Telework 101: Our Region, Benefits, and Best Practices

Houston-Galveston Area Council Brown Bag Session

Presenter: Jamila Owens, Manager, Travel Demand Management (TDM) – H-GAC
Moderator: Deborah Mayfield, Principal Program Coordinator, TDM – H-GAC
April 13, 2020

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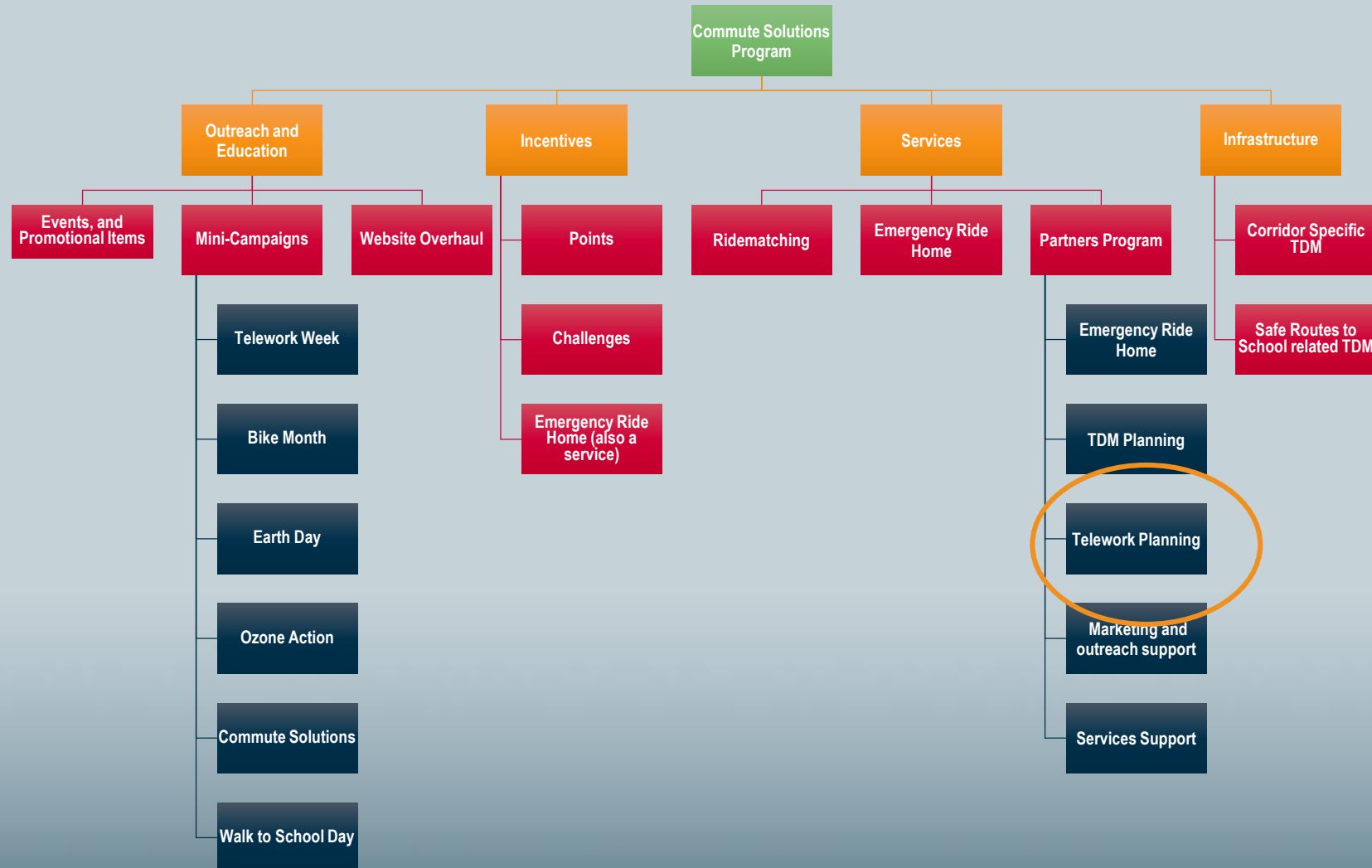
Telework 101 - Agenda

