



## Telework . . . What It Means For You?

Kelly Hardwick, MSPB Executive Director

# TELEWORK... What Does It Means For You?

The Basics in a Nutshell

START

1

What is Telework?

2

Why do we have Telework?

3

How is it Different?

4

Best Candidates.

8

Training.

7

Information Technology.

6

It's a Team Sport.

5

Successful Candidates.

9

Measuring Productivity.

10

Sound Policies.

11

Best Practices.

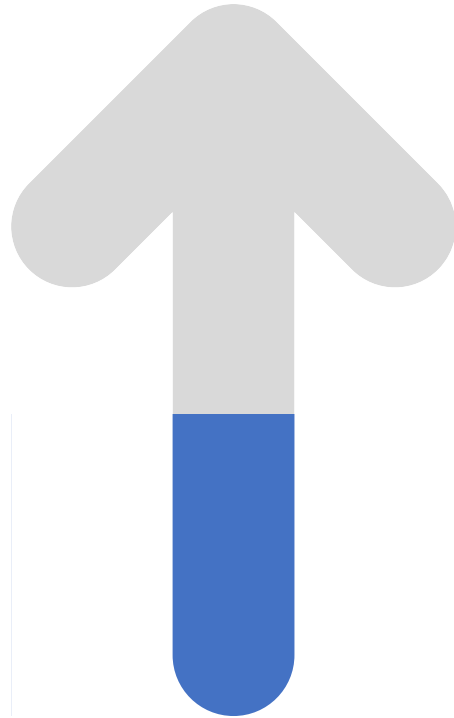
12

Wrap Up.

END

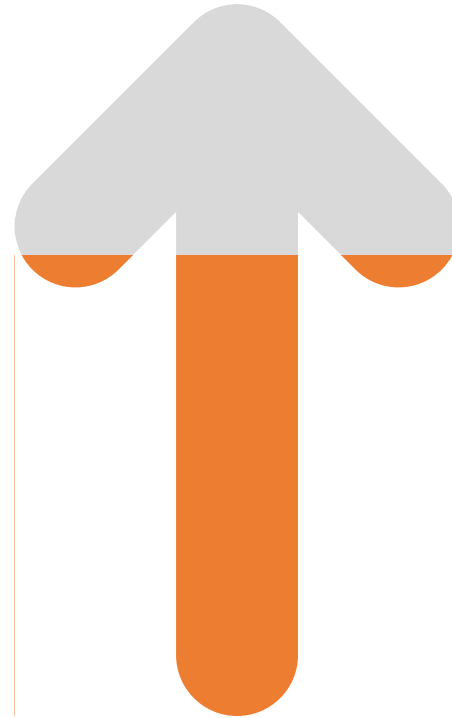
# TELEWORK... What Does It Means For You?

What Is Telework?



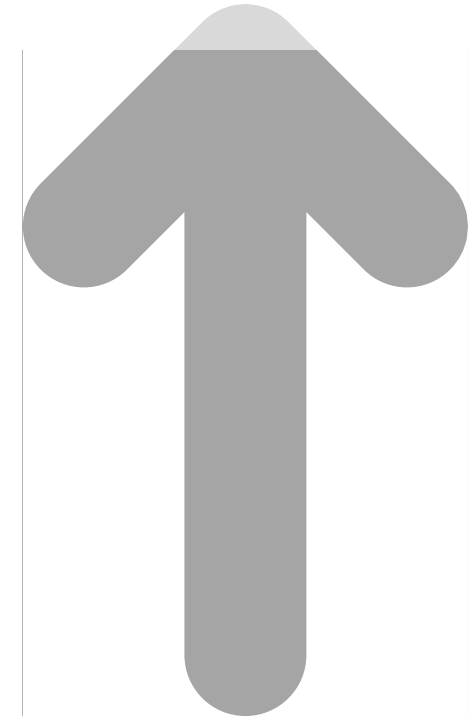
## Generally

Dictionary.com defines telework as “work at home or from another remote location by using the internet or a computer linked to one’s place of employment, as well as digital communications such as email and phone.”



