



WEBINAR:

**Hybrid Work Done Right
Balanced Hybrid® Framework**

A lever for accelerated growth and profitability

Thursday, March 19
1:00 PM ET | 10:00 AM PT
SHRM and HRCI Credits Approved



Welcome, and thanks for being here!

Barb Collins, Director, Thread

- You're on mute, but ***please*** interact! Ask questions in the chat, connect with your peers and hosts.
- You will receive a follow-up email with resources, credit codes from SHRM & HRCI, and the recording.
 - If you don't get this email by EOD, please reach out to me at **bcollins@threadhcm.com**

This program has been submitted for 1 PDC toward aPHR®, aPHRi™, PHR®, PHRca®, SPHR®, GPHR®, PHRi™ and SPHRi™ recertification through HR Certification Institute® (HRCI) and the Society for Human Resource Management (SHRM).



Destiny O'Neill, SHRM-CP
HR Advisor
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Today's Discussion

Topic Areas

- The Hybrid Work Landscape in 2026
- Why Hybrid Models Often Fall Short
- Designing Hybrid for Performance
- Balanced Hybrid® Case Study
- Q&A

Attendees will learn about:

- 1) The current hybrid landscape and how to take advantage of it.
- 2) Common factors limiting hybrid work success and their root causes.
- 3) Assessing whether your hybrid model is helping or hurting engagement.
- 4) Hybrid as a lever for accelerating growth and increasing profitability.
- 5) HR-led strategies to maintain culture during workforce transitions.



POLL: Your Current Workplace Approach and Future Objective

Poll #1

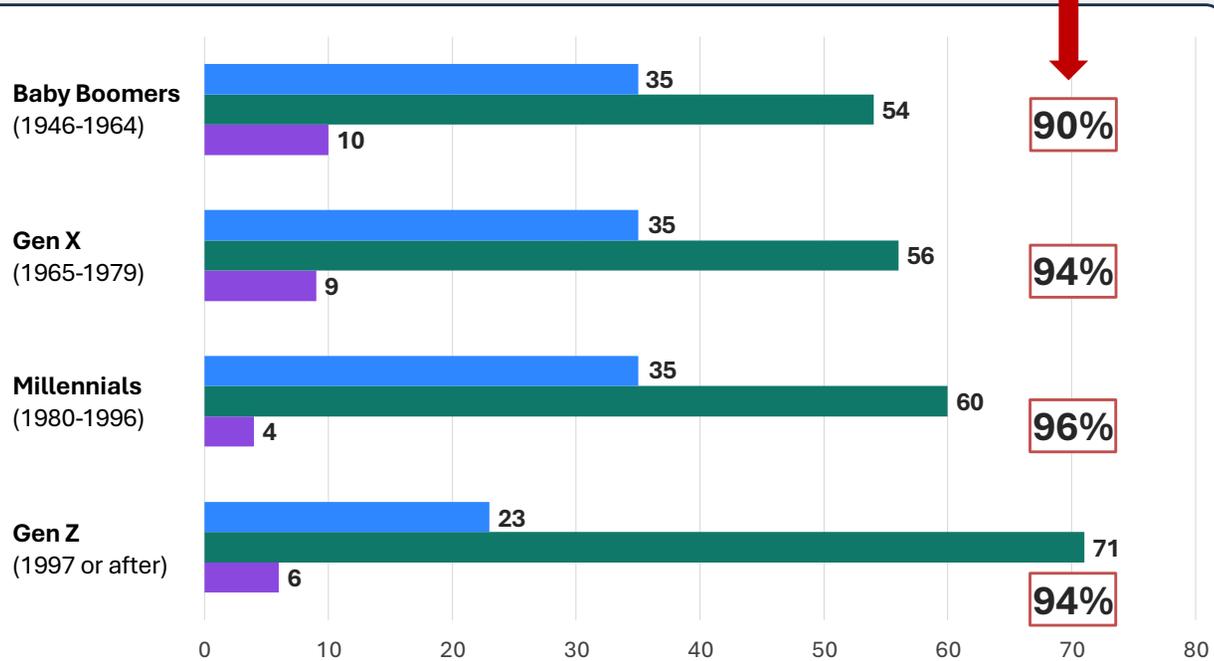
What is your current workplace strategy, and where do you want to take it?

