

# Telecommuting: The Future of Work Part I

NCRA Education Foundation, 2015

# Objective

- To provide cancer registrars with a tool to present to their administrators to encourage telecommuting within their organization.



*working from home in 1982*



WORKING FROM HOME IN 2012

# Telecommuting

- Telecommuting Defined
- The Goal
- Considerations
- The Proposal
- Agreement
- Policy & Procedures

# Telecommuting Defined

- Someone employed by a business or organization who works from home either part-time or full-time.
- The Telework Enhancement Act of 2010 defines telecommuting as a work flexibility arrangement under which an employee performs the duties and responsibilities of such employer's position, and other authorized activities, from an approved worksite other than the location from which the employee would otherwise work.

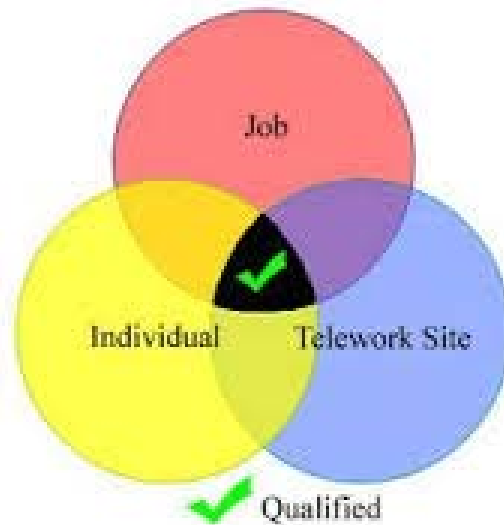
# The Goal



- To assure administration of a seamless transition from office to off-site
  - Focus your proposal on the benefits to the organization NOT on how telecommuting meets your individual needs
  - Emphasis should be placed on increased efficiency and productivity

# Considerations

- Administrative acceptance of telecommuting
- Job assessment for telecommuting suitability
- Employee Assessment for Telecommuting Suitability



# Administrative Acceptance

- Know the culture of your organization
- Is your organization supportive of flexible work arrangements
- Is there a technical and communication infrastructure in place to support telecommuting
- Selection should be based on job suitability, operational feasibility and personal attributes

# Administrative Acceptance

- Telecommuting provides the opportunity to hire hard to find skill sets
- Enhances hiring opportunities by providing a broader reach of skilled personnel
  - Potential employees may not want to live in a high cost area
- Eliminates relocation challenges



# Administrative Acceptance

- What approach is your administration willing to accept (part-time, full-time)
- Can administration look beyond the resume to assess personal attributes such as motivation, temperament, and flexibility



# Job Assessment Suitability

- Work experience
  - Has the employee met job expectations
- How much input does the employee need from supervisor or co-workers
  - Does it require in-office assistance
- Is there sufficient equipment access to perform tasks off site
- What tasks require staff to be in the facility

# Job Assessment Suitability

- Has the potential telecommuter displayed work related behaviors consistent with successful telecommuting
  - History of completion of work duties
  - Understanding of department operations
  - Trust of his/her manager
  - Ability to establish priorities and manage own time

# Remember

- Work is something you do, not a place you go



# Employee Assessment Suitability

- A suitable telecommuter should demonstrate the following characteristics:
  - Performance that meets or exceeds expectations
  - Consistent quality work
  - Good communication skills
  - Can maintain safe and ergonomically sound home work area
  - Is reachable by phone during assigned work hours

# The Proposal

- Both a comprehensive written proposal and an oral presentation are the best approach.
  - The written proposal allows administration time to carefully consider your ideas and present the proposal to their boss.
  - The presentation prepares administration to absorb the points and ask questions about the proposal.

# The Proposal

- The most common objection from administration is lack of accountability
  - Provide a list of measurable goals
  - Propose a trial period
    - Suggest frequent evaluation meetings during this time
    - Provide an “end” clause in which you or your boss can end the trial period
    - Document the results for preparing a written telecommute policy

# The Proposal

- Review your job description
  - Telecommuting should not change your responsibilities
  - Explain how your job is compatible
    - Identify tasks that can be done at home
    - Develop a telecommuting weekly plan



# The Proposal

- Communication is key for telecommuting
  - Provide your boss with all communication methods available for real-time communication
- Describe your workspace
  - The home office should be safe, professional and free of distractions
  - Draw a diagram or provide a photo if necessary



# The Proposal

- Address equipment needs
  - What is needed to telecommute effectively
    - What will the employer provide
    - What will the employee provide
  - Identify possible objections and present solutions

# Telecommute Agreement

- The Telecommute Agreement is to provide guidelines and procedures for managers and employees who telecommute.
- It is a contract that specifically outlines conditions for performing work remotely
  - An arrangement established to facilitate the accomplishment of work
- The agreement reflects the policies & procedures

# Telecommute Agreement

- Contents for the Agreement might include:

Purpose

Equipment / Resources

Eligibility

Meetings

Policy & Procedure

Education

Work Hours

Safe Environment

Communication

Home Office

Property Use & Return

Confidentiality

Termination of Agreement

Job Description

# Telecommute Policy

- Describe the guidelines you will adopt to establish the telecommute process
  - Have a policy statement
  - Define Telecommuting
  - Outline the criteria for consideration of telecommuting
    - Training, years of experience, etc.
  - Define equipment and resources
  - What is the Communication policy



# Summary

- Don't lose sight of the goal
  - A seamless transition with increased efficiency and continued productivity
- Plan
  - Take time to create a worthy presentation and proposal
  - Identify the benefits to the organization for telecommuting
- Documents
  - Develop policies and procedures
  - Don't give up if your first experience isn't what you envisioned
  - A trial period is an opportunity to improve the process

# References & Resources

- [http://www.shrm.org/templatestools/samples/policies/pages/cms\\_000573.aspx](http://www.shrm.org/templatestools/samples/policies/pages/cms_000573.aspx)
- <http://globalworkplaceanalytics.com/sample-documents/telecommuting-policy-sample>
- <http://teleworktoolkit.com/>