## Entity

Each entity or organization will have their own unique definition about telework/alternate workplace. This is usually driven by the appointing authority or executive management.

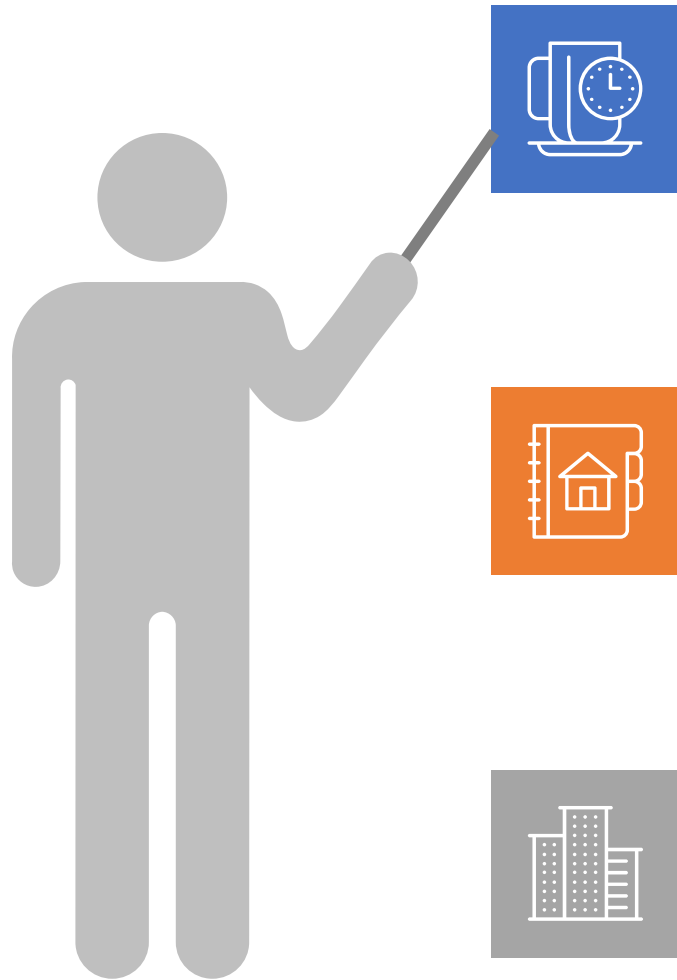


## Legal

For the state Sec. 25-1-98(2-6) sets out statutory definitions. Additionally, County or Municipal authorities may set out what they view as alternate workplace definitions or requirements.

# TELEWORK... What Does It Means For You?

Why Do We Telework?



## **Retention**

Flexible working arrangement is a top three motivator for finding a new job.

## **Competitiveness**

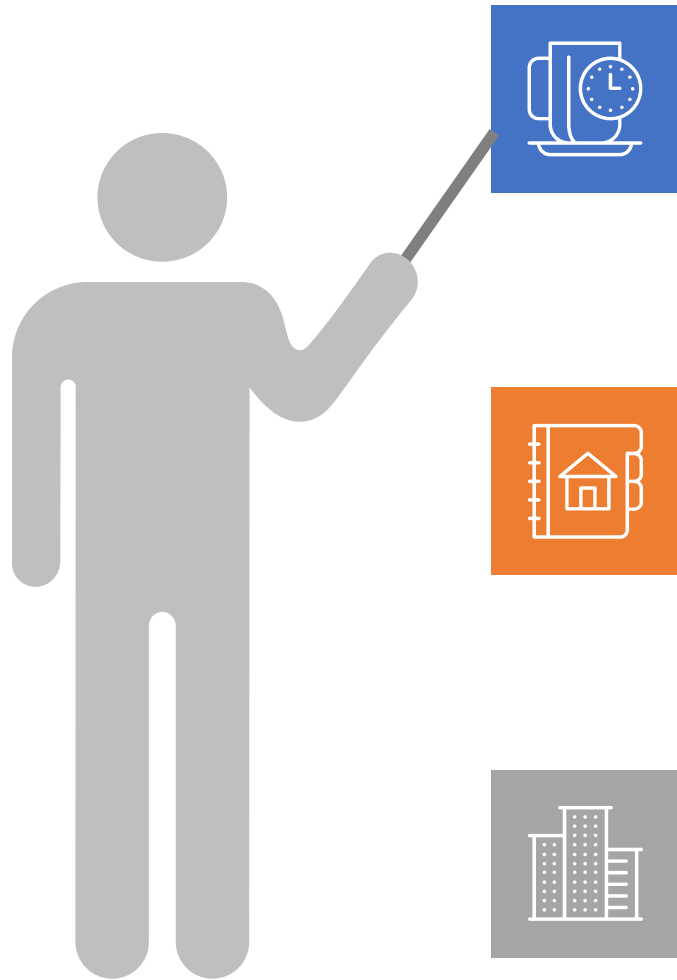
Flexible work arrangements are here to stay. Many occupations now demand that it is part of their description. Expectations have overtaken and fast-tracked the future of work.

