



PEAK PERFORMANCE MODEL

Best Practices

Balancing the optimal needs of an organization within a hybrid work model requires careful planning and implementation. Optimizing hybrid work involves strategic employee engagement, streamlining communication, and maintaining a high level of productivity while addressing the unique needs of both in-person and remote work environments. These include:

- **Communicating Schedules:** determining optimal scheduling options for the team and establishing effective communication channels for sharing schedules
- **Knowledge Sharing:** Implementing accessible knowledge-sharing systems ensures relevant information reaches the appropriate team members.
- **Setting Up Meetings:** Creating organized, engaged, and inclusive meetings and touchpoints.
- **Performance Focus:** Prioritize outcomes and results. Evaluate performance based on established goals and metrics rather than solely on hours worked or presence on-site.
- **Regular Evaluation & Adaptation:** Continually assess and refine the hybrid work model based on feedback, evolving needs, and organizational goals.

Intentionality is also essential in optimizing in-person and remote days for different purposes. For example:

- **In-person days** may be designed to foster collaboration, creativity, and relationship-building. These days can be reserved for brainstorming sessions, team meetings, workshops, and other activities that thrive on face-to-face interaction.
- **Remote days** allow individual team members to delve into deep, focused work without distractions and interruptions.

**Note:* fully remote work must be reviewed & approved by managers and Wharton HR

Striking the right balance between in-person and remote days enables hybrid teams to harness collaboration and autonomy, resulting in increased productivity, employee satisfaction, and overall team success.

Changes to schedules should correspond to supporting *peak performance* and may be adjusted to adapt to:

- **Changing Business Needs:** The nature and demands of objectives may necessitate a shift in how and where employees work. Certain periods, like the end of a financial quarter or a product launch, might demand more hands-on collaboration and quick, face-to-face communication. Conversely, there might be periods or tasks which are more individualistic in nature and do not require constant collaboration. Projects or tasks may be more efficiently handled remotely, minimizing interruptions and allowing for focused work time; others might necessitate more in-person interaction for brainstorming sessions, critical decision-making, or building strategies.
- **Performance Issues:** If performance metrics or KPIs are not being met, an adjustment in the work schedule may be required to ensure goals are achieved.
- **Employee Feedback:** If employees are expressing dissatisfaction with the current hybrid model or if productivity or engagement are suffering, it may be time to re-evaluate schedules.

