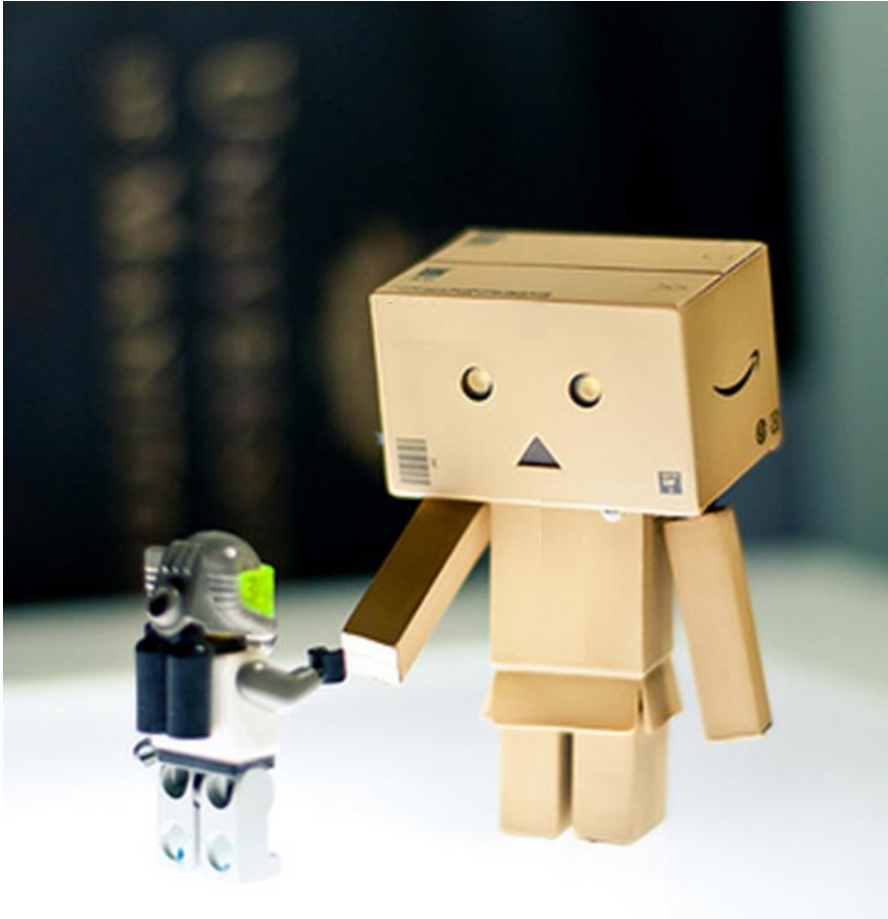




FLEXIBLE WORK ARRANGEMENTS BREAKOUTS – TELECOMMUTING

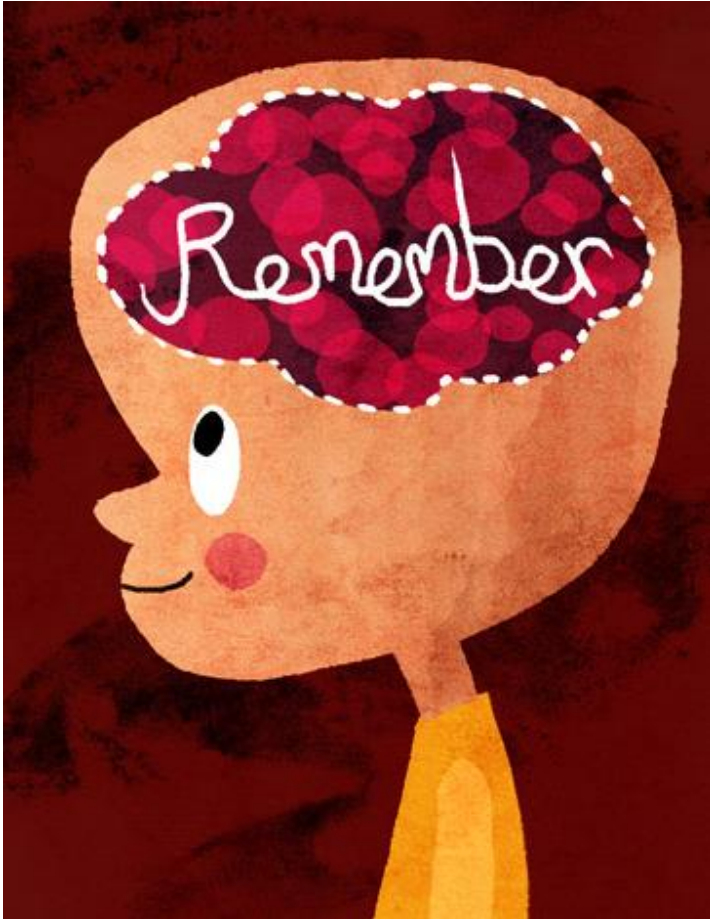
Welcome!



