

WINNING TECHNIQUES FOR MANAGING WORK-AT-HOME EMPLOYEES

PRESENTED BY:

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AGENDA

- Introduction
- Benefits
- Challenges
- Employee and Job Characteristics
- Policies and Infrastructure
- Motivation and Employee Retention
- Questions

79%

OF PEOPLE WOULD WORK
FROM HOME IF THEY COULD

INTRODUCTION

“40% of Americans have ‘work shifting’ compatible jobs – jobs that allow them to work remotely at least part of the time.”

If those people worked from home just half the time,
U.S. business would save \$436 billion per year:



\$235 billion in productivity

\$124 billion in overhead

\$46 billion in reduced absenteeism

\$31 billion in employee turnover

BENEFITS

- Saves money
- Increases productivity
- Results in higher morale and job satisfaction
- Lowers employee stress and turnover
- Reduces absenteeism
- Improves family life
- Allows for flexibility of work schedule

36%

OF PEOPLE WOULD
CHOOSE TO
TELECOMMUTE
OVER A PAY RAISE

CHALLENGES

- Trusting the employee (management distrust)
- Setting up alternate means of communication
- Accounting for increased planning
- Overcoming isolation/reduced collaboration
- Guaranteeing security of data and company information
- Ensuring that company culture embraces telecommuting at all levels

WHAT IS THE IDEAL WORK-AT-HOME (WAH) SITUATION?



EMPLOYEE

- Personality Characteristics
 - Independent
 - Self-directed
 - Motivated
 - Comfortable using necessary technology
 - Dependable and trustworthy
 - Organized
 - Excellent communicator
- Work History
 - Possesses adequate knowledge about job responsibilities
 - Receives above average performance reviews
 - Demonstrates ability to manage and lead projects

