TeleworkSD
Telework Implementation Process

TeleworkSD offers a broad array of consulting services and tools to guide you through the steps to create or expand your telework program. Our telework team works one-on-one with employers to implement a successful and robust telework program that fits your needs. Our services are complimentary for employers.

The following 12 steps outline the typical telework process with TeleworkSD:

1. Gain management commitment to pilot, implement, or expand a telework program. TeleworkSD staff will work with your team to explore your goals and objectives and assess the potential benefits of teleworking to your organization. Middle managers also can be trained to increase their comfort level and effectiveness with supervising teleworkers.

2. Select one or more telework coordinators with decision making ability to convene an internal steering committee and to serve as the main contact(s) for the telework pilot or process.

3. Form a steering committee to develop the program (generally consists of Human Resources, IT, and Management). The steering committee serves as a vehicle for developing the policies and parameters that will ensure a successful telework program.

4. Develop telework policies and a teleworker agreement. The policies/agreement will clarify employee/employer roles and responsibilities; establish the parameters for selecting telework jobs and employees; determine the frequency of teleworking; and identify/resolve any other issues regarding the telework arrangement.

5. Conduct a job assessment to determine which jobs are most conducive to telework.

6. Assess costs and savings to determine any added savings or expenses as a result of telework implementation.

7. Ensure that adequate technology is in place to support teleworkers, whether through remote access, availability of equipment, and/or phone communication.

8. Select teleworkers whose jobs are conducive to telework based on criteria such as performance, tenure, grade, and work style.

9. Educate supervisors and teleworkers to ensure a complete understanding of company policies and the elements necessary for a successful telework program.

10. Implement the pilot telework program to assess impacts on communication, technology, teamwork, productivity, and morale.

11. Evaluate the pilot program by conducting teleworker surveys and focus groups.

12. Expand the telework program as warranted, based upon the results of the pilot. The TeleworkSD team is equipped to assist you every step of the way with policies, procedures, agreements, tools, training, survey instruments, and the expertise that comes from working with hundreds of other employers.