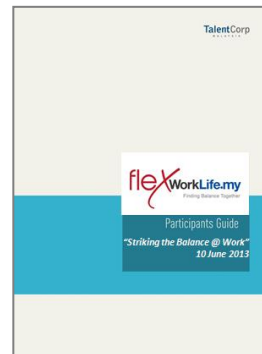
Introduce your:

- Name
- Role in the organisation
- Expectations from today's workshop

Before we get started, remember to...



- Make full use of the Participant Handbook



Contains:

- Workshop materials to guide participants through today's session
 - Job aids to support participants in the implementation of telecommuting
-
- Actively participate and ask questions to gain the most out of the session
 - Put your phones on silent mode
 - Network and learn from one another

Objectives of today's workshop



- Provide an **introduction** to **Telecommuting** as a Flexible Work Arrangement
- Provide an **overview** of the **Telecommuting implementation approach**

1.0 Flexible Work Arrangement – Telecommuting



What is telecommuting?

Definition:

Work from home or anywhere other than the home office enabled by information and communications technology

Examples

Work Location for Employee A:

Monday	Home
Tuesday	Office
Wednesday	Wifi enabled location
Thursday	Office
Friday	Home

Work Location for Employee B:

Monday	Office
Tuesday	Office
Wednesday	Home
Thursday	Office
Friday	Wifi enabled location

Example telecommuting scenario

7.30a.m.



Bangsar



Starts journey from home to work

8.30a.m.



KLCC



Works from office as usual

2.00p.m.



Bangsar South



Heads to client site for meeting

4.00p.m.



Bangsar



Heads home to continue working:

- Stays in touch with organisation through instant messaging
- Delivers work as per stipulated timeline

How does telecommuting work?

How do I...?



Ensure **security** of **confidential data**?



Ensure **work continues**?



Manage **costs** incurred?



Manage **performance**?



Manage **team collaborations**?



Ensure **no abuse** of arrangement?

You should...



Create strong **network security controls** and **limit availability** of confidential data



Provide **adequate equipment, infrastructure** and **round-the-clock technological support**



Purchase **laptops** in hardware replacement cycle, employees to use **personal internet**



Set **clear KPIs** and measure **performance by output**, not presence in the office



Set **days** for working **on-site** and have **avenues** for **virtual collaborations**



Pilot with **top talents** and set **clear disciplinary actions** for cases of abuse

Who is telecommuting for?

For employees on the following type of roles...



Requires **little face-to-face interaction** with co-workers and clients



Independent of **facilities**, or **servers** that can only be accessed on-site



Minimal handling of **confidential** information



Requires **travel** or **field work**



Tasks can be **evaluated** quantitatively/qualitatively even if performed remotely

...and the following personal characteristics...



Able to work **independently**



Good **time management** skills



Strong **past performance**



Able to work with **little social interaction**



Able to **communicate effectively**

Benefits of telecommuting



Telecommuting positively impacts employees...



Increased time for work



Increased efficiency



Greater personal engagement and satisfaction



Reduced anxiety and stress



...and translates into business results



Minimised impact to daily operations



Increased employee productivity



Increased attraction and retention of talent



Lowered operation costs

Which other organisations have implemented telecommuting?

Organisations with telecommuting arrangement



Dell's "**Connected Workplace**" programme enables **team members to telecommute up to 4 days a workweek**. The focus of this programme is on the **value of results rather than how** team members work.



