



 Humanity

Managing Hybrid Teams Successfully

Hybrid teams: a synonym for disengaged workforce?

Hybrid teams are steadily making their way into becoming the **default form of work in enterprises** across industries. By 2020, the mobile workforce is estimated to account for almost half of the total workforce in global¹.

The key rationale behind this paradigm shift is the opportunities that stem from the nature of hybrid teams—**enterprises can hire better-qualified employees** by removing operational barriers like location and office attendance. Companies are able to employ the best talent in any location, which **boosts team productivity**, ensures top quality, delivers the best customer service, and ultimately better profit margins.

On the flipside, if managed poorly, **hybrid teams are very costly** to maintain. Enterprises that employ both remote and on-site workforce need to solve the issue of disengagement, absenteeism, lack of transparency, and excess costs.

¹Source: [Global Mobile Workforce Forecast Update 2016-2022](#)

The challenges of managing hybrid teams across the enterprise

The key obstacle to the successful management of hybrid teams is a **lack of transparency**. Without visibility into the day-to-day activities of remote workers, managers lack real-time insights into employee attendance, current and upcoming workload, and staffing needs—all of which translates into operational **bottlenecks that can slow down the enterprise**.

This lack of transparency also permeates team communication. Without the opportunity to reach all team members, both off- and on-site, in real-time, **managers gradually start to rely more on on-site staff for key tasks**, underutilizing their remote workforce.

In turn, remote employees tend to feel out of the loop, gradually becoming disengaged, becoming **less productive, and eventually leaving the company**.

Due to the dynamics of hybrid teams, scheduling and attendance tracking represent chief barriers in day-to-day operation.

As employees are allowed to work remotely with more flexible work schedules, **managers need to make sure all time and attendance data are synced in real-time**, facilitate communication between team members, share key business information, and ensure staffing is properly optimized with business needs.



How enterprises can more effectively support hybrid teams

To streamline the workflow of hybrid teams, managers need to implement tools that facilitate three key factors for a successful hybrid team—**real-time data accessibility, clear communication, and transparency** across the business.

Successful enterprises are leveraging and deploying cloud-based technology that keeps the lines of communication open. These solutions **allow remote and traditional in-office team members to access and share key information** on business needs—including upcoming staffing needs, employee availability, and real-time access to employee schedules—no matter where they work.

This elevated view of how the workforce is utilized allows managers to resolve scheduling conflicts quickly and **schedule the right talent according to business need**. As a result, the company can meet customer demand while optimizing the entire workforce.

The pervasive issue of accurate time tracking is particularly pronounced in large companies, where **employees often work several different shifts each week**, and at various locations. Cloud-based workforce management solutions can significantly improve the accuracy staff hours worked as well as total labor cost and, regardless of the employee type—remote, contract, or full-time. A cloud-based enterprise scheduling solution can **ensure precise time and attendance data**—and employees will find these valuable as well. A cloud-based enterprise scheduling solution can ensure precise time and attendance data—and employees will find these valuable as well.



Turbocharge the productivity of hybrid teams

Benefits of enterprise scheduling platforms for hybrid teams:

- Engaged employees, regardless of where they work from
- Automatically generated, accurate timesheets ready for payroll
- Error-free schedules that ensure shift coverage during peak times
- Optimized scheduling to curb overstaffing and understaffing
- Employees with the right skill set assigned to most-need locations and shifts

Get ready for the workforce of the future.

Visit humanity.com and see how leading companies across industries successfully manage hybrid teams with our platform.