WHY CREATE A FORMAL TELEWORK PROGRAM?

THRIVAL COMPANY
Because survival is not enough

A **formal** telework program clearly lays out the details of who can telework, and when, and for how long. It eliminates ambiguity, avoids legal and productivity issues, and also allows you to make sure the program drives employee retention and attraction, reduces parking demand, keeps real-estate demand under control, and allows you to realize all the benefits of telework.

Result: Cost savings. Time Savings. Employee satisfaction. Higher productivity. Attract the best employees

An **informal** program does not have clear policies and parameters. It is ad hoc. You do not know who is doing it or when.

Result: Ambiguous roles and schedules, frustrated employees and managers. Management revoking telework privileges because of complaints, performance issues and productivity losses.

CONSISTENCY In informal programs, managers discuss teleworking case-by-case, without the help company guidelines and protocol. This can make it hard to be consistent across your whole team – and you run the risk of seeming subjective or unfair. Putting a formal telework policy on the books means that everyone gets held to the same standards, and everyone knows what those standards are.

ROLE OF MANAGEMENT Setting up a telework program doesn't mean you have to allow telework for everyone in the workplace. Telework assignments are up to management, and management can set the terms for which positions are eligible and which aren't. A great rule of thumb is average and high performers retain that performance when going home. Poor performers do not. Use the program to reward those who consistently perform well at work.

EXPECTATIONS Good telework programs rely on clear communication between managers and employees about expectations. Be specific about how employees should set goals for telework days –and the metrics by which their performance will be evaluated. Telework is easy if you are already evaluating employees based on performance vs. time they are sitting at their desk.

PARTICIPANT SELECTION Who's eligible to telework, and who isn't? Many employers use productivity, tenure and past performance ratings to help choose the right candidates. It's also important to consider job duties, remembering details like needed equipment, internet connectivity, and possible access to confidential information.

TRAINING Training helps all employees and managers understand your company's parameters, policies and selection criteria. It also gives everyone the chance to ask questions and voice concerns.

PROGRAM EXPANSION & EVALUATION Once your program is formalized, you'll want to check in on now and then. How is it impacting your organization? How is your staff performing? Can your policy be expanded or improved? Here's your chance to survey your employees or set up group discussions to find out what adjustments could make your program even better.