

## Return to the Office Coaching Tip Sheet

According to Microsoft, Work Trend Index, leaders can help employees return to the office (RTO) by ensuring meaningful connections and collaborative opportunities:

- 85% of employees would be motivated to go into the office to rebuild team bonds.
- 84% of employees would be motivated to go into the office if they could socialize with coworkers.
- 74% of employees would go to the office more frequently if they knew their “work friends” were there.
- 73% of employees would go to the office more frequently if they knew their direct team members would be there.

Steps	Employee Focus	Strategy - How to coach
<b>Ending</b>	<ul style="list-style-type: none"> <li>• The focus is on concerns for returning to the office.</li> <li>• There is emotion or anxiety expressed with the concerns.</li> <li>• The focus is on what the person is losing, what is being left behind, who they will disappoint, what they must give up.</li> </ul>	<ul style="list-style-type: none"> <li>• Clearly communicate why the changes are needed (the “why”).</li> <li>• Paint a picture of how the changes will result in gains for the individual and the organization.</li> <li>• Tell the story of those who have successfully made the transition.</li> <li>• Check in regularly and show compassion and offer support.</li> <li>• Share your own story of change.</li> </ul>
<b>Neutral</b>	<ul style="list-style-type: none"> <li>• The focus is on the confusion of new habits, patterns, and sense of identity, and letting go of the old.</li> <li>• New patterns and habits are being developed and learning is occurring.</li> <li>• This realignment causes stress and frustration.</li> </ul>	<ul style="list-style-type: none"> <li>• Individuals need time to settle their emotions. Be patient.</li> <li>• Reinforce that discomfort and uncertainty is expected and normal.</li> <li>• Give positive feedback on small gains and on the value of persistence.</li> <li>• Don’t let up: keep checking in.</li> <li>• Embed the positive change by reinforcing stories of the importance and impact of RTO.</li> </ul>
<b>New Beginnings</b>	<ul style="list-style-type: none"> <li>• The focus is on new understandings, habits, values and attitudes.</li> <li>• There is a release of energy fueled by optimism and hope.</li> <li>• There is clarity around the new purpose, and part played in the change.</li> </ul>	<ul style="list-style-type: none"> <li>• Communicate and share the successes that are a result of the change. Celebrate and appreciate the hard work.</li> <li>• Reflect on the lesson learned from this transition from the end to the neutral zone to this new beginning stages.</li> <li>• It is also a time to help get other employees who are still struggling to move forward from the previous stage.</li> </ul>