

# **GREATER EXPECTATIONS**

## **WHAT TO KNOW WHEN YOU ARE CONSIDERING FLEXIBLE WORK SCHEDULES**

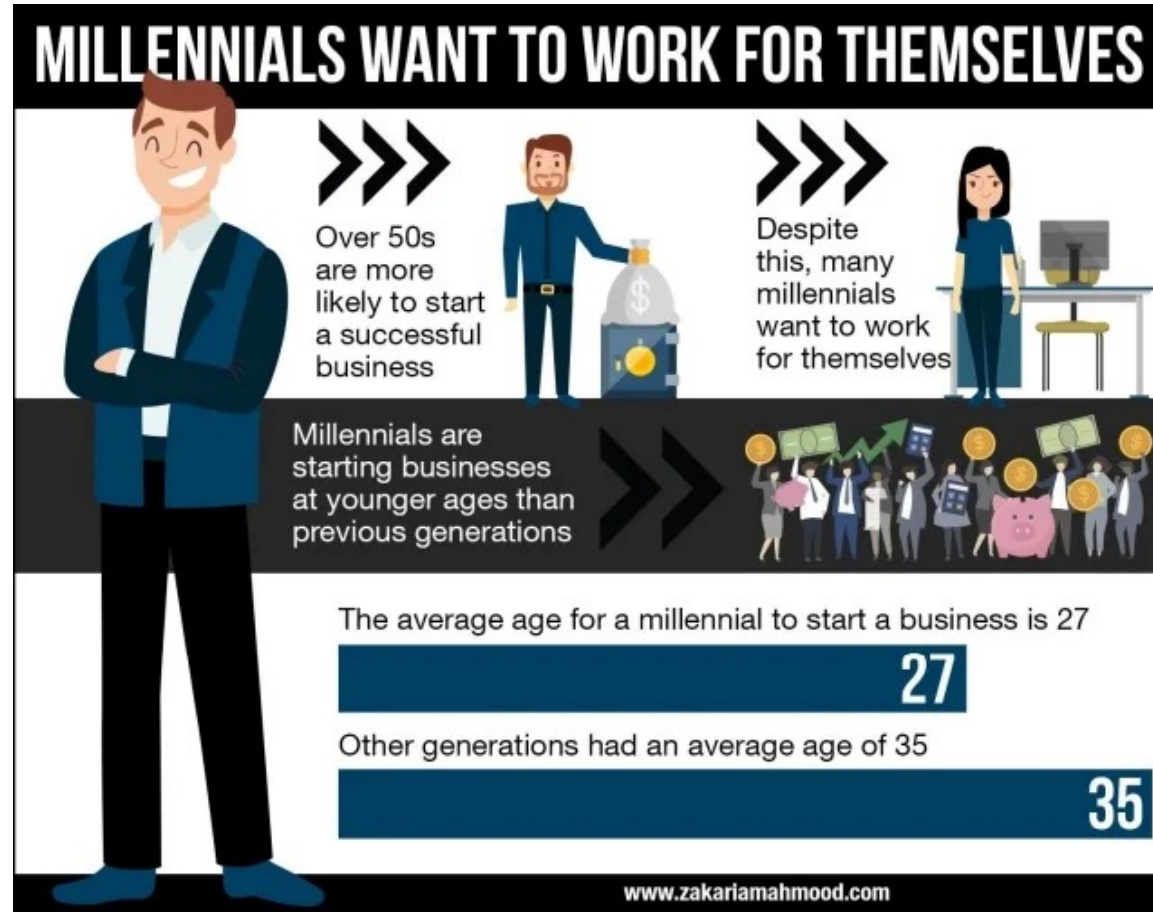


# CURRENT SITUATION

**So how do I  
tell my boss I  
don't want  
to work  
anymore but  
I still want  
the money?**

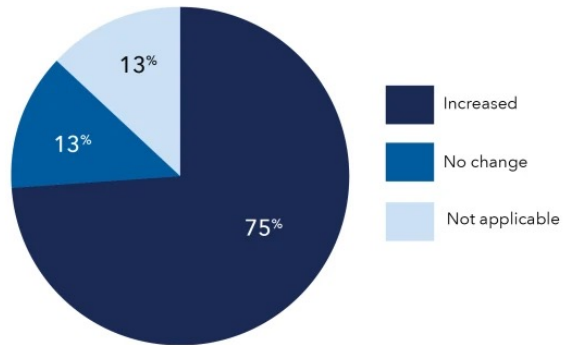


# WHY ARE WE HAVING A HARD TIME RECRUITING

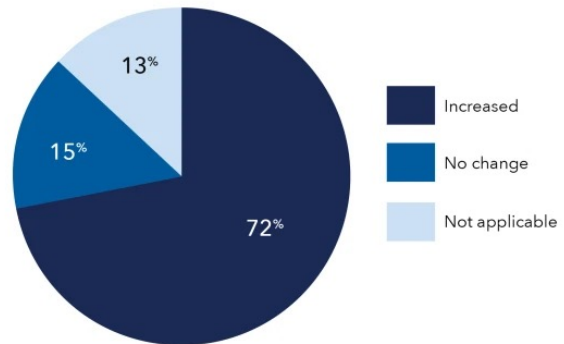


# REMOTE AND HYBRID WORK OPPORTUNITIES

Change in the number of those eligible to participate in flexible work practices n = 232