- 1. Introduction
- 2. Telework - Regional Snapshot
- 3. Benefits and Challenges of Telework
- 4. Telework - Best Practices
- 5. Additional Information
- 6. Q&A

Introductions – About Me

- MBA – People, Profit, Planet
- Managed Geographically Dispersed Teams for 17 years
- Teleworker for much of my career
- Commute Solutions
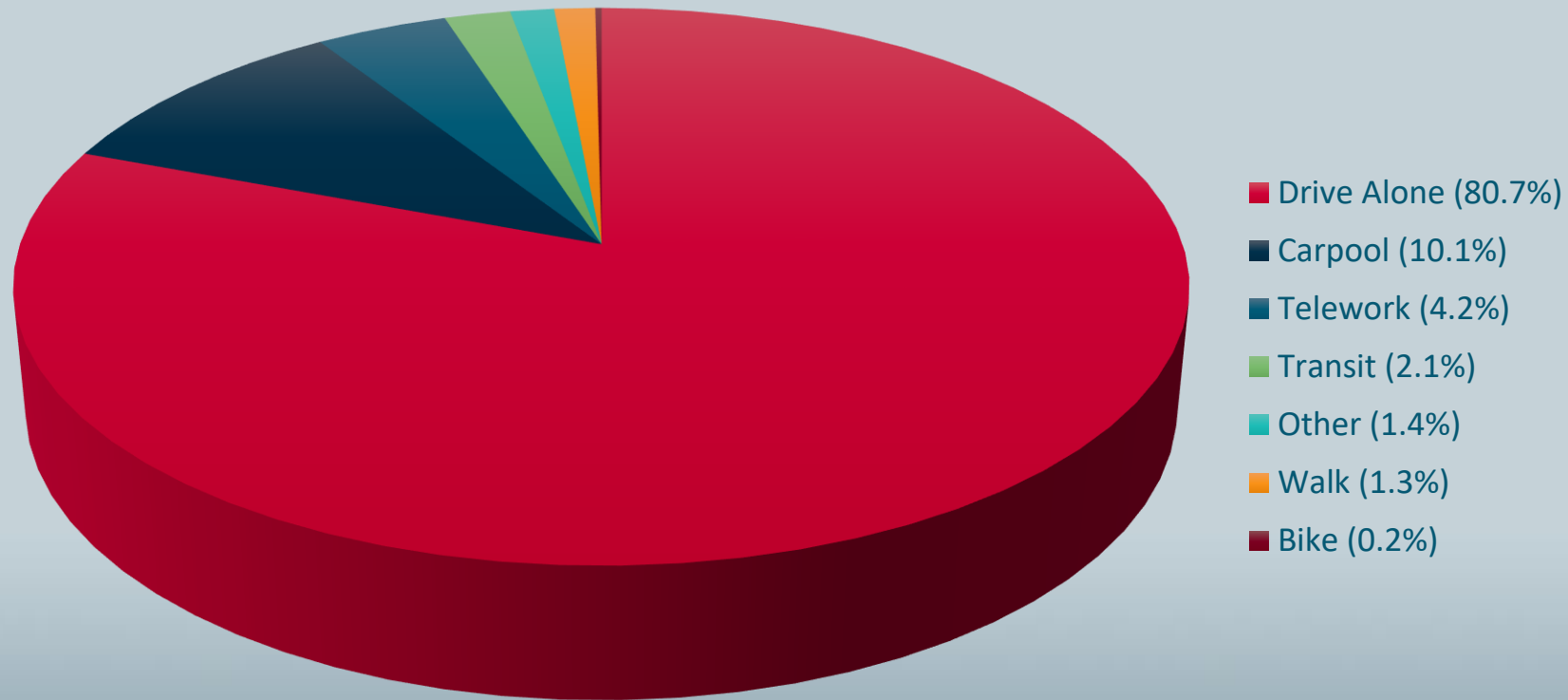
Introductions – About Commute Solutions

Commute Solutions Program

- Outreach and Education
  - Events, and Promotional Items
  - Mini-Campaigns
    - Telework Week
    - Bike Month
    - Earth Day
    - Ozone Action
    - Commute Solutions
    - Walk to School Day
  - Website Overhaul
- Incentives
  - Points
  - Challenges
  - Emergency Ride Home (also a service)
- Services
  - Ridematching
  - Emergency Ride Home
  - Partners Program
    - Emergency Ride Home
    - TDM Planning
    - Telework Planning
    - Marketing and outreach support
    - Services Support
- Infrastructure
  - Corridor Specific TDM
  - Safe Routes to School related TDM

Introductions – Poll

What do you hope to get out of this workshop today?

