



## be the partner your company needs: *5 ways mobility can support other business teams*

Teams or departments within an organization can often end up in their own bubbles, and global mobility is no exception. With so much attention focused on making sure your mobility program is running smoothly and your relocating employees have the support they need, it can be hard to build and maintain strong cross-company partnerships.

The COVID-19 pandemic has changed this dynamic, largely out of necessity. With new and unexpected challenges everywhere, communication and collaboration have become the central tools for responding in a healthy and effective way. Companies have faced countless hurdles amid the pandemic, and mobility teams have been pushed to think outside the box in their partnerships.

This has been great in the moment — but let's look ahead. How can your mobility team keep this momentum and be the valuable internal partner your company needs for the long haul?

Here are five ways that mobility teams can step in and connect with other teams so that everyone benefits.

### **1** be a calming force – everyone needs answers and nobody knows who to ask

If there's one constant we've heard lately from mobility leaders, it's that there's no shortage of questions about the future of work, and no one really knows who to ask. This makes a lot of sense because we're truly in unique times when it comes to the workplace.

With so many employees shifting to remote work at the onset of the pandemic, companies are now grappling with questions of when to have people return to offices — or whether to have them return at all. This discussion over “[re-entry](#)” as well as remote vs. in-person vs. hybrid work has dominated boardrooms.

This isn't necessarily mobility's focus area, but it isn't really *anyone's* focus area — these are entirely new challenges for businesses to solve. However, mobility teams do have plenty of experience with getting employees to where they need to be, and mobility pros likely already possess the [skills needed to navigate these mostly uncharted waters](#).

Sure, you may not have the exact answer that will solve everyone's problems, but your team has experience with the human side of crisis management, and you can bring that assurance to the table. Deal with issues where you can, but also prioritize being a calming presence when everyone else might be getting frustrated.

## 2 be prepared to have conversations about defining remote and hybrid work

When it comes to remote and hybrid work, mobility teams have an opportunity to take the conversation further and define what these areas look like for an organization. Think about some of the key decisions that need to be addressed, such as:

- Which employees might be eligible for remote work opportunities?
- Will we support employees who want to “[de-locate](#)?”
- How do we handle salaries and benefits of employees who might be working remotely across the country (or globe)?
- Are we prepared to handle the tax and compliance issues of having employees scattered in multiple locations? Do we know where our people are today?
- Do we have a plan for getting employees back to the office if or when it reopens?
- What should our office and meeting spaces look like when people start coming back?
- Who owns these decisions and others moving forward?

Questions like these look pretty similar to the issues that mobility teams have dealt with for years in the areas of policy and benefit alignment, global compensation, tax and compliance, travel management and more. It's no wonder mobility leaders have told us their teams are often seen as the internal “experts” when it comes to remote work.

Leaning into your team's experience and expertise — and stepping up to lead these important conversations — is a great way to [maximize mobility in the new race for talent](#).

## 3 coordinate with recruiters to make sure you aren't losing talent over unrealistic promises

It's important to have good partnerships with all sorts of internal teams, but it's particularly important to be in sync with your recruiters. In today's [ultra-challenging job market](#), recruiters are working overtime to fill a record number of openings. Any little boost mobility can provide would go a long way.

Mobility leaders say they're getting pulled into more conversations with HR, talent and recruiting teams, making it a great time to ensure that everyone is on the same page. An issue we've heard about, countless times over the years, is when a recruiter provides inaccurate information about what is (and isn't) available as part of a relocation package. This either forces the mobility team to scramble and accommodate what's been promised, or the recruiter or hiring manager needs to backtrack with the candidate. Neither is an ideal scenario.

Instead, make sure you're building clear lines of communication with recruiters about their goals and how mobility can realistically be used to partner with them as your company competes for talent. Even brief conversations can position your mobility team to be a [good partner for recruiters](#) while also reducing the possibility of future miscommunication to potential hires. You can even take things a step further by getting strategic about how [mobility can help to attract and retain top talent](#).

## 4 find ways to educate internal teams about how mobility can be a part of their solutions

Global mobility teams have unique skillsets, but mobility is often overlooked in company-wide problem

solving because other teams may not know your areas of expertise (beyond getting employees from point A to point B). As you get involved with other teams, you may want to consider some ways to let others know how you can be a part of their solutions.

Mobility leaders are taking some interesting approaches to address this, including:

- building group chats for other teams and stakeholders to ask ongoing questions about mobility and related areas
- planning “lunch and learn” sessions about mobility trends and why they’re important
- keeping regular “office hours” virtually or physically so that other teams know when you can consistently be reached
- scheduling ongoing communications and updates on important supply-chain issues

Some of this might seem like overkill at first, but keeping your team in front of other stakeholders regularly is a great way to build trust while giving other people ideas about how to use the expertise your team can offer. Global mobility has valuable perspectives, so make sure that value is being seen and considered.

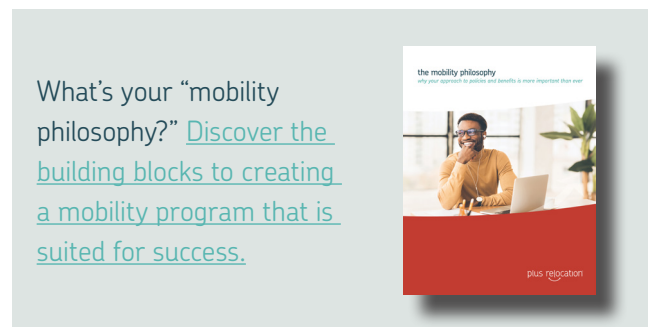
Also, while you’re finding ways to increase your impact on solving other teams’ problems, don’t forget to invite these teams into your own problem-solving process. A huge part of being a good partner is allowing others to partner with you. Welcoming in an array of voices and perspectives is a great way to uncover ideas your team might have never thought of alone. It’ll also help other teams feel more connected to mobility.

## 5 keep fighting to improve your own processes

Use this uncertain time to push forward with change, innovation and improvement. In our report, “[The Mobility Philosophy: Why Your Approach to Policies and Benefits is More Important Than Ever](#),” we talk about how times of disruption present great opportunities to shake things up and try something new.

Looking to enhance the employee experience? Want to streamline exception approvals? Ready to add new policies to the mix, or eliminate old ones that are no longer working? Now is a great time for all of those ideas and more.

We’re big proponents of taking a design thinking approach, and we touched on a key element of that approach in the previous section: bring in as many unique perspectives as you can and gather a lot of feedback. From there, develop ideas, test and refine them as needed, and keep moving toward incremental growth. It’s not the quickest process, but it is your best bet for long-term success, and it’s one more way to be the type of innovative and strategic business partner your organization needs.



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