Telework Implementation Process Recommendations

Companies have found that a telework program is good for their bottom line. Some have even cited increased in productivity, employee morale and employee acquisition metrics.

The OCTA Telework Toolkit provides the information your company needs to develop a telework program including recommendations for a policy and tools for evaluating your telework program. To get started, follow these simple steps:

1. **Designate a Telework Program Coordinator.** The development of a telework program is typically managed by Human Resources with input and guidance from Information Technology (IT) and executive leadership.

2. **Develop a Telework Policy and Teleworker Agreement.** A formal policy and an employee agreement will clarify the roles and responsibilities and establish the parameters for teleworking.

3. **Conduct an assessment of jobs and employees.** Determine which jobs are most conducive to telework. A survey of employers found the following job duties to be particularly well suited for telework: IT, graphic design and marketing, call center and customer support, research, analysis and report writing, and data entry. Consider criteria such as job function, performance, communication, and work style when identifying employees who may be successful in a telework environment.

4. **Determine the costs and savings associated with telework.** Assess any costs associated with implementing a telework program, such as IT and equipment expenses. Identify the added savings as a result of implementing a telework program.

5. **Conduct an IT assessment.** Consult your IT department to ensure that technology is in place to support teleworkers through remote access, availability of equipment, and communications tools.

6. **Deliver manager and employee training.** Provide training to managers on effectively managing remote workers. Provide training to teleworkers on company policies and expectations for teleworkers.

7. **Implement a pilot program.** Start small with a select group of employees and managers to assess impacts on communication, technology, teamwork, productivity, and morale.

8. **Evaluate the pilot program.** Conduct a focus group and survey of participating employees and managers to determine the impacts of the telework program. Sample surveys are included in the OCTA Telework Toolkit.

9. **Expand the telework program.** Use the results of the pilot to formalize and expand your telework program and conduct an evaluation annually to ensure ongoing success.

If you're interested in learning more about implementing a telework program at your organization, email sharetheride@octa.net or call 714-560-5331.