

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

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