TODAYS AGENDA

• Managing Teleworkers
• Best Practices and Tips
• Incorporating Telework in the Future
Not Your Normal Telework

Normal Telework
- Telework expectations outlined
- Average 1-2 days per week
- Position conducive to Telework
- Management and Employee Training
- Dedicated workspace
- Typical (at home) Distractions

Pandemic Remote Work
- Emergency Change
- Unprecedented Telework (100% Remote)
- Unresolved I.T. Issues affecting performance
- No Telework Training (specific to remote work)
- Workspace is invaded
- Host of Additional Distractions
How we managed in the office…

• We are busy…
• Jack arrives ✓
• Jack arrived on time ✓
• We are still busy…
• Jack leaves ✓
• We are still doing whatever we’re doing…
Common Misconceptions

- Being at Work
- Being on Time
- Working
- Efficiency
Common Traits of Successful Remote Managers

- Trust in Their Employees
- Ability to Evaluate Results
- Open and Frequent Communication
- Flexibility in Approaching New Processes and Solutions
Trust Issues

• Trust until you have a reason not to
• Trust goes both ways
• Address the elephant in the room
Open and Frequent Communication

• Ramp up Communication
• Expectations must be clear
• Share changing priorities
• Use collaborative tools
• Explore virtual team building
Manage By Results

- Timeliness – When it gets done
- Quality – How well it gets done
- Quantity – How much gets done
- Priorities – How much of what gets done is important
Use Measurable Deliverables

- Provide clear instructions
- Set goals/action plans
- Set realistic deadlines
- Establish priorities
- Measure the outcome
- Include staff in discussion of measuring deliverables
Flexibility in Approaching New Processes and Solutions

1. Embrace change
2. Be open-minded
3. Listen to suggestions
4. Don’t be afraid to try a new way
The handwriting is on the wall…

“Before the crisis, surveys repeatedly showed 80% of employees want to work from home at least some of the time. Over a third would take a pay cut in exchange for the option.” – Global Workplace Analytics

“We estimate that 56% of the U.S. workforce holds a job that is compatible (at least partially) with remote work. We know that currently, only 3.6% of the employee workforce works at home half-time or more.” – Global Workplace Analytics

“Our best estimate is that 25-30% of the workforce will be working-from-home multiple days a week by the end of 2021.”-Kate Lister, President of Global Workplace Analytics
Benefits for Teleworkers
Teleworker Tips

- Embrace Telework
- Get Organized
- Follow Security Protocol
Ergonomic Tips

- Keep Head Aligned, Don’t Stretch Neck
- Eyes Should Look Straight Ahead
- Sit As Far From Screen As Possible
- Shoulders Should Be In A Relaxed Position
- Keyboard Should Be At Seated Elbow Height
- Wrists Should Be Straight When Typing
- Support The Curve In Lower Back
- Feet Flat On Floor Or A Footrest
- Take Breaks and Move Around
Tips to Tackle I.T. Issues

• Communicate your I.T. issues to management
• Log your issues
• Utilize online tutorials
• For faster internet speed...Try
  – Placing your router in a central location in your home and above the floor
  – Removing things near your router that might obstruct your Wi-Fi signal
  – Limiting your usage where you can
  – Updating your modem if it doesn’t support the speeds you signed up for
  – Getting a Wi-Fi extender for a longer range
  – Updating your browser and clear caches
  – Limiting your family’s data usage
  – Checking your router settings
Building your ‘dream’ home office

- Technology Toolkit
  - Laptop/Desktop & Monitor (preferably both)
  - Cell Phone
  - Headphones with a microphone
  - Privacy Screen (added security)
- Furniture
  - Adequate work surface with enough space
  - A comfortable chair that supports your back
  - Additional Equipment/Office Supplies
- Space
  - Separated with a door to maximize privacy
  - Window for Natural Light
  - Add indirect additional lighting source
  - Add greenery
- Transform to your Happy Place
  - Add décor that makes you happy and peaceful
  - Boost concentration (what works for you)
- Comfort is Key
  - Physical Comfort impacts productivity
  - Design your workspace to work for you
Manage Anxiety and Stress

- Step Away
- Keep a Schedule
- Stay Connected
- Take Care
- Make Time for Enjoyment
- Utilize Resources – DBHDS & CDC
Overcome Distractions

• Identify
• Strategize
• Set Ground Rules
• Assess and Adjust
Time Management

- Build a workday routine
- Review daily schedule to avoid conflicts
- Work when management/coworkers do
- Block your biggest online distractors
- Overcome potential household distractions
- Set clear guidelines with family/friends
Time Management

- Establish Priorities
- Manage workload more effectively
- Use a Telework Task Worksheet
- Do challenging tasks when fresh
- Break to Refocus
- Avoid overworking/underworking
- There’s an App for that
- Make your calendar more visible
Transitioning Back to the Office

- Social Distancing in the workplace
- Telework in the transition strategy
- Telework – short-term / long-term
- Blended team of workers
Continuity of Operations

• Maintain employee productivity

• React immediately

• Promote safety first

• Work from any location
Improve Recruitment and Retention

- Attract more qualified employees
- Reduce hiring and recruiting costs
- Become an employer of choice
- Increase retention (avoid costly turnover)
Increase Work/Life Balance

- Increase flexibility
- Improve morale and job satisfaction
- Reduce stress levels
- Decrease absenteeism
Maintain or Reduce Office Space

• Enables growth without increase in fixed costs

• Hoteling allows less space for more employees

• Utilize less office space

• According to Global Workplace Analytics, occupancy studies show employees are not at their desk 50-60% of the time.

• Employers save about $11,000 a year for every employee who works remotely half of the time.
Increase Productivity

- Less Disruptions
- Reduced Commute Time
- More Conscious of Work Habits
Positive Environmental Impacts
The Big Shift

Candlelight

Electricity
The Big Shift

Horse and Buggy

Automobile
The Big Shift

• Reluctant to embrace change

• Prone to be reactive, not proactive

• Prefer the familiar

• Focus on what we might lose instead of what we stand to gain

• Must distinguish between the myths and the truth
The Big Shift

Office Work

Telework
Telework!VA

Technical Assistance Program

• **FREE** technical assistance to implement / expand telework
• Collaborative partnership through VDOT & DRPT
• Services offered:
  - Maximize the impact of your telework program
  - Develop Telework Policies and Agreements
  - Evaluate and Identify positions suited for Telework
  - Assist with a Technology Plan
  - Train Managers and Employees
Program Overview
I-66 Incentive

• Offers organizations $1,000 per employee who utilizes I-66 in their normal daily commute (up to $10,000 per employer).

• Employer is reimbursed upon approval of submitted telework related expenses and other required documents.

• Eligible Telework Expenses
  • Computers
  • Computer-related hardware or software
  • Modems
  • Data Processing Equipment
  • Telecommunications Equipment
  • High-speed Internet Connectivity Equipment
  • Computer Security Software and Devices
  • All related delivery, installation, and maintenance fees
Robin Mack
Telework Technical Assistance
Email: Rmack@teleworkva.org
Phone: 804-513-6946