

Tips To Implement a Successful Telework Program

1. Set a goal for your telework program and design accordingly.

For some companies, it is trip reduction. For others, it is recruitment and retention. It can also be to increase productivity. Right now, it could be for employee health and safety.

2. Define your expectations for your telework policy.

Review who is eligible to telework, possible schedules, work week designation, how meetings will be executed, equipment requirements, and cybersecurity while forming an implementation plan. Include a teleworking agreement and teleworking plan templates for individuals as well.

3. Select which role(s) or tasks are the best fit for teleworking.

Teleworking is not limited by industries; it works best for roles that require research, manipulating data, extensive writing or reading, and telephone access.

4. Create engagement activities that promote team unity and collaboration.

Allow teleworkers to contribute to the team environment by extending the office environment into their virtual space. Use technology to stay connected with remote groups.

5. Train management on how to evaluate performance and keep teleworkers on track for advancement opportunities.

Both experienced or novice telework managers should practice objective-based supervision and be results oriented. Communication and planning are vital to the success of your company's telework program.

6. Assign mentors to rookie teleworkers.

Link experienced teleworkers with those who are new to working remotely. Mentors can help facilitate any bottlenecks that may occur in the early transition process.

7. Ensure that your company remains in compliance with any applicable state or federal laws concerning teleworking.

Your company should become acquainted with state and federal labor and tax laws in conjunction with liability.

8. Discuss dependent care options.

Telework should not be a substitution for dependent care. However, telework can provide flexibility to manage dependent care during short term, temporary, or emergency situations. The manager and teleworker should communicate about how this can be accomplished.

9. Provide technology resources to teleworkers.

A good teleworking program is only as strong as its IT network. Have a large array of e-communication tools and connectivity tech available for teleworkers to remain strong contributors to their teams. For larger programs, make sure your IT department is well equipped and adequately staffed to support teleworkers when they run into tech issues.

10. Assess your telework program and revamp as necessary.

If your company has recently taken the test drive into teleworking, evaluate your program's performance. Implement necessary changes as quickly as possible.