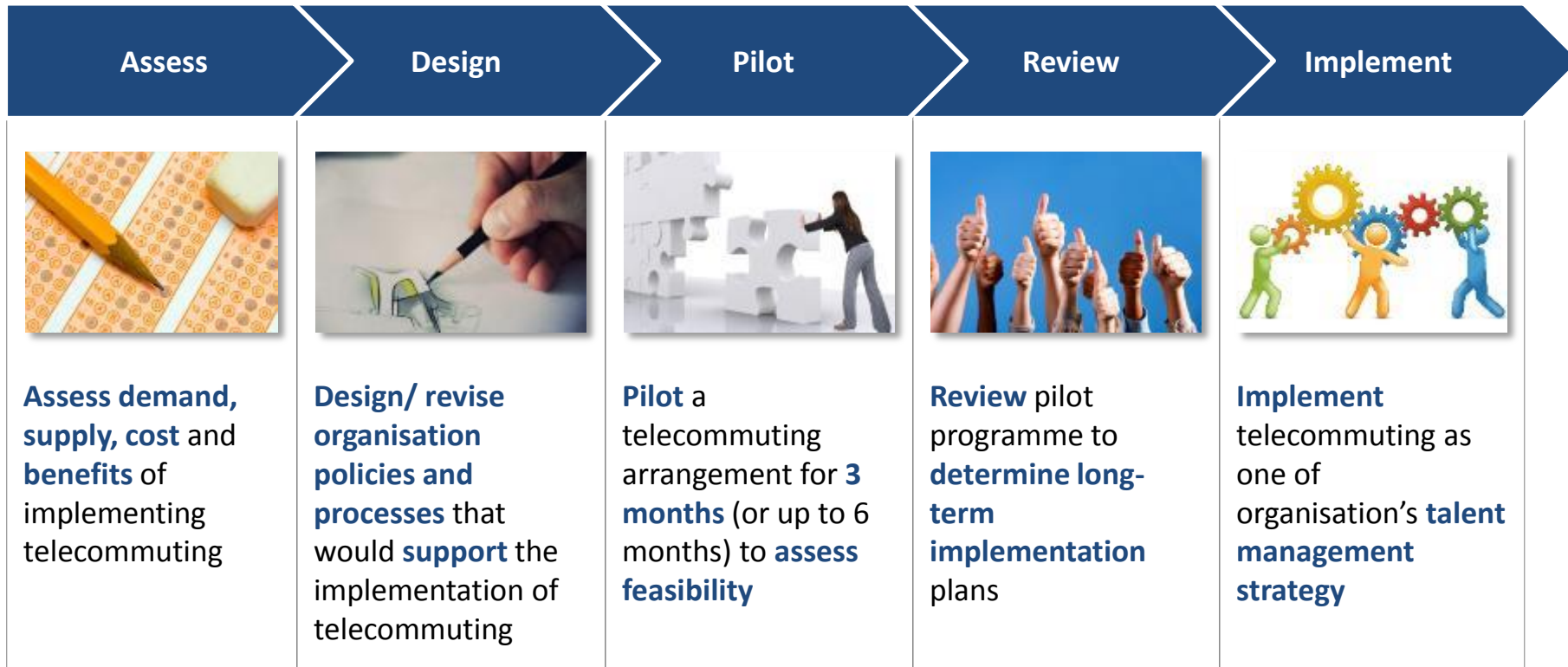
PwC Malaysia flexible working initiatives including "**FlexSpace**" which allows employees to **choose where they work** from **as long as they remain connected and contactable**.



Accenture offers **telecommuting**, and this **reduces time, costs, and stress of commuting for employees** while helping Accenture **reduce cost of fixed office space**.

To learn more about other organisations which have implemented telecommuting or other FWAs, visit






How can I implement telecommuting in my organisation?



