

# **15E.28B1 Target #2 Telework: Develop tools and training for managers to effectively manage employees in a remote working environment. Due September 30, 2015.**

Special Designations: OSI

## **Commentary (March 2015)**

Achievements: Developed a process flow chart to explain the required steps of the Telework Agreement. During the 1st 2015 Telework Week exercise, provided this document to the entire workforce by way of the FAA Broadcast.

Two (2) training products have been developed by Magellan titled: (1) Managing Remote Employees and (2) Being a Successful Teleworker. Both products have been reviewed and recommended edits have been applied. Notes for each slide has been received and being reviewed. Edits/comments will be forwarded to Magellan on 31 March 2015.

Challenges: Magellan's Timeline - contract requires that we provide a specified period of time before the training is to commence; Cost implications - depending on the amount and level of changes to a Magellan product, cost could be incurred; Limited number of training sessions per year - may be limited with the number of live training sessions.

Overcome challenges: It is believed that we have provided Magellan with adequate notification and projecting to conduct a meeting with Magellan Representatives and FAA Rosemary Katchmar to finalize the details (before the end of next week); Cost implications - ensure that any recommended changes are within scope and engage others to assist in this area, if necessary; Limited training sessions - May have to offer one/two live training sessions and promote the video for sequential training.

The HROI will also serve as a tool to assist the workforce. This tool is back on this list for revision and a draft implementation plan will be established within the next week. Collaboration efforts will involve AHP, Policy, Telework Coordinators, AHR Leadership, and those involved in the vetting process. The contents of the HROI will follow the contents of the revised Telework Program policy however revisions of the standard contents of the HROI will begin as soon as possible.

## Commentary (February 2015)

Including the information provided under Target #1, the actions below are also taking place.

Through my partnership the GSA Telework Coordinator, seeking to obtain an already established training product on the management of remote employees. As well as assessing OPM's products that may serve as supporting information to develop our own training product.

The FAA Training Branch (AHD) has been notified of our needs to partner and develop a FAA telework training product specific to managers and employees. A second meeting will be held within a week to discuss needs, abilities, existing products that may have been developed with AHD and timeframe. Challenges, since the Training Branch operates under a "Fee For Service," this could prevent utilization of the Training Branch's services.

Additionally, the MyFAA Telework website and the FAA Broadcast are being used to inform/educate managers and employees on the workings of the Telework Program and how to be an effective facilitator and/or participant of the Telework Program and/or manager of teleworkers.

Telework website - In collaboration with Communications (AOC) and Web Management Branch (AHP-400), the Telework Program website recently revised its aesthetics and updated most of its contents. The major revisions of this site may not be complete until April 2015, however it is a living tool and will be revised as deemed necessary. The esthetic changes allow for easy use and clearly identifies available resources while the content has been updated to provide current information.

FAA Broadcast - The Broadcast system has been used and will continue to be used to bring about awareness and TIPS to successfully facilitate and/or participate in telework and/or manage teleworkers. These message will be distributed monthly and on certain occasions biweekly. Recent messages consist of: Keeping Telework Alive - Accurate recording of telework hours in CASTLE; Worklife Presents Telework Tuesday: Doing the Right Thing the Right Way - Avoiding inappropriate telework practices; WorkLife Presents Telework Tuesday: Fostering Employee Productivity - benefits of telework within our workplace.

### Status Table (Qualitative Metric)

Period	Actual
10/2014	Green
11/2014	Green
12/2014	Green
01/2015	Green
02/2015	Green
03/2015	Green

✓ Indicates that the item is complete.