

GUIDE

# 10 Tips to Effectively Manage a Hybrid Workforce

Proven Steps for Business Leaders and Managers

Hybrid work isn't just a popular work model. It's also an ideal way to optimize how people work for more profitable growth. Hybrid workers benefit from in-person collaboration while enjoying better work-life balance, less burnout and higher productivity.

But unlike fully remote offices, hybrid cultures come in all shapes and sizes. For some business leaders, it means redefining the work environment to meet the needs of both remote and in-office team members. For others, it's about finding the right mix of onsite and work-from-home days.

Whether you juggle distributed teams or see hybrid work as a radical departure from business as usual, the challenge is the same. **How do you optimize workforce investments to ensure a productive hybrid environment?**

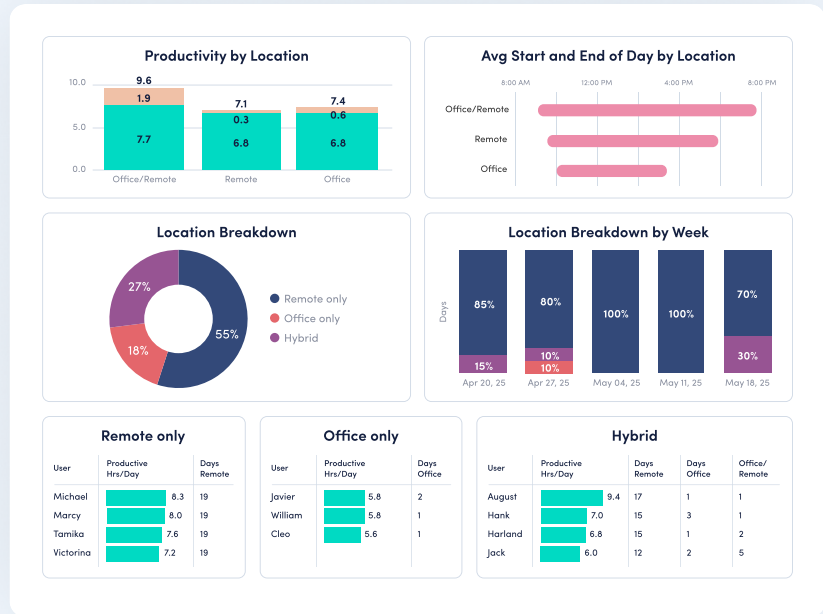
## Use this proven ten-step plan to get on the right track

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# Evaluate productivity by location

The most important step is to determine where your team members work best. Are people more productive at home, in the office or a mix of both? The answer varies from employee to employee and team to team, so it's critical to understand the unique needs of your workforce. Whether you survey employees or rely on geographic data, identify which arrangements make team members most effective. This allows you to build flexible work policies based on data rather than gut instinct or best guesses.



**Pro Tip:** Use ActivTrak's Location Insights for real-time reports on where hybrid employees work and where they're most productive.



## Identify the right model

While hybrid work offers flexibility as a key advantage, not every model works for every employee. Some people work best with ample focus time at home, while others thrive in office environments. Some organizations require an office presence two or three days a week, while others keep office space available for in-person collaboration as needed. And many skip mandates altogether, leaving it up to managers to determine what works best for each team. The key is to identify your ideal mix of in-person and remote work — one that helps you create a more productive, engaged workforce.

**Pro Tip:** Track progress toward goals when testing different hybrid work arrangements to see what works best for your workforce.



# Assess your culture

Fostering a collaborative, inclusive culture is essential for any work environment — employees who feel connected to their company’s culture are [four times](#) more likely to be engaged. But this is harder to achieve when team members don’t see each other daily. As you build out your program, look for ways to establish a positive hybrid work culture.



Create a virtual mentorship program to connect people from different locations.



Provide training that equips people with the skills they need to thrive in a hybrid environment.



Design [hybrid team building activities](#) to boost collaboration and reinforce a sense of belonging.

## Hybrid Work Policy Template

### How To Use This Template

Many organizations consider hybrid work as a way to adapt to shifting workforce needs and expectations. When formalizing a hybrid operating model, it’s important to establish clear expectations among individuals, managers and the organization to ensure the needs of all parties are met. This template serves as a starting point for the development of your company’s hybrid work policy.

