

# Digital HR: Adapting to remote and hybrid work environment

Presented By

**Clement M. Sinyangwe**

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# About the Presenter

**Dr. Clement M. Sinyangwe**

(PhD ICT, MSc, MBA, BSc, FLICTAZ, HND IMIS,  
DIP DISP, Network sec, Cert Cyber Security, ICT Governance Cert)



**President**  
**ICT Association of Zambia**



**Head ICT**  
**Chalimbana University**



**Managing Partner**  
**SynthoSphere Consulting**

- **Board Member – First alliance Bank**
- **Member of the eGovernment technical Implementation committee – Smart Zambia**
- **Member of the Media Digitalization Committee – PPDF**
- **Chairperson Research – TICON Africa**
- **20 plus years of ICT Practice**

# Important Quotes

**Hybrid work** doesn't happen by chance and you need to be intentional, proactive, and thoughtful to make it work properly. **It's not easy but is doable and the outcomes can be massive!**

**Miroslav Miroslavov**

Founder and CEO of OfficeRnD





“

Remember to enjoy the freedom of being able to work from anywhere and the flexibility to adapt your work to your life rather than the other way around”

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Alex Muench

“

Remote work offers flexibility, and I appreciate the work-life balance that comes with that.

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JESS SCOTT





“

“Success in a hybrid work environment requires employers to move beyond viewing remote or hybrid environments as a temporary or short-term strategy and to treat it as an opportunity.”

— *George Penn, VP at Gartner*

”

“

Successfully working from home is a skill, just like programming, designing or writing. It takes time and commitment to develop that skill.

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ALEX TURNBULL



# Takeaways from the Quotes

□ HR practitioners should approach hybrid and remote work as a strategic opportunity to enhance employee engagement, productivity, and well-being. To maximize success, HR should:

## Develop Clear Policies



Establish well-defined guidelines for hybrid work arrangements, including expectations around availability, communication, and performance standards.

## Invest in Training



Provide employees with training to develop remote work skills, including time management, digital collaboration, and virtual communication.

## Foster a Culture of Trust



Empower employees to take ownership of their work while promoting accountability and flexibility. Trust is crucial for a hybrid work model to thrive.



# Takeaways from the Quotes

## Prioritize Employee Well-being



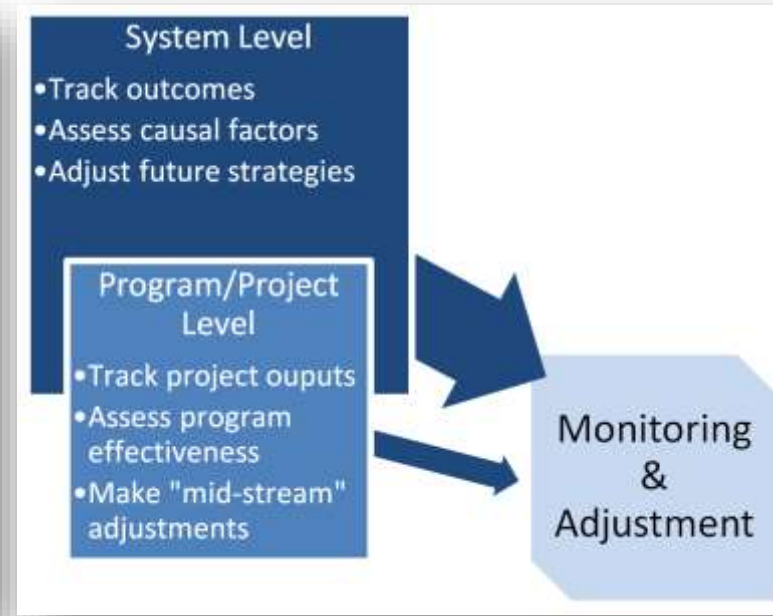
Recognize the importance of work-life balance and encourage employees to set boundaries between work and personal life.

## Leverage Technology



Use digital tools to facilitate communication, collaboration, and project management, ensuring remote employees stay connected and supported.

## Monitor and Adjust



Regularly assess the effectiveness of hybrid work policies and make necessary adjustments based on employee feedback and business needs.

