Using Telework as a Tool

Cindy Auten
General Manager
Telework Exchange

NIH Telework Festival
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Why Telework Now?

- **Telework Enhancement Act of 2010** (Public Law Public Law 111-292)
- Presidential Memorandum – Disposing of Unneeded Federal Real Estate
- Executive Order 13514 – Federal Leadership in Environmental, Energy, and Economic Performance
The following agencies are leading the way with telework initiatives:

- Defense Information Systems Agency
- Department of Justice/Bureau of Alcohol, Tobacco, Firearms and Explosives
- Federal Deposit Insurance Corporation
- National Institutes of Health (NIH)
- Treasury Inspector General for Tax Administration
- U.S. Air Force
- U.S. General Services Administration
- U.S. Patent and Trademark Office
What Does Telework Mean for Managers?

- Establish a telework eligibility and notification policy for all employees
- Establish a performance plan and metrics that manage people and results
- Ensure teleworkers and non-teleworkers are treated the same for purposes of training, requirements, and performance evaluations
- Launch 360 workforce training
- Create a pilot program and develop COOP exercises which test “real world” scenarios
- Build the business case for telework
- Focus on “work/life effectiveness” as an agency benefit, not “work/life balance” as an employee benefit
- See the telework benefits by measuring and aligning employee productivity against agency and organizational goals
- Provide technology and associated training
Best Practices

- **Think Differently**
  - Embrace a “throw out the desk” mentality – work is not a place
  - Communicate and promote the telework business case throughout your agency

- **Provide Support**
  - Launch training programs for managers and employees:
    - Clarify roles, responsibilities, and performance metrics
    - Identify most effective collaboration tools
  - Establish employees and managers support groups for ongoing support in program development and implementation

- **Test & Re-Test**
  - Understand risk to make smart investments
  - Create pilot programs and execute “telework weeks” to identify issues before broad roll-out
Creative ways to build the business case for telework and encourage participation:

• GSA developed programs that empower employees to calculate the time they saved by teleworking and encouraged employees to use the time to improve work/life balance (i.e. family vacations, physical fitness, community involvement)
• The U.S. Air Force stays connected with teleworkers through “virtual pizza parties”
• USDA allows teleworkers to use surplus furniture and equipment to supplement their home office
• Agencies often encourage employees to schedule virtual coffee meetings with the directors/supervisors
Join us for Telework Week 2012, the second-annual effort to encourage agencies, organizations, and individuals to pledge to telework on March 5-9, 2012. Sign up now at www.teleworkexchange.com/teleworkweek to pledge and determine your impact and savings, and telework during the week of March 5-9, 2012.

Need help getting started? Attend our free Webcasts:
- "One Year Later: The Status of Federal Telework" on December 7th
- "From Planning to Preparedness: Build Your Telework Strategy" on January 19th

• For more telework news, resources, and our telework taxonomy visit, www.teleworkexchange.com
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