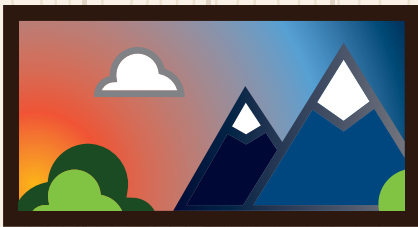## City of Fort Collins

TELEWORK
TOOLKIT

A guide for businesses and organizations to implement or expand telework

UPDATED SPRING 2021

BENEFITS
OF TELEWORKING

Research has steadily shown that teleworking increases employee productivity, benefits the environment, contributes to employee/employer cost savings, and can lead to improved health with a better work-life balance, higher morale, and lower stress levels.

Improved Productivity

- Positively influences employee engagement, job satisfaction and retention
- Increases productivity

- Less (to no) time commuting
- Better performance and less work stress and absences

Health and Environment

- Reduces carbon footprint, pollution, and greenhouse gas emissions
- Other benefits include healthier lifestyles and higher morale
- Reduced traffic congestion and wear and tear on roadways

- 56% of the American workforce currently hold telework-compatible jobs, and if those people worked from home half the time, it would be the equivalent of taking the entire New York state workforce off the road

Cost Savings

- Cost savings for both the employee and employer
- Reduce employee parking and building footprints
- Cost savings calculators can estimate how much organizations can save in terms of real estate savings, reduced absenteeism, and reduced travel

Employment Cost Savings	Operating Cost Savings	Environmental Health
• Less Turnover	• Reduced Office space	• Less Commuting
• ADA Compliance	• Less Office supplies	• Less Parking
• Less Absenteeism	• Less Furniture	• Less Emissions and Pollutants
• Increased Productivity	• Less Equipment and Maintenance	• Less Congestion
	• Less Cleaning	
	• Less Security	
	• Reduce Utilities	

To see references to the statistics listed above, as well as more information about the benefits of teleworking, visit fcgov.com/telework.

GUIDANCE FOR MANAGERS
AND EMPLOYEES WHEN WORKING FROM HOME

Below is information on staying productive while working from home, how employees can stay engaged during virtual meetings, how leaders can manage a virtual team, and what employers should consider when implementing a teleworking program.

Tips for Productivity and Working from Home

- Create a routine
- Communicate with members of your household about your work schedule
- Be mindful of your mental and physical health
- It takes 23 minutes and 15 seconds to switch between tasks. To defeat this productivity killer, mute your notifications when you need to get work done.

Tips and Etiquette for Virtual Meetings

- Have your camera on
- Have an agenda and be prepared to engage
- Be present and cognizant of your non-verbal communication

Video Resources (available in the online toolkit)

- Skills needed to practice while teleworking
- How to combat distractions
- How to manage and support employees in a remote work environment

How Managers can Lead in a Virtual Environment

- Train your leaders to be prepared and collaborate, communicate, inspire, manage performance, and maintain higher levels of productivity
- Have leaders address teleworkers' and managers' fears and challenges
- Provide information on health and wellness resources, provide frequent feedback, and create space to socialize virtually

Liability and Safety Considerations

- The consideration of privacy and security, health and safety, and insurance coverage will help the employer in the long run
- Consider Colorado employment laws regarding hiring and interviewing, as well as accommodations for people with disabilities, payroll and permit requirements

To see resources on how to guide both managers and employees when working from home, visit fcgov.com/telework.

POLICIES
& PROCEDURES

We recommend that employers consider the following while implementing a telework environment: survey employees on their interest and capacity to telework, develop a telework policy, create an agreement that employees sign (informal or formal) on the terms of a telework schedule, and consider flexible work schedules, vacation time, and healthcare benefits.

Employer/Employee Sample Surveys

- Gauge whether or not employees are interested in teleworking
- Available in the online toolkit: sample surveys, telework agreements, sample policies, and check-in surveys for your organization to use and modify

Policies and Policy Considerations

- A teleworking policy can be formal or informal
- Reasons for implementation: employee demand, to reduce costs, to fulfill a certain mission or meet standards (e.g. environmental), or in response to a pandemic or other large-scale emergency
- The online toolkit provides example policies that can be easily modified by employers

Best Practices for Implementing Telework Policies

- See our resources for best practices when offering flexible work schedules
- Supporting employees with new tools and technology that enable teleworking, and implementing telework policies
- Remote work increases employee productivity by as much as 50 percent.

To see sample documents of policies and procedures, best practices, and more detailed information, visit fcgov.com/telework.

Providing teleworkers with technology solutions such as telework cyber security technology, and remote work hardware and software systems, can make the transition to teleworking easier for employers and employees.

Guidance for Selecting Telework Cyber Security Technology

- There are over 30 software tools to help plan, manage, and conduct meetings strategically

- Be sure to consider cybersecurity issues like creating security policies, securing virtual private networks, training employees on phishing and malware, and pursing cloud mitigation security

Guidance for Selecting Remote Work Hardware and Software Systems

- The online toolkit provides a list of resources on how to select hardware and software systems

- Various organizations have produced technology tools related to business management, communication, project management, data & security, hiring remote workers, and performance and engagement

- Utilize tools that help with video conferencing, task tracking, meeting coordination, and between-meeting communication and organization, including cloud-based software suites

Guidance for Providing Positive Reinforcement to Teleworkers Using Technology Solutions

- Tools can be used to help teleworkers battle with feelings of isolation and unappreciation

- Use technology that helps with peer-to-peer recognition, offers customized awards for employee recognition, integrates with e-mail, guides workforce development, and helps managers schedule check-in meetings

To see technology tools to help with the teleworking process, visit **fcgov.com/telework**.

City of
Fort Collins
FC Moves

Auxiliary aids and services are available for persons with disabilities. V/TDD: 711

21-23191