## **Cost Utilization**

Several aspects of cost utilization and containment are associated with remote work. From a reduce office footprint to savings on commutes/travel.

# TELEWORK... What Does It Means For You?

How Is It Different?



## **Privilege, Not a Right**

Teleworking is not a universal employee benefit or entitlement. Make sure engaging in telework is an EMPLOYMENT PRIVILEGE and NOT AN EMPLOYMENT RIGHT.

## **Not in Office**

Not being in a work setting brings on a new dynamic of change. Some people embrace and demand change. Others are afraid of not being in the office. Positive Trends.

## **Different Anxieties**

Flexible work arrangements still have challenges: work share, internet, demands at home, learning new skills.

# TELEWORK... What Does It Means For You?

Best Candidates

## Who Should/Shouldn't

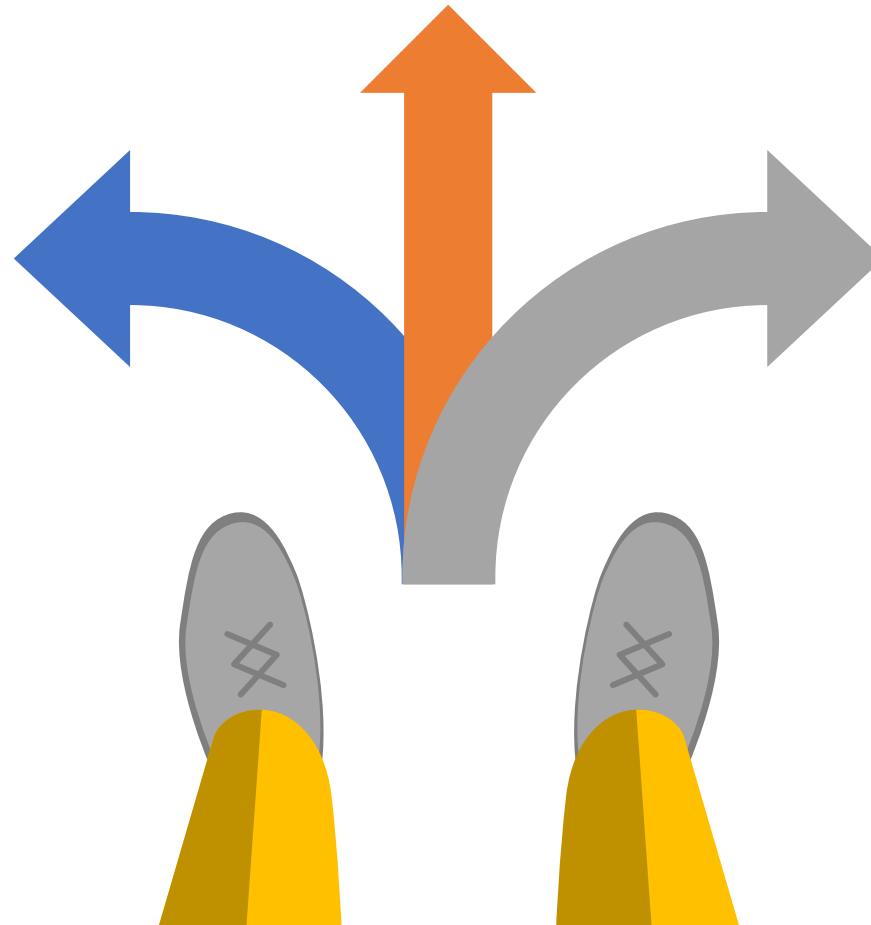
In-Person Touchpoints. Collaboration.  
Relationships. Inclusion and equitable  
advancement.

