

06

Experience Design in the Hybrid Workplace

- 6.1 Ideal Employee Experience Design
- 6.2 Hybrid Workplace Challenges and Role Play
- 6.3 Sense of Belonging Assessment

Exercise 6.1

Ideal Employee Experience Design

Activity Type: Group

DESCRIPTION

Collaboration of employees in order to identify challenges and design solutions aimed at enhancing employee experience in a hybrid workplace.

LEARNING OUTCOMES

After completing this activity, learners will achieve the following learning outcomes:

- Understand the key elements that contribute to positive or negative employee experiences in a hybrid workplace.
- Learn how to work collaboratively to design solutions.
- Enhance problem-solving and presentation skills.

MATERIALS NEEDED FOR IMPLEMENTATION

- PROSPER online course, Module 3, Units 1 and 3
- Whiteboard/flip chart for in-person groups or an online platform like Miro for remote teams
- Sticky notes
- Pens/Markers

TIME REQUIRED

90 min.

Ideal Employee Experience Design

Theoretical background

Trainers should familiarise themselves with Module 3, Unit 3 of the PROSPER online course, focusing on the key drivers of Employee Experience (EX) in a hybrid work setting:

<https://course.prosper-project.eu/module-3-unit-3-developing-a-sense-of-belonging-in-the-hybrid-workplace/>

Understanding elements like diversity, team communication, and manager relationships will add depth during the activity.

Preparation

Review the PROSPER course content and ensure participants have access to it before the activity. Prepare the whiteboard or online collaborative platform with sections for problem identification, idea generation, and solution design.

Introduction

Start with a warm-up exercise where everyone shares one word that comes to mind when they hear "Employee Experience." Introduce the activity and divide participants into teams.

Activity description

1. Problem Identification: Each team identifies challenges affecting EX in a hybrid workplace. The challenges could relate to:

- Communication gaps,
- Access to resources,
- Development opportunities.

15 min.

2. Idea Generation: Teams brainstorm solutions and write their ideas on sticky notes. **20 min.**

3. Solution Design: Teams use the whiteboard/online platform to write down their best solution. **25 min.**

4. Presentation: Teams present their solutions to the larger group by using boards. They explain how the solution addresses the problem and enhances EX. **20 min.**

5. Voting and Winning Idea: After the presentations the teams vote for the most impactful solution (other than their own). **10 min.**

Debriefing

Ask participants to reflect on questions like:

- What surprised you most about this activity?
- How has your understanding of EX in a hybrid work environment evolved?
- What is one action item you will take away?

Adaptation to online model

Use breakout rooms for team activities in Zoom or similar platforms.

Use online collaborative boards like Miro or MURAL for brainstorming and prototyping.

Conduct presentations and voting in the main online meeting room.

Exercise 6.2

Hybrid Workplace Challenges and Role Play

Activity Type: Group

DESCRIPTION

Participants engage in role-play based on hybrid workplace scenarios, exploring challenges and strategies related to EX and digital inclusivity.

LEARNING OUTCOMES

After completing this activity, learners will achieve the following learning outcomes:

- Gain hands-on experience navigating scenarios of digital inclusivity and EX.
- Develop strategies for enhancing inclusivity in hybrid settings.
- Understand the impact of communication and collaboration techniques on fostering inclusivity.

MATERIALS NEEDED FOR IMPLEMENTATION

- PROSPER online course
- PPT: Hybrid Workplace Challenges and Role Play (attached)
- scenario cards detailing hybrid workplace situations.
- Projector and screen.

TIME REQUIRED

90 min.

Hybrid Workplace Challenges and Role Play

Theoretical background

Concepts of employee experience, sense of belonging, and digital inclusivity. The concept of employee experience in the hybrid workplace.

Importance of digital inclusivity and its impact on EX.

Challenges faced by employees and managers in hybrid settings. Trainers should familiarise themselves with Module 3, Unit 1 and Module 3, Unit 3 of the PROSPER online course:

- <https://course.prosper-project.eu/module-3-unit-1-understanding-the-digital-inclusivity/>
- <https://course.prosper-project.eu/module-3-unit-3-developing-a-sense-of-belonging-in-the-hybrid-workplace/>

They could also familiarise themselves with Module 3, Unit 2 and Module 3, Unit 4 to enhance all aspects of hybrid inclusivity:

- <https://course.prosper-project.eu/module-3-unit-2-measuring-digital-inclusivity/>
- <https://course.prosper-project.eu/module-3-unit-4-creative-approaches-for-better-hybrid-inclusivity/>

Preparation

Print the scenario cards that depict situations highlighting challenges of EX and digital inclusivity.