Case example: Dell, Malaysia



1. Assess

Assess		Design	Pilot	Review	Implement
Key Steps				Job Aids	
	Demand <ul style="list-style-type: none">Identify roles suited			 Eligibility Guidelines (page 33)	
	Supply <ul style="list-style-type: none">Identify number of employees eligible and interestedDetermine suitable employees				
	Costs and benefits <ul style="list-style-type: none">Identify recurring and one-time costsIdentify direct and indirect benefitsQuantify return on investments using business case calculator			Business Case Calculator (download from flexWorkLife.my)	
	Key stakeholders <ul style="list-style-type: none">Develop business casePresent business case to key stakeholders to obtain buy-in			N/A	

2. Design

Assess

Design

Pilot

Review

Implement

Key Steps

Job Aids



Policies and expectation guidelines

- Design **policies** and **expectations** guidelines
- Revise organisation **policies** to accommodate arrangement
- Establish clear **application** and **approval process**



Policies and Expectation Guidelines
(pages 34-35)



Communication and reference materials

- Develop **communication materials** to convey **implementation** and its **implications**
- Develop **materials** to be used in **briefing** and **future references**



Communications and Reference Materials
(pages 36-37)










Pilot approach

- Develop detailed pilot **approach** and **workplan**
- Design **pre-pilot** and **post-pilot surveys**
- Design **pilot checkpoints**



Pilot Implementation Approach
(page 38)

3. Pilot

Assess		Design		Pilot	Review	Implement
Key Steps					Job Aids	
	Pilot briefing <ul style="list-style-type: none">▪ Brief pilot participants to align understanding				N/A	
	Pre-pilot survey <ul style="list-style-type: none">▪ Conduct pre-pilot survey to obtain baseline measure				 Pre-Pilot Survey (pages 39-40)	
	Pilot checkpoint <ul style="list-style-type: none">▪ Conduct regular checkpoints during pilot				 Pilot Checkpoint (page 41)	
	Post-pilot survey <ul style="list-style-type: none">▪ Conduct post-pilot surveys to gauge impact				 Post-Pilot Survey (pages 42-47)	

4. Review

Assess

Design

Pilot

Review

Implement

Key Steps

Job Aids



Review pilot

- Compare **pilot surveys** to identify outcomes
- Review and compare pilot outcomes to **business case**

N/A



Communicate success

- Provide **continuous updates** on results of pilot
- Share **success stories** from pilot to sustain momentum

N/A







Develop mitigation plans

- Identify **challenges** and develop **mitigation plans** to address
- Identify **key success factors**



**Issues and Mitigation
Actions**
(page 48)

5. Implement

Assess		Design		Pilot		Review		Implement	
Key Steps								Job Aids	
		Determine feasibility of implementation <ul style="list-style-type: none">Revise business case to reflect actual outcomes (if applicable)Present pilot outcomes to obtain stakeholders' buy-in						N/A	
		Develop Implementation roadmap <ul style="list-style-type: none">Identify roles to which arrangement will be made availableDetermine timeline and key milestonesRefine approach based on lessons learnt						N/A	
		Refine employee value proposition <ul style="list-style-type: none">Reflect arrangement as organisation's employee value proposition						N/A	
		Implement telecommuting <ul style="list-style-type: none">Implement for all identified roles and employees						N/A	

First steps to take in starting your journey



- Provide your **employees with technology connectivity** (e.g. laptops and company instant messaging system) so they can work from locations other than the home office
- Allow your employees to **work from home** on a **need basis** (e.g. car breakdown)
- Allow your employees to **work from home** if they have **just finished a meeting off-site** in a **location nearer to home** than office
- Start **measuring** your **employees' performance** based on **output** as opposed to effort/ time spent in the office
- **Any other steps?**

2.0 Focus Group





Discuss and provide input on the following:

- **Feasibility of implementation** in your organisation
(10 minutes)
- **Potential barriers and challenges** of implementing flexi hours
(10 minutes)
- **Types of support required** to overcome these challenges
(10 minutes)
- **Summarise and present** findings
(15 minutes)

Note: You can use the Focus Group Discussion Guide in Page 32 of your Participant's Handbook to facilitate the discussion.



