

Module Descriptor

Module 5: Best Practices for Technology Implementation in Hybrid Teams

MODULE TITLE	Best Practices for Technology Implementation in Hybrid Teams
MODULE DURATION	2 h
OVERVIEW & GENERAL OBJECTIVE	This Module offers a practical, hands-on approach to exploring and implementing technology that enhances productivity, communication, and collaboration for hybrid teams. Participants will learn how to experiment with different tools and techniques to optimize team performance and create a more sustainable hybrid work environment.

LEARNING OUTCOMES

Specific knowledge, skills, and attitudes, which the learners will acquire with the successful completion of the module are described.

2-4 per type

Knowledge:

After the completion of this module learners will:

- Learners will become familiar with a range of essential communication, collaboration, and project management tools used in hybrid teams. They will learn about the specific features and functions of tools such as Zoom and Asana enabling them to select the best tool for different tasks and team configurations.
- Learners will acquire knowledge on how to successfully implement and experiment with new technologies in hybrid teams. This includes understanding the critical factors that lead to successful technology adoption, such as team engagement, feedback mechanisms, and continuous improvement

Skills:

After the completion of this module learners will:

- They will be able to set up virtual collaboration spaces, manage tasks in project management software, and facilitate communication between remote and in-office team member
- They will learn how to use specific digital tools to balance synchronous and asynchronous communication, ensuring that both remote and in-office employees stay informed, engaged, and productive
- They will develop skills in project management tailored to hybrid teams, including workflow automation, task delegation, and progress tracking using different tools.



They will also gain the ability to customize tools for varying team needs and create transparent, accountable work processes

Attitudes:

After the completion of this module learners will:

- Learners will cultivate a positive attitude towards experimenting with new technologies, recognizing that continuous adaptation is key to success in hybrid work environments
- Learners will be motivated to use technology to create equitable participation in hybrid teams and to bridge the gap between remote and in-office workers
- Learners will develop an adaptive mindset, ready to adjust to the evolving hybrid work landscape. They will recognize the importance of being resilient in the face of technological and organizational challenges

COURSE CONTENT

In bullet points

- Technology's impact on hybrid team dynamics
- Explore the differences between synchronous and asynchronous communication and their impact on team productivity
- Tools and strategies for improving hybrid collaboration and communication (Microsoft Teams, Zoom, and Google Workspace)
- Overview of key task management tools for hybrid teams (Trello, Asana, and Monday.com)
- Balancing technology use and avoiding burnout in hybrid work

RECOMMENDED LITERATURE

1. Bloom, N., Liang, J., Roberts, J., & Ying, Z. J. (2013). Does working from home work? Evidence from a Chinese experiment. *National Bureau of Economic Research (NBER)*. Available at: <https://www.nber.org/papers/w18871>.
2. Gratton, L. (2023). How to do hybrid right. *Harvard Business Review*. Available at: <https://hbr.org/2021/05/how-to-do-hybrid-right>.
3. Heinze, C. (2022). Best practices to build a sustainable hybrid work model. *Published: 13 Sep 2022*.
4. Choudhury, Prithwiraj, Tarun Khanna, Christos A. Makridis, and Kyle Schirmann. "Is Hybrid Work the Best of Both Worlds? Evidence from a Field Experiment." Harvard Business School Working Paper, No. 22-063, March 2022. at: [Is Hybrid Work the Best of Both Worlds? Evidence from a Field Experiment - Working Paper - Faculty & Research - Harvard Business School](#)



5. Martin, J. (2021). Home Working Hours, Rewards, and Opportunities in the UK: 2011 to 2020. *Office for National Statistics*. Available at: <https://www.ons.gov.uk/employmentandlabourmarket/peopleinwork/labourproductivity/articles/homeworkinghoursrewardsandopportunitiesintheuk2011to2020/2021-04-19>.
6. McKinsey & Company. (2021). Employers are ready to get back to significant in-person presence. Employees aren't. *Published: October 2021*.
7. McLaren, S. (2021). 4 Best Practices for Building a Successful Hybrid Work Culture. *Published: 22 Jul 2021*.
8. People Managing People. (2024). Hybrid Workforce Best Practices. *Published: 13 Sep 2024*.
9. Robinson, B. (2022). 3 New Studies End Debate Over Effectiveness of Hybrid and Remote Work. *Forbes*. Available at: <https://www.forbes.com/sites/bryanrobinson/2022/02/04/3-new-studies-end-debate-over-effectiveness-of-hybrid-and-remote-work/>.
10. SHRM. (2023). SHRM research reveals negative perceptions of remote work. *Available at: https://www.shrm.org/about/press-room/shrm-research-reveals-negative-perceptions-remote-work*.
11. Travers, S. (2024). Succeeding in the New Normal: Strategies for Creating an Effective Hybrid Work Model. *Forbes Business Council*. *Published: 23 Apr 2024*.

Tools Guides:

Zoom:

https://support.zoom.com/hc/it/article?id=zm_kb&sysparm_article=KB0058918

https://support.zoom.com/hc/en/article?id=zm_kb&sysparm_article=KB0065045

Asana:

<https://asana.com/es/resources/asana-tips-work-from-anywhere>

https://help.asana.com/s/getting-started?language=en_US

https://help.asana.com/s/article/timeline?language=en_US