- Currently In-Office** (4-5 days/wk.) but considering **Hybrid**
- Currently Hybrid**, but experiencing challenges that leadership wants to address.
- Currently Hybrid** but considering a **full-time return-to-office** (4-5 days/wk.).
- Currently Remote/Remote-First**, but considering Hybrid
- Other

Hybrid Landscape – Workforce Preferences / Connection Challenges

Preferred Work Location by Generation

● On-Site ● Hybrid ● Exclusively Remote



Source: Gallup WF Q2 2025

Effective Hybrid Preference vs. On-Site

Preferred ≠ Perfect

46% of hybrid and remote workers reported concern about missing out on building relationships with coworkers due to hybrid work.

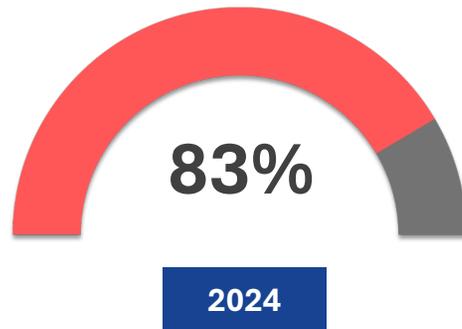
Source: SurveyMonkey remote and hybrid work study, Feb. 2026

27% of Gen Z, remote-capable employees felt lonely “A Lot of the Day Yesterday” – the highest of any generation.

Source: Gallup WF Q2 2025

The Hybrid Work Landscape – Enterprise Shift Back-to-Office

In 2024 more than 8 in 10 CEOs of large organizations predicted a full return to office over the next three years.



Source: KPMG 2024 Global CEO Outlook Survey of 1,325 CEOs between July 24 – Aug 29, 2024. 2023 figure sourced from KPMG 2023 Global CEO Outlook Survey.

This is playing out as many across large organizations, along with federal, state, and local governments, announced full-time RTO.



Instagram



Why Hybrid Models Often Fall Short

What We Hear Most Often from Senior Leaders

“Communication takes longer on remote workdays.”

“People are not as productive or focused when working remote.”

“New hires are taking longer to ramp up.”

“Our culture isn't the same as it used to be.”

“Employees are not following the policy we put in place.”

“We're not sure the hybrid is working.”

What Many Employees are Saying (or thinking)

“I don’t see much value in coming into the office.”

“In-office days aren’t that different from remote days.”

“I go in, but the people I need to work with aren’t there.”

“Coming in feels more like a requirement than a benefit.”

“I am more productive when I work from home.”

POLL: What Hybrid Work Challenges Are You Seeing?

Poll #2

As an organization, what challenges are you experiencing with hybrid work, or what concerns do you have about introducing it?

- Lower productivity
- Negative impact on culture
- Taking longer for new employees to onboard
- Slower communication and/or reduced agility
- More difficult to reach people on their remote workdays
- People are not returning to the office at the levels we have requested
- Other

What These Challenges are Resulting In

- Longer onboarding and less mentoring
- Increased product/service delivery time
- Higher attrition
- Lower productivity
- Slower growth
- Inefficient use of office space
- Reduced collaboration and innovation
- Cultural drift and weaker engagement

Root Causes - Why These Problems Occur

- > Many hybrid strategies started with policy & compliance before intentional work design
- > One-size-fits-all hybrid policies rarely match how teams actually work
- > Employees don't view enough of their in-office time as worthwhile.

The Costs of Underperforming Hybrid

Underperforming Hybrid

When a hybrid model underperforms, it affects the bottom line \$.

- Longer Onboarding = Productivity ↓
- Slowed L&D = Productivity ↓
- Low of early career support = Attrition ↑
- People not getting connected = Attrition ↑

Non-Compliance Crackdown

When the response to non-compliance is to monitor, track, or levy penalties on employees before the root cause is understood/mitigated, it can make matters worse.