# Digital HR: Adapting to remote and hybrid work environment

What does it  
Mean?



# Overview of Digital HR Transformation

## Definition

- Integrating technology into HR practices to **enhance employee experience**, **streamline processes**, and **enable data-driven decision-making**.

## Relevance to Remote and Hybrid Work

- The shift to remote and hybrid work models has accelerated the need for digital HR solutions to maintain productivity, engagement, and compliance.

# Abilities of Remote and Hybrid Work

## 1. Changes employee expectations for flexibility and work-life balance.

- It can help you to balance your work with your other responsibilities, like caring for children or an older family member.
- It can also create a sense of autonomy over your work, which can increase engagement and job satisfaction



## 2. Increases adoption of digital collaboration tools.



- Digital collaboration tools enable teams to work together seamlessly, regardless of their physical location.
- By leveraging these tools, employees can share ideas, documents, and feedback in real-time.
- This leads to faster decision-making and problem-solving, significantly boosting productivity.

# 3. Impact on HR practices and organizational culture.

## LEADING CULTURE CHANGE IN HR

### CHANGE STARTS WITHIN HR

As an HR team, take an introspective look at their own practices, processes, and mindsets. This means identifying areas for growth, embracing continuous learning, and embodying the culture you aim to cultivate.

1

### STRATEGIC COMMUNICATION

Develop a comprehensive communication plan that addresses the needs of various stakeholders (employees, leaders, external partners, etc.). Proactively address potential concerns, be open to feedback, and celebrate successes.

2

### IT'S A JOURNEY, NOT A DESTINATION

Adopt an iterative approach – measure progress, gather data, and be willing to fine-tune your strategies based on insights. Building a culture of adaptability and resilience within your own HR team and the broader organization is crucial for navigating future waves of change.

3

### CULTURE CHANGE = BUSINESS RESULTS

Connect the dots for your audience. How do the strategies you've discussed translate into improved employee engagement, enhanced customer experiences, greater innovation, and higher profitability? Ground your insights in the concrete results that matter to business leaders..

4

# **New Trends Shaping HR in Remote and Hybrid Work Environments**

- Digital Workforce Management
- Use of software for time tracking, project management, and performance evaluation.
- Employee Engagement and Well-Being
- Tools for virtual engagement, mental health support, and wellness programs.

# New Trends Shaping HR in Remote and Hybrid Work Environments

- Virtual Onboarding and Training
- Digital platforms for employee orientation, skill development, and continuous learning.
- Data-Driven Decision Making
- Use of analytics for monitoring employee productivity, well-being, and attrition risk.



# Adopting Digital HR Tools for Remote and Hybrid Work

## 1. Time Tracking and Productivity Monitoring

### DeskTime Software

- DeskTime is an automatic time tracking tool that will allow you to boost team productivity without overworking your employees.
- Keep up with your team's projects, absences, and workload all in one place.
- Take a look at our intro video to find out more about what DeskTime can do for you.



# My DeskTime

Fri, June 11, 2021 DAY WEEK MONTH



## □ Main Features

- Real-time tracking of work time and project activities.
- Productivity analysis reports (productive vs. non-productive hours).
- Integration with project management tools like Asana and Trello.

## □ Benefits

- Helps HR monitor remote employees' productivity.
- Provides data for performance reviews and workload management.

## ❑ Other Time Tracking and Productivity Monitoring Tools

### Toggl

The logo for Toggl Track, featuring the word "toggl" in a bold, lowercase, sans-serif font with a dark purple color, followed by the word "track" in a lighter, lowercase, sans-serif font.

A simple time-tracking tool that helps teams manage their hours and improve project estimates.

### Hubstaff

The logo for Hubstaff, featuring a blue gear-like icon composed of five interlocking shapes, followed by the word "Hubstaff" in a bold, dark blue, sans-serif font.

A time tracking and productivity monitoring tool with GPS tracking capabilities for remote teams.

## 2. Enhancing Employee Engagement and Experience

### Virtual Communication and Collaboration tools

Microsoft Teams or Slack communications Platforms are very ideal for team communication, file sharing, and project collaboration.

#### Microsoft Teams



#### Slack communications Platform



## Features

- Chat, video conferencing, and file sharing for remote teams.
- Integration with productivity apps like Office 365, Google Drive, and Trello.