Snapshot - Telework in Greater Houston

Commute Mode Split - Greater Houston

- Drive Alone (80.7%)
- Carpool (10.1%)
- Telework (4.2%)
- Transit (2.1%)
- Other (1.4%)
- Walk (1.3%)
- Bike (0.2%)

Source: 2018 Five Year Estimate, American Community Survey

Snapshot - Telework in Greater Houston

56% - Number of employees who have a job where at least some of what they do could be done remotely.

[Global Workplace Analytics analysis of Bureau of Labor Statistics data, 2017]

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Telework Benefits - Poll

- What are some of the benefits of telework?

Telework Benefits: Employee/Employer

1. **Save money**
2. Increase Productivity
3. Lower congestion
4. Improve Air Quality
5. Increase access to talent/jobs
6. Stronger work life balance
7. Better Resiliency
8. Improve Retention
9. Add Flexibility

Employer	Employee
Office space, heating, cooling, parking, etc.	Commute – Gas, Insurance, Maintenance
Increased productivity, resiliency	Wear and Tear
Annual Savings -$11,000[1]	Annual Savings - $3,000 [2]

1. Global Workplace Analytics
2. Calculated using 24 mile Commute at IRS Reimbursement Rate

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Telework Benefits: Employee/Employer

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2. **Increases Productivity**
3. Lowers congestion
4. Improves Air Quality
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8. Improves Retention
9. Provides Flexibility

77%

Connect Solutions Remote Collaborative Worker Survey 2014

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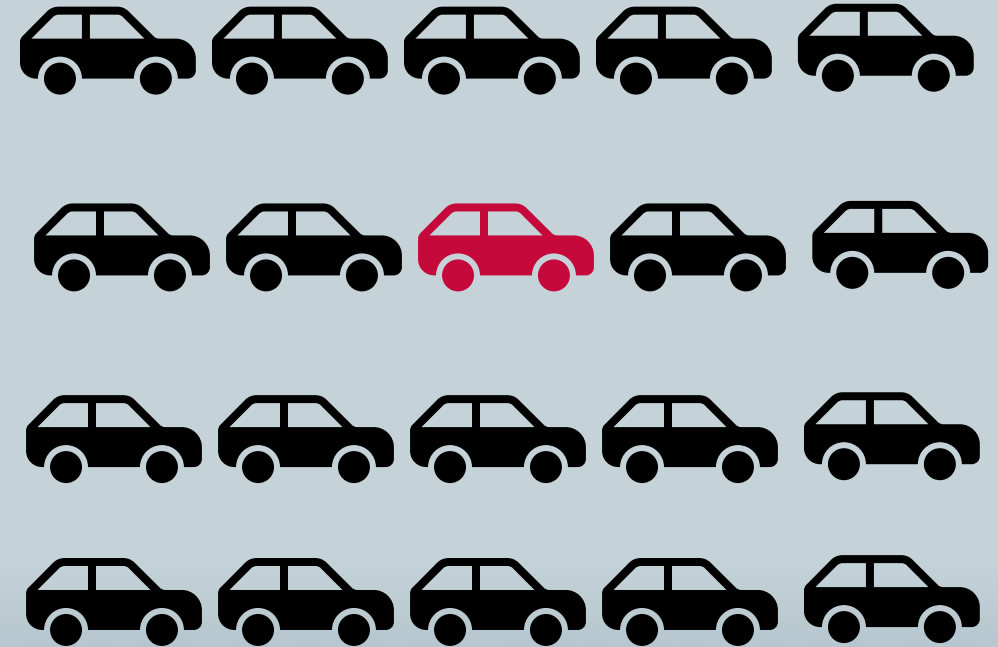
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Each Mile Saved = Approx. 1lb CO_2 Removed from the air.