Introduction

Begin with a warm-up question: What challenges related to inclusivity have you faced or observed in a hybrid workplace setting?

Activity description

1. Participants are divided into groups and distributed a scenario from the PPT.
2. Groups are allowed to choose scenarios and assign roles. More scenarios can be invented.
3. Groups are given 20 minutes to prepare for role-play, emphasising focus areas like impact of digital inclusivity, strategies for inclusivity, and

communication techniques.

4. Groups are given up to 40 minutes in total, to perform their role-play scenarios in front of the other groups.
5. The trainer facilitates a debrief after each role-play providing feedback, and discussing the solutions presented.
6. The activity ends with a summary of the key findings.

Debriefing

Participants should reflect on:

- What was effective in addressing challenges in their role-play?
- How do the role plays reflect real-life hybrid workplace challenges?
- What strategies were most successful?
- How did you feel while navigating the scenario?
- Were there moments where you felt a lack of inclusivity?
- What specific changes would you implement in a real-life situation?

Encourage Sharing:

- Open floor for sharing experiences, observations, and future strategies.

(Optional) QR Code:

- Generate a QR code that leads to a Google Form or other survey tool where participants can anonymously answer the reflection questions and provide additional feedback.

Adaptation to online model

- Use breakout rooms for group discussions and scenario preparation.
- Share scenario cards digitally.
- Groups can present their role plays using video features, ensuring that each member gets a chance to contribute. Debrief can occur in the main session with larger group participation.

Hybrid Workplace Scenarios and Role Play

Brief description:

An interactive role-play activity to delve into the challenges and solutions concerning Employee Experience (EX) and Digital Inclusivity in a hybrid work environment.

Objectives

- Understand EX and its elements.
- Explore the importance of Digital Inclusivity.
- Gain insights into the real-world challenges and strategies.

Scenario Cards Overview

Sample Scenario Card Display Elements Explained

- Situation
- Roles
- Role play process

Scenario Cards (1/3)

The Communication Challenge

- Situation: A remote team member feels excluded during team meetings. They struggle to contribute due to timing delays and overlapping conversations, leading to a sense of frustration.
- Roles: a) Remote Employee , b) Team Manager, c) Team Members
- Process: The team has a meeting where the Remote Employee addresses their concerns. Discuss how to improve inclusive communication in hybrid meetings. The Manager should facilitate a discussion to identify steps for inclusivity. The employees should offer suggestions and commit to improvements in terms of communication.



Hybrid Workplace Scenarios and Role Play

Scenario Cards (2/3)

Digital gap

- Situation: There is a new collaboration that requires remote and in-office employees. The remote team members face technical issues and feel underprivileged compared to the in-office colleagues.
- Roles: a) Remote Team Representative , b) In-Office Team Representative, c) Manager, d) IT Support Manager
- Process: The Remote Team Representative communicates the technical issues. The Representatives brainstorm solutions to bridge this digital gap. With the support of the IT Manager they find a plan that ensures equitable access to resources.

Scenario Cards (3/3)

Balancing Flexibility and Fairness

- Situation: Due to the flexible working schedule of this team, some remote team members have feel that their in-office colleagues have more opportunities for professional advancement and interactions with leadership.
- Roles: a) Remote Employee, c) HR Manager
- Process: The Remote Employee addresses their concerns pointing out examples of unfair treatment. The HR Manager leads a solution-oriented discussion leading to a strategy for professional growth of all employees.



Hybrid Workplace Scenarios and Role Play

Points of Consideration for Role Play

Impact of Digital Inclusivity on EX

- How does a lack of digital tools affect remote workers?
- What kind of digital solutions can improve EX?
- For example, in a meeting, consider if everyone has equal access to digital platforms and feel comfortable using them.

Effective Communication Techniques

- The importance of clear agendas and recaps.
- Tools and platforms that enhance communication.
- For instance, be mindful of the tools used for communication; not everyone may be comfortable or familiar with a specific software.