## Benefits

- Enhances real-time collaboration and communication across teams.
- Supports remote team engagement and project coordination



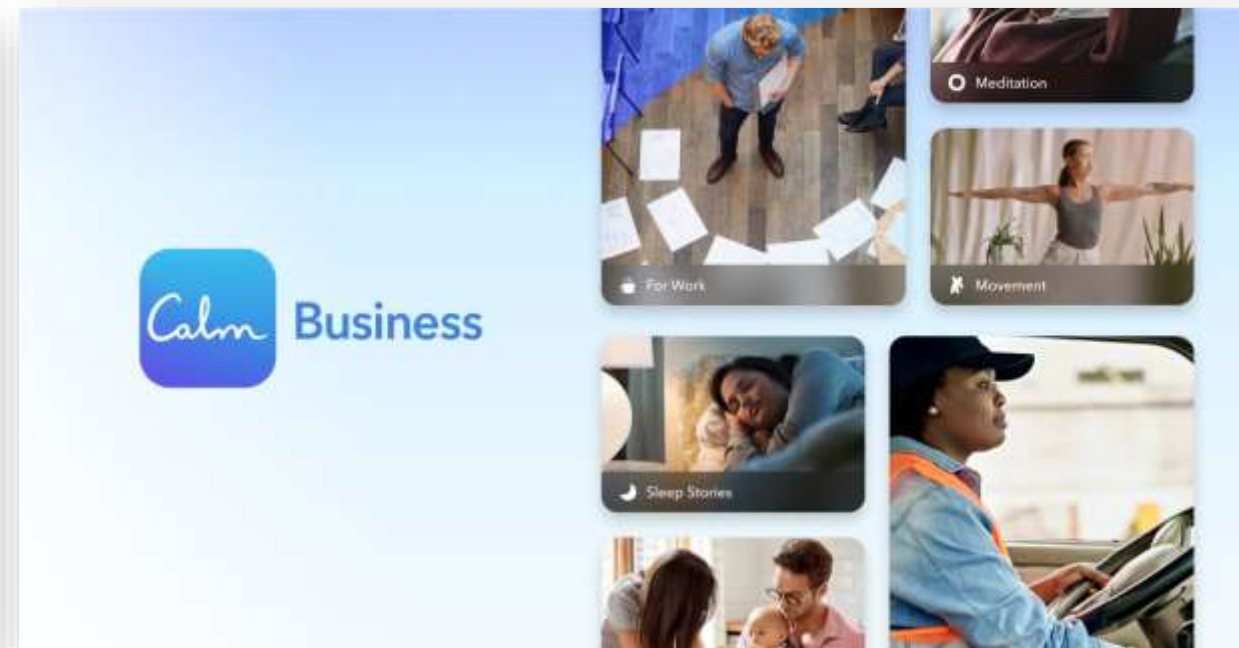
## 3. Employee Well-Being

- ❑ This may involve the use of some mental health apps providing guided meditation and stress-relief techniques.

### Headspace for Work



### Calm for Business



## Features

- Employee well-being programs and resources for managing stress.
- Usage analytics for HR to track employee engagement.

## Benefits

- Promotes mental health and well-being among remote employees.
- Reduces poor health and absenteeism.





## 4. Virtual Onboarding Software

### Case: BambooHR

- BambooHR provides companies a human resources management software as a service.
- The service has a dashboard homepage with different sections for employee information, vacation time record keeping, and reports.



# Features

- Employee database and reporting
- Payroll, time, and benefits
- Hiring and onboarding

# Benefits:

- Provides a seamless onboarding experience for remote hires.
- Reduces the administrative burden on HR teams.



## Data-Driven HR

- Data-driven HR practice uses analytics and metrics to guide **HR decisions**, enhancing accuracy in **recruitment, engagement, performance, and retention**.
- By relying on data insights, HR can align actions with organizational goals, boost productivity, and improve employee experience, creating strategic value.