- Accelerated Attrition ↑
- Reduced Morale & Engagement ↓

Full-Time Return-to-Office

Senior leadership moves to eliminate hybrid and/or remote work, believing they have tried everything to mitigate issues attributed to underperforming hybrid work and/or non-compliance.

- Significant, Unmanaged Attrition ↑
- Smaller Pool of Candidates ↓
- Reduced Morale & Engagement ↓
- More expensive to hire for full-time in-office ↑
- Increased office space expenses ↑

Designing Connection for Performance

The Balanced Hybrid® Framework

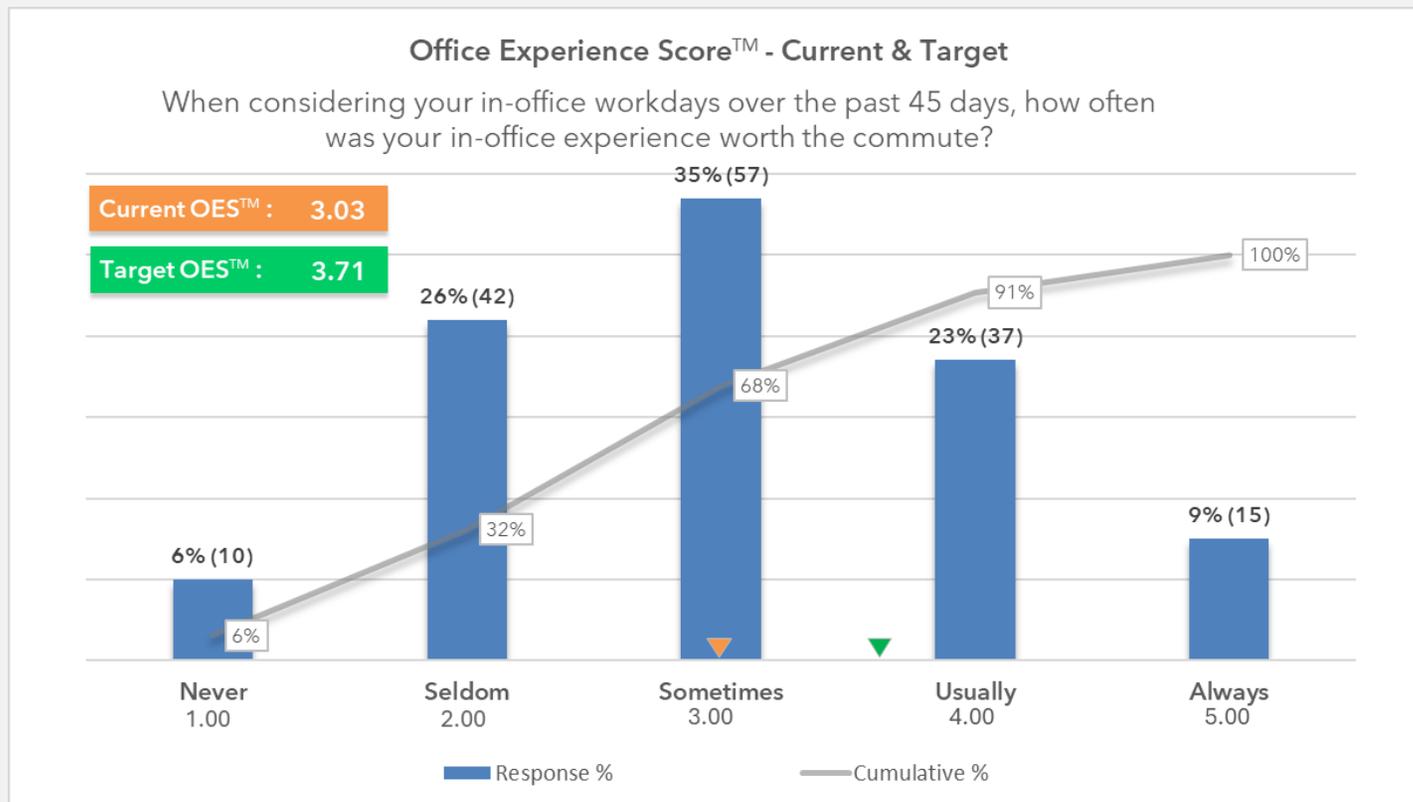
Do your employees believe that coming into the office is...

