

The Hybrid Work Model:

Best Practices for Conducting Hybrid Meetings



Hybrid meetings are composed of employees in the office and employees working remotely. The best practices below are for before, during and after hybrid meetings. They encourage productive meetings for all participants.



Before the meeting

- Prepare a clear agenda; outline expectations and outcomes for the meeting.
- Share documents and reference material in a format that meets the needs of participants
- In your meeting invite, include both the location of the meeting room and the instructions on how to join online.
- Schedule meetings in blocks of 25 or 55 minutes to allow buffer time.
- Book adequate meeting space and ensure the room has all the necessary equipment.
- Test the technology in advance, such as slide decks, whiteboards, chat room and polls.
- Establish hybrid meeting rules as a team and share in advance, such as: everyone must raise their hand before speaking, grant online participants the opportunity to speak first.
- Review each agenda item and determine how each participant will engage and contribute.
- Ask someone to be a co-facilitator to keep an eye on the chat and check in with online participants.



During the meeting

- Start and end meetings on time.
- Ask online participants to mute their microphone.
- Encourage online participants to turn on their camera to increase engagement and connection.
- All attendees are introduced and identified whether online or in person.
- Ensure equal contribution from all attendees to use the tools that are proposed.
- Remind in-person participants to keep side conversations to a minimum.
- If the online sound quality is poor:
 - Record the meeting or turn on live transcription (let participants know).
 - The co-facilitator can use the chat to describe some of the meeting.
 - Check in with online participants to ensure they can participate fully.



After the meeting

- Follow up with colleagues on what worked well and what did not so that adjustments can be made next time. Use team meetings, bilateral meetings and pulse surveys to obtain feedback.

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