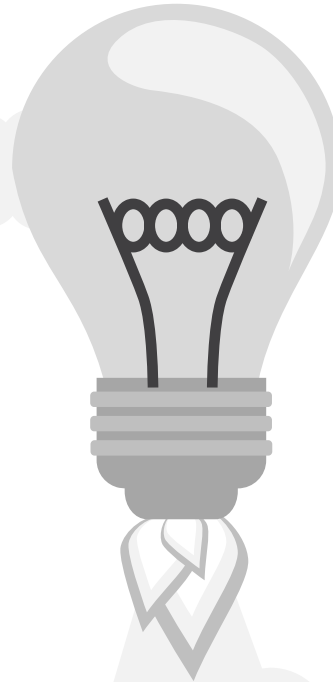
## Who Can/Can't

Feasibility. Portability. Sustainability.

## Assessment Tools

Uniformity throughout your organization is key.  
Assessment tools give you that base.





# TELEWORK... What Does It Means For You?

SUCCESSFUL CANDIDATES



## Qualities of Successful Candidates

Employees that tend to talk with co-workers in the office can get more work done in a less distracting, uninterrupted environment. They are also more likely to engage with other coworkers while teleworking through online messaging, etc.

Employees need to be confident in the ability to complete assigned duties and projects.

Employees who are self-motivated and have self-discipline, who manage their time and work plan well in an office setting can usually do the same in a home or remote office.



# TELEWORK... What Does It Means For You?

IT'S A TEAM SPORT



## EXPECTATIONS

Clearly set expectations for employers and understand expectations of employees.



## COMMUNICATION

Make sure to communicate effectively



## BUILD TRUST/RELIEVE ANXIETY

Work to de-stress. Do what you say. Mean what you do.



## COMMUNITY

Collectively decide what types of events and activities will build a sense of cohesion and community.



## RESULTS ORIENTED ACCOUNTABILITY

Self awareness. Team discipline. Get the job done.



# TELEWORK... What Does It Means For You?

INFORMATION TECHNOLOGY

## EQUIPMENT

Make sure employees have the technology they need to be successful.



## UNDERSTANDING

Review and update organizational policies and procedures to address cyber security.



## SAFETY

Patching and Vulnerability. Enterprise controls. Multi-Factor Authentication. Organizationally approved products.



## ACKNOWLEDGEMENT

Proper configuration. Reporting suspicious practices. Organizational policies. Configured and hardened.



# TELEWORK... What Does It Means For You?

TRAIN, TRAIN, TRAIN

It is important for teleworking employees and their managers to have the knowledge, skills, and resources necessary to succeed. Training is more important than ever.

01

Employees need to be well versed on all organizational policies and procedures for both IT and Telework. Understand essential concepts related to the telework policy, risk management and safety, information technology, and records management.



**BEFORE YOU  
START**

02



**AFTER YOU  
START**

Make training inclusive for in-office and remote workers. Learn to make hybrid work more efficient. Brush up on social protocols. Keep up with changing technology.

