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Global Learning for Operational Leaders



HUMAN RESOURCES AND TRAINING | HRT-087

Hybrid Work Policy Design and Management

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Course content

Why Attend

Hybrid working is now a permanent feature of many organisations, yet many hybrid arrangements grew out of emergency measures rather than deliberate design. The result can be unclear expectations, unequal treatment, weakened collaboration, compliance gaps and managers who are unsure how to lead teams they rarely see together.

This Hybrid Work Policy Design and Management training course helps HR professionals and managers build hybrid working models that support business performance, fairness and employee wellbeing. Participants learn how to analyse which roles suit which working patterns, design clear policies and eligibility criteria, address legal, tax, health and safety and data protection issues, and equip managers to lead distributed teams.

Course Methodology

• Participants learn through interactive presentations, policy analysis, group discussions and practical design workshops. Case studies show different hybrid models and their consequences, while role-plays help managers practise difficult hybrid conversations. Throughout the week, participants progressively draft a hybrid work policy and implementation plan that they can adapt for their own organisation.

Course Objectives

• Assess business needs, job requirements and employee preferences to select suitable hybrid working models

• Design a clear and fair hybrid work policy with eligibility criteria, expectations and approval processes

• Identify employment, tax, health and safety, data protection and cross-border working considerations

• Prepare managers to lead hybrid teams with outcome-based performance management

• Maintain collaboration, communication, culture and belonging in distributed teams

• Prevent proximity bias and ensure fair access to development and promotion opportunities

Target Audience

• HR directors, managers and business partners

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Course content

- HR policy, employee relations and reward specialists
- Line managers and team leaders responsible for hybrid teams
- Organisational development and change professionals

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Course outline

Detailed course outline

Day-by-day outline for Hybrid Work Policy Design and Management.

Day 1 - Understanding Hybrid Work

• 09:00-09:39 | The Evolution of Flexible Work: From remote working to structured hybrid models

• 09:39-10:18 | Hybrid Working Models: Office-first, remote-first, fixed-day, team-based and fully flexible approaches

• 10:18-10:57 | Benefits and Risks: Productivity, talent attraction, collaboration, culture and cost considerations

• 10:57-11:00 | Evidence and Trends: What research and employer experience show about hybrid working outcomes

• 11:00-11:30 | Coffee break

• 11:30-12:06 | Evidence and Trends: What research and employer experience show about hybrid working outcomes (continued)

• 12:06-12:44 | Stakeholder Perspectives: Leadership, employees, managers, unions and customers

• 12:44-13:22 | Readiness Assessment: Evaluating culture, technology, processes and management capability

• 13:22-14:00 | Group Activity: Assessing the hybrid readiness of a sample organisation

Day 2 - Designing the Hybrid Work Policy

• 09:00-09:34 | Job and Task Analysis: Determining which roles and activities suit remote, hybrid or on-site work

• 09:34-10:08 | Policy Structure: Purpose, scope, eligibility, working patterns and approval processes

• 10:08-10:42 | Fairness and Consistency: Handling requests, exceptions, appeals and changing circumstances

• 10:42-11:00 | Working Hours and Availability: Core hours, right to disconnect and response expectations

• 11:00-11:30 | Coffee break

• 11:30-11:46 | Working Hours and Availability: Core hours, right to disconnect and response expectations (continued)

• 11:46-12:20 | Equipment, Expenses and Allowances: Providing tools and support for home working

• 12:20-12:53 | Employment and Contract Considerations: Variations to terms and documenting arrangements

• 12:53-14:00 | Workshop: Drafting the core sections of a hybrid work policy

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Day 3 - Compliance, Risk and Wellbeing

- 09:00-09:34 | Health and Safety at Home: Workstation assessments, ergonomics and incident reporting
- 09:34-10:08 | Information Security and Data Protection: Confidentiality, device use and secure working practices
- 10:08-10:42 | Cross-Border and Remote Working Requests: Tax, immigration, social security and legal exposure
- 10:42-11:00 | Employee Monitoring: Proportionate oversight, privacy and trust
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Employee Monitoring: Proportionate oversight, privacy and trust (continued)
- 11:46-12:20 | Wellbeing in Hybrid Work: Isolation, overwork, boundaries and mental health support
- 12:20-12:53 | Inclusion and Accessibility: Supporting carers, disabled employees and diverse needs
- 12:53-14:00 | Case Study: Resolving a complex request to work remotely from another country

