

Evolving Leadership Skills to Manage a Hybrid Workforce

for Employee Experience

Hello! I'm...

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เมื่อโลกการทำงานต้อง Hybrid
“เราได้งานที่**เสร็จ**”

แต่

“เราอาจขาดสังคมและประสบการณ์ที่ดี”

จะสร้าง

“loyalty และ**ความผูกพัน**กับพนักงานอย่างไร”

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First, we will talk about this.

02

The Hard Truth

After that we will talk about this.

03

Our Practice

And we will talk about this at last.

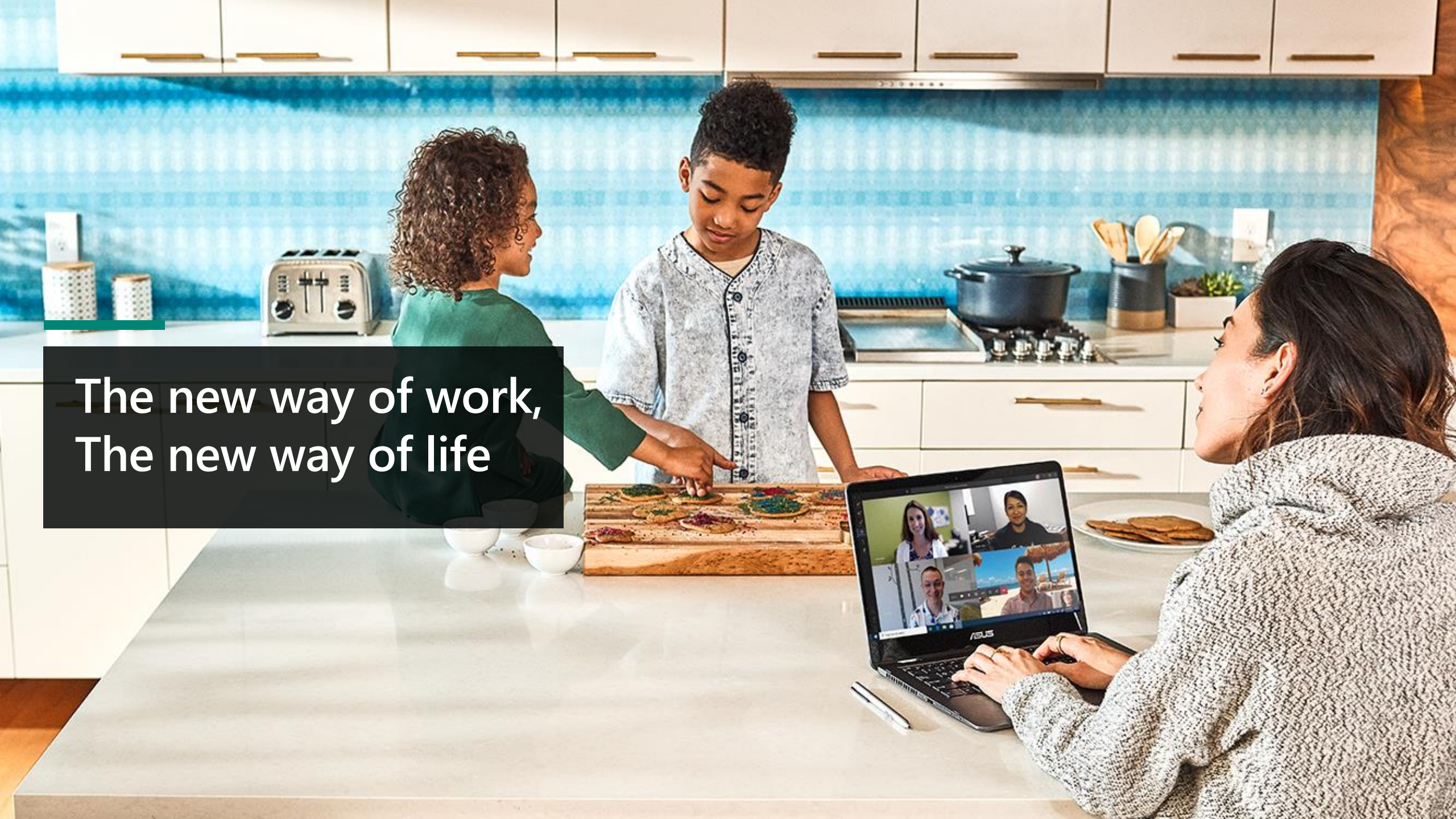
Video

(4 years earlier)

for Employee Experience

05:25

How do you start your day in early morning?