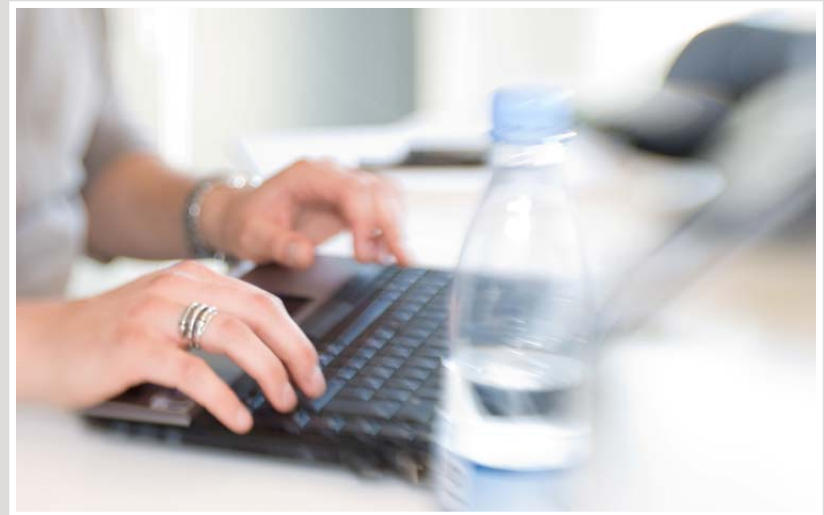
IDEAL JOBS

Job Characteristics

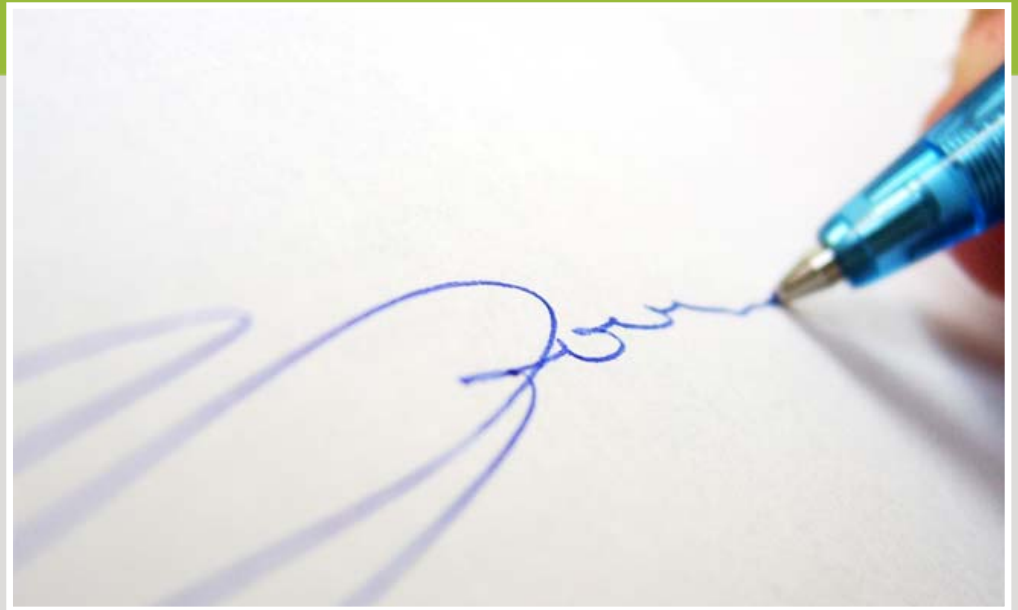
- Can be done independently
- Does not require a lot of face-to-face collaboration
- Requires a lot of concentration (ideal WAH job)

Questions to Ask

- Can the employee still meet his/her job responsibilities?
- How will telecommuting affect on-site employees?
- What will the impact on your clients be?



COMPANY POLICIES AND INFRASTRUCTURE



FORMAL POLICY

- Develop a strategy and establish guidelines.
- Set clear expectations.
- Create a detailed communication plan.
- Institute technology and security requirements.

GUIDELINES

- Create a formal WAH policy.
 - Without a formal policy, your organization can be left open to liabilities.
 - Workplace injuries
 - Discrimination lawsuits
 - Confidentiality of client information
 - Recognize that flexibility in regards to personnel and position is a must.
- Set guidelines for telecommuting compatible situations.
 - Standards of selection should be uniform.
 - Telecommuting is a benefit that is earned, not given.
 - Telecommuting is not a suitable replacement for daycare.
 - A supportive company culture is important.
- Establish clearly-defined expectations.
 - Address requirements of both the employee and manager.
 - Set expectations in writing.

EXPECTATIONS

- Job Responsibilities

- Set formal and clear guidelines from the beginning.
- Create a project or task list that is shared by manager and employee.
- Discuss short-term vs. long-term responsibilities.
- Establish both individual and team responsibilities.
- Schedule hours available to managers, other employees and clients.
- Introduce standards for vacation and sick day responsibilities.
- Communicate consequences of not meeting goals and responsibilities.

EXPECTATIONS

- Resources
 - Set hours when managers will be available to WAH employee.
 - Provide same access to manuals, training, etc. as on-site employees.
 - Offer technology assistance.
- Training
 - Require specific WAH training.
 - Hold WAH employees to the same training standards as on-site employees.
- Measurements
 - Set clear measurement standards and guidelines.
 - Evaluate on performance, not where or how the project is done.
 - Base measurements on output, not time spent.
 - Analyze the ROI for the company.

COMMUNICATION

- Do not rely solely on email.
 - Answer complicated questions over the phone.
 - Utilize IM or similar application.
 - Use Skype or web conferencing for face-to-face interaction.
- Schedule regular team meetings.
 - Plan at least once per week (more if necessary).
 - Stick to the schedule.
 - Create an agenda.
 - Address project status updates, achievements, obstacles and challenges, and future projects.
 - Organize face-to-face meetings at least once a year.
 - Be conscious of time zones when scheduling meetings.

