



IDENTIFYING & RESOLVING TELEWORK ISSUES

**The Department of Energy's
EXPERIENCE.....**

1. Other Desirable Telework Goals

- **cost savings**
 - **office space**
 - **computer upgrades**
 - **transportation subsidies**
- **energy savings**
 - **gasoline /utilities**
- **promoting the President's agenda**
 - **e-government**

2. “Results” Beyond Deliverables

- **are the customers satisfied?**
 - **is the supervisor well informed?**
 - **are the colleagues overburdened?**
- **are the teleworkers satisfied?**
 - **do they feel pressure to “over-achieve”?**
 - **are support services too hard to access?**
 - **are documentation requirement excessive?**

3. Who is the “right” teleworking employee?

- **the “high performer”?**
- **the “self starter”?**
- **the right “relater”?**

4. What is the “right” position?

- ❁ **automatic inclusion of all positions - case by case exceptions**
- ❁ **former factors that are no longer as significant:**
 - interaction needs**
 - security**
 - supervisory responsibilities**

5. Managing Performance - Planning

☀ Standards:

- **product oriented**
- **action plans with time tables a must**
- **make tasks “do-able at a distance”**

☀ Time frames:

- **don't think in a line--think in time blocks**

6. Managing Performance - Monitoring

Interacting:

- **understand distinctions between distance v. on-site interacting**

Reporting:

- **compare distance v. on-site requirements**

7. The Dreaded Poor Performer

- ❁ **separate conduct from performance**
- ❁ **look for performance patterns (this is where planning comes in handy!)**
- ❁ **determine degree of supervisory review required for correction**

8. Handy Reminders

- ❁ **telework IS another way of doing business**
- ❁ **teleworking is NOT a privilege OR a right**
- ❁ **teleworking CAN be flexible -- routine, situational, medical**
- ❁ **telework cost savings CAN be measured**