Worth It

A of 

Office Experience Score™ (OES™)

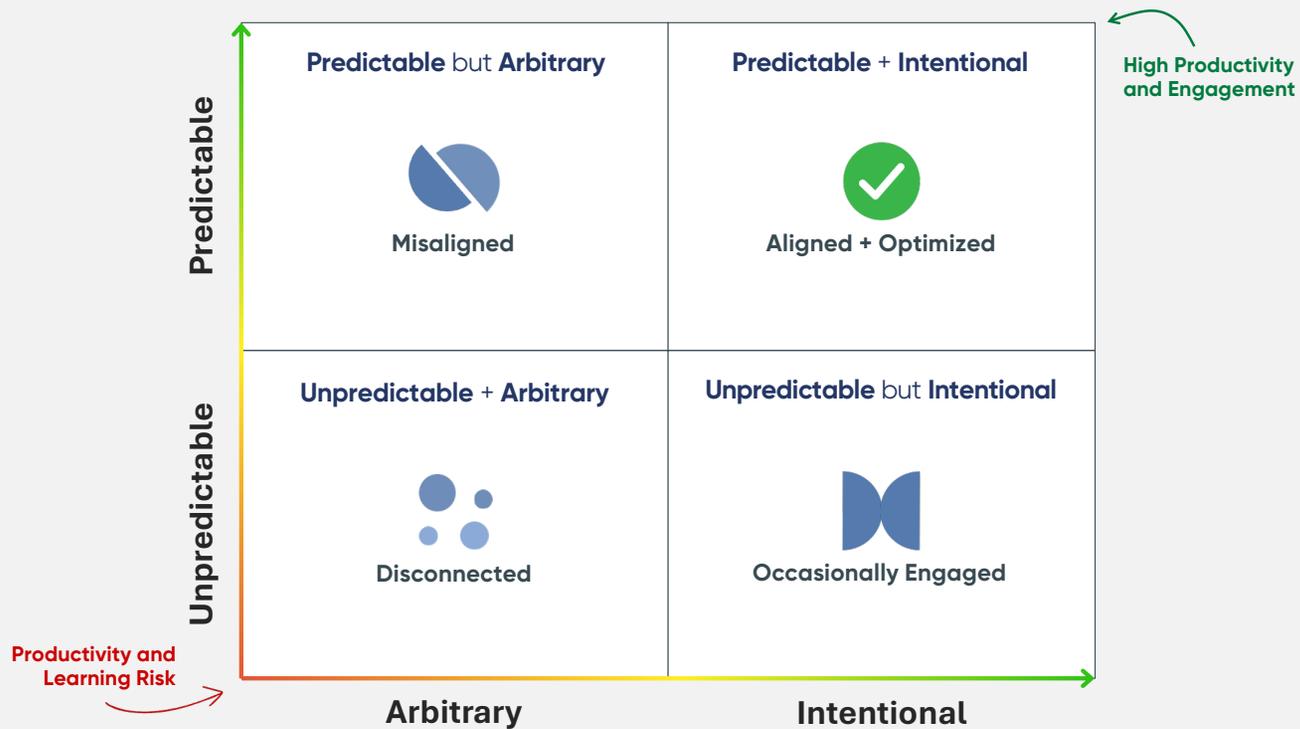
Is the In-Office Experience Worth the Commute?



Designing Connection for Performance

Time Together - It's about more than "how much"

Balanced Hybrid® Performance Matrix



Balanced Hybrid®

A universal framework to create alignment, improve performance, and increase productivity



Balanced Hybrid® @ Work

Case Study

Case Study: 50 Employee FinTech Organization

Organization

- 50-person fintech company
- In-Office/Hybrid/Remote
- Growing

Hybrid Work Challenges

- CEO was concerned with productivity and utilization
- Considering eliminating hybrid entirely
- Executive team not aligned.
- Many employees and managers did not see the point of coming into the office.

