TELEWORK CHECKLIST FOR SUPERVISORS

When communicating expectations about telework with staff:

**Prepare For The Discussion:**

Read the NIH and IC telework policies

Complete the telework training

Understand what the eligibility requirements are

Determine staff eligibility and notify them

Identify technology resources available

**Start The Discussion By Explaining The IC Policy On:**

Gov’t-furnished equipment, property, and supplies

Reimbursement of phone and internet expenses

Maximum telework frequency

Approval/Denial process

**Be Specific In Stating Your Expectations For:**

Meeting performance requirements (PMAPs)

Adhering to/changing work schedules

Maintaining productivity (quality/quantity/timeliness)

Responding to e-mails and voice mails

Using sensitive/confidential information

Attending office meetings on telework days

Reporting injuries

Handling “down time” from equipment or power issues

Adhering to privacy, security, and ethics policies

Working during emergencies

Obtaining pre-approval for OT/comp time, leave, unscheduled/ad hoc telework, travel to the office

Appropriate use of duty hours (no personal business or child/elder care)

Reporting updates of work assignments

Meeting safety responsibilities at the telework site

Getting assistance, e.g., IT helpdesk or on-site staff

**Finish By Listening To The Staff:**

Be receptive to discussing concerns from onsite staff and teleworkers

Address questions (Clarify! Clarify! Clarify!)

Be open to different ways of doing business, e.g., webcams, conference calls, Instant Messaging, etc.

Ensure each person walks away knowing their role is important to the organization

**Additional Resources For Supervisors:**

NIH Telework Program: <https://hr.nih.gov/working-nih/work-schedules/telework>

NIH Security Policies: <https://security.nih.gov/Pages/Home.aspx>

CIT Telework Technologies: <https://www.cit.nih.gov/service/technology-training>

Telework Training (online): <https://hr.nih.gov/working-nih/work-schedules/telework/telework-training>

Hoteling: <https://hr.nih.gov/working-nih/work-schedules/hotelling>