Building resilient digital workplaces: One manager at a time

Social Now, May 2024
G’day!
Getting increasingly frustrated with crap practices

The start of Designing Collaboration

Too long ago  2015  Today
Teams
meetings, channels and chat

Outlook Mail

Planner boards

Whiteboard

Lists

SharePoint

Copilot

Viva Engage communities and Storylines

Loop spaces and components

OneNote notebooks and wikis
Good morning Project Bat people, it's time again for our weekly stand-up. Before midday, please reply with the following:

- Key deliverables this week
- Client meetings this week
- Anticipated barriers to any of the above
- What one thing is keeping you awake this week
- Any help needed
- Favourite Bond villain
Is AI the answer?
Modern work challenges for leaders

- Too many tools – how do we simplify collaboration and communication?
- Helping the team build a network and relationships
- Meetings and ‘present at work’ have become a measure of productivity
- Flexible working is too hard with existing habits
- The importance of being busy
Talking about work at work

- Meetings become the de facto way of coordinating and organising work
- The #1 cited obstacle to productivity is inefficient meetings (Source: Microsoft Work Trend Index)

Workday time spent talking about work, with skilled work taking up 33% and strategic work just 9%

Source: Asana Anatomy of Work, 2023
We love being in control
In complex systems, control is not often centralised.
Make a flag...
How do managers empower their people?
Agreeing on ways of work – especially any ambiguous and unarticulated practices is key.
Do we trust our people to suggest ways of work?

**Wellbeing**
We block out at least 2 hours of focus time every day

**Meetings**
Updates and task sharing meetings are always asynchronous

**Where we work**
After every office day, we hold a meeting-free day to help find focus time

**Collaboration and communication**
We use Teams chat only for urgent communication
But what about emerging technology?

What are the risks?

How can it help my work?
New responsibilities

- Managers have to learn workplace AI tools
- They also need to find out (the hard way) the risks and issues
- Critical thinking becomes critical
- Oh, and ethical thinking too
How not to give a f**k

I logged on at 9.05
Less is more

- Don't attend everything
- Listen to your team, don't always lead
- Let them define the ways of work
- This in-turn builds trust
- Get the team to test new technology use cases
- Save time on the small stuff to be strategic
- Focus on goals, not tasks
The world is complex.

What happens when technology doesn't solve our problems?
Thank you!