03

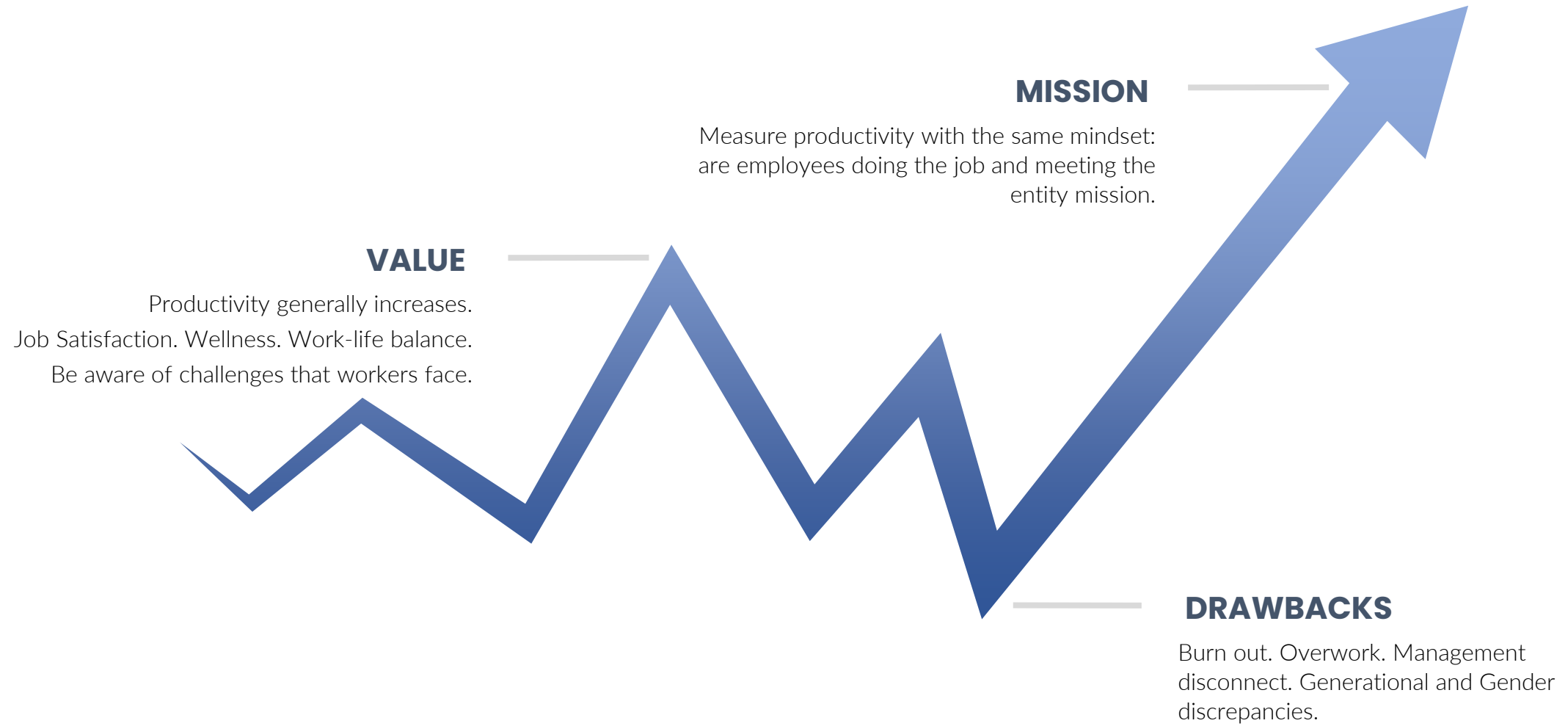
The dynamics of how to manage a remote workforce are changing rapidly. Supervisors and managers need to specially train on how to manage remotely.



**MANAGEMENT  
TRAINING**

# TELEWORK... What Does It Means For You?

MEASURING PRODUCTIVITY



# TELEWORK... What Does It Means For You?

SOUND POLICIES



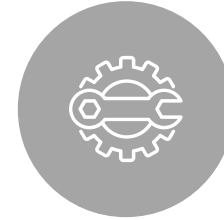
## Authority Mandates

Make sure that any mandate, requirement, policy, etc. that is set out by your authority, i.e., state, county, municipality is set out in your policy for employees to know and follow.



## Legal

Have legal counsel review and sign off.



## IT Requirements

Your Information Technology department will need to assess your policy and implement all the safeguards needed from an IT standpoint.



## Duration & Leave

Don't forget to address the term of the telework policy and how leave is taken by the employee.

