

The 16 rules of hybrid working checklist

If your people understand the social norms of hybrid working, they'll enjoy working together more. Share these simple rules with your colleagues, so everyone's on the same page.

1. To email or video conference?

If something's time-sensitive – video conference. If not, send an email. But ideally, ask in advance how colleagues want to communicate.

2. Make it easy to join meetings

Include everything in the invitation – the links, passcodes and, importantly, a list of participants. And check everyone can make it.

3. Put sending agendas at the top of your agenda

Send agendas and materials well ahead of meetings – in one email so they're easy to open (and print hard copies for yourself).

4. Don't make people wait

Whether in the office or online, it's rude to be late to a meeting. If you're running late, tell participants as early as possible.

5. Test your tech

If you call a meeting, test everything 10-15 minutes before it starts. If you need a lot of tech, ask an IT support colleague to join you.

6. Seeing someone builds trust and teamwork

Keep cameras on if you don't know a video conference participant well. For colleagues, just have them on to say hello and goodbye.

7. Look at the camera

If your camera's on, look your partner in the eye – by looking directly at the camera – so they feel they have your complete attention.

8. Mute it if you've got nothing to say

Unwanted background sounds can be distracting during meetings – and can potentially block a speaker's microphone.

9. Dress for the occasion

It's fine for close colleagues to see you in your favourite band t-shirt. But remember to wear smarter when it's appropriate.

10. Be in the room

Most people multitask during online meetings. Keep your phone out of reach and turn off notifications to focus properly on work.

11. Give everyone space to speak

It's easier to focus on the person in front of you. Be aware of this bias involve remote colleagues so they feel their opinions are valued.

12. Press pause on long meetings

Long sessions in front of a monitor can cause 'virtual fatigue'. Take a five-minute recess every 45 minutes so everyone can refocus.

13. Share minutes ASAP

The sooner you share minutes of meetings and next steps, the more likely the notes will be fresh in participants' minds.

14. Make time for emails

Book time in your diary to read and reply to emails, so you can avoid working late into the evening or over weekends.

15. Use your 'out-of-office'

With people working different hours, set up specific auto-replies so emailers don't expect instant replies.

16. Use sensible deadlines

Call colleagues if something's urgent – they might read emails late in the day. Otherwise, set a reasonable deadline so it's not rushed.