This is conceptual content and is meant to be customized to meet your company’s unique needs. It is important to note that hybrid work looks different for every organization. The most common types of arrangements are:

Policy is universal across the organization, with fixed days in-office or remote

Policy is flexible across teams, with decisions made between a manager and employee

Policy is variable across the organization, with decisions made at the team level

### About ActivTrak

[ActivTrak](#) is a cloud-based workforce analytics solution that collects and categorizes user activity data to provide insights to help teams improve productivity — whether working in an office, remote or hybrid environment. The easy-to-use reports and dashboards in ActivTrak enable managers and teams to:

- Establish hybrid work policies, assess their effectiveness and make changes for ongoing improvement
- Assess workload balance and identify individuals who may exhibit signs of burnout so you can make proactive changes
- Identify usage of anomalous applications and potential data privacy risks to bolster operational compliance

## Establish clear policies

Once you’ve assessed your culture, define an official hybrid work policy. Provide clear expectations for which teams work remotely, how often and the security policies and guidelines you expect them to follow. This gets everyone on the same page and increases the likelihood your hybrid workforce stays productive and engaged long-term.

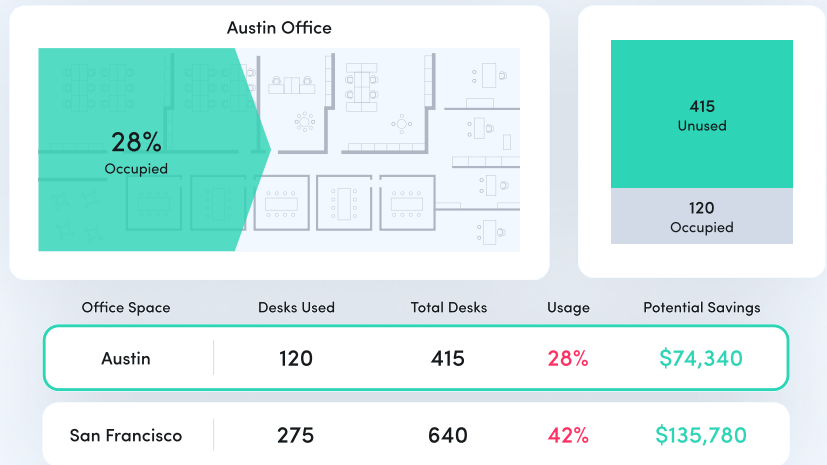
Leave room to adjust details as your hybrid model scales — focus on building a solid framework.

**Pro Tip:** Download ActivTrak’s [Hybrid Work Policy Template](#) for an easy-to-customize framework.

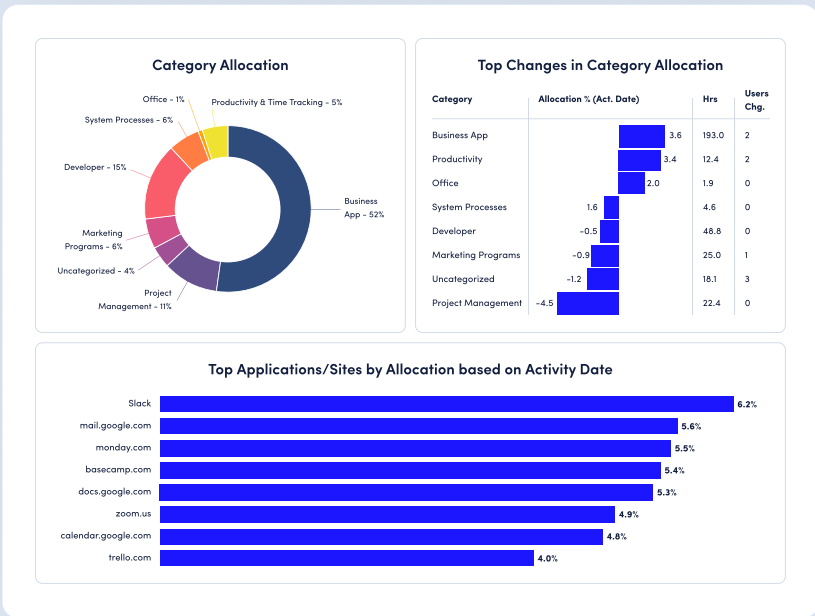


# Right-size your office space

Unlike fully remote workforces, which eliminate the need for office space, hybrid work cultures must maintain a physical presence. But how much space is too much? Once you understand where employees work best, evaluate your office space to make sure it meets the needs of your hybrid team. Coworking spaces, flexible leases and even downsizing are all options when it comes to optimizing real estate investments.



**Pro Tip:** Recalibrate your ratio of square footage to onsite work by calculating office space utilization. This allows you to build the work environment that’s right for your hybrid workforce.



# Optimize your technology

For hybrid teams to work efficiently, the right technology is key – whether employees collaborate across different time zones or see each other in person several days a week. But you don’t need to invest in dozens of new apps. Instead, identify the handful of tools your employees use daily to right-size your technology investments for hybrid environments.

The right mix of tools helps people stay productive from home and at the office, without losing time to complicated or distracting software.

**Pro Tip:** Use ActivTrak’s Technology License Optimization reports to see which apps your hybrid workers actually use and adjust your stack to meet their needs.



