



WIG

The Whitehall & Industry Group
connecting the sectors



'People' Series

Managing a Dispersed Workforce

8 September, 2021

Expert Insight

We were joined by Kate Caulkin, Group HR Director, Department for Transport, and Louisa Bench, Director Global Talent and Development, British Council to discuss the challenges and opportunities that come with managing a dispersed workforce. They touched upon points including:

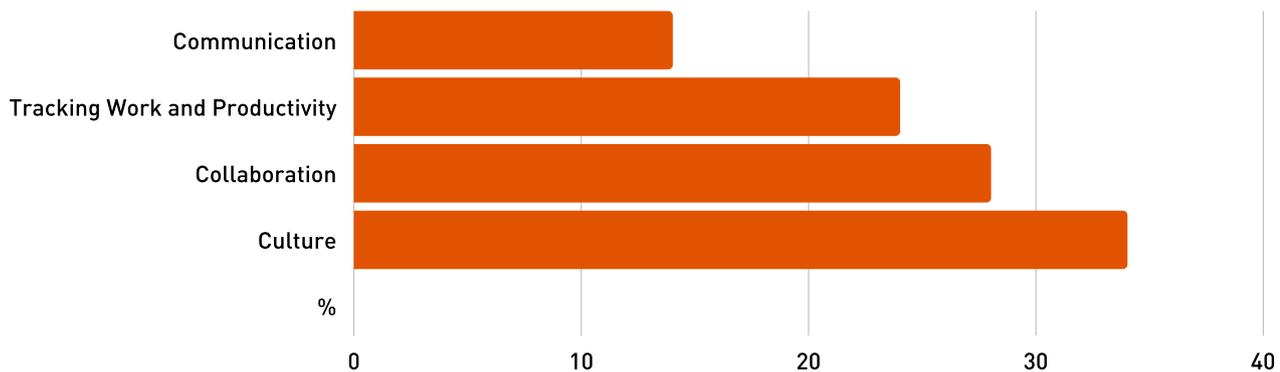
- Implementing a trust-based leadership style and a focus on outputs rather than time spent working can help with motivation and allows for external factors such as school closures and caring responsibilities
- The need to take a 'whole person' approach to line management, building informal connections to understand each individuals' lived experiences
- As organisations begin to return to some office-based activity, it is important to reflect on where certain tasks can be done, and to divide them by location e.g. workshop-style meetings can be office-based, whereas interviews can take place remotely
- Online meetings have levelled the playing field with colleagues of all seniority levels working by the same rules. It is important to keep this as we transition to hybrid meetings e.g. dialling in from your own laptop so you can be easily seen and everyone using the functions such as still raising a virtual hand



Cross-sector Opinion

Our cross-sector membership listened in to the event, and we asked them:

What is the biggest challenge area that you and your line managers face in leading a dispersed workforce?



Our members' questions

Our members raised some challenging questions to be answered, some of the big issues raised included:

- Ways for managers to facilitate hybrid meetings effectively
- How strict the divide is between roles that can and can't be done from home
- Managing the balance of understanding your team on an individual basis without being perceived as intrusive
- Addressing line management issues in leading teams remotely when they have been so used to supervising face-to-face

WIG members can watch the recording of the webinar [here](#)
To see our full programme of webinars, visit www.wig.co.uk