

telework!va



Overcoming Management Resistance to Teleworking

DATA/George Washington University
March 31, 2010



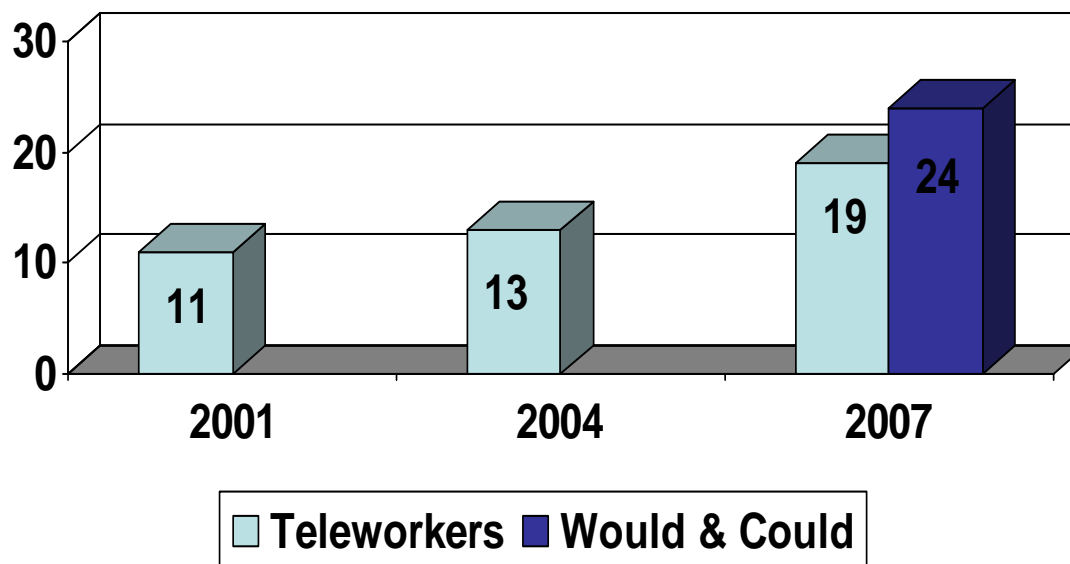
a program
provided by

DRPT



Telework Trends Metropolitan Washington Region

Percentage of Commuters Teleworking
(COG 2007 State of the Commute Report)





Documented Benefits

- Recruit/Retain Highly-Skilled Employees
- Reduced Absenteeism
- Increased Productivity
- Business Continuity
- Reduced real estate costs
- Freedom from Geographical Limitations





Informal vs. Formal Telework

- ***Informal***
 - “Under the radar”; no clear eligibility criteria, policies or procedures
 - “Free for all”
 - Perception of favoritism or discrimination
 - Lack of mechanism to handle problems
 - Decisions appear to be random and arbitrary
 - A liability risk to both employees and employers
 - Can lead to problems!





Informal vs. Formal Telework

- **Formal**
 - Clear, objective eligibility criteria
 - Transparent, equitable selection process
 - Written policies and procedures = established boundaries
 - Appropriate training = better management & higher productivity
 - Program can be logically modified to suit needs of employer and individual departments
 - Impartial resolution of conflicts can lead to improved communication, organizational strength, and morale
 - Best chance for success!





“Trust Factor” Hampers Widespread Adoption...

- 2007 Telecommuting Survey of 390 US executives (Intranet DASHBOARD).
- 83% said teleworking is an important incentive for staff.
- But 70% of respondents indicated they were restricted from teleworking.
- “Upper management’s lack of trust in employees” was cited as the major reasons teleworking was not more prevalent.





Building Trust

- Communication (frequency, tools).
- Accessibility (phone, email, IM).
- Accountability – RESULTS!





Today's Workforce

- **“Office Bound” Employees** – Actual occupancy of commercial office space in US between the hours of 8-5 is 30-50%.
- **“After Hours” Workers** – employees who work at home nights, weekends, holidays.
- **“Teleworkers”** – Employees who work at home during normal business hours.
- **Mobile Workers** – Employees equipped to work where ever they may be.



telework!va



telework!va
business incentive program

Technical Assistance:

- Available Statewide
- Policy Development
- Employee Selection Criteria
- Online & In-Person Training
- Program Performance Evaluation
- Online Resources



a program
provided by

DRPT



Financial incentives available in Northern Virginia, Richmond, Hampton Roads:

- Up to **\$35K** per business for...
 - Teleworker Equipment
 - Servers/Remote Connectivity
 - IT Assistance
 - Telework Center Use
- Up to **\$50K** for businesses in Tysons Corner or along the I-495 corridor with 200+ employees





Eligibility

- Private sector or non-profit.
- ~20 employees or more.
- Goal of 10 **new** teleworkers at the end of the two-year program.
- Employees telework 1-2 days per week or an average of 6 days per month.



Procedures

- Fill out online application.
- Sign contract.
- Work with Telework!VA staff to create program budget and work plan.
- Conduct surveys and training.
- Implement program.
- Evaluate program with Telework!VA staff.



Representative NOVA Clients

- American Industrial Hygiene Association
- ARG
- The Campania Group
- CGI
- Commonwealth Trading Partners
- Cordia Partners
- Fairfax County Chamber of Commerce
- General Counsel
- infoLock Technologies
- Noblis
- National Wildlife Federation
- Office Remedies
- PKC Law
- Reston Interfaith
- Reston Limo
- The National Conference Center
- US Inspect
- Washington Gas



telework!va



More Information

Harriet West

Telework!VA Consultant

Department of Rail and Public Transportation

Commonwealth of Virginia

harrietwest@teleworkva.org

www.teleworkva.org

cell: 703/431-8463



a program
provided by

DRPT