**Tip Sheet for Managers: Telecommuting**

**Ideal Job Characteristics for Telecommuting**
- Little face-to-face interaction is necessary
- Tasks are well-defined and can largely be accomplished using a computer and telephone at home (e.g. writing, planning, software development, telephoning)
- Work outputs can be measured
- Blocks of uninterrupted time increase productivity

**Ideal Employee Characteristics for Telecommuting**
- Self-motivated, self-disciplined, self-directed, requires minimal supervision & instruction
- Strong time management and organizational skills
- Strong communicator – uses technology effectively
- Has a home environment free of distractions
- Highly motivated to make telecommuting work

**Telecommuter Responsibilities**
- Set up and furnish their home work space (ideally a room with a door), including purchasing, maintaining and repairing home office equipment
- Report any injuries that occur while working at home
- Maintain the confidentiality of documents and other materials
- Make any needed dependent care arrangements
- Non-exempt employees must accurately record all hours worked while telecommuting
What we provide to Telecommuters:
With prior approval from the department head, [ORG] will provide:

- Office supplies
- Technology support
- Reimbursement for business expenses such as telephone calls
- Coverage for work-related injuries

Tips for Managing Telecommuters

- Not everyone is suited to working remotely
- Not every job is suited to remote work
- Focus performance on results
- Set clear goals, expectations and accountabilities
- Establish trust through open communication
- Review the relationship on a regular basis to ensure it continues to work for you and the employee
- Encourage remote employees to participate actively in meetings and to reply promptly to electronic messages
- Ensure they have the necessary equipment and software