Day 4 - Leading and Managing Hybrid Teams

- 09:00-09:30 | The Hybrid Manager's Role: Shifting from presence to outcomes and trust
- 09:30-10:00 | Outcome-Based Performance Management: Goals, check-ins and evidence of contribution
- 10:00-10:30 | Communication Rhythms: Team agreements, meetings, asynchronous work and documentation
- 10:30-11:00 | Collaboration and Innovation: Designing purposeful in-person time
- 11:00-11:30 | Coffee break
- 11:30-12:00 | Collaboration and Innovation: Designing purposeful in-person time (continued)
- 12:00-12:30 | Preventing Proximity Bias: Fair allocation of work, visibility, development and promotion
- 12:30-13:00 | Hybrid Onboarding and Development: Integrating new joiners and growing people across locations
- 13:00-14:00 | Role-Play: Handling performance and fairness conversations in a hybrid team

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Day 5 - Implementation, Measurement and Continuous Improvement

- 09:00-09:34 | Workplace Strategy: Space planning, desk booking and collaboration areas
- 09:34-10:08 | Technology Enablement: Collaboration tools, hybrid meeting rooms and digital workplace support
- 10:08-10:42 | Change Management and Communication: Launching the policy and managing resistance
- 10:42-11:00 | Measuring Impact: Productivity, engagement, retention, wellbeing and cost metrics
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Measuring Impact: Productivity, engagement, retention, wellbeing and cost metrics (continued)
- 11:46-12:20 | Listening and Adapting: Pulse surveys, focus groups and policy reviews
- 12:20-12:53 | Governance: Ownership, consistency monitoring and handling disputes
- 12:53-14:00 | Final Workshop: Presenting a hybrid work policy and twelve-month implementation plan

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Seminar dates

Available seminar dates

Live dates and pricing for Hybrid Work Policy Design and Management generated from the course details page.

Date	Location	Format	Fee
14 - 18 December 2026	London	Classroom	**€2,915**
21 - 25 December 2026	Barcelona	Classroom	**€2,275**
7 - 11 December 2026	Frankfurt	Classroom	**€2,175**
11 - 15 January 2027	London	Classroom	**€2,915**
18 - 22 January 2027	Barcelona	Classroom	**€2,275**
25 - 29 January 2027	Frankfurt	Classroom	**€2,175**
4 - 8 January 2027	Kuala lumpur	Classroom	**€2,425**
15 - 19 February 2027	London	Classroom	**€2,915**
22 - 26 February 2027	Barcelona	Classroom	**€2,275**
1 - 5 February 2027	Frankfurt	Classroom	**€2,175**

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Seminar dates

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Date	Location	Format	Fee
8 - 12 February 2027	Madrid	Classroom	**€3,400**
22 - 26 March 2027	London	Classroom	**€2,915**
1 - 5 March 2027	Barcelona	Classroom	**€2,275**
8 - 12 March 2027	Frankfurt	Classroom	**€2,175**
15 - 19 March 2027	Munich	Classroom	**€2,425**
5 - 9 April 2027	London	Classroom	**€2,915**
12 - 16 April 2027	Barcelona	Classroom	**€2,275**
19 - 23 April 2027	Frankfurt	Classroom	**€2,175**
26 - 30 April 2027	Paris	Classroom	**€2,810**
10 - 14 May 2027	London	Classroom	**€2,915**

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Seminar dates

Available seminar dates

Live dates and pricing for Hybrid Work Policy Design and Management generated from the course details page.

Date	Location	Format	Fee
17 - 21 May 2027	Barcelona	Classroom	**€2,275**
24 - 28 May 2027	Frankfurt	Classroom	**€2,175**
3 - 7 May 2027	Rome	Classroom	**€2,830**
14 - 18 June 2027	London	Classroom	**€2,915**
21 - 25 June 2027	Barcelona	Classroom	**€2,275**
7 - 11 June 2027	Frankfurt	Classroom	**€2,175**
26 - 30 July 2027	London	Classroom	**€2,915**
5 - 9 July 2027	Barcelona	Classroom	**€2,275**
12 - 16 July 2027	Frankfurt	Classroom	**€2,175**
19 - 23 July 2027	Amsterdam	Classroom	**€3,215**

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Seminar dates

Available seminar dates

Live dates and pricing for Hybrid Work Policy Design and Management generated from the course details page.

Date	Location	Format	Fee
2 - 6 August 2027	London	Classroom	**€2,915**
9 - 13 August 2027	Barcelona	Classroom	**€2,275**
16 - 20 August 2027	Frankfurt	Classroom	**€2,175**
23 - 27 August 2027	Cape Town	Classroom	**€1,825**
13 - 17 September 2027	London	Classroom	**€2,915**
20 - 24 September 2027	Barcelona	Classroom	**€2,275**
6 - 10 September 2027	Frankfurt	Classroom	**€2,175**
18 - 22 October 2027	London	Classroom	**€2,915**
25 - 29 October 2027	Barcelona	Classroom	**€2,275**
4 - 8 October 2027	Frankfurt	Classroom	**€2,175**

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Seminar dates

Available seminar dates

Live dates and pricing for Hybrid Work Policy Design and Management generated from the course details page.

