

## Mitigating Resistance to Return to Office (RTO)

### 1. Communication Strategies

#### ■ Acknowledge and Validate Emotions

Host a company-wide town hall where leadership directly addresses the abruptness of the announcement.

Use language that validates employees' feelings: "We know this change feels sudden. You've built a life around remote work."

#### ■ Tell the "Why" in Human Terms

Avoid abstract business talk. Instead of "increased synergy", say: "We believe we collaborate better face-to-face, especially for complex projects."

#### ■ Use Relatable Storytelling

Share stories of managers or teammates who also found RTO difficult, but discovered unexpected benefits (e.g., renewed connections, improved problem-solving).

#### ■ Two-Way Feedback Loop

Launch a "Return & Reflect" series: short, weekly surveys and listening circles to capture evolving employee concerns and suggestions.

#### ■ Manager Talking Point Kits

Equip managers with empathetic language and FAQs to handle pushback without sounding defensive or dismissive.

### 2. Policy Adjustments

#### ■ Phased Rollout

Start with 1–2 mandatory in-office days per week for the first month, gradually ramping up. This softens the shock and allows for adjustment.

#### ■ Flexible Core Hours

Allow employees to commute outside peak hours—e.g., 10 a.m. to 4 p.m. presence instead of 9 to 5.

#### ■ Team-Based Scheduling

Empower teams to choose their in-office days based on their workflows and individual needs, maintaining a sense of control.

#### ■ Local Co-Working Credits (Optional)

For those far from HQ or with caregiving challenges, offer the option to work from a company-approved co-working space.

### 3. Support Initiatives

#### ■ Commute Subsidy or Reimbursement

Offer stipends for public transport or parking to reduce financial burden—framed as a gesture of goodwill.

#### ■ On-Site Childcare Days or Vouchers

Partner with local childcare centers for discounts or bring licensed childcare providers on-site one or two days a week.

#### ■ Home-to-Office Transition Coaching

Offer short workshops or coaching on managing routines, family logistics, and self-care during the transition.

#### ■ Mental Health Support Boost

Increase access to mental wellness tools (e.g., Calm, Headspace), therapy sessions, or group check-ins tailored to address transition stress.