# Data-driven HR Management



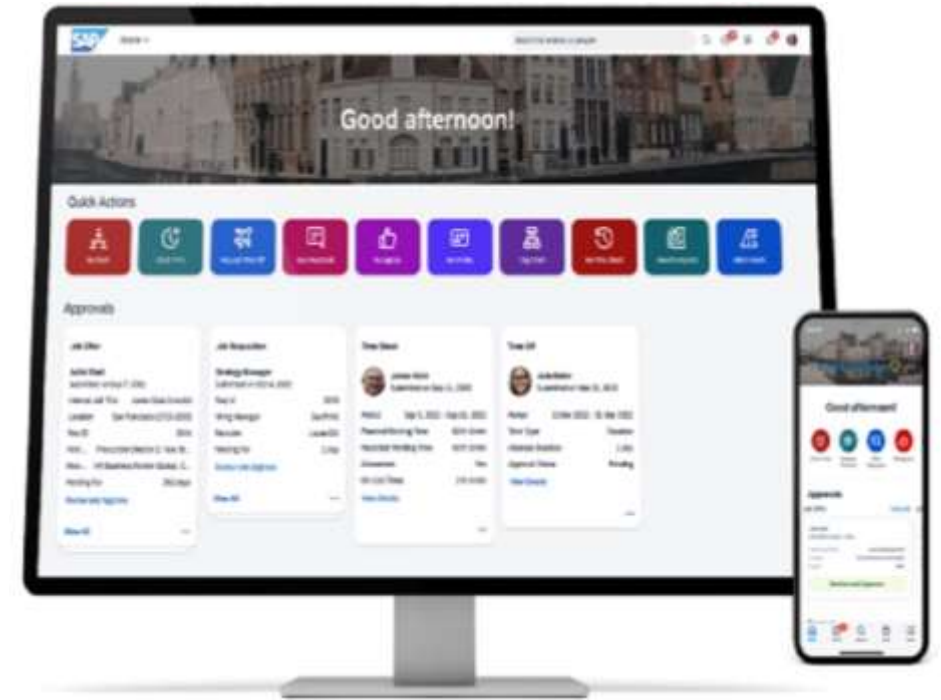
# SAP SuccessFactors / Workday

- SAP SuccessFactors and Workday softwares are leading suite of cloud-based talent management and human capital management (HCM) software.
- Organizations use SAP SuccessFactors or Workday systems to manage various aspects of HR operations, including recruitment, employee performance, HR analytics, payroll and learning activities.



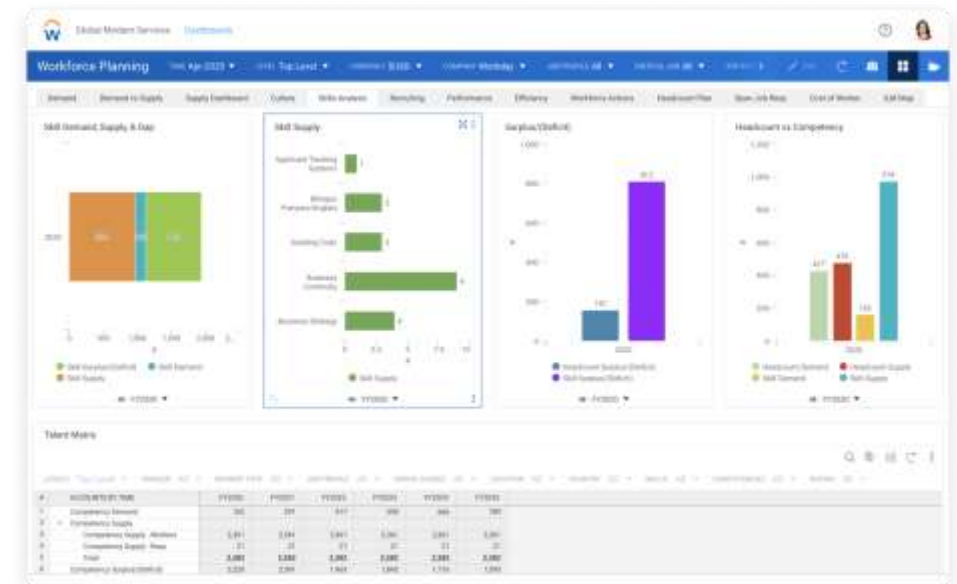
# Features

- Workforce planning and talent management capabilities.
- Predictive analytics to identify employee engagement trends and turnover risks.



