Performance Management
Hybrid Workplace Tips for
Technology

Many workplaces are transitioning to a hybrid environment (in-office, remote, telework). Here are some tips for driving high levels of performance and engagement:

Utilize All Available Resources

- Use your agency's approved technology solutions (e.g. Outlook task notifications for check-in reminders)
- Use video call applications for meetings/chat features (e.g., Microsoft Teams, Zoom, Google Meet, etc.)
- Use cloud/shared drives for collaboration and access to shared resources (e.g. OneDrive, Google services, etc.)

- Seek out free resources and training from other Federal agencies (see OPM or GSA Low and No Cost Training Options), local Universities, or job specific associations
- Use in-house Subject Matter Experts to train workforce in technology gaps, then provide recordings or guides for future reference
- Use or identify multi-purpose tools
- Get innovative and reward out-of-the-box solutions

For System Gaps There Is No Universal Solution, But A Roadmap Can Help

- Host a Requirements and Needs Gathering session to determine priorities
- Gather input and buy-in from all pertinent sources: IT and Security Officers, Human Resources/Training Specialist, Management Employees, Contractors, and Vendors
- Review budget and timelines for realistic implementation

- Conduct long-term cost-benefit analysis to determine if best approach is to improve current system, create in-house solution, or outsource
- Utilize agile development methodologies to achieve interim solutions while final solutions are being identified; Communicate target dates for implementation to reduce change management stressors

Criteria To Consider When Evaluating Performance Systems

- User Interface (UI) and User Experience (UX)
- Usability and integration into the workforce (require process change or seamless integration)
- Features (template design, flexibility for future changes, agency policy/ practice incorporation, notifications)

- Connectivity to other sources (reduced manpower for automatic updates)
- Reporting and analytics
- Deployment and security
- Implementation support and resources
- Value (set price or increased cost for customization)