

GUIDELINES FOR FLEXIBLE WORK ARRANGEMENT (FWA) STANDARD OPERATING PROCEDURES (SOP)

FWA SOP Basics

- Approval of any FWA (telework and AWS) must always be based on the unit service model.
 - Who do we serve?
 - What is our service model to provide optimal support?
 - How much onsite presence is required (specific number of days)?
 - Are certain teams eligible for more schedule flexibility than others based on the service model?
 - Are there certain times during the term that FWA options may be more generous or limited?
 - Is working from an alternate work location going to supplement or disrupt our service model?
- Units should discuss and document their standard operating procedures.
 - Agree on the service model and how FWA can be used.
 - Create tracking tools and establish requirements for reporting and maintaining weekly schedules, preferably in Teams.
 - Discuss and determine what expectations are for weeks with holidays or weeks when team members are taking Time Off.
 - Discuss and determine what expectations are for extended closures, such as Winter Break or emergency situations that result in an Operational Status Change.
- Consider procedures that may be relevant based on unit needs:
 - How will you prioritize employee requests, i.e., everyone can't telework the same day?
 - Can employees telework two (2) days in a row?
 - Are there specific days that employees should not telework, such as Mondays or Fridays?
 - Should your regular teleworkers include situational telework on their application/agreements?

FWA Resources

- **Telework Guidelines:** A brief summary of the policy and procedures that can be shared with employees to reiterate the requirements of telework eligibility. Use this when discussing and planning for FWA, which captures the main ideas from the FWA policy and procedures.

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- **Weekly FWA Schedule Tracker:** Excel template to track all employee FWA options and schedules on a weekly basis. Best when used in Teams for optimal collaboration and real-time updates. Hold employees accountable for maintaining and updating their schedules on a routine basis.
- **Telework Work Plan:** Word and Excel templates for use when employees, supervisors and/or administrators want or need to formally document the specific assignments and deliverables to support optimal use of telework. Use to help employees stay on track if their methods are ineffective. If there is a performance issue, make sure some kind of work plan is in place before making decisions about altering or terminating an FWA.

Set Yourself Up for Success as a Supervisor

Remember to:

- Make College policy and procedures clear and base FWA request approvals on operational needs.
- Give employees the right support and communicate expectations on a regular basis.
- Manage by individual results and adjust individual FWAs, as needed, instead of blanket changes that affect the entire team.

Set Employees Up for Success

Encourage and periodically remind employees to:

- **Commit to the work schedule:** Start and end on time. Honor your body and take breaks as needed.
- **Stay connected:** Be available in the same ways you communicate and collaborate when onsite.
- **Establish the approved alternate workspace:** When teleworking, find a place you can go to and leave when the day is done.
- **Set daily goals:** Track projects and deliverables and share progress with your team.
- **Dress for work:** Dressing casually a perk of working at home, but getting “ready for work” is a daily ritual that helps teleworkers on track.