TECHNOLOGY



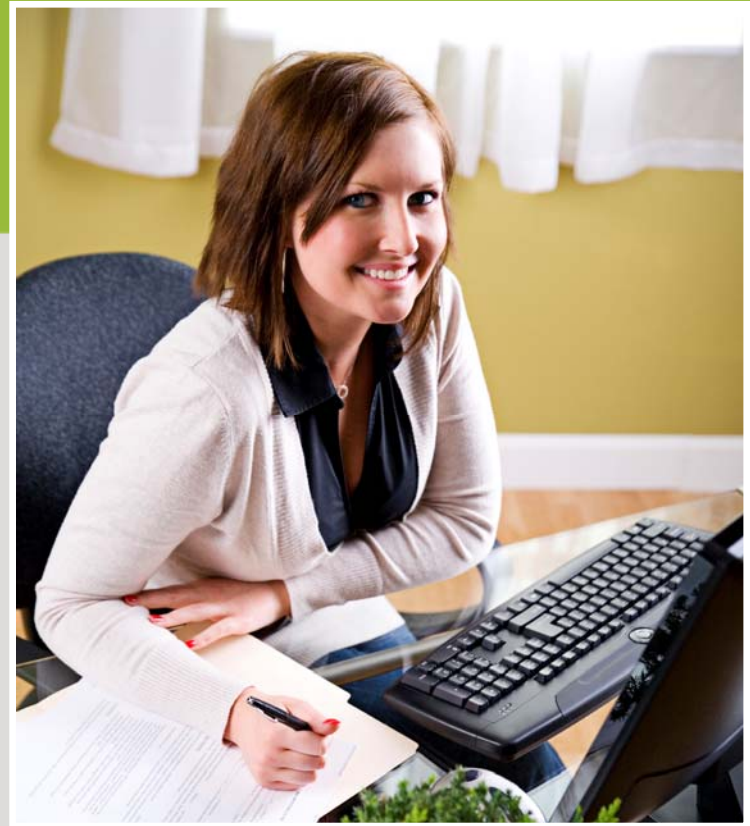
Office Requirements

- Laptop or desktop computer
- Software
- Printer
- Office supplies
- Fax machine
- High speed internet
- Voiceover IP

SECURITY

- IT Infrastructure
 - Provide access to company software, data and files.
 - Establish a server that can be accessed remotely.
 - Offer remote technical support.
- Security of Company Data
 - Set up passwords that change frequently.
 - Require use of a secure server.
 - Perform initial and periodic at-home office visits.
 - Restrict personal use on company computers.
 - Configure computers without print capabilities, if appropriate.
 - Allow remote company access to WAH computers.

ENSURING LONG-TERM SUCCESS AND MOTIVATION



MOTIVATE

- Include WAH employees in on-site perks.
- Provide equal benefits and compensation.
- Offer incentives for meeting goals and objectives.
- Ensure WAH employees feel valued and “part of the team.”



**OVER TWO-THIRDS OF EMPLOYERS
REPORT INCREASED PRODUCTIVITY
AMONG THEIR TELEWORKERS.**



GROW AND RETAIN

- Career Development

- Establish mentors.
- Create a career development plan with each WAH employee.
- Set dates to visit and evaluate career goals.
- Provide local opportunities for expanding skills and knowledge.
 - Webinars
 - Classes
 - Conferences

- Employee Satisfaction

- Encourage WAH employees to attend company outings and parties.
- Plan on-site activities for WAH employees.
- Promote peer networking.

REMEMBER...

- Realize that telecommuting/flexible schedules do not work for all employees and jobs.
- Don't view telecommuting as only a benefit to the employee – it also benefits the business.
- Be flexible and open to trial and error.
- Implement a pilot program if you are not sure telecommuting is right for your business.

QUESTIONS

THANK YOU
FOR ATTENDING
TODAY'S WEBINAR

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