

Creating a Culture of Flexibility:

What it is, Why it matters,
How to make it work.

This presentation is a companion to the Boston College Center for Work & Family Executive Briefing Series. It is designed to be customized by your organization. Please feel free to cut and paste these slides into your own format, and to use the questions provided as a guide to develop your own presentation. If you do not have a copy of the full Briefing, please email: cwf@bc.edu.

Business Concerns and Top Priorities

- Profits and shareholder value
- Recruitment, retention and turnover
- Productivity and work quality
- Health care costs
- Public image

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Business Concerns and Top Priorities in our Organization

- ✓ Think about the links between flexibility
and business concerns

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What's the Big Picture?

- Service profit chain –link between employee satisfaction, customer satisfaction, profits and shareholder value
- Flexibility as a critical factor in employee satisfaction and well-being

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What Do Employees Say about Working?

- Too much work
- Long hours work culture
- Managers not supportive of personal needs
- Lack of career advancement and training
- Difficult to balance work and personal needs
- Work is too stressful, and causing health problems

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What Do Employees Say about Working in our Organization?

- ✓ Think about data you received from employee opinion surveys
- ✓ What do employees say about working flexibly?

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Business Drivers of Flexibility

- Cost savings
- Shareholder value
- Productivity
- Heavy workloads
- Globalization
- Technological Advances
- Popular demand
- Public Image

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Business Drivers of Flexibility in our Organization

- ✓ Think about what is important to senior leaders

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Barriers to Creating a Flexible Work Culture

- Flexibility is not seen as a strategic business tool by managers and senior leaders.
- Employees and managers have not received information and training about how to develop, implement and sustain a flexible work environment.
- Managers are not accountable for creating a work environment where employees and work teams can thrive.

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Barriers to Creating a Flexible Work Culture in our Organization

- ✓ What interferes with creating a flexible work culture?

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Solutions for Reducing Barriers in our Organization

- ✓ What can we do to create and sustain a flexible culture?

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How Can a Flexible Work Culture Impact Top Priorities?

- Improve profits and shareholder value
- Improve recruitment and retention; decrease turnover
- Increase productivity and work quality
- Reduce stress and healthcare costs
- Improve public image

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How Can a Flexible Work Culture Impact Top Priorities at our Organization?

- ✓ What are the links between flexibility and urgent concerns?

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Summary

- Creating a culture of flexibility promotes employee satisfaction.
- Satisfied employees influence customer satisfaction which positively impacts the bottom line.
- Flexibility reduces stress and healthcare costs; improves productivity and job satisfaction; increases retention; decreases absenteeism; and improves loyalty and commitment.

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Action Steps

- ✓ What are the next steps for our organization?
- ✓ What needs to happen so we can move forward?
- ✓ Who is responsible for moving our organization towards our goals?

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