Making Telework "Work" for You

Best Practices for Telework

Presented by
Kimberly Allen &
Julie Broussard Berko

Agenda

Why telework?

Eligibility

How to Ask your Supervisor

Tips to Make Telework a Success

The Future of Work

33.7 million Americans telework

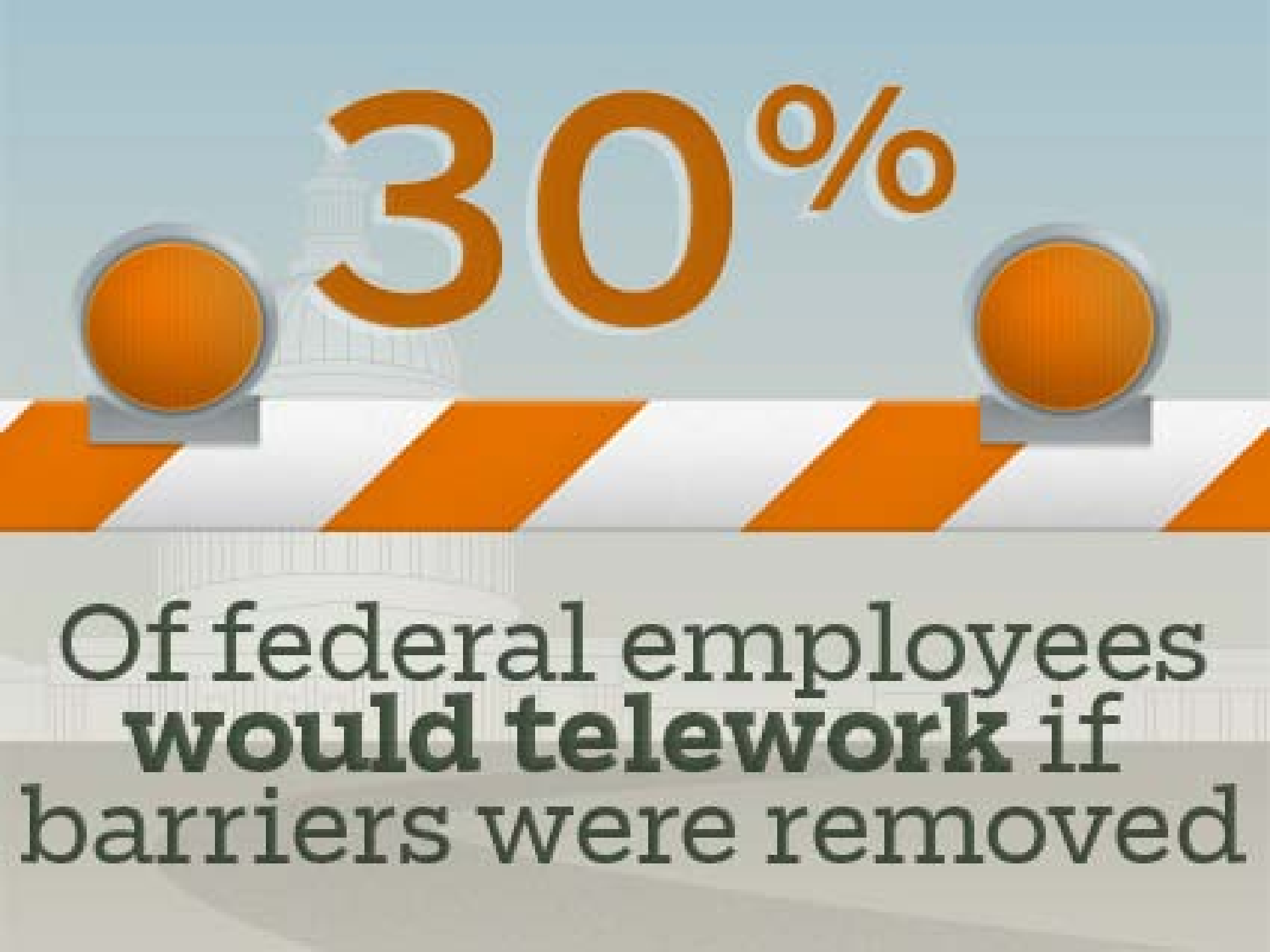
42% of US organizations say they offer telework

Telework is emerging as a standard business strategy for a large number of organizations

Email Questions to:
WkshpMakingTeleworkWork@mail.nih.gov

1 in 10 federal workers

telecommute


30%
Of federal employees
would telework if
barriers were removed

Are you Eligible to Telework?

Position

- Does not involve daily, direct handling of secure materials
- Work is portable and does not have to be handled on-site
- Does not require close supervision or frequent guidance from a supervisor
- Does not require daily face-to-face interaction with co-workers and/or customers
- Relies on information technology and connectivity
- Generate work results that can be measured and/or evaluated

Are you Eligible to Telework?