The average regional commute = 24 miles.

Saves approximately 5,280 lbs. of CO_2 from the atmosphere.

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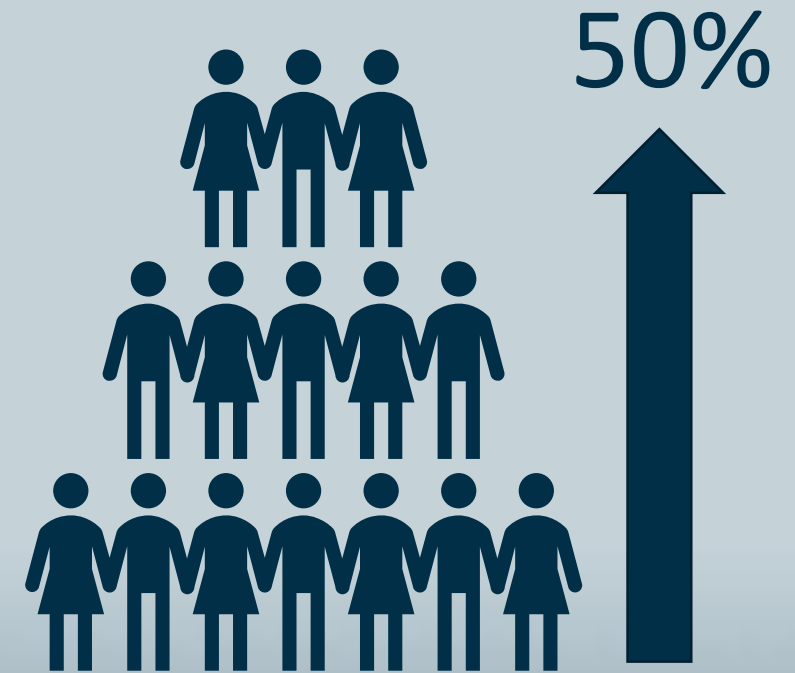
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Telework Benefits: Employee/Employer

1. Saves money
2. Increases Productivity
3. Lowers congestion
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5. Increases access to talent/jobs
6. **Stronger work life balance/wellness**
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8. Improves Retention
9. Provides Flexibility

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Telework Benefits: Employee/Employer

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9. Provides Flexibility

50%

Go Ahead, Tell Your Boss You Are Working From Home | Nicholas Bloom | TEDxStanford

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Telework Benefits: Employee/Employer

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9. **Provides Flexibility**
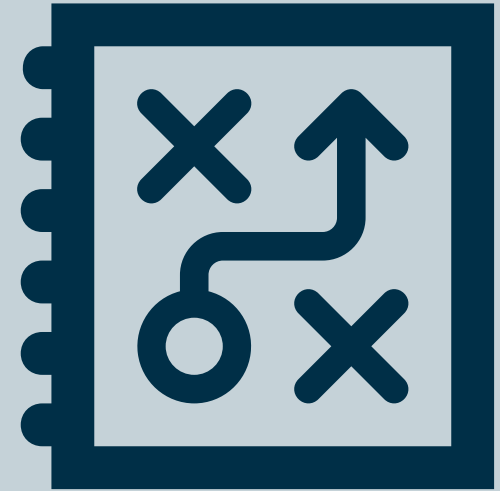
Telework Challenges - Poll

- What are some of the challenges of telework you're experiencing right now?