# TELEWORK... What Does It Means For You?

SOUND POLICIES



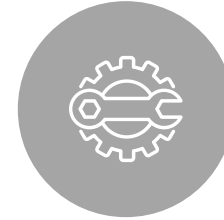
## Expectations

Too often expectations of the employer are left out of policies. Make sure there is a clear and concise set of expectations under the policy.



## Reporting

Don't forget to make it clear about reporting to the employer whether to management, IT, legal. And, it is important to let employees know in policy an expected reporting timeline.



## Safety

Add a safety checklist. Address workplace injury and workstation environment.



## Termination

Clearly spell out what would cause termination of an employee from being able to utilize an alternate workplace. Additionally, specifically indicate if violation of policy could result in disciplinary action.

# TELEWORK... What Does It Means For You?

AGREEMENT



# TELEWORK... What Does It Means For You?

BEST PRACTICES

## EMPLOYEE TOOLKIT

Work is what you Do not  
Where you are.

Performance and teamwork  
in a mobile environment.

Digital connectivity and  
information sharing.

## EMPLOYER TOOLKIT

Talk about Teleworking as a  
Team.

Build Trustworthy  
Relationships.

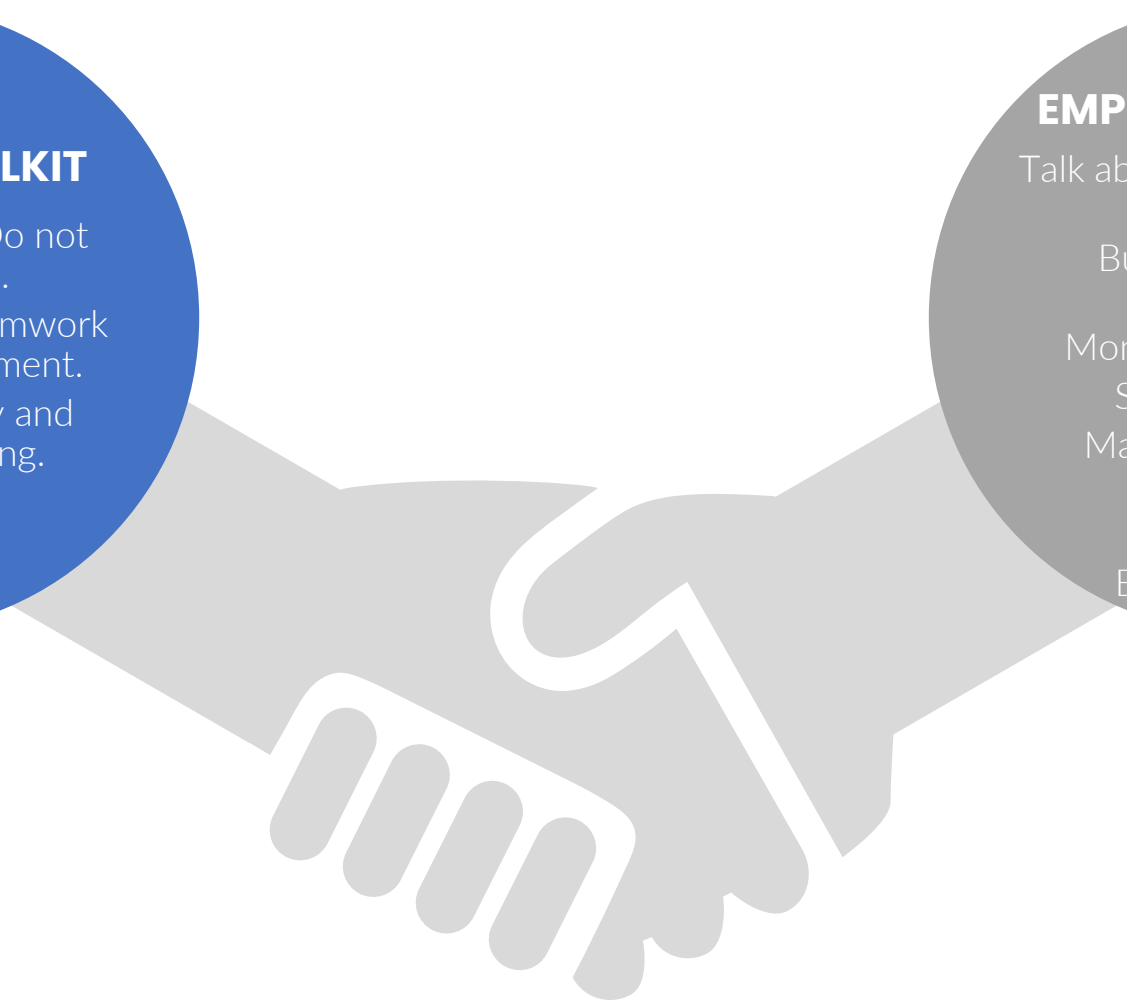
Monitor Performance.