Date	Location	Format	Fee
11 - 15 October 2027	Geneva	Classroom	**€3,315**
22 - 26 November 2027	London	Classroom	**€2,915**
1 - 5 November 2027	Barcelona	Classroom	**€2,275**
8 - 12 November 2027	Frankfurt	Classroom	**€2,175**
15 - 19 November 2027	Istanbul	Classroom	**€2,825**
6 - 10 December 2027	London	Classroom	**€2,915**
13 - 17 December 2027	Barcelona	Classroom	**€2,275**
20 - 24 December 2027	Frankfurt	Classroom	**€2,175**
27 - 31 December 2027	Kuala lumpur	Classroom	**€2,425**
14 - 18 December 2026	Online / Live	Online / Live	**€1,625**

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Seminar dates

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Live dates and pricing for Hybrid Work Policy Design and Management generated from the course details page.

Date	Location	Format	Fee
21 - 25 December 2026	Online / Live	Online / Live	**€1,625**
7 - 11 December 2026	Online / Live	Online / Live	**€1,625**
11 - 15 January 2027	Online / Live	Online / Live	**€1,625**
18 - 22 January 2027	Online / Live	Online / Live	**€1,625**
25 - 29 January 2027	Online / Live	Online / Live	**€1,625**
4 - 8 January 2027	Online / Live	Online / Live	**€1,625**
15 - 19 February 2027	Online / Live	Online / Live	**€1,625**
22 - 26 February 2027	Online / Live	Online / Live	**€1,625**
1 - 5 February 2027	Online / Live	Online / Live	**€1,625**
8 - 12 February 2027	Online / Live	Online / Live	**€1,625**

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Date	Location	Format	Fee
22 - 26 March 2027	Online / Live	Online / Live	**€1,625**
1 - 5 March 2027	Online / Live	Online / Live	**€1,625**
8 - 12 March 2027	Online / Live	Online / Live	**€1,625**
15 - 19 March 2027	Online / Live	Online / Live	**€1,625**
5 - 9 April 2027	Online / Live	Online / Live	**€1,625**
12 - 16 April 2027	Online / Live	Online / Live	**€1,625**
19 - 23 April 2027	Online / Live	Online / Live	**€1,625**
26 - 30 April 2027	Online / Live	Online / Live	**€1,625**
10 - 14 May 2027	Online / Live	Online / Live	**€1,625**
17 - 21 May 2027	Online / Live	Online / Live	**€1,625**

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Date	Location	Format	Fee
24 - 28 May 2027	Online / Live	Online / Live	**€1,625**
3 - 7 May 2027	Online / Live	Online / Live	**€1,625**
14 - 18 June 2027	Online / Live	Online / Live	**€1,625**
21 - 25 June 2027	Online / Live	Online / Live	**€1,625**
7 - 11 June 2027	Online / Live	Online / Live	**€1,625**
26 - 30 July 2027	Online / Live	Online / Live	**€1,625**
5 - 9 July 2027	Online / Live	Online / Live	**€1,625**
12 - 16 July 2027	Online / Live	Online / Live	**€1,625**
19 - 23 July 2027	Online / Live	Online / Live	**€1,625**
2 - 6 August 2027	Online / Live	Online / Live	**€1,625**

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Date	Location	Format	Fee
9 - 13 August 2027	Online / Live	Online / Live	**€1,625**
16 - 20 August 2027	Online / Live	Online / Live	**€1,625**
23 - 27 August 2027	Online / Live	Online / Live	**€1,625**
13 - 17 September 2027	Online / Live	Online / Live	**€1,625**
20 - 24 September 2027	Online / Live	Online / Live	**€1,625**
6 - 10 September 2027	Online / Live	Online / Live	**€1,625**
18 - 22 October 2027	Online / Live	Online / Live	**€1,625**
25 - 29 October 2027	Online / Live	Online / Live	**€1,625**
4 - 8 October 2027	Online / Live	Online / Live	**€1,625**
11 - 15 October 2027	Online / Live	Online / Live	**€1,625**

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Date	Location	Format	Fee
22 - 26 November 2027	Online / Live	Online / Live	**€1,625**
1 - 5 November 2027	Online / Live	Online / Live	**€1,625**
8 - 12 November 2027	Online / Live	Online / Live	**€1,625**
15 - 19 November 2027	Online / Live	Online / Live	**€1,625**
6 - 10 December 2027	Online / Live	Online / Live	**€1,625**
13 - 17 December 2027	Online / Live	Online / Live	**€1,625**
20 - 24 December 2027	Online / Live	Online / Live	**€1,625**
27 - 31 December 2027	Online / Live	Online / Live	**€1,625**