Role-Play Scenario: Setting and Managing Expectations with Hybrid Teams

Bridging Communication Gaps in a Hybrid Team

The marketing team at DSolutions was in the final stretch of a high-profile product launch. The project had been months in the making, with multiple teams contributing to different aspects - design, content creation, outreach, and logistics. The deadline was just ten days away, but the marketing team was facing a growing problem - communication breakdowns between remote and in-office employees. A similar situation appeared in the content team, where articles meant for the press release remained in draft form for a week, with no one sure if they were awaiting edits or approval. Emails were flying back and forth, Slack notifications pinged non-stop, and yet, tasks remained incomplete.

Sarah, the project manager, started noticing a troubling pattern - deliverables were slipping, and team members seemed unsure about who was responsible for what. In addition, she started noticing signs of disengagement from his remote team members. During virtual meetings, they spoke less and seemed less involved in discussions. Meanwhile, in-office employees often made quick decisions over lunch or in hallway chats, unintentionally leaving their remote colleagues out of the loop.

Oliver, a remote content strategist, sent Sarah an email titled "Feeling Left Out": "Hey Sarah, I just found out that the marketing campaign changed again, but I wasn't part of the discussion. It's getting frustrating to constantly be catching up after decisions are already made. Can we talk about this?"

Sarah scheduled a hybrid meeting, making it mandatory for both remote and in-office employees. While remote team members expressed concerns that they were unable to keep up with everything that was happening in the office, their colleagues in the conference room realized that they had unintentionally made them feel excluded from discussions and quick decision-making.

For the next hour, the team brainstormed solutions. By the end of the session, tensions had eased and solutions were found.

📌 **Handout: Manager**	📌 **Handout: Office Employee**	📌 **Handout: Remote Employee**
Your Role: You are the team manager responsible for the project's success. Recently, you have noticed that tasks are not being completed on time, and team members seem confused about their responsibilities. You want to find a solution to improve communication and task management.	**Your Role:** You work from the office and actively participate in discussions with colleagues. Many decisions are made informally, without being documented, which can create misunderstandings with remote employees.	**Your Role:** You work remotely and rely mainly on emails, chat, and video meetings to stay informed. Often, you feel excluded from important decisions and struggle to stay aligned with office-based colleagues.
Challenges: - Lack of clear task distribution. - Poor communication between in-office and remote employees. - Growing frustration within the team.	**Challenges:** - You often discuss tasks casually without informing remote colleagues. - You receive updates quickly but don't always share them effectively. - Waiting for responses from remote colleagues sometimes slows you down.	**Challenges:** - You sometimes find out about decisions after they have already been made. - You feel disconnected from the team. - You're unsure when and how to ask for updates.
Goals: 🎯 Clarify responsibilities and expectations. 🎯 Get feedback from the team. 🎯 Develop an effective plan for communication and task management.	**Goals:** 🎯 Find better ways to share important information. 🎯 Reduce misunderstandings about responsibilities. 🎯 Improve communication with remote team members.	**Goals:** 🎯 Gain more clarity on your tasks and responsibilities. 🎯 Convince your colleagues that effective communication is a two-way process. 🎯 Suggest methods to improve collaboration between office and remote employees.
Additional Information: 📌 You aim to balance productivity and employee satisfaction. 📌 You want to encourage open communication and collaboration.	**Additional Information:** 📌 You see informal conversations as an advantage. 📌 You believe that some tasks can be solved quickly without too many meetings.	**Additional Information:** 📌 You want better tools for documenting decisions. 📌 You prefer clear instructions with specific deadlines.