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Telework Challenges – Employer/Employee

- **Employee Burnout**
- **Physical** Management Styles
- **Information** Technology
- **Lack of** Communication/ Disconnection

- **Always On**
- **Instant, Constant Communication**

Telework Challenges – Employer/Employee

- Employee Burnout
- **Employee Productivity Myths**
- Information Technology
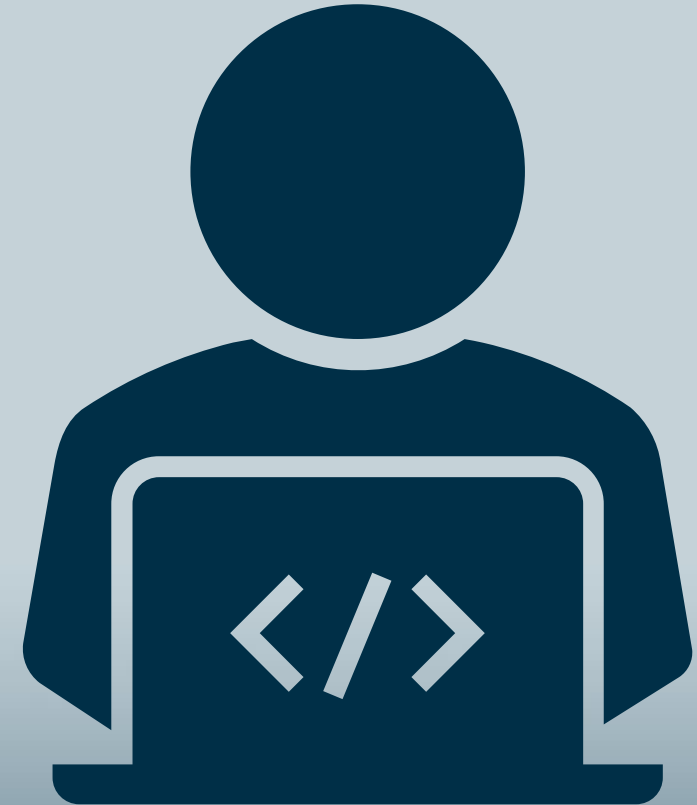- Lack of Communication/ Disconnection
- Worry
- Guilt

Table 1: The percentage of the teleworking and office-working participants who acknowledged experiencing the emotions specified in the questions

	Office-working	Teleworking
Stress	83%	67%
Loneliness	0	67%
Enjoyment	100%	100%
Irritability	83%	100%
Worry	17%	67%
Resentment	67%	67%
Guilt	50%	67%
Frustration	100%	100%

[Source: The Psychological Impact of Teleworking: Stress, Emotions, and Health, Sandi Mann and Lynn Holdsworth 2003]

Telework Challenges – Employer/Employee

- Employee Burnout
- Employee Productivity Myths
- **Information Technology**
- Lack of Communication/ Disconnection

- **Less IT Support**
- **Inappropriate Technology**
- **Knowledge Gap**

Telework Challenges – Employer/Employee

- Employee Burnout
- Employee Productivity Myths
- Information Technology
- Lack of Communication /Disconnection

- Feelings of Isolation

Telework Best Practices - Employers

- 1.Set a Goal, then Design your Program.

Telework Best Practices - Employers

- 2.Develop a Telework Policy
  - Who can participate in Telework?
  - What is your work week?
  - What are your core hours?
  - Equipment considerations?
  - Liability?
  - Cybersecurity?

Telework Best Practices - Employers

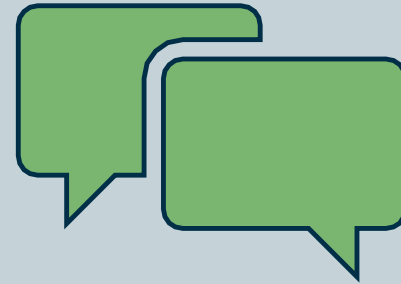- 3. When Determining Eligibility Focus on Tasks, not Roles or Industry.

Telework Best Practices - Employers

- 4. Build Relationships. Stay Connected. Engage Your Teleworkers.

Telework Best Practices - Employers

- 5. Provide Training. For Employees and Managers.

LinkedIn – 16 Free Trainings Related to Telework for Teams
https://www.linkedin.com/learning/paths/remote-working-setting-yourself-and-your-teams-up-for-success?u=104

Telework Best Practices - Employers

- 6. Assign Mentors to New Teleworkers.