The Approach

- Leadership Alignment
- Gather/integrate target data inputs
- Analyze and map results to solution path
- Accelerated design, planning, rollout

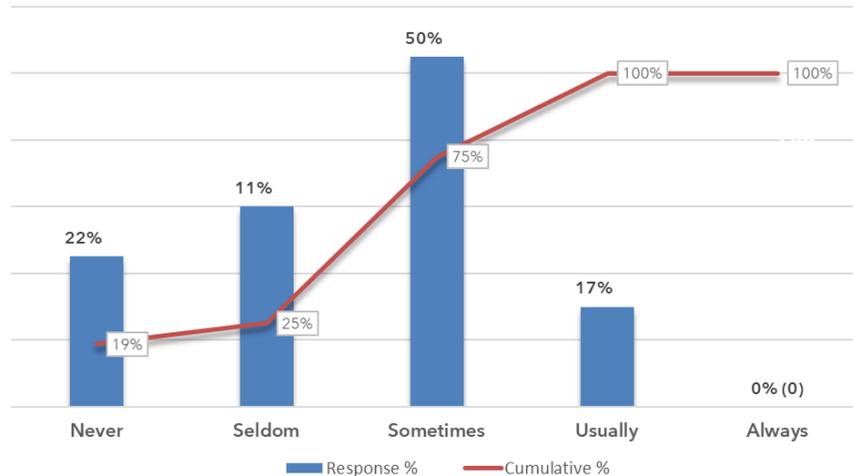
Outcomes

- Preserved hybrid work, prevented attrition.
- Developed missing KPI's
- Improved collaboration and mentoring
- Increased the value of in-person time
- Identified and addressed physical office concerns/gaps
- Developed a comprehensive hybrid and remote work policy.

Outcome: Improved value of the In-Office Experience

Baseline Office Experience Score™ (OES)

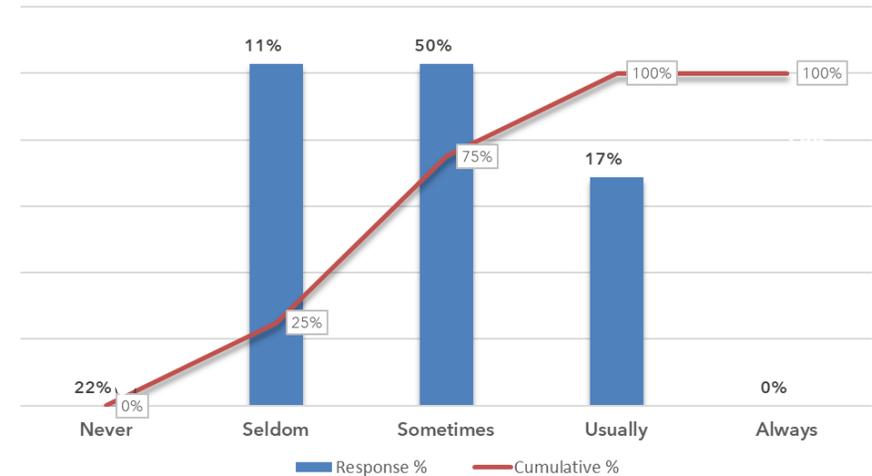
When considering your in-office workdays over the past 45 days, how often do you believe your in-office experience was worth the commute?



Office Experience Score™
2.50 (baseline)

Check-In OES (90-day after rollout)

When considering your in-office workdays over the past 45 days, how often do you believe your in-office experience was worth the commute?