Employee

- Completed the mandatory telework training
- Fully successful performance record
- New to the position but has sufficient employment history for supervisor to allow participation in the telework program

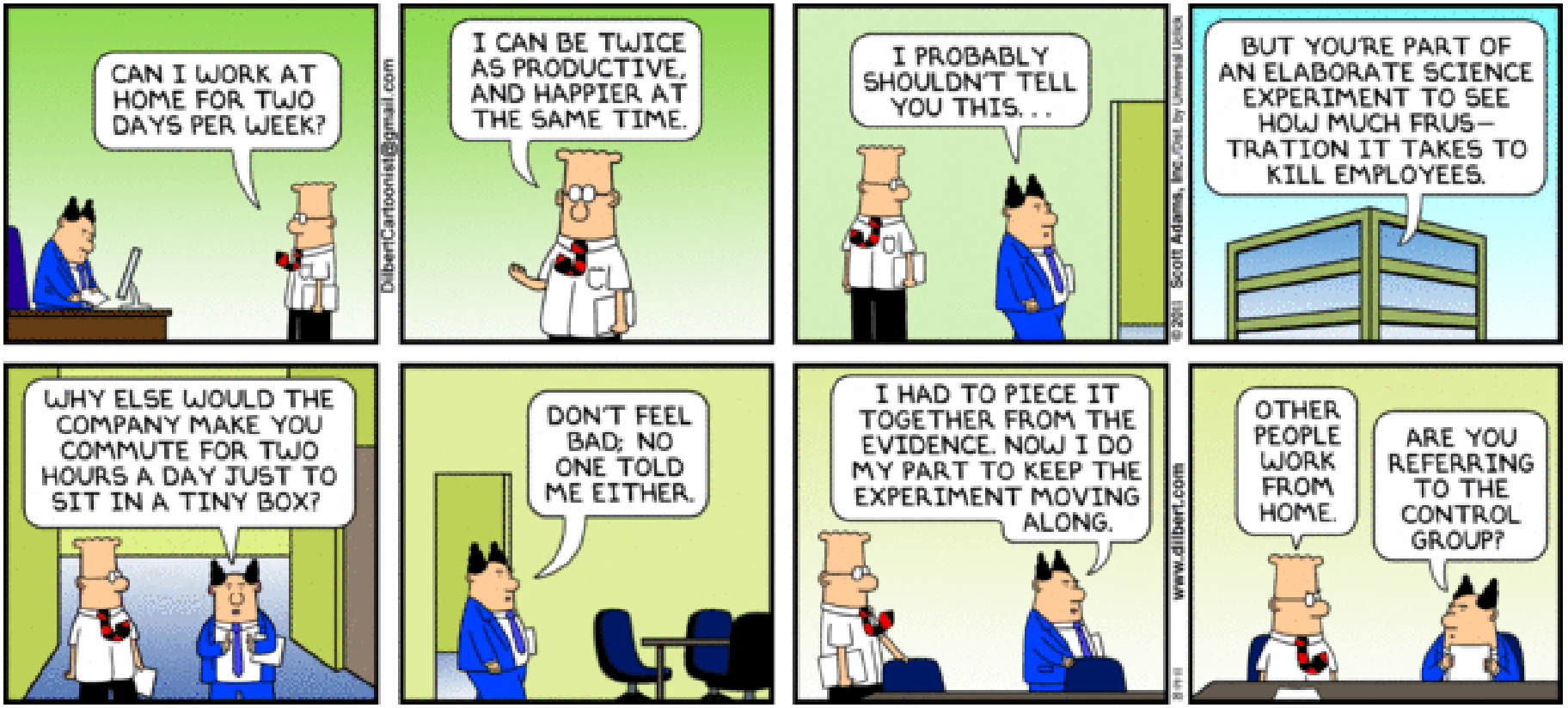
Are you Eligible to Telework?

Ineligible

- Disciplined for being AWOL for more than 5 days in any calendar year period*
- Issued a Performance Improvement Plan (PIP)
- Disciplined for viewing, downloading, or exchanging sexual explicit material/pornography*
- Received "official disciplinary action"

**Mandatory requirement under the Telework Enhancement Act of 2010*

You're eligible….now, how do you start the conversation?



Define what you want

Regular or Ad hoc telework?

From home or telework center?

Design it as an experiment

Include a trial period and establish protocols

Ask for Team input and support

Peers and direct reports will be impacted.

You need everyone's support for the new arrangement to be successful.