45 minutes

3.0 Next Steps



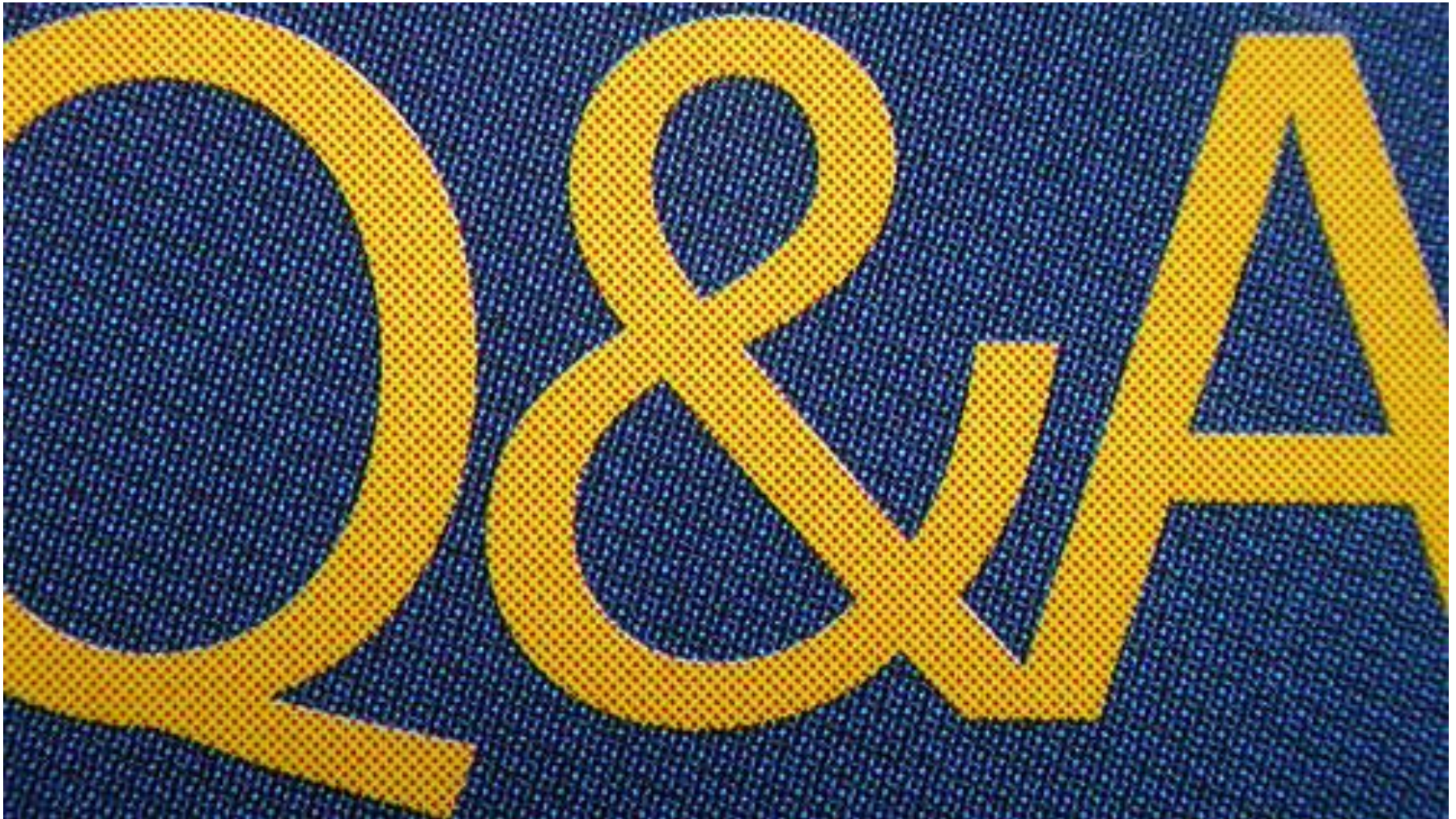
Next steps to consider after today's session



- Start a **conversation** with your **management** on FWA in your organisation
- Explore the **quantitative benefits and costs** of FWA using the **business case** calculator

Tip: You can download the business case calculator from flexWorkLife.my
- Start **planning for the implementation** of FWA using the **job aids** provided

Any questions?



Find the right FWA for your organisation on flexWorkLife.my!

