GSA | U.S. General Services Administration

Government Employee's
Mobile Worker Toolkit

The Vision
*Work is what you do,
not where you are.*

Performance in a Mobile Environment
- Focus on outcomes of the work, not physical presence of the employee.
- Make the transition from office working to mobile working seamless for internal and external customers.
- Ensure that workspace flexibility and mobility advance work outcomes.

Team Work in a Mobile Environment
- If one person on the team is teleworking that means the entire team is teleworking.
- Be flexible. Remember the needs of the business may make it difficult at times to follow a proposed mobile arrangement.
- Be transparent with your team members and in-office colleagues.

Mobile Communication Practices
- Understand how to forward your phone number to your work or personal mobile phone/PDA.
- Use your office's online chat or instant messaging feature to communicate with team members instantaneously.

Digital Connectivity
- Understand how to access wireless networks on your computer.
- Know how to access your agency's intranet.

Information Sharing
- Understand how to access shared drives remotely to upload and retrieve documents.
- Use shared drives or team websites to share documents.
- Use collaborative tools to work together faster.

Meeting Remotely Online and on the Phone
- Set up an online meeting to share documents and information with in-office or virtual meeting attendees.
- Remember to conference in remote teammates when meeting face-to-face with other attendees.
- When leading a meeting, share your screen with in-office and virtual attendees.

Ideas for Managing a Mobile Workforce

Talk about Teleworking as a Team
- Facilitate a conversation to identify your team norms and protocols for teleworking.
- Reinforce telework, virtual work, and mobile work are all the same thing… it's just work!
- Reach consensus on what "teleworking as a team" means.
- Invite and encourage consistent feedback from teammates, including you—the manager.

Build Trustworthy Relationships
- Use mobility as an opportunity to foster trust among employees and managers, and between fellow team members.
- Modern employees are mobile. Trust them to perform.

Monitor Performance
- Host check-in opportunities for feedback amongst mobile and in-office team members.
- Hold employees accountable fairly and promptly.
- Squash the notion of a telework schedule.
- Encourage employees and teams to be mobile when it makes business sense.
- Give equality of treatment for in-office and mobile workers.

Stay Connected
- Ensure all team members know the best and expected vehicle(s) for communications.
- Commit with each other to an acceptable communications timeframe.

Manage by Results; Not Physical Presence
- Give clear definitions of objectives and performance indicators.
- Monitor deliverables closely and provide ongoing training.
- Don't confuse activity with results.
- Allow employees to focus on the work to be completed.
- Consider the needs of the business and your team while teleworking.
- Emphasize your continued dedication to achieving results and meeting or exceeding expectations.

Collaborate
- Use technology to share documents, calendars, data, and memos.
- Design meetings for both in-office and virtual employees by establishing a phone bridge and using online meeting tools.

Be Transparent
- Use email, voicemail away messages, desk signage, shared calendaring, and instant messaging status to inform your community of your team's presence or work status.
- Discuss with employees how they can enhance their performance in a mobile environment through modern work practices.