

## QLS Innovation Committee – Hybrid work taskforce

# Culture and People – things to consider

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### Culture

- ☐ What cultural elements are important to your firm? How will you protect and encourage your culture with your staff working from home?
- ☐ How do you engage with your staff working out of the office? What existing policies/events/communication need to be amended or adjusted to ensure that all employees feel included? Are team meetings all online (regardless of where people are working from) to ensure inclusivity and a consistent experience?
- ☐ Do you have a requirement that staff must attend the physical workplace a minimum number of days each week?
- ☐ Ensure that firm-wide events occur on days when most staff are in the office
- ☐ How do your staff interact with each other outside work? Ensure that staff who mainly work from home are involved in firm and team events

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### Workplace cohesion

- ☐ What internal policy changes are required in respect of staff working from home?
- ☐ Encourage new or adapted forms of team building which all staff can participate in
- ☐ Conduct a survey/questionnaire for all staff as to actions to increase workplace cohesion

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### Policies and approach to flexible working

- ☐ Do you have a policy in relation to flexible working and staff who are working from home?
- ☐ Should you have separate policies for professional staff and support staff?
- ☐ Are your flexible work policies and arrangements monitored, adapted and reviewed (e.g. annually)?
- ☐ Obtain staff feedback on your flexible work policy

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## Mental health

- ☐ How do you look after staff who are particularly vulnerable e.g. junior professional staff and staff who live by themselves
- ☐ Do your staff have regular check-ins with their supervisors and colleagues?
- ☐ Do you provide guidance to staff working from home on issues such as how to switch off, managing work priorities, scheduling work hours and working from home while on sick leave?
- ☐ Do you offer a support program for people who are experiencing mental health issues? Are particular staff members trained as mental health officers so they know what to look out for?

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## Ergonomics and workplace health and safety

- ☐ Have you obtained ergonomic and WH&S advice on work from home setups?
- ☐ Have these work from home setups been communicated to your staff? This should be part of your flexible working policy
- ☐ Do you have the resources to implement your work from home requirements if all your staff take them up?
- ☐ Do you have procedures in place to minimise COVID-19 risks for staff returning to the office or for staff who usually work at home attending office events?
- ☐ Do you offer a support program for people who are experiencing family and domestic violence? Are particular staff members trained including HR who can recognise these situations?

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## Training, mentoring and supervision:

### a. New staff induction

### b. Ongoing L&D

- ☐ Do you have a procedure in place for inducting new staff who are working from home?
- ☐ Do you have technology to deliver internal presentations, firm communications, L&D sessions and CPD sessions to staff who are working from home?
- ☐ How will you ensure your staff watch the presentations? Is it on a platform where you can monitor who is attending the presentation?
- ☐ Are virtual presentations recorded so that staff can watch them at other times?
- ☐ Ensure your senior staff and managers are trained in supervision and mentoring of staff in a hybrid environment, with particular focus on junior staff and graduates
- ☐ Have you altered your graduate training program for staff who are working from home? For example, to address reduced opportunities for graduates to observe senior practitioners while they are working.
- ☐ Does your performance review and check in process need to be modified in any way? How will you adequately observe performance and output of staff who are working from home in order to provide constructive feedback and monitoring of KPI's?