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flexWorkLife.my
Finding Balance Together

Home Get that FlexiJob **Work-Life Practices** Return to Work Get Involved In the News Contact Us

Definitions
Understand the different flexible work arrangements, family friendly facilities and work-life benefits that are available

Implementation Guidelines
Access our end-to-end implementation resources

Success Stories
Learn more about how companies have successfully executed work-life practices

Diversity Advocates
Get to know our Diversity Advocates

Work-life Practices
Leading employers' work-life practices

friendly facilities
FIND THAT JOB TODAY

FIND OUT MORE

SHARE & LEARN NOW

Find an employer that allows you to work from anywhere, anytime

EXPLORE NOW >

Find a definition, an implementation guideline...

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Overview

Flexible Work

Arrangements

Family Friendly Facilities

Work-Life Benefits

Overview

Diversity management isn't just about attracting a wide talent pool. It is also a key factor in retaining talent by creating a flexible and supportive working environment. Core to the creation of a culture of mutual trust and respect is the development of a range of work-life benefits that supports your workforce in integrating career and family commitments.



Work-Life Practices is a repository of best practices, resources and toolkits to facilitate the adoption and implementation of work-life initiatives across organizations. The definitions page provides a brief description of these initiatives, categorised into three areas:

> [Flexible Work Arrangements](#)

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Overview

Framework

Research

Business Case

Implementation Guidelines

Metrics & Governance

Overview

In this next section, we provide end-to-end implementation guidelines in the area of work-life practices. These toolkits guide companies to execute diversity & inclusion initiatives within their organisation, leading to tangible results and gaining a competitive advantage.

Framework

This section provides a structured and modular Diversity & Inclusion framework, linking key levers and maturity standards in leading a diverse and inclusive workplace.

Research

This section provides useful research on specific areas within diversity management.

Business Case

This section contains a business case toolkit to assist HR practitioners to perform a cost-benefit analysis of implementing any of the 23 work-life practices.

Implementation Guidelines

This section provides guidance on the implementation of any of the 23 work-life practices, outlining policy guidelines and roles and responsibilities within the HR leaders, managers and employees.

Metrics & Governance

This section emphasises the roles of good corporate governance and provides examples of key performance measurements to drive the diversity agenda.

[Facebook](#) 0

[Google+](#) 0

[Twitter](#) 0

[LinkedIn](#) share

[Submit](#)

...a success story, or a Diversity Advocate to help you in your journey!

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[Telekom Malaysia](#)

Success Stories




This video shows the possibility of how employers and talent are able to optimise work-life integration, while maximising work efficiency and enhancing employee engagement.

School Holidays Work Arrangement (An initiative of flexXChallenge)

1MDB


1MDB's People Strategy is built around 3 key principles: sense of purpose, belonging and achievement. Thus the management has made a commitment to support initiatives that meets these principles. As part of the flexXChallenge run by TalentCorp, 1MDB identified the School Holidays Work Arrangement as a quick win initiative. The programme targeted a specific group of employees to pioneer the implementation. Read more on the outcome of 1MDB's quick win initiative.



Empowering Women: Women's Programmes & Initiatives


ACCENTURE

Accenture strives to build an environment and culture that empowers women to define their personal approach to success.




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[Dr. Florance Sinniah](#)
[Jenny Ooi](#)
[Nadiah Tan Abdullah](#)
[Pun Tian Pouw \(TP\)](#)
[Shankar Nagalingam](#)
[Sugunah Verumandy](#)
[Suriahni Abdul Hamid](#)
[Vimalaswari Ramasamy](#)




Chua Chai Ping
Country Human Resources Lead, Accenture Malaysia




Dr. Florance Sinniah
Human Resources Director, AMD Malaysia




Jenny Ooi
Senior Human Resources Director, Agilent Technologies




Nadiah Tan Abdullah
People Director, AirAsia X




Pun Tian Pouw (TP)
Principal, Korn/Ferry International




Shankar Nagalingam
Human Resources Director, South Asia and ANZ, Dell



Sugunah Verumandy
Human Resources Director of GE Malaysia & Brunei



Suriahni Abdul Hamid
Director of Group Human Resources, GDR, Borneo & S.E.



Vimalaswari Ramasamy
HR Shared Services Centre Director, Intel Malaysia

A background image of red theater curtains, partially drawn to reveal a dark stage. The curtains have a rich, velvety texture and are tied back with gold-colored rings.

Head back to the main hall for
CLOSING AND NEXT STEPS

Thank You

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