



WORK-LIFE

**telework**





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*Telework has never been more important for  
the Federal Government.”*

- U.S. OFFICE OF PERSONNEL MANAGEMENT

# welcome

The Federal Government is a leader in the use of innovative workplace arrangements like telework. Telework is an important tool for achieving a resilient and results-oriented workforce. It can give employees more control over their schedules and flexibility in meeting personal and professional responsibilities while ensuring agencies meet critical missions.



# about the program

Telework is a work arrangement that allows an employee to perform work, during any part of regular, paid hours, at an approved alternative worksite (e.g., home, telework center). There are two types of telework:

- Routine telework occurs as part of a previously approved, ongoing, and regular schedule.
- Situational telework is approved on a case-by-case basis, where the hours worked were not part of a previously approved, ongoing, and regular telework schedule. Situational telework is sometimes also referred to as episodic, intermittent, unscheduled, or ad-hoc telework.









# the value of telework

**Telework makes good business sense for both Federal agencies and employees.**

## **benefits for agencies**

- Increases productivity
- Increases employee engagement
- Improves retention and recruitment
- Reduces overhead costs
- Promotes mission readiness during an emergency
- Reduces the need for unscheduled leave

## **benefits for employees and communities**

- Allows for better work-life integration
- Improves morale
- Increases flexibility
- Reduces stress
- Saves time
- Reduces personal costs (meals, commuting, etc.)
- Improves traffic flow
- Offers positive environmental impacts
- Supports diversity and inclusion

# 5 telework tips

1

## **learn about your telework eligibility**

Have a conversation with your supervisor about telework options. If your supervisor isn't comfortable with a regular telework agreement, suggest a telework trial period or ask them about teleworking occasionally under a situational telework agreement. To learn more about telework eligibility criteria, telework frequency, and emergency planning, read the agency's telework policy.

2

## **stay visible while you telework**

Talk to your manager and work colleagues to understand their expectations for staying connected and responsive while teleworking. Learn to use all available technology options to help maintain good working relationships and ensure that there isn't a difference in your level of support, responsiveness and availability while teleworking.



# 3

## **be prepared for the unexpected**

Understand the expectations of your supervisor and agency if the operating status is changed to Unscheduled Telework/Unscheduled Leave, the Government closes, or some other emergency occurs.

# 4

## **report telework hours accurately**

It is important to accurately report telework, including the amount and type of telework, on your timesheets. This information helps to improve telework efforts Governmentwide.

# 5

## **take a break!**

Frequent short breaks from your computer may boost productivity. When you're teleworking (or even while working in the office), remember to stand up and stretch.

*Work is what you do, not where you are.*

Teleworkers have significantly higher job satisfaction, intentions to remain with the agency, and a greater feeling of empowerment over work processes when compared with employees who do not telework because of a barrier.

When compared with non-teleworkers, teleworkers show consistently higher scores on performance management indicators (e.g., “I know what is expected of me on the job” and “I am held accountable for achieving results”).

Satisfaction with Federal telework programs has steadily increased, from 72% in 2011 to 80% in 2013.

**did you know...**





# did you know...

According to the U.S. Census Bureau, the average travel time to work in the United States is 25.1 minutes. Telework can help employees repurpose their time spent commuting to accomplish family and personal matters.

Research on why people telework has shown that increased productivity is one of the primary motives that underlie employees' desire to telework. By allowing employees to work under conditions best suited to their needs, telework can promote improved performance and work efficiency.

Telework reduces the number of people who have to commute to and from work, which can help the environment by lessening the amount of transportation-related greenhouse gases released into the atmosphere.

## more information

Contact your local HR office to find your agency Telework Coordinator or search OPM's Work-Life Contact Tool available at:

**<https://www.opm.gov/CCLContact/>**.

Additional information is available at

**[www.telework.gov](http://www.telework.gov)**.