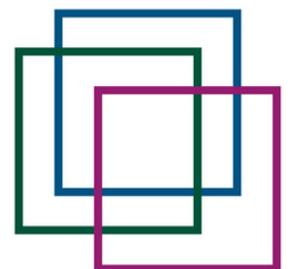




New and Post- Pandemic Ways of Working

Accelerate a successful
transition to new ways of
working.



The Basics

What changes does your university need to make to deliver a successful approach to new ways of working?



SUMS' work draws on best practice across a range of sectors, but with a focus on the unique challenges in Higher Education (HE). We support universities to identify and implement ways of working that will deliver benefits to the university, its staff and its students. We'll help you **identify strategic drivers** for change and **outline the right steps to get you where you want to be**.

This Module Covers:

The cornerstones to successfully implement new ways of working that align to high-quality service delivery, including:

1. The role of senior leadership
2. Investment and resource considerations
3. Communication, engagement and expectations management.

What Will You Gain?

Universities will be able to develop a set of working principles and a prioritised action plan to ensure the successful implementation of a flexible model for new ways of working.

The People Dimension

What HR elements should you consider when defining post-covid ways of working?



Our **People** module will give insight into the complete spectrum of HR considerations when planning new ways of working. Our support is based on extensive research within and outside the HE sector.

This Module Covers:

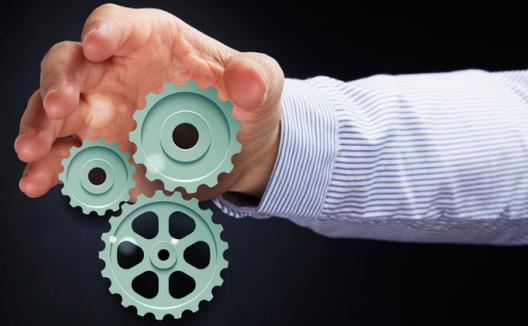
1. Flexible working logistics
2. Homeworking considerations
3. Performance management, reward and recognition
4. Policy development around flexible working, home working and lone working
5. Equality, Diversity and Inclusion (EDI), including impact assessments and mitigation
6. Training and development needs, including leadership, management and team building.

What Will You Gain?

Universities will be able to reflect on the insights we provide, select elements that work with their culture and apply these to their long-term strategy for ways of working going forward.

Technology & Space

How do you leverage technology and the physical estate ?



This module will explore the interdependence of your new ways of working with your current IT architecture and existing physical estate. Our support is informed by both practice from outside the sector as well as working with our members during the pandemic. This module focuses on professional services functions.

This Module Will Cover:

1. Mapping changes to service delivery approaches across the range of professional services
2. Understanding demand at the activity level on the space in which the service is delivered, and the technology required to support it
3. Cataloguing the space and technology available to support activities
4. Identifying and planning change - both short and long-term
5. Developing new digital capabilities to enhance service delivery.

What Will You Gain?

Universities will be able to adapt current space and technology, understand their requirements to adopt new technology and plan for longer-term changes to their physical estates.

Organisational Culture

What cultural values and principles do you need to consider alongside the practicalities of a hybrid approach to working?



Using your existing work culture as a starting point, we will help you **explore the cultural expectations** of staff when introducing new ways of working. We will then help you **assess what this means** for individuals, teams and the organisation as a whole.

This Cultural Workshop Module Explores:

1. The existing culture and the cultural shift needed to implement a hybrid model successfully
2. The needs of different roles from a hybrid model of working, and the practical implications of new ways of working for these roles
3. The forces *for* and *against* a hybrid model and new ways of working
4. The actions required to strengthen or mitigate these forces, as appropriate.

What Will You Gain?

Universities will be able to develop a set of cultural principles and behaviours to support a successful hybrid model of working and develop a prioritised cultural action plan.

Equality, Diversity & Inclusion (EDI)

How can you make sure EDI is considered and embedded at each step of the journey?



We know that effective EDI must be woven into every element of university operations. As we reconsider ways of working, it's a great opportunity to also be pro-actively and consciously inclusive from the start of the changes, rather than finding we have to react to EDI challenges later.

This Module Covers:

1. The basics of EDI - a refresher on legal obligations and public sector equality duty
2. Linking your EDI ambitions to concrete actions
3. Options for evaluating any EDI impacts of the decisions you make - including Equality Impact Assessments and Mitigation
4. How to design inclusive cultures and ways of working - the basics
5. Opportunities to be inclusive (e.g. the people dimension, facilities, language and communications).

What Will You Gain?

Universities will be confident that there is a clear understanding as to how the EDI ambitions of the university map onto and are considered within the strategic and operational decisions that they are making. They will have options for evaluating EDI impacts and designing inclusive ways of working and ideas and examples of what can be done in areas relevant to their plans.

Implementation Planning

You know what you need to do,
now what's the best way for your
university to do it?



In the context of developing efficient and effective ways of working, we will provide ***expert programme management*** and coordination ***to ensure successful implementation.***

In this module we deploy a range of workshop techniques to ensure successful delivery including a focus on the following phases:

- Phase 1 – Setting up a pilot
- Phase 2 – Evaluation
- Phase 3 – Refining processes and procedures
- Phase 4 – Business Readiness and Change Management

What Will You Gain?

Universities will receive effective programme management to ensure successful implementation and long-term benefits from new ways of working.

What Do Our Clients Say?



"The work that SUMS completed...provided an excellent insight into how organisations across different sectors are moving towards a hybrid approach to working and the challenges they are facing."

- Linda Mortimer Pine, Director of Human Resources: HR Service & Organisational Change, University of Leeds

TALK TO US TO FIND OUT MORE



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