Highlight the benefits for the organization

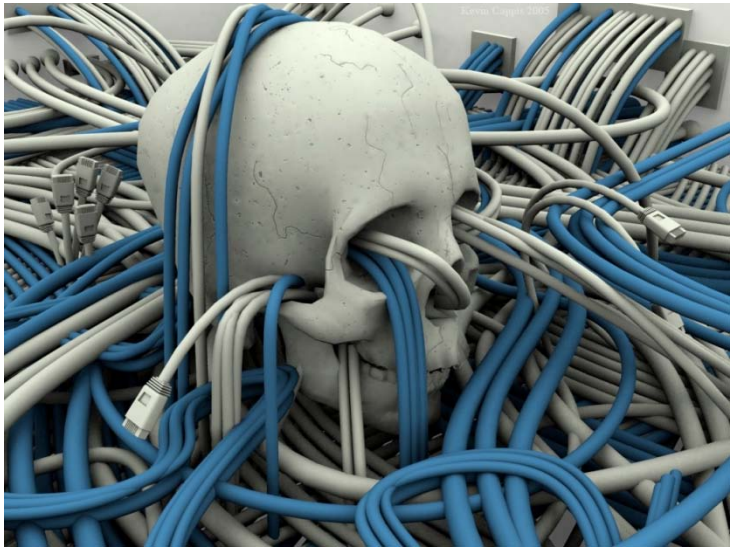
Enhanced productivity

Employee/Knowledge Retention

Tips to make Telework a Success

Confirm telework tools are set up

It is important to make sure your telework tools are fully functional.



Stay Connected

Office Communicator

Email

Outlook Calendar

Phone

SharePoint

Adobe Connect

Yammer

Prioritize and maximize your time

- **Maintain a good balance**
- **Set your parameters**

Communicate deliberately

Understand how and when to communicate with the office and your boss

Be organized

Organize your time around your telework schedule.

Catch up on reading

Does Enhancing Work-Time Control and Flexibility Reduce Turnover? A Naturally Occurring Experiment

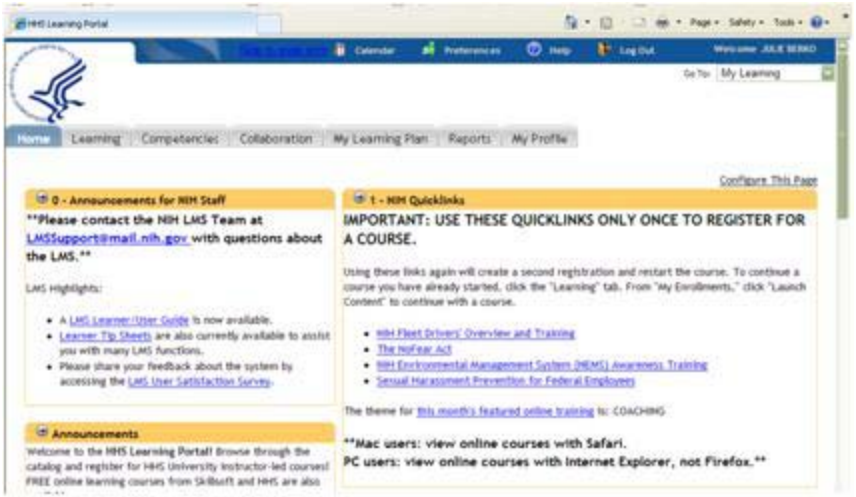
Phyllis Moen, *University of Minnesota*

Erin L. Kelly, *University of Minnesota*

Rachelle Hill, *University of Minnesota*

We investigate the turnover effects of an organizational innovation (ROWE—Results Only Work Environment) aimed at moving away from standard time practices to focus on results rather than time spent at work. To model rates of turnover, we draw on survey data from a sample of employees at a corporate headquarters (N = 777) and institutional records of turnover over eight months following the ROWE implementation. We find the odds of turnover are indeed lower for employees participating in the ROWE initiative, which offers employees greater work-time control and flexibility, and that this is the case regardless of employees' gender, age, or family life stage. ROWE also moderates the turnover effects of organizational tenure and negative home-to-work spillover, physical symptoms, and job insecurity, with those in ROWE who report these situations generally less likely to leave the organization. Additionally, ROWE reduces turnover intentions among those remaining with the corporation. This research moves the "opting out" argument from one of private trouble to an issue of greater employee work-time control and flexibility by showing that an organizational policy initiative can reduce turnover. Keywords: turnover, opting out, work-time control, flexibility, organizational change.

Write a paper



Mandatory Training

Maintain good telework etiquette

Familiarize with best telework practices during meetings, at home, and with supervisors.

Getting Started

The Children's Inn at NIH
The Children's Inn at NIH
BLDG. 62

References

For specific Institute telework implementation guidance, please contact your ***IC Telework Coordinator***

Email Questions to:
WkshpMakingTeleworkWork@mail.nih.gov

Kimberly Allen

Deputy Executive Officer
National Institute of General Medical Sciences
allenki@nigms.nih.gov

Julie Broussard Berko

Director, Workforce Relations Division
Office of Human Resources, Office of Management
berkojb@od.nih.gov