



STAYCONNECTED

Communication challenges in hybrid work settings

Scenario cards:

Challenges in hybrid meetings

Card 1

Proximity bias

Scenario

In a recent hybrid team meeting, the manager focused mainly on the face-to-face participants, often ignoring comments from remote participants. Remote participants felt excluded and less engaged as their contributions were delayed or overlooked.

Discussion questions

- How does proximity bias affect team collaboration?
- What steps could the manager take to ensure balanced participation of remote participants?
- What tools or meeting practices from the toolkit (pages 37-39) could help avoid this problem?

Possible solution ideas

- Assign a co-host to monitor the chat and remote participants
- Rotate meeting moderators to build a sense of inclusivity

Card 2

Multitasking during hybrid meetings

Scenario

During an important brainstorming session, several participants (both remote and in person) were seen checking emails and working on other tasks. As a result, contributions slowed down and the session ended without any concrete ideas.

Discussion questions

- How does multitasking in meetings affect productivity and team morale?
- What are practical ways to keep meetings interesting and reduce multitasking?
- What techniques from the toolkit (page 36) can be used to ensure focus?

Possible solution ideas

- Use interactive activities such as polls and shared documents to keep participants engaged
- Set clear expectations for participation and eliminate unnecessary distractions

Card 3

Technology barriers

Scenario

A remote worker was experiencing frequent audio dropouts during a critical presentation, causing delays and missed information. The face-to-face team became frustrated, while the presenter felt pressured to rush.

Discussion questions

- How can hybrid teams prepare for and mitigate technical issues in meetings?
- How should facilitators manage technical disruptions while maintaining inclusivity?
- What tools or resources from the toolkit (pages 36-39) might address these challenges?

Possible solution ideas

- Encourage everyone to test audio and video before meetings.
- Use shared meeting notes to summarise key points for anyone experiencing technical problems.

Card 4

Unequal participation in discussions

Scenario

During a project update meeting, one worker dominated the discussion while others (especially remote participants) remained silent. Important ideas from quieter team members were never shared.

Discussion questions

- What are the consequences of unequal participation in hybrid meetings?
- What strategies can help ensure that all voices are heard?
- What best practices from the hybrid meeting checklist in the toolkit (page 37) could improve group dynamics?

Possible solution ideas

- Use a round-robin discussion format to give everyone a chance to speak.
- Include anonymous input options through online tools (e.g. Mentimeter) for shy participants.

Card 5

Meeting fatigue

Scenario

After a long hybrid planning meeting, workers (especially remote workers) reported feeling mentally drained and disengaged, affecting their ability to retain key information and collaborate effectively.

Discussion questions

- What factors contribute to fatigue in hybrid meetings?
- How can meeting structure and pace reduce fatigue?
- What guidance from the digital wellbeing strategies in the toolkit (pages 37-39) could help prevent meeting fatigue?

Possible solutions idea

- Schedule regular breaks during long meetings to refresh focus.
- Shorten meetings by sending out pre-meeting summaries and using focused agendas.



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