Change in the range of flexible work practices offered n = 232

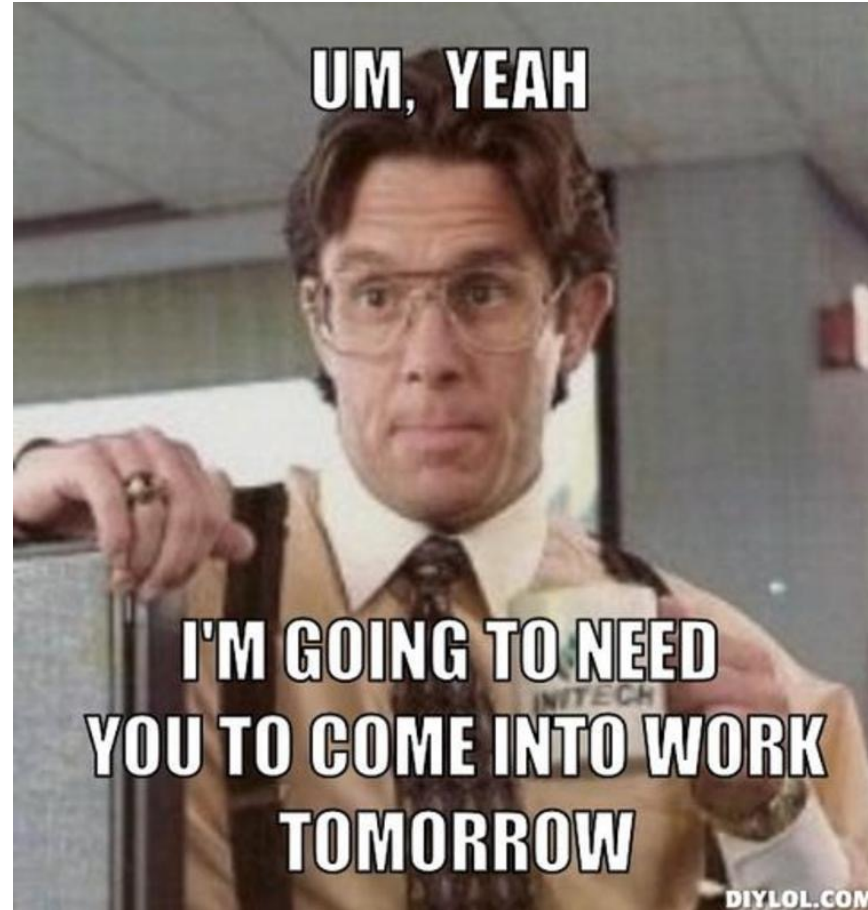


In 2021, more organizations had jobs that are remote-only or involve a hybrid of remote and in-person work. More than half now offer regular telework for eligible positions, while only 27 percent did in 2009; 64 percent of state entities have this option as compared of 19 percent of local ones.

Source: Governing June 1, 2021



# APRIL 2021



# STATE AND LOCAL GOVERNMENT EMPLOYMENT TRENDS

- Retirement - In 2009, 44 percent of respondents said that retirement-eligible staff were planning to postpone retirement, but in 2021 only 2 percent said this. In 2021, 38 percent said retirement-eligible staff were planning to accelerate retirement, compared to 12 percent in 2009.
- Private Sector – Wage and options (Engineering, Health and IT suffer more than others)
- Position Requirements – Shortage of applicants in health and public safety



# WHY LOCAL GOVERNMENT CONSIDERS REMOTE WORK

- Employees want it
- Recruiting and retention tool
- Addresses compensation
- Space needs
- Availability



# RICHLAND COUNTY

- Began “telecommuting” in 2009
- Was seen as a benefit for both parties
  - Cost savings for employees – fuel, car expenses, insurance
  - Allowed the County to have people available to work when needed
- Has evolved that most internal service departments that do not require hands on work have some employees participating
- One department works entirely remote – allowed for better space utilization





# REMOTE WORK TAKES WORK

- Supervisors must manage it – training
- Communication is key
  - Not all employees are eligible
  - It may not be a “forever” possibility
  - It comes with responsibilities for the employee and employer
  - Expectations must be spelled out
- Remote work is not for everyone!



# HOW NOT TO DO REMOTE WORK



# PLANNING FOR SUCCESSFUL REMOTE WORK

- It takes a plan
  - You must set expectations
    - Environment
    - Technology requirements and utility requirements
    - Availability
    - Video availability vs audio only
    - Deliverables
    - Is it fully remote or hybrid



# THE SUCCESSFUL REMOTE WORK SUPERVISOR

- Have strong communication skills
- Manage by results, not by monitoring work hours
- Delegate work easily and appropriately
- Are well-organized
- Are open to new ideas
- Trust their employees
- Encourage feedback and communication.
- Are effective problem-solvers or facilitators.
- Relies on in-office and remote workers doing the same job equally.



# HOW NOT TO DO REMOTE WORK



# PLANNING FOR SUCCESSFUL REMOTE WORK

- Addressing new hires
- Consider a weekly task planner
- Invest in a technology platform for collaboration
- Have a plan for addressing non-performance issues
- Consider geography
- Plan work distribution
- Consider the individual employee



# HOW NOT TO DO REMOTE WORK



# REMOTE WORK MAY BE PROBLEMATIC IF

- Attendance or tardiness problems
- Disorganized or lack focus
- Poor performance records
- Disciplinary issues

