

Telework Training Resources

“When organizations commit to preparing and training their managers and employees for remote work, they not only experience a higher satisfaction with the initiative, but they get everyone on board faster. We’ve seen some organizations increase the overall employee satisfaction more than 25% when they receive training versus when they don’t.”

Kate North, e-work

Lister, K. and Harnish, T. (2013) “Federal Telework Obstacles and Opportunities.” Global Workplace Analytics

The following is a list of publicly available telework resources including manager training materials, courses, and webinars.

Federal Government

The federal government has made several legislative commitments to implement telework across federal agencies. The US Office of Personnel Management (OPM) hosts a website of resources to help federal managers and employees understand and implement telework.

[Telework.gov](https://telework.gov)

Materials offered include courses for employees to determine whether or not telework is the right fit and strategies for teleworking efficiently. Also offered are courses and webcasts for management training that promote the benefits of telework and walk managers through the process of developing a program.

[Telework.gov/training-resources/](https://telework.gov/training-resources/)

The Federal Government’s ‘One-Stop’ Human Resources Career Development Center provides a training and resource center for human resource practitioners and agency managers regarding work-life in the Federal government.

https://hru.gov/Studio_Work-Life/Studio_Work-Life.aspx

General Services Agency

The **General Services Agency (GSA)** an independent agency that provides assistance to the federal government including disaster recovery products and services. The GSA offers telework resources including guidance documents and management courses.

<https://www.gsa.gov/governmentwide-initiatives/telework/telework-initiatives-at-gsa/>

Minnesota’s e-workplace

E-workplace is a program to help introduce Twin Cities metro area employers to telework and its benefits. Free training resources are available including a Telework Toolkit.

<https://www.eworkplace-mn.com/>

Results-Based Management Resources

“Rather than organizing work around the needs of the task, in most American companies the work gets organized by means of the cultural expectations surrounding time...somehow one must always be at work, even when the job may not require it.”

Lotte Bailyn, MIT Professor of Management and Co-Director of the MIT Workplace Center

Bailyn, L.; Drago, R.; Kochan, T. (2001). “Integrating work and family life: A holistic approach.” Report. Sloan Work-Family Policy Network. MIT Sloan School of Management, Cambridge, Mass

A typical preoccupation of managers is that if they ‘can’t see’ their employees, the employees won’t produce work. Results-Based Management focuses on measuring an employee’s contribution by the work-products generated rather than the time spent at work. This provides many benefits to employees in terms of autonomy, control over time and better time-management. The following are a few resources on Results-Based Management.

Global Workplace Analytics

White paper titled “The Key to Unlocking Talent and Increasing Productivity” (2010). The document provides an argument for shifting management styles to results-based, methods of implementation, and case studies.

<http://www.focusintl.com/RBM008-Results-Based-Management.pdf>

UN Habitat

Un habitat provides a results-based management handbook.

<https://unhabitat.org/?rbm-handbook=part-1-overview-of-rbm>

E-work

E-work hosts webinars on measuring and mapping collaborative performance, implementing change, and measuring impacts

<https://e-work.com/webinars/>