some sort of video call disaster, whether it's a child participating in conversations or a cat darting across keyboards. It's funny, awkward, and slightly embarrassing. It's also human. That's the beauty of hybrid work—it serves as a reminder that we are more than what we do.

Virtual or not, there will always be a need for community. This past summer, our team

created an extensive guide to building (and running) a one virtually. We recommend defining goals, roles and responsibilities, setting guidelines, choosing a platform that propels your mission, and coming from a place of service. Above all, create a safe space where team members feel comfortable sharing their thoughts, feedback and struggles.

**COVID-19 has kept us more remote than ever, and yet many workers report deeper feelings of connectedness among teammates.**

**"The office-to-home transitions have caused workers to break down emotional barriers, giving both colleagues and clients a true lens into who people become once they leave the office—a side many colleagues never shared previously."**

BRIE REYNOLDS

SENIOR CAREER SPECIALIST, FLEXJOBS

(SOURCE: FORBES)

## ACCORDING TO FORBES

**23%**

employees report that they work in a toxic workplace and based on an article we found on Built In

**46%**

of workers say culture is "very important" in deciding whether to accept a job offer or not. Furthermore

**47%**

of people looking for another job are doing so because they don't align with their current company's culture.



# Expand your healthcare offerings to include emotional support

For better or worse, COVID-19 has illuminated a growing need for prioritizing mental health. There are so many added stressors during a pandemic, and sometimes getting through the day feels like a feat.

When it is time to return to work, whether back at the office or from a coworking space



A Deskpass Safe Space badge appears next to spaces that have taken the Safety Pledge and met the necessary requirements\*

on the Deskpass network, prioritizing the safety of your employees is key. There are many ways to go about this. We developed our Safety Pledge Program to ensure that their space meets our requirements for health and safety excellence.

\*Such as providing hand sanitizers, requiring members wear masks, creating 6-feet of distance between workstations and regularly disinfecting common surfaces.

AS REPORTED BY MENTAL HEALTH AMERICA:

**77%**

of people surveyed said flexible work options would help them be healthier

Another study found that **“employees in unhealthy workplaces are likely to experience higher stress and lower engagement and these feelings actually spread throughout the workplace, negatively affecting workplace culture.”**  
(MHA)



# Empower freedom of expression among employees

**In a COVID-19 world, there's very little we can control.**

Things are always changing and it can feel as if we're reactive instead of proactive. One small aspect we can control, and one that makes a huge impact in the daily lives of our employees, is environment.



**Traditional office spaces share a similar layout, but that isn't conducive to how most people want to work.**

One worker might be more productive working from an empty home office with no outside distractions while someone else may be more stimulated by background noise. It's also worth noting that one's preference on optimal space might change based on the project they have that day or week.

**All this is to say that environment can enhance or detract from doing your best work.**



At Deskpass, we've included filters and 'moods' that allow members and teams to curate the best spaces for their particular work styles. It gives you the flexibility to choose a space based on the layout, the location or the overall atmosphere.



**A network of coworking spaces like Deskpass allows you to create your work environment, on your terms.**

In many ways, you can cherry-pick aspects you want and don't want (a quiet atmosphere, or the place that always stocks your favorite kind of tea). You can even filter spaces based on specific needs, such a mothers room for breast pumping moms.



# Encourage financial freedom and higher learning

Working remote is a financial win-win for everyone. When employees are able to cut down on daily commutes to/from the office, lunches and work clothes, those savings are significant. This then empowers them to allocate those unspent dollars how and where they see fit, whether it's for a future investment, to pay off an unpaid medical bill.

From a company standpoint, remote and hybrid work cuts down on overhead costs and relieves you of committing to expensive, long-term leases on traditional office space. Saving in these areas means that you can re-invest money in other ways.



# The Bottom Line

**Deskpass is a Work From Anywhere solution for companies with remote or distributed teams. Through our network of thousands of workspaces across the US and (soon) the world, we provide on-demand desks, meetings rooms and offices by the hour, day, week and month. There's no setup or monthly fees—it's purely pay as you go.**

**Remote employees love Deskpass because they enjoy freedom to choose where their best work happens, from thousands of inspirational, productivity-boosting workspaces.**

If you want to learn more about how other companies are making the switch to remote work, feel free to email us at [teams@deskpass.com](mailto:teams@deskpass.com). We also put together an interactive calculator that shows how much you'll save on real estate costs with Deskpass.