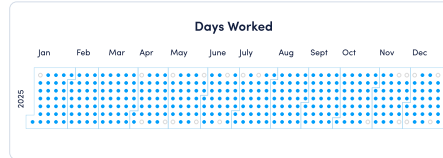
# Monitor for signs of burnout

It's difficult to see when hybrid workers are overworked, especially when they frequently work from home. But [burnout](#) often causes productivity to dip, making this a high priority for managers. Keep teams engaged by watching for early signs of burnout, such as unusually long work hours, missed deadlines and low-quality performance.

The sooner you catch it, the easier it is to redistribute workloads and support employee well-being, allowing your team to work as efficiently as possible.

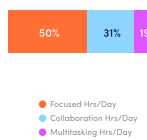
## Capacity Planning

User Activity								
User	Productive Hrs/Day	Productive Hrs/Day (Goal)	Total Productive Hrs	Expected Total Productive Hrs	Days Worked	Expected Days Worked	User Capacity	Capacity Assessment
Michael	9.9	6.4	2158.2	1414.4	217	221	153%	Over Capacity
Marcy	8.1	6.0	1998.4	1326.0	246	221	145%	Over Capacity
Tamika	8.0	6.4	1920.5	1414.4	242	221	136%	Over Capacity
Victorina	8.0	6.4	1853.8	1370.2	243	221	137%	Over Capacity
Javier	8.0	6.0	1804.1	1414.4	236	221	141%	Over Capacity
Hank	8.3	6.2	1778.2	1414.4	236	221	131%	Over Capacity
Daron	7.5	6.4	1736.9	1326.0	236	221	129%	Over Capacity
William	7.8	6.4	1714.2	1414.4	231	221	110%	At Capacity
Farrah	8.0	6.0	1683.2	1414.4	237	221	124%	Over Capacity



**Pro Tip:** Use ActivTrak's [Workload Management](#) reports to review capacity, balance workloads and keep burnout at bay. This data makes it easier to improve productivity and support healthy work habits across hybrid teams.

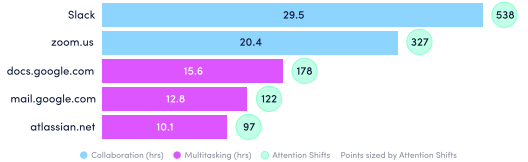
## Time Breakdown



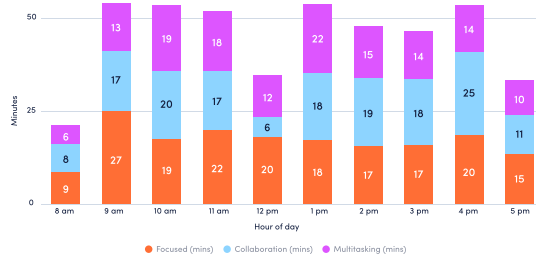
11.8 Focused Session (mins)

▲ 3.6 vs. Organization

## Apps/Sites Affecting Focus



## Focused vs Collaboration & Multitasking by Hour of Day



# Provide personal insights

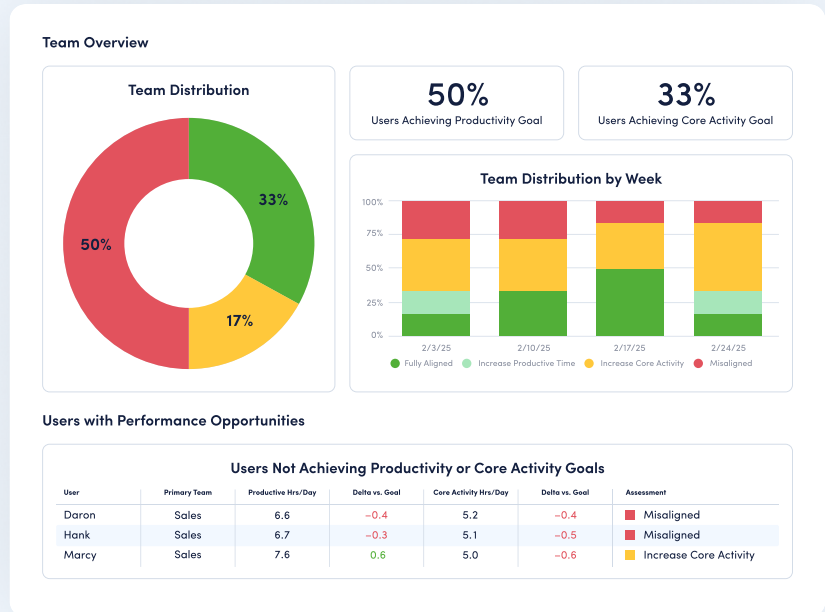
Another underutilized hybrid team management tip? Help your hybrid employees understand how they work best. Just as fitness trackers provide information on physical activity and health, workforce productivity analytics provide insights on focus time, distractions and more. And with most work done digitally, there's now a wealth of data to help people understand their own work habits. Sharing these insights makes it easy for employees to develop healthy hybrid work habits.