# Benefits

- Enables data-driven decision-making for HR leaders.
- Helps in forecasting workforce needs and optimizing HR strategies.



# Challenges in Digital HR for Remote and Hybrid Work

Employee isolation  
and lack of  
engagement.



# Challenges in Digital HR for Remote and Hybrid Work

Difficulty in managing  
performance  
remotely.



# Challenges and Solutions in Digital HR for Remote



Maintaining data security and compliance in a digital environment.



# Solutions in Digital HR for Remote and Hybrid Work



Implementing regular virtual check-ins  
and team-building activities.



# Solutions in Digital HR for Remote and Hybrid Work

## Real-Time Performance Management



# Solutions in Digital HR for Remote and Hybrid Work

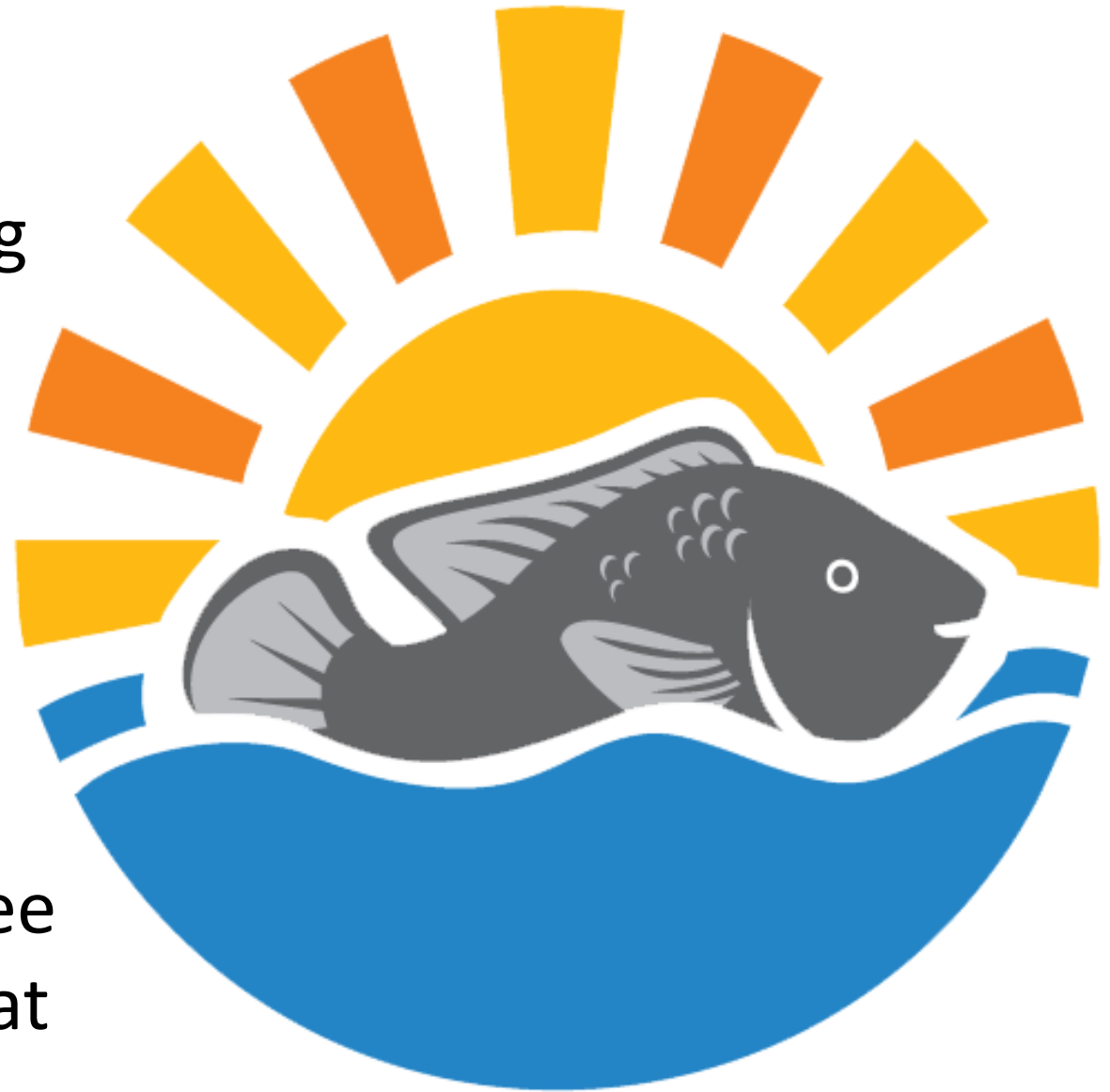
Adopting cloud-based solutions with strong data security measures.



