

TIP SHEET: EVALUATING TELEWORK



BOSTON COLLEGE
Center for Work & Family
CARROLL SCHOOL OF MANAGEMENT

Managers and employees should have a conversation about the success of a telework arrangement, and can use the following questions to shape their discussion.

1. Has performance been affected (either positively or negatively) by the flexible work arrangement? How satisfied is the employee and manager with the quality of work done? Use concrete deliverables to measure results, and reflect back to performance measures that were indicated in the flexible work proposal.
2. How effective have working relationships at the office been? Discuss communication procedures and any coordination issues that may have arisen.
3. How has an employee's work-life balance been affected by the arrangement? Some may find it more difficult to separate work and family life when telecommuting, while others may prefer the flexibility and integration of roles that the arrangement brings.
4. How engaged are you with the organization? Has the arrangement made an employee feel more isolated, or more supported and motivated to contribute to the organization?
5. Has the quality of supervision been affected by the arrangement? Does the employee feel that he is in need of more or a different kind of support from his manager?
6. Does the employee have a separate, safe worksite that fulfils technology requirements? Has the employee had any difficulty with distractions or technology failures while telecommuting?
7. Is the employee having any feelings of isolation while working alone? Are there ways that you can increase the connectivity and communication of the employee to the organization?
8. Does the arrangement fit the needs of the workgroup? Are tasks equally distributed among teleworking employees and non-teleworking employees? Are collaborative work group projects completed efficiently and is communication flowing freely between members of a workgroup?
9. Is there any additional training or support that would be helpful to the manager or employee to make the telework arrangement more successful?

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10. Is the employee satisfied with their decision to telework? Is the manager satisfied with the arrangement as well?