The new way of work,
The new way of life

Modern workplace

Routine tasks



Creative & critical thinking

Individual productivity



Dynamic & agile teamwork

Disparate systems & tools



Coherent & integrated solutions

for Employee Experience

Individual threats



Sophisticated organizational breaches

External Factors & Velocity



Internal Factors & Velocity

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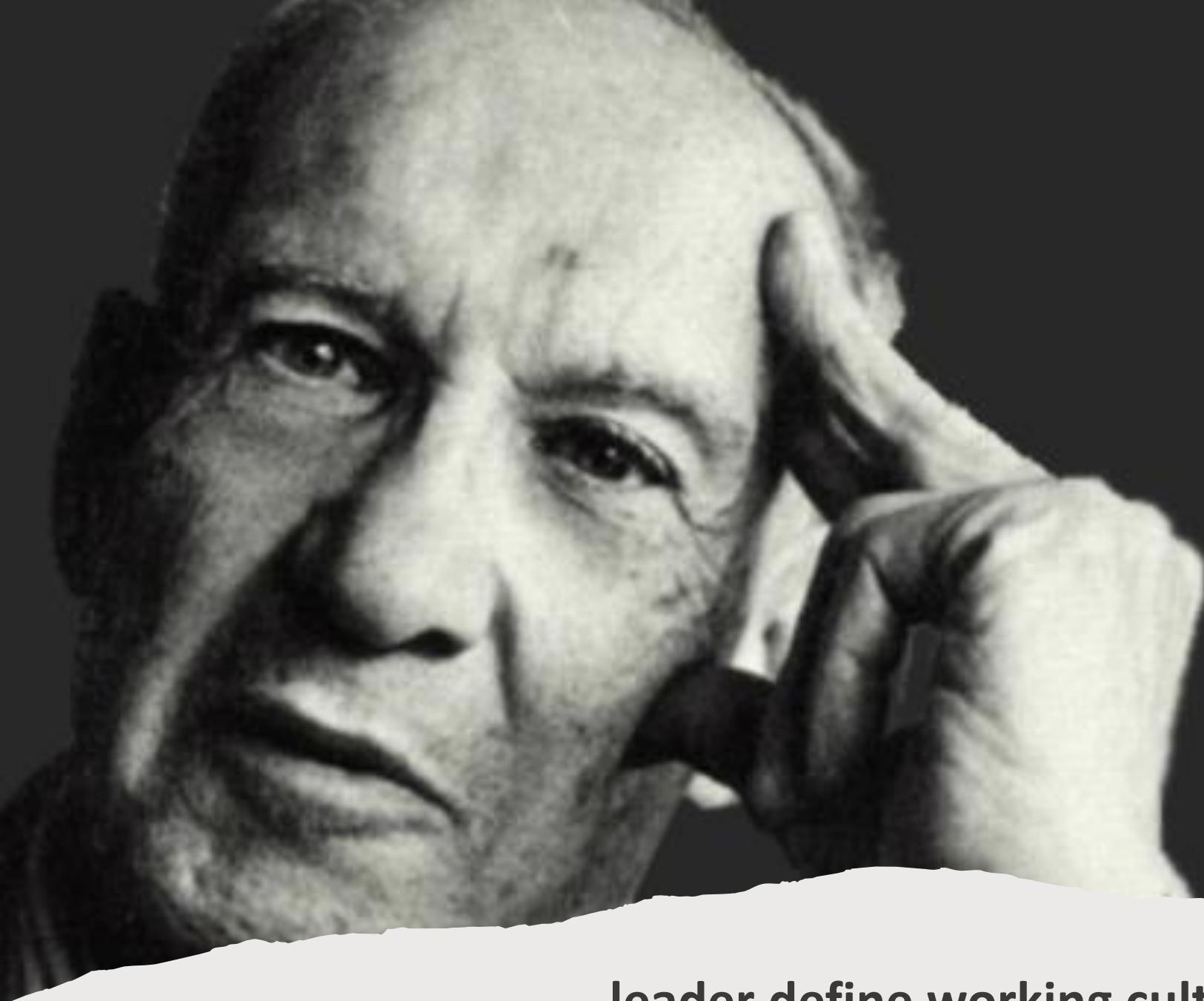
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สังคมและ ประสบการณ์ ที่ดี