## Secured Cloud

# Case Study: Successful Digital HR Transformation

- Yalelo Fisheries, one of Zambia's largest and most innovative aquaculture companies, was using hybrid working model for certain roles, particularly in its administrative and corporate departments.
- This approach allows Yalelo to support productivity and employee well-being, especially for tasks that can be effectively handled offsite.



# Case Study: Successful Digital HR Transformation

- The hybrid model at Yalelo enables the company to maintain efficient operations and reduce in-office congestion, promoting a healthier work environment while ensuring essential staff are on-site to oversee fish production and logistics.
- This flexibility has also helped Yalelo attract and retain skilled talent by supporting a balanced work-life approach.

# Implementing a Successful Digital HR Transformation

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To effectively implement and sustain a hybrid working model in organizations, several key documents are essential to provide structure, guidance, and support.



**ETHICAL  
CONSIDERATIONS  
FOR HYBRID WORK**

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Sn	Guiding Document	Specific Area of Application
1	<b>Hybrid Work Policy</b>	A formal document outlining eligibility, guidelines, expectations, and requirements for hybrid work, including work-from-home (WFH) arrangements, office attendance, and role-based conditions.
2	<b>Employee Agreement Forms</b>	Agreements signed by employees participating in hybrid work, acknowledging their understanding and acceptance of hybrid work expectations, security protocols, and productivity measures.
3	<b>Health and Safety Guidelines</b>	Documentation on maintaining a safe work environment, both in-office and remote. This includes ergonomic setup instructions, mental health support resources.
4	<b>IT and Security Policy</b>	Detailed policies covering data security, VPN use, access controls, device management, and guidelines for using personal devices to protect sensitive company information.
5	<b>Communication Protocols</b>	Guidelines on using communication tools (e.g., email, Slack, video conferencing) for effective collaboration between on-site and remote staff, including etiquette for virtual meetings and response expectations.
6	<b>Performance Management Guidelines</b>	Documentation for assessing employee productivity in a hybrid model, including KPIs, remote performance reviews, and regular check-in processes to ensure accountability and transparency.

Sn	Guiding Document	Specific Area of Application
7	<b>Data Privacy Policy</b>	Clear guidelines on handling and protecting employee and company data when working remotely, including protocols for data sharing, storage, and compliance with relevant data protection regulations.
8	<b>Equipment and Resources Provision Policy</b>	A document specifying the company's provisions for remote work, such as laptops, internet stipends, or office supplies, and responsibilities for equipment maintenance.
9	<b>Onboarding and Training Materials</b>	Hybrid-specific onboarding documents for new employees, including training on remote collaboration tools, cybersecurity practices, and the hybrid work policy.
10	<b>Office Space Management Plan</b>	Guidelines on scheduling and desk-sharing protocols to optimize office space and avoid overcrowding, along with instructions for booking office resources.
11	<b>Feedback and Improvement Framework</b>	A framework for collecting employee feedback on the hybrid work model, with mechanisms for continuous improvement based on insights into employee satisfaction and productivity.
12	<b>Emergency and IT Support Documentation</b>	Contact information and protocols for technical support, emergency response, and cybersecurity incidents, ensuring employees have the resources needed to address issues promptly.



# Conclusion

- Digital HR transformation is essential for adapting to remote and hybrid work environments.
- Adopting the right tools and strategies can enhance productivity, engagement, and employee experience.
- Looking Ahead, Continuous innovation in HR technologies will drive future transformations in workforce management.



**• THANK YOU •**

ANY QUESTION?