**Pro Tip:** Give your employees access to ActivTrak's [Personal Insights](#) to help fine-tune work habits and optimize schedules.

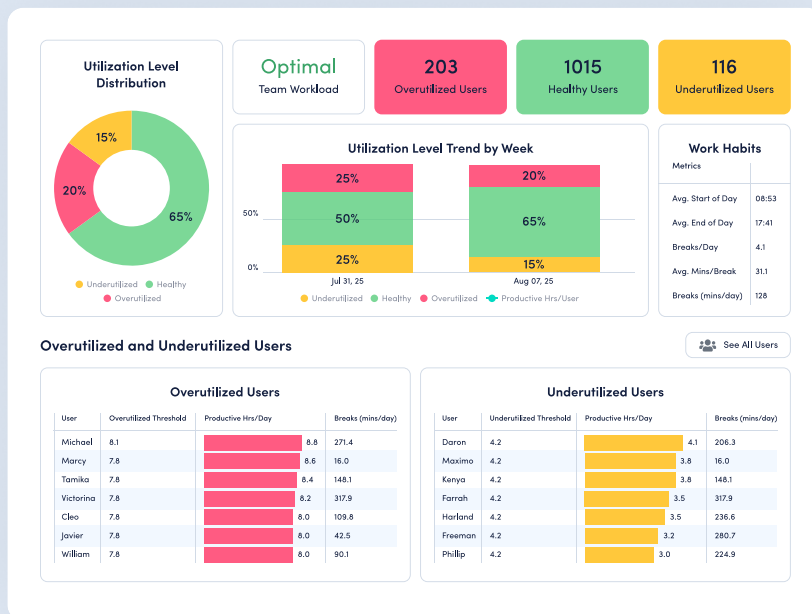


# Use performance insights

In hybrid environments, it's easy to fall into the trap of managing by visibility rather than results. That's why it's so important to track hybrid team performance with objective metrics — not subjective assessments. Use workforce analytics to measure actual productivity and goal achievement across your distributed team. This data-driven approach helps you spot opportunities to improve productivity more quickly so you can make informed decisions about workload distribution and resource allocation.



**Pro Tip:** Use ActivTrak's Activity Alignment reports to ensure your hybrid team stays focused on high-value activities that drive results.



# Routinely review and adjust

As your hybrid team's priorities change, so will employee needs. For this reason, it's important to regularly revisit team norms and communication preferences. Host ongoing sessions — quarterly is best — and encourage individuals to share what is and isn't working.

Then collaborate on ideas for adjustments to better meet the needs of hybrid employees as you scale and grow.

**Pro Tip:** Schedule a Ways of Working discussion to openly discuss work styles and align expectations. This allows you to more quickly elevate team collaboration, productivity and performance.



## Additional tips for hybrid managers

Need more practical ideas for managing a hybrid team? Use these tips to navigate common challenges.

### Establish core hours

Make it clear when you expect team members to be available and focused on work. If people work across different time zones, designate a few hours of collaboration time each day when everyone's working and reachable.

### Define messaging norms

Establish team guidelines for communication channels, including quiet hours for focused work and status indicators that signal availability. Set standards for when it's okay to email and when to use messaging apps for quick, real-time collaboration.

### Protect focus time

Designate meeting-free periods throughout the week to preserve time for independent work and ensure employees focus on activities that drive results.

### Overcommunicate

Foster transparent communication and don't assume silence means agreement, especially with fully remote team members. Circle back privately with quieter colleagues and move sensitive discussions from chat to video calls.

### Encourage work-life balance

Explicitly communicate your expectations for after-hours email responses — keep them to a minimum — and use urgent communication channels like texting only when truly necessary. Helping employees disconnect properly directly impacts productivity levels.

### Create opportunities to connect

Build in virtual "water cooler" moments — think short online games or informal chat sessions — to maintain [team relationships and spark collaboration](#).

## Turn hybrid work insights into action with ActivTrak

Successfully managing a hybrid workforce doesn't have to be hard. But it does require attention to detail. The secret? Move beyond guesswork to make data-driven decisions about where people work best, how they collaborate most effectively and what support they need to thrive.

ActivTrak simplifies this process. Our platform gives you real-time visibility into how your hybrid team actually works. [Sign up for your free ActivTrak account and start building a more productive, engaged hybrid team today.](#)

Sign up for your  
free ActivTrak  
account

Get started free