

IMPACT OF REMOTE/HYBRID WORK ON LOCAL GOVERNMENT

EMERGING THEMES

TOP ISSUES

- Trust/Accountability
- Community Service (connection, presence in community)
- Technology
- Fairness and Equity (managing morale)
- Maintaining Culture of the Organization (who we are and accommodating style differences)
- Physical Space
- Privilege not a Right

TOP ISSUES

- Governance – Redefining Expectations of Councils and Boards
- Communications (listening, clarity, how to Reproduce the Incidental Communication)
- What does Work Look Like?
- Retention and Recruiting
- Customer Feedback Loop