

DIALOGUE TOOL:

**Needs, expectations,  
requirements and  
agreements in flexible  
and hybrid work**

## DIALOGUE TOOL:

# Needs, expectations, requirements and agreements in flexible and hybrid work

This tool has been designed for use at a staff or team meeting/seminar at which you wish to discuss flexible and hybrid working methods and what dilemmas this might create now that we can work together in person, online, or both. The idea of the tool is to create dialogue to provide input to developing common guidelines for our new ways of working in the aftermath of the COVID-19 -crisis.

The tool can be used in small groups of 3-5 participants with a subsequent plenary session. Each group should appoint a person to take notes. This person will write down the main points from the group work and hand them over to the management or a working group, who can then work on further preparing guidelines for joint behaviour in the team or department (e.g. regarding meetings, attendance, open-plan office culture, noise, etc.)

The tool can be used separately or in combination with [Dilemmas in flexible and hybrid work](#) and [Take stock of working methods and collaboration in hybrid work](#)

The tool has been developed to create dialogue about the following key questions:

- Which individual/different needs do we have for collaboration and flexibility in the working community?
- What expectations do we have of one another?
- What requirements do we have of one another?
- What agreements are needed?

### **Before the meeting:**

The manager or the persons organising the meeting will review the tool in depth (see the following pages) and perhaps adjust it to suit your workplace/situation.

Prepare material for group work: Copy the tool on the following pages into a slide show and/or print it, so that each group has copies for group work.

### **At the actual meeting:**

- Present the group work for all participants (perhaps using slides)
- Divide the team into smaller groups (of 3-5 participants) and give them handouts with the tool for group work.
- Let the groups work with the tool for 80-90 minutes (see timetable in the tool on the next page).
- Perhaps hold a plenary session, in which all groups report back and you agree on the next steps.

Time in total for the meeting: 80-95 minutes.  
– See the tool for group work on the following pages.

## TOOL FOR DIALOGUE IN THE DEPARTMENT/TEAM:

# Needs, expectations, requirements and agreements

### Suggested timetable for group work:

Time	Duration	Task
E.g 10.00 – 10.05	5 min.	Introduction to group work
E.g 10.05 – 10.10	5 min.	1. Needs and expectations: Individual reflection
E.g 10.10 – 10.25	15 min.	1. Needs and expectations: Talk together in pairs
E.g 10.25 – 11.05	30-40 min.	2. Group work on requirements and agreements: Discussion
E.g 11.05 – 11.25	20 min.	2. Group work on requirements and agreements: Summary
E.g 11.25 – 11.40	(15 min.)	3. Possibly plenary recap

### Needs and expectations: alone and in pairs

- 5 minutes Individual preparation – each person reflects on the questions below:
  - What are my needs with regard to collaboration and flexibility?
  - What expectations do I think my colleagues have to me regarding collaboration and flexibility?
- 15 minutes: Talk together in pairs about the questions you have just reflected on.

### 2. Requirements and agreements: groups of 4-5 persons

- 30-40 minutes: Group work on requirements and agreements (see format on the next page)
- 20 minutes: Summary – agreements (see format on the next page)

*Note! Each group must select a person to summarise the results from the group work in the document and give it to the head of department.*

### 3. If appropriate: plenary recap

- 15 minutes: Reporting-back from the groups – most important points with regard to agreements and next steps (see summaries from the groups)

See formats for point 2 of the group work. Requirements and agreements on the following pages.

FORMAT FOR:

## Group work on requirements and agreements: 30-40 min.

Discussion questions	Thoughts/ground rules
<p>Flexibility and working from home/independent of time and place:</p> <p>To what extent will we exploit this opportunity, and who is to decide how this should take place?</p>	
<p>Flexibility and working from home/independent of time and place:</p> <p>To what extent will we exploit this opportunity, and who is to decide how this should take place?</p>	
<p>What ground rules should we have about distance, noise and behaviour at the office so that everyone is content?</p>	

FORMAT FOR:

## **Summary: 20 minutes**

Questions	Suggestions
What agreements are needed?	
How do we continue from here?	
Who is responsible for what?	