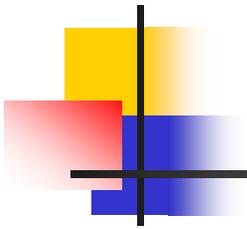
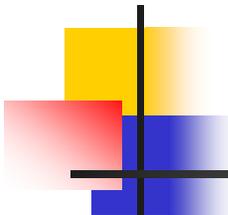


Telework Implementation Briefing for Supervisors, Managers, and Telework Focal Points



Introduction

- Welcome to the Telework Briefing for NWS Supervisors, Managers, and Telework Focal Points.
- If you viewed the NOAA web-based telework orientation, you know the basics about the program.
- This Briefing is designed to augment the NOAA Policy, the NWS Implementation Procedures (Addendum to the NOAA Policy), and the NOAA Orientation Module in providing you with specific guidance regarding your role in NWS' telework program.

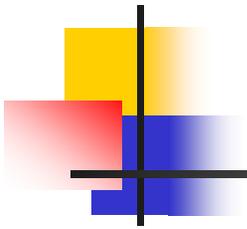


How to Telecommute...

Beginning a Program:

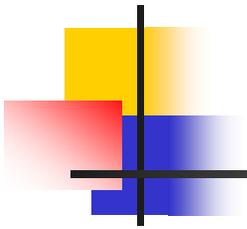
FMCs:

- Review NOAA Policy and NWS Addendum
 - Review NOAA Orientation Module
 - Identify Telework Focal Point for your FMC; provide to Telework Program Manager, CFO3
 - Define Discretionary Areas for FMC Implementation
 - Identify and determine positions/participants
 - Begin a Telework Arrangement
 - Provide Training Forums for FMC
 - Roll-out and Implement Telework
 - Evaluate the program (at least annually)
-
- Supervisor Role – Managing Expectations
 - Supervisor Role – Supervising Staff



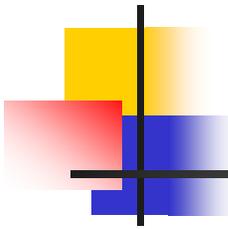
NWS Policy

- **NWS Headquarters Directors, Regional Directors, and Staff Office Directors have the opportunity and authority to exercise a telework program under the auspices of the NOAA Policy, dated November 28, 2003.**
- **NWS' Addendum further defines the parameters in which NWS FMCs will implement a program**
- **Both policies are available at website <http://bestpractices.nws.noaa.gov>**



NOAA Orientation Module

- FMCs are required to take the NOAA Telework Program Orientation Module for an overview of the basic NOAA telework principles.
- The module is available at website <http://bestpractices.nws.noaa.gov>



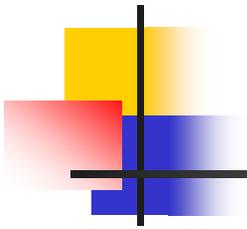
Flexiplace Transition to Telework

- **If your FMC is currently exercising a flexiplace arrangement, you will have 90 days in which to transition from the current flexiplace program to the Telework Program.**



Identify - NWS FMC Focal Point

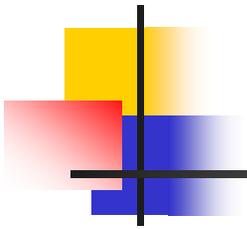
- FMCs should designate a Telework Focal Point; the responsibilities of which include:
 - Provide guidance to FMC
 - Maintain records as appropriate
 - Coordinate with NWS Telework Program Manager in resolving program issues or ensuring compliance with established guidelines.
 - Ensure training in FMC
 - Evaluate their program
- NWS Focal Points are available at website <http://bestpractices.nws.noaa.gov>



NWS Addendum

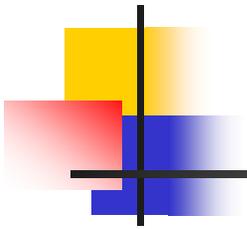
FMCs Define Discretionary Areas

- FMCs shall define parameters on how their telework program will be managed using the NOAA Policy where applicable and the NWS Addendum where discretionary areas are cited.
- Discretionary areas can be addressed by, but are not limited to, adding an attachment to the Addendum or bolding information to specific areas in the Addendum.
- No other approvals are necessary as long as FMC is managing the program within the parameters of the policies previously mentioned.



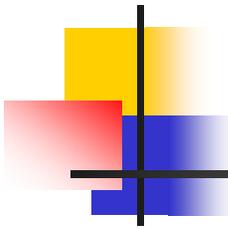
Discretionary Areas to be Defined

- FMCs define the following discretionary areas:
 - Officially designate a Telework Focal Point
 - Determine work schedule parameters
 - Identify positions and/or duties suitable for telework
 - Determine whether additional factors will be used in determining whether telework is suitable
 - Determine methodology for advance notice procedures regarding intermittent telework episodes within the office.
 - Determine procedure for properly monitoring and certifying teleworkers' time working to ensure proper accountability
 - Reinforce established leave procedures in effect



Discretionary Areas to be Defined (continued)

- Reinforce Emergency Conditions
- Utilize the checklists
- Determine Equipment Needs/Costs
- Determine methodology for Installation of phone lines, government calling cards, etc.
- Determine telecenter usage; request a quarter in advance
- Certify that adequate physical and environmental security measures are in place at the alternate site
- Ensure that training is provided to your FMC



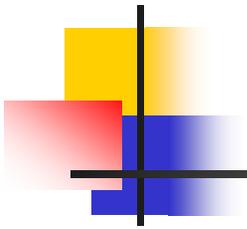
Identification of Positions/Participants

- Supervisors should consider each position and/or tasks thoroughly and determine whether there is a telework opportunity.
- NWS' Addendum, Page 3, provides the established criteria for FMC use in evaluating and/or determining position suitability for telework.