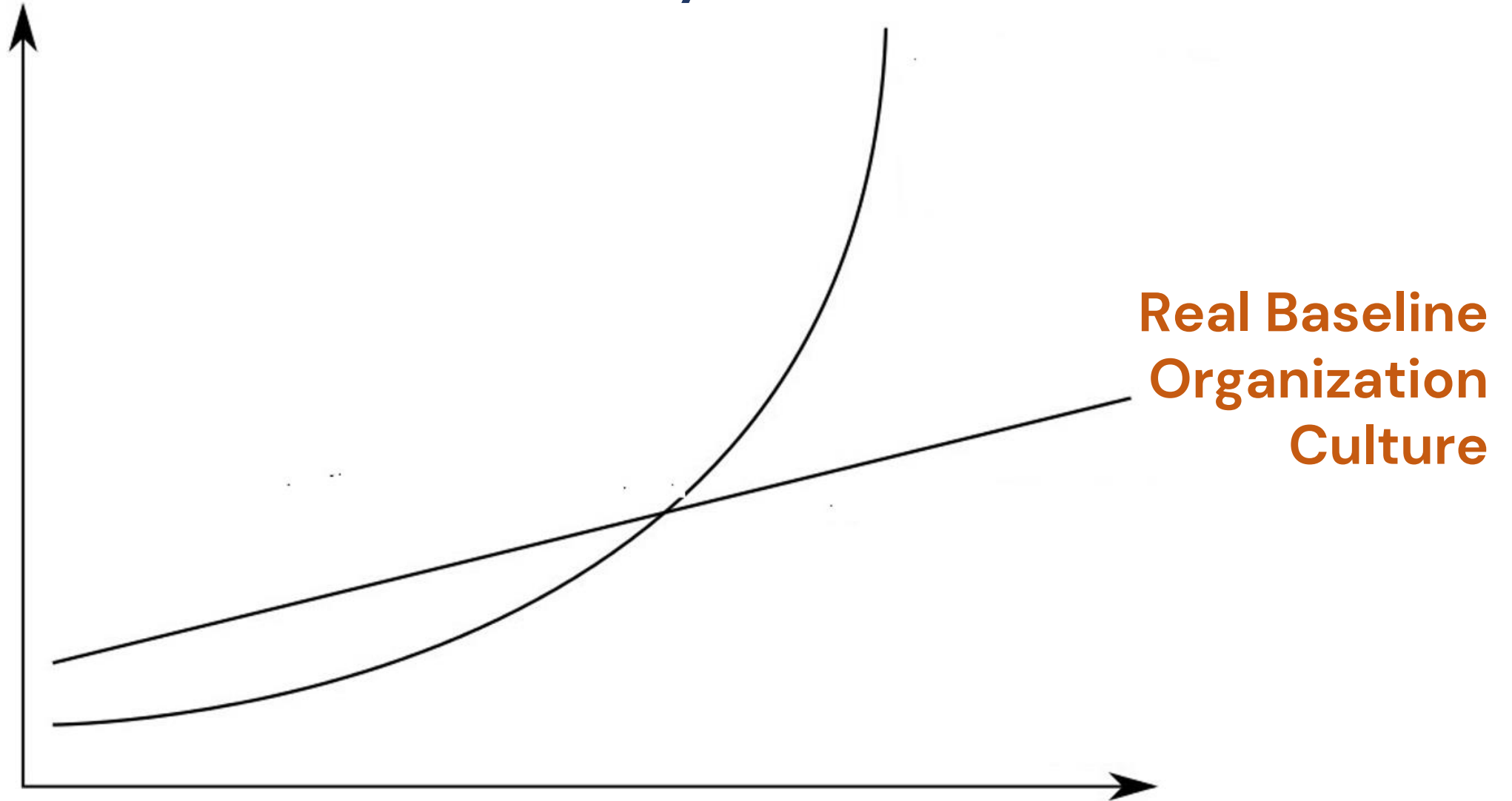
Employee experience has a lot to do with **culture**, and vice versa, they are essential to each other's success: a great employee experience both reflects and fuels a great company culture.



**“Culture eats
strategy
for breakfast.”**

leader define working culture

Hybrid Work Model



Different Mindsets for Leadership

Alignment of	Exploitative Business	Explorative Business
Strategic intent	cost, profit	innovation, growth
Critical tasks	operations, efficiency, incremental innovation	adaptability, new products, breakthrough innovation
Competencies	operational	entrepreneurial
Structure	formal, mechanistic	adaptive, loose
Controls, rewards	margins, productivity	milestones, growth
Culture	efficiency, low risk, quality, customers	risk taking, speed, flexibility, experimentation
Leadership role	authoritative, top down	visionary, involved

Ambidextrous Leadership

Different alignment held together through senior-team integration, common vision and values, and common senior team rewards

Source: Harvard Business Review, April 2004



loyalty และ ความผูกพันกับพนักงาน

Loyalty & Engagement: **What does it means?**

Problem: Hybrid Work Theater



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the fish rots from the head



“In leadership, there are no words more important than **TRUST. In any organization, trust must be developed among every member of the team if success is going to be achieved.”**



key takeaways...

Leadership Mindset

90% People / 10% Technology

Environment must Foster Across

No Copycat (best practice is no such thing otherwise
you're only Hybrid Work Theater)