Serving Today • Planning for Tomorrow

Telework Best Practices - Employers

- 7.Provide Technology Resources and Support.
  - Contact Relationship Management Systems
    - Zoho, Salesforce, Hubspot
  - Project Management Systems
    - Asana, Zoho, Monday.com
  - Online Meeting Tools
    - WebEx, GoToMeeting, Zoom, UberConference
  - Online Fileshare
    - Google, Sharepoint, Dropbox
 - Hardware

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Telework Best Practices - Employers

- 8. Establish an Employee Wellness Program.

Telework Best Practices - Employees

- We need a Transition
  - Get Dressed
  - Create Dedicated Space
  - Go for a Walk
- Have a Plan, Establish a Routine
- Communicate your progress with Management
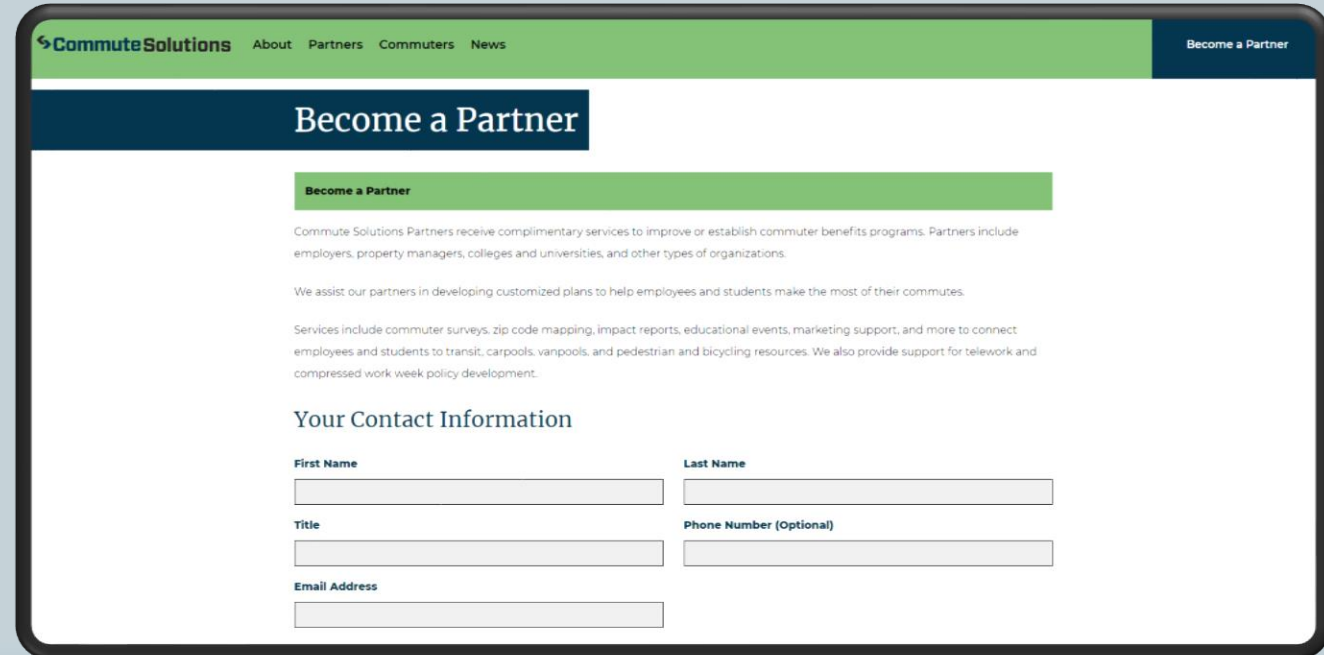- Block out Quiet Time on your Calendar

YOU GET A BOUNDARY!

AND YOU GET A BOUNDARY!