Office Experience Score™
2.88 (interim check-in) +15%

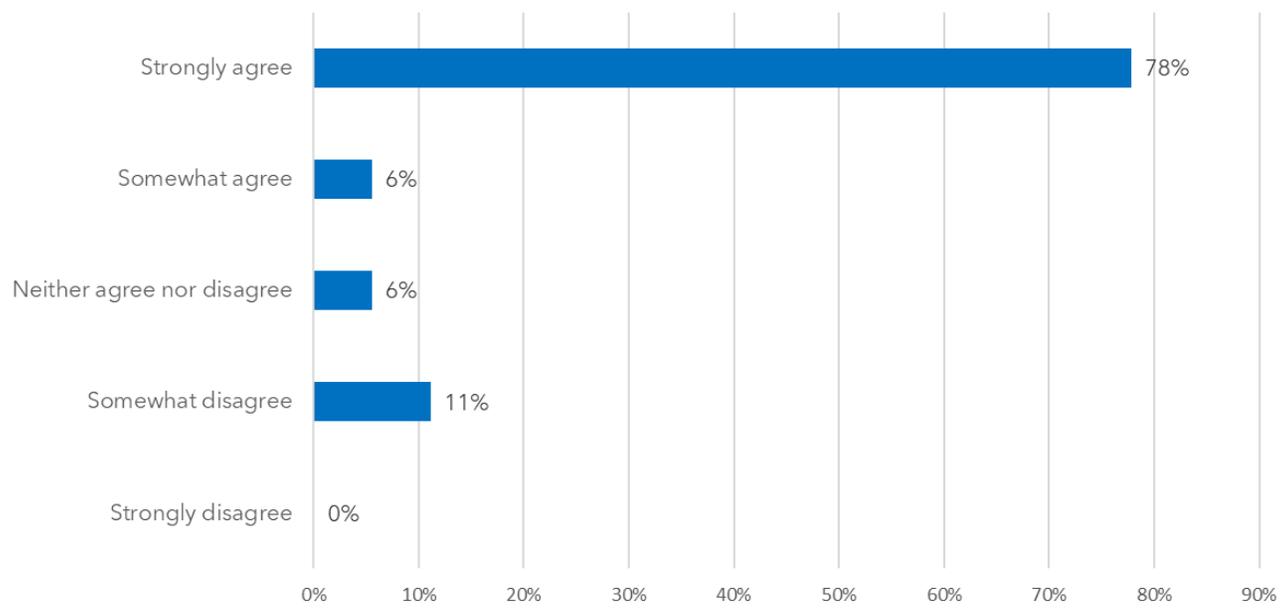
- ✓ 15% positive increase in average Office Experience Score™
- ✓ Respondents reporting “Never” dropped from 22% to 0%
- ✓ Respondents reporting “usually” doubled from 17% to 34%

- ✓ 46% reported a more valuable in-office experience
- ✓ 54% reported the same.
- ✓ No OES level drops were reported

Outcome: Employee Feedback on Balanced Hybrid® Planning Approach

Initial Check-In (90-days after rollout)

Having my manager and area leaders closely involved in the planning process resulted in a better hybrid plan for our team than a hybrid plan that is the same for the entire organization.



Employee & Executive Support for Balanced Hybrid®

84% of employees believed that the Balanced Hybrid® area leader-driven approach resulted in a better hybrid plan versus a single approach across the organization.

Tips & Recommendations



Practical Tips for HR Professionals

- ✓ Review and update workplace policies
- ✓ Gather employee feedback before making major changes
- ✓ Ensure managers are equipped to lead hybrid teams effectively
- ✓ Evaluate performance management processes



6-Tips for Maximizing Hybrid & Remote Success

- 1) Keep the #1 focus on creating a positive financial impact.
- 2) Prioritize leadership alignment, buy-in, and participation.
- 3) Position as an *Operational Imperative*, not an *HR Policy*.
- 4) Factor departmental differences into your design strategy.
- 5) Take a holistic approach, including all employees.
- 6) Don't underestimate the effort – it's not simple, but it's worth it.

Bonus Tip #1

If your organization is committed to hybrid and/or remote work and making it better over time, **make it known - internally and externally - to benefit retention and recruiting.**

Bonus Tip #2

Your challenges are not unique, but your solution path likely is.

We want you to be successful with hybrid work and are happy to share insights and offer ideas.



Q&A



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Intentional Connection.
Exceptional Results.



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