How to Telecommute...

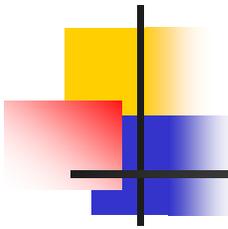
Beginning Each Arrangement:

Stage	Who Does It	What Happens
1	Employee	Submits a completed Telework Application and Agreement to his/her immediate supervisor.
2	Employee and Supervisor	Employee and Supervisor discuss the proposed telework arrangement and the type of work to be done by the employee at an alternative worksite.
3	Employee and Supervisor	If a suitable arrangement is reached, the employee and supervisor complete the application and agreement and self-certification checklist, if the worksite is in the employee's home.
4	Employee, Supervisor and Approving Official	The telework agreement is signed by the employee, supervisor, and the approving official.
5	Supervisor	Verifies that the employee has completed Security Awareness Training.



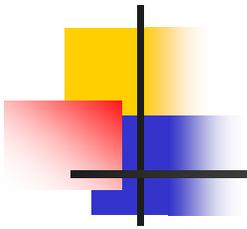
FMC Training

- FMCs should ensure the following:
 - Review the Telework Policies and Procedures; orientation sessions on the basics of telework will ensure a common understanding of its requirements.
 - - Review the Questions Frequently Asked at website: <http://bestpractices.nws.noaa.gov>
 - Stress the importance of good communication and work planning techniques in getting an effective program started.



Telework Implementation/Evaluation

- FMCs determine method and/or forum for roll-out of Telework
- FMCs will furnish data on the total number of employees eligible to telework, total number of eligible employees actually teleworking, and the total number of eligible employees given the opportunity to telework. The Telework Program Manager, CFO3, will initiate the request.



Supervisor Role

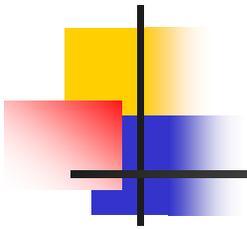
Managing Expectations

- **There are responsibilities that supervisors should build on that will promote a successful telework experience:**
 - **Create a system for managing your teleworkers.**
 - **Develop work schedule plans for your teleworkers.**
 - **Make sure your employees understand the NOAA Telework Policy and the NWS Addendum.**
 - **Assign the same amount of work to your teleworkers as you did when they worked in the office.**
 - **Remember that teleworkers do not want to be overlooked when assignments, awards, or promotions are given out.**
 - **Make sure that you clarify your expectations.**

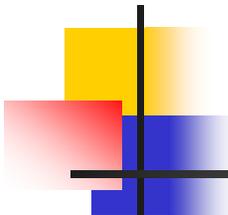
Supervisor Role

Managing Expectations

(continued)



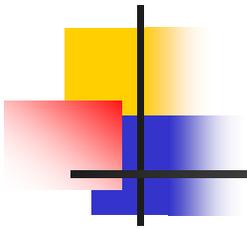
- Utilize management and communication techniques to maintain good manager/employee relationships.
- Schedule regular meetings with your teleworkers and their work teams.
- Clarify responsibilities and procedures for handling inquiries.
- Ask for periodic updates to review progress, if necessary.
- Assign tasks to your teleworkers, specifying what elements can be done at home and which aspects need on-site involvement.
- Manage by results to prevent micromanagement.



Supervising Staff

- Establish initial trial period and evaluation methods.
 - Discuss with employee how work will be monitored.
 - If appropriate, establish method to track time and work completion during initial trial (e.g., employee's notes on daily calendar can document how time is spent.)

- Establish regular phone calls.
 - Schedule regular time to talk – daily, weekly, depending on work.
 - Review the work to be accomplished, progress on current work, and any barriers to complete work and meeting deadlines.



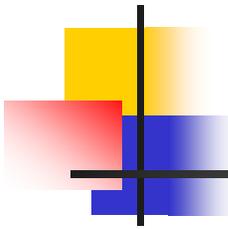
Supervising Staff

(Continued)

- Provide feedback on quality and quantity of work products.
- Listen for voice cues in terms of stress, attitude, etc.
- Don't forget the personal side ("how was your weekend, etc.")

Establish deadlines for work accomplishment.

- Establish regular reporting requirements for pending work, with information on status and any barriers to completion.
- For longer term projects, establish dates for outlines, goals, and/or milestones in addition to completion date.
- Set standards for quantity and quality of work based on prior experience; however, turnaround may be faster if there are fewer interruptions at home or telecenter.



Supervising Staff (Continued)

- **Maintain copies of draft and completed work for use in appraisal process.**
 - **Completed products show that work was accomplished.**
 - **E-mails, faxes, or other notes with feedback to employee on work accomplishment document quantity and quality of work.**

- **If applicable, establish regular communication with customers of employee's product or service.**
 - **Have employee provide regular feedback to customers on work status and call just to "check-in."**
 - **Ensure that employee is available to customers when telecommuting.**
 - **Seek feedback from customers on satisfaction with product or service.**