Stay connected.

Manage Results not  
Presence.

Collaborate.

Be Transparent.





# TELEWORK... What Does It Means For You?

WRAP UP: IS IT THE BEST THING FOR . . .



## CONSTITUENTS

Are their needs being met effectively and timely? Are their expectations being addressed? Are you meeting your Mission?



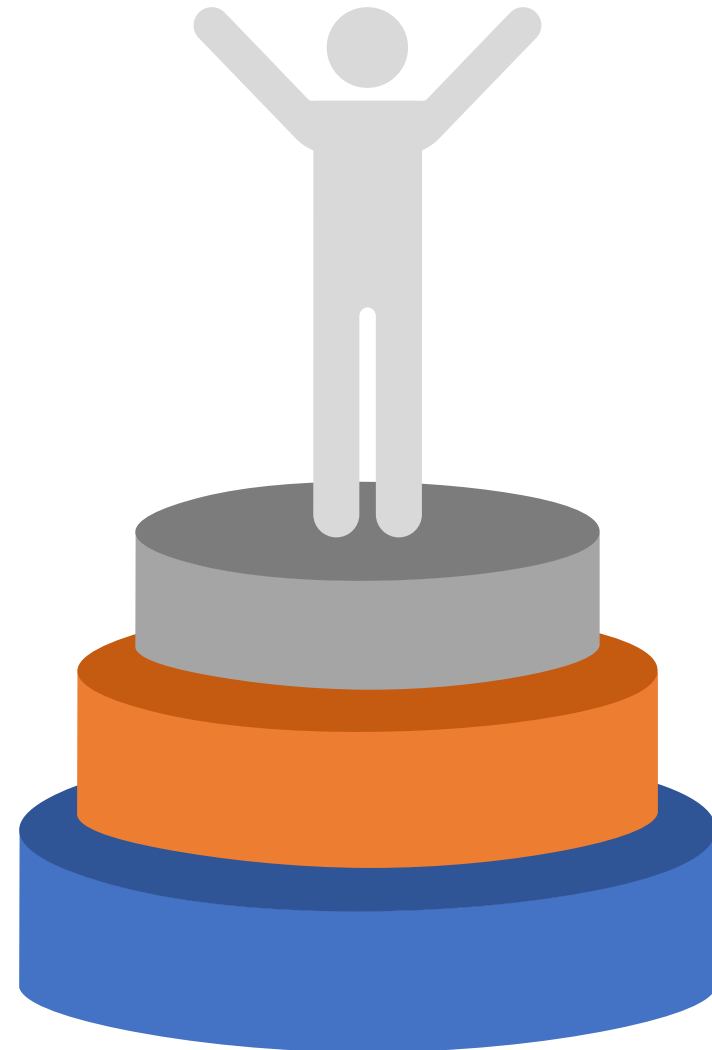
## EMPLOYEES

Get engaged. Cognizant of physical and mental health. Adapt.



## EMPLOYER

Employers need to invest in technology. Adapt policies. Train employees. Define the metrics.





**TELL A FRIEND . . . TODAY!!**

**[ipma-hr-Ms.wildapricot.org](http://ipma-hr-Ms.wildapricot.org)**