# TELEWORK 101
CLUB RIDE COMMUTER SERVICES GUIDE
GETTING STARTED

## What is Telework?

Telework is a business strategy where employees work away from the office, most commonly at their home. Other words used for telework are telecommute or working remotely

## Benefits

Benefits of telework often include a reduction in office space and parking needs, a larger pool of potential candidates to recruit from, an increase in retention rates and team morale, a positive impact on congestion and air quality concerns, and continuity around potential disruptions to business operations.

## Elements of a successful telework program:

- **Policy Guidelines:** Set the expectations for managers and workers when working remotely
- **Jobs Assessment:** Identify roles and employee characteristics to support successful telework
- **Technology:** Outline existing technology tools to support remote access, collaboration, and job performance
- **Training:** Provide employees and managers with tips and best practices to support effective telework
- **Evaluation:** Be prepared to evaluate telework program over time and adapt as technology and business operations change

## How to Get Started

*While normal telework best practices include important elements like planning, guidelines, technology solutions, and a steering committee, a rapidly deployed telework program can still be successful by:*

- Secure leadership approval
- Motivation to implement right away
- Coordinate organizational and employee benefits
- Guidelines for jobs and employee participation – agreements, core hours, forms of communication, etc.
- Technology utilization plan
- Formation of telework committee represented by Legal, HR, Operations, IT, and Executive team

## How is telework different during an emergency?

- Managers and employees must be more flexible to accommodate personal and business needs (i.e., children at home)
- Businesses must quickly inventory technology challenges and adapt tools and policies to support exclusive remote work
- When times are uncertain, an increase in communication is crucial to continue positive performance and build trust with employees

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## Employer Tips:

- Provide training resources in multiple formats (interactive training or tip sheets, for example)
- Conduct legal review of policy or guidelines to reduce risk and liability as an organization
- Empower managers to adapt telework best for their department or team
- Adapt to changing technologies to support remote access and collaboration

## Employee Tips:

- Set up a home workspace that is secure, ergonomic, and minimizes household distraction
- Plan out your daily tasks and communicate progress with your manager
- Don't forget to take breaks to eat and exercise - work during scheduled hours and walk away to give yourself a mental break
- Be flexible and find alternative methods for tasks that are normally completed in the office
- Communicate with other team members to continue collaboration

## Global Workplace Analytics

- 46% of companies that allow telecommuting say it has reduced attrition
- 72% of employers say telework has a high impact on employee retention
- 14% of Americans have changed jobs in order to shorten their commute
- Telecommuting programs reduce unscheduled absences by 63%
- 25% of telework employers report improvements in employee health
- A typical employer can save approximately $11,000/year for every person who works remotely half of the time. Employees can save between $2,500 and $4,000 a year (working remotely half the time) and even more if they are able to move to a less expensive area and work remotely full time
- **COVID-19 specific:** Before crisis, surveys repeated 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

*Research comes from over 4,000 studies, reports, and articles about Agile management style.*
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