

CITY OF MADISON

Managers Telework Planning Worksheet

Well-being is one of our City's most prized values. "We are committed to creating a community where all can thrive and feel safe." Even if you're not a member of an at-risk group, you can have an impact on the spread of COVID-19, so some of us will be teleworking for the foreseeable future.

So, how do we continue our mission of providing the highest quality service for the common good of our residents and visitors?

Expectations-Setting Conversation with Teleworking Employees

This may be a new experience for both supervisors and their team members. We offer the following Planning Worksheet to help Managers plan for the work toward Our Madison: Inclusive, Innovative, and Thriving, whether our team members are at our City workplace or in a temporary remote workspace. The first step is to set expectations (ideally before telework commences or shortly thereafter).

Step 1: Getting Clear on WHY we are moving to Telework

Reinforce WHY we're taking this temporary measure by supporting the Mayor's, Public Health of Madison/Dane County's, and the Center for Disease Control and Prevention's (CDC) recommendations to take the spread of the virus seriously.

"Where have you been getting updates and what questions or concerns do you have about this decision?"

Step 2: Getting Clear on HOW we will be working

- Review the [IT Telework Toolkit](#)
"Have you had any difficulty downloading or logging into the recommended tools?" (if yes, contact HelpDesk)
- Clarify your agency's expectations for online availability and communications (e.g., #of hours to respond to emails or calls; preferred modes of communication; working hours).
"What is your understanding of our City's and agency's communications policies?"
(Please direct questions from the public to PIOs and/or City of Madison Coronavirus (COVID 19) website: www.cityofmadison.com/coronavirus; individuals should NOT be speaking on behalf of City or agencies regarding the COVID-19 response"

Step 3: Pre-Telework Planning

A little planning and communication goes a long way toward a successful move to telework. Review these questions with each of your team members and have them, in turn discuss with their direct reports.

Location and Resources

- *"Do you have what you need to do your work? Hardware, software, internet, office supplies, ability to connect with your team, access to IT resources"*

- *“Where, physically, will you be working? Is this location safe for you?” (if the employee does not feel safe teleworking, be sure to connect them with EAP)*
- *“What kinds of distractions do you think will be challenging for you to manage? How might you address them?”*

Structure and activities

- *“How are you planning to structure your day?”*
- *“What routine responsibilities/tasks cannot be fulfilled while working remotely and how will it impact operations or other people? What are ways to reduce the impacts?”*
- *“Oftentimes employees experience fewer interruptions while teleworking. Are there any special projects or tasks that you can advance while working remotely?”*
- *“What events or meetings are scheduled during the time in which the temporary telework arrangement is in place? Will they be postponed or canceled, or will they take place using technology? What follow-up needs to occur due to postponements or cancellations?”*

Communications and Collaboration

- *“What routine responsibilities/tasks require regular communication and collaboration with others? How are you planning to coordinate that work?”*

Step 4: Synchronize Your Calendars

Don't let the conversation end without checking to be sure that your 1:1 and team meetings are on the calendar. It's much easier to plan for and cancel a meeting than to add one at the last minute.

- Set a regular 1:1 with each team member and/or encourage them to do so with their direct reports
- Communicate regular team meetings and conference calls

Step 5: Thank You! I trust you!

Remind them that this is new for most of us. Thank them for their flexibility. Most importantly, share your trust in the team's ability to make decisions, keep the work moving, and move the City's mission forward

Need coaching, consulting, or support for telework from HR/Organizational Development?

Email OrganizationalDevelopment@cityofmadison.com or call the HR Main line at (608) 266-4615