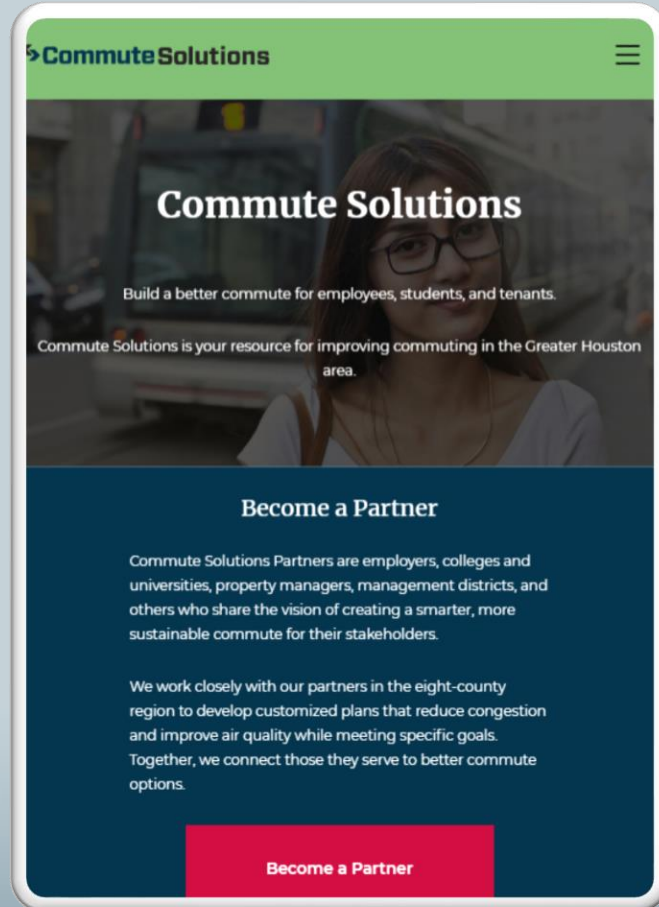HGAC
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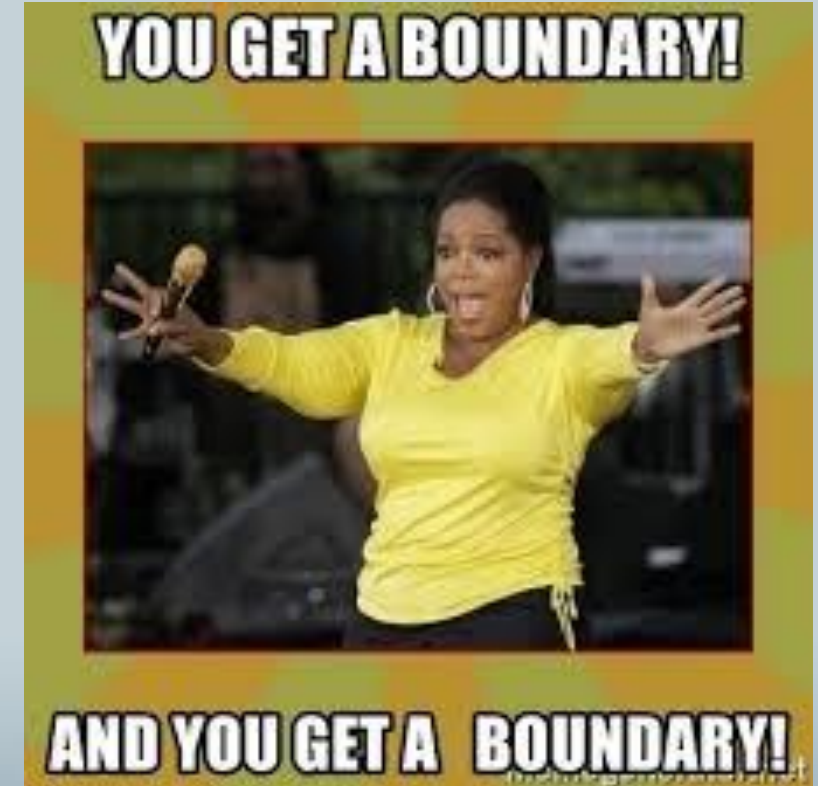
Telework Best Practices - Employees

- If you are parenting while working, get creative
  - Block out breaks
  - Start earlier or later
  - Give the kids a schedule too
  - Shared Childcare/Virtual Help

A Note about COVID

- COVID Telework is not Normal Telework
  - Extra stress
  - Extra responsibilities
  - Managers and Employees be Understanding/Flexible

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Commute Solutions Online

www.yourcommutesolution.com