



# un- tangle work

**7** tips to prepare for your  
return-to-office

 workplace

from FACEBOOK



Like many other organizations around the world, Workplace transitioned its global workforce to working from home at the onset of the COVID-19 pandemic. As the pandemic curve declines, we're excited to begin transitioning our employees back into the office and rebuilding our vibrant in-person culture.

Your organization is likely also developing a return-to-office plan or at least considering a partial return to the office. If you're involved in this project, you know exactly how complex it can be.

But making a plan isn't enough. You also have to think about how you're going to communicate this plan to your employees. For that, you need a secure platform that provides the functionality for all your employees to easily engage with the information you're sharing.

## **Here are 7 tips to keep everyone in the loop as they *return to the office.***

Whether you're in HR, Comms, or any of the teams involved in getting people back to their offices you'll find these things are worth thinking about.



# 1

## **Build a cross-functional team**

Get a core team of people who will be responsible for creating and reviewing communications together. This will likely include representatives and leaders from internal communications, the People team, HR, facilities, and (importantly) your company's leadership as they will be communicating out your messages.



# 2

## **Carve out a secure, virtual space for your team**

Planning your return-to-office communications is a big project that will require support from various functions across your organization. Most likely this will involve a distributed team consisting of people working from home and the office. Once you have the right team for the job, you'll need to create a secure, central,



virtual group where you can collaborate and keep each other informed.

Many communications platforms, including Workplace, will allow you to control access to your group - including who can post, share or discover content.



# 3

## **Start setting the ground rules for your group**

Your first message in this group should outline timelines, project goals, roles and responsibilities, and be sure to add any files or links that your team will need to refer to regularly. Ideally, your virtual space will allow you to pin the post to the top of the group so that it's always easy for team members to find. Every file shared in your



group should be stored in the virtual group, so nothing gets lost. Your team group should also have a connected chat that you can use to communicate throughout the day, confident that messages will be secure.



# 4

## **Make sure your messaging motivates and inspires**

Returning to the office is a sensitive topic, and it's incredibly important that you communicate your plans and policies thoughtfully to build trust and help keep people safe and informed. To develop your messaging, start by drafting the key points in an easy-to-understand way. Cover the basics of your return-to-office plan — the



what, when and how. But be sure to anchor your messaging on the why. Outline the importance of returning to work in-person and offer a compelling vision for the future that can motivate and inspire your employees.



# 5

## **Get information to the right people at the right time**

Make sure you create channels to share updates and helpful resources with employees. And remember to vary the formats to keep things engaging for your employees.

Your first step here should be creating a central repository that's easy for everyone to access that contains everything your employees need to know about their return to the office. We use Workplace's Knowledge Library to house

important announcements, policies, health and safety measures, safety alerts and more. It's easy to add and create content and is great for accessing content on mobiles too.

**Once you have this central resource, you'll also need to think about setting up:**

- **Leadership groups:** closed or private groups you can use to communicate directly with company leaders
- **People manager groups:** closed or private groups you can use to provide managers with the information they need to keep their direct reports informed
- **A company-wide group** for regular company announcements
- **Regional and office-specific groups** that you can keep open or create limited access to





# 6

## Set up channels for feedback

Although it's important to keep employees informed of your return-to-office plans, it's even better to show them that you're listening and taking their concerns seriously. Use your comms platform to do this.



### **We use Workplace to do the following:**

- Engage employees with polls so we could take the pulse of the organization
- Send surveys out to employees to assess our plans and messaging in a way that responded to employee concerns
- Create opportunities for employees to ask questions during Live video broadcasts.

We also made recordings of Live video broadcasts available so employees with different shift patterns and in a variety of time zones could catch up and ask questions in their own time.



# 7

## Create your plan

Now that you've set up your channels, it's time to solidify your communications by outlining and sharing your plan.

### Your plan should include:

- A summary of your return to the office
- Goals and objectives
- Communication tactics and tools (like Live video, group posts and more)
- A content calendar to provide a drumbeat of communications to keep everyone aligned
- Metrics to measure engagement and assess success

## Get Started Today

These are just some examples of how a secure platform that's easy to use and adopt can streamline your comms planning for getting employees back into offices. [Learn more.](#)

## Workplace

Workplace is a communication tool that connects everybody in a company, wherever they're working. It uses many of the same features as Facebook (like News Feed, Groups and Chat), so it's instantly familiar, engaging and works brilliantly on mobile. It also means Workplace benefits from Facebook's rapid innovation and deep understanding of how to build technology that people love to use.

## Want to find out more?

Find out why Workplace was awarded the [Best Practices Customer Value Leadership Award](#) by Frost & Sullivan

[workplace.com](https://workplace.com)