

The Future of Hybrid Work | 4.14.21 | [EPISODE PAGE](#)

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Office

- Offices aren't going away
- Will end up becoming a destination
- People cherish in person interaction and shared experiences
 - Especially valuable for junior employees
 - Critical for onboarding
- Any savings from reduction in occupied space may not go into employees' pockets directly but should be invested in their experience overall

Employee experience

- Critical to get right but impossible to please everyone
- Focus on what's important and applicable across departments
 - Are people challenged? Do they like the work?
- Put together company-wide experiences to bring people together
- Leverage current situation to try new things, e.g., open leadership meetings to all
- Too late to infuse a culture if one didn't exist before but not too late to build trust
- Informal employee support groups or employer-subsidized 1:1 or 1:many therapy

Challenges

- Authenticity of leadership: leading by example and overcommunicating, even if the answer is "I'm not sure"; admitting that you don't know shows vulnerability
- Vocabulary should be defined and understood to level set expectations
 - Remote first vs. hybrid vs. virtual vs. location independent
 - Friction-eliminating technology should support whatever protocols are established

Lessons learned

- Success is a function of continuous learning and true empathy
- Don't take for granted that people are always ok
- Control what you can control – communication, transparency

For the full recording, visit the [Future of Work](#) website or check out the Future of Work podcast on [Spotify](#), [Apple](#), or [Amazon](#).

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