Strategies for Enhancing Inclusivity

- Scheduling considerations.
- Use of collaborative tools.
- For example, when planning a team meeting, ensure all time zones are considered to include remote team members

Activity Guidelines

Time Allocation

- Briefing and Warm-up: 5 mins
- Scenario Selection and Group Division: 10 mins
- Role-play Preparation: 20 mins
- Role-play Performance: 40 mins
- Debriefing and Discussion: 15 mins

Role-play Steps

- Choose scenario and roles.
- Prepare script and actions.
- Perform role-play.



Exercise 6.3

Sense of Belonging Assessment

Activity Type: Individual

DESCRIPTION

This is a session to gather insights about an individual's EX in a hybrid workplace.

LEARNING OUTCOMES

After completing this activity, learners will achieve the following learning outcomes:

- Insights into the individual struggles and experiences that people have when working in mixed settings.
- Establishment of EX's potential for further enhancements.

MATERIALS NEEDED FOR IMPLEMENTATION

- PROSPER online course
- Questionnaire or survey template,
- note-taking materials

TIME REQUIRED

60 min.

Hybrid Workplace Challenges and Role Play

Theoretical background

Trainers need to have a thorough understanding of the complexities of employee experience (EX) and the role that a feeling of belonging plays in affecting that experience. They should be aware of the particular difficulties posed by hybrid workplaces and the significance of feedback in terms of improving the overall experience of working for the company. Therefore, trainers should familiarise themselves with Module 3, Unit 3 of the PROSPER online course:

<https://course.prosper-project.eu/module-3-unit-3-developing-a-sense-of-belonging-in-the-hybrid-workplace/>

Preparation

Ensure the participant has filled a pre-session questionnaire on their general experiences in a hybrid workplace.

Introduction

The trainer is responsible for assuring the session's objective and maintaining the session's confidentiality.

Activity description

1. Overview of the session. The trainer can start by explaining the significance of taking this assessment, ensuring confidentiality and requesting for honest feedback.
2. Complete the survey. The trainer should give the participants the questionnaires assessing their experiences in a hybrid workplace.
3. Open discussion and feedback. The trainer facilitates a discussion based on the survey results, allowing participants to elaborate and offering insights into their specific challenges.

Debriefing

Self-reflection questions on how their experience can be improved.

- How does inclusivity affect their sense of belonging?
- What key aspects can emerge from the discussion?
- How can these findings influence practices and policies within organisations?
- What actionable steps can be taken to address any challenges?

Adaptation to online model

- Use digital platforms like Zoom for the one-on-one session.
- Digital survey tools can be used for feedback.

Hybrid Workplace Challenges and Role Play

Assessment Questionnaire

Demographics (Optional, but can provide context):

Role/Position: _____

Years in the organisation: _____

Primary work setting (e.g., home, office, mixed):

1) On a scale of 1-10, how would you rate your overall experience working in a hybrid environment?

(1 being extremely negative and 10 being extremely positive)

2) How often do you feel digitally included in team activities and discussions?

Always
Often
Sometimes
Rarely
Never

3) Do you feel that the organisation provides adequate tools and platforms to support digital inclusivity?

Strongly Agree
Agree
Neutral
Disagree
Strongly Disagree

4) How easy is it for you to access and use digital platforms/tools provided by the company?

Very Easy
Easy
Neutral
Difficult
Very Difficult

5) In the past month, have you faced any challenges related to digital inclusivity? If yes, please describe.

Yes (please specify): _____
No

6) Do you feel that the leadership in your organisation promotes an inclusive and engaging work environment in the hybrid model?

Strongly Agree
Agree
Neutral
Disagree
Strongly Disagree

7) How often do you feel a sense of belonging in the team or organisation while working in a hybrid environment?

Always
Often
Sometimes
Rarely
Never

8) How important do you think is understanding multicultural opportunities in enhancing EX in a hybrid environment?

Extremely Important
Very Important
Moderately Important
Slightly Important
Not Important

9) Have you ever felt left out or not included in team decisions or discussions because of your cultural background or location?

Always
Often
Sometimes
Rarely
Never

10) In your opinion, what can be done better to enhance digital inclusivity and the overall employee experience in our hybrid workplace?

Open-ended response: _____