

Manager/Supervisor Responsibilities

Do	Don't
<ul style="list-style-type: none">▪ Trust your teleworkers▪ Encourage good communication skills▪ Encourage goal setting▪ Develop definitive work products/measures▪ Ensure that a high level of public service is maintained▪ Communicate regularly▪ Be flexible and use your creativity to achieve optimum program results▪ Use telework as an opportunity to strengthen your management skills▪ Delegate assignments equitably among your teleworkers and non-teleworkers▪ Manage by measuring results▪ Clearly define expectations▪ Give appropriate and timely feedback▪ Plan meetings when your teleworkers can participate▪ Schedule regular status reports▪ Be prepared if telework doesn't work well and allow the employee to terminate participation in the telework program▪ Provide written notice granting or denying requests and written notice for termination of agreements to employees	<ul style="list-style-type: none">▪ Don't set unattainable goals▪ Don't expect perfection; there will be adjustments needed▪ Don't set unrealistic deadlines for projects▪ Don't ask for constant status reports▪ Don't neglect problems▪ Don't expect everyone to be a successful teleworker

Teleworker Responsibilities

Do	Don't
<ul style="list-style-type: none"> ▪ Do submit a telework agreement ▪ Have a separate safe, quiet and ergonomic work space at home ▪ Stick to the same work schedule ▪ Take breaks throughout the day ▪ Keep your work organized ▪ Have clear and well defined tasks and work objectives for the day ▪ Keep your manager/supervisor informed of the progress you are making ▪ Let your manager/supervisor know as early as possible if you are unable to work on your telework day (eg. sick day) ▪ Attend department and group meetings, as needed or as requested by your manager/supervisor ▪ Stick to deadlines ▪ Check messages/voicemail ▪ Make sure that co-workers know that you are teleworking and are available ▪ Maintain or increase your level of performance ▪ Inform family members and others about when you may be interrupted during your working hours ▪ If telework is not suitable for you, talk to your supervisor or managers ▪ Ensure that a high level of public service is maintained ▪ Maintain confidentiality of county information and documents, consult with IT ▪ Maintain appropriate care of any county equipment ▪ Abide by all the terms of the County's telecommuting policy ▪ Take responsibility for third party injuries ▪ Report any job-related injury to supervisor 	<ul style="list-style-type: none"> ▪ Don't develop bad habits at home ▪ Don't change your work schedule every time that you telework ▪ Don't conduct any external work during your telework hours ▪ Don't hold in-person business meetings at your home office ▪ Don't run errands during working hours ▪ Don't telework if you have an infant or an elderly person who requires your attention ▪ Don't stay in the telework program if it is not working for you

Remember that telework does not suit everyone's lifestyle or job responsibilities.