



## Best Practices for Managing Flexible Arrangements

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- **Give flexible work requests fair consideration** – You are not required to approve requests and you should not approve requests simply because you don't want to upset an employee. But, you do need to make sure you are giving requests fair consideration.
  - Ask questions to clarify any issues/concerns
  - Seek a win-win situation or look for creative solutions, but don't feel pressured to accept an alternative that doesn't support your department's needs
  - Work with individual employees and consider the whole team objectively. If you receive more than one request, consider a group of proposals together to ensure a process that is consistent and transparent.
- **Be very clear about expectations**
  - Work to be done and how progress will be monitored
  - Methods of communication
  - Involvement in meetings etc. that fall on remote work days
  - Accessibility
  - Student/Customer interactions
- **Continue to manage performance**
  - Have regular meetings and check-ins
  - Focus on outcomes rather than processes; measure objectively
  - Discuss performance and goal obtainment regularly
- **Over-communicate**
  - Substitute office drop-bys with a phone-call or Zoom check-in
  - Invite two-way communication
  - Avoid "out-of-sight-out-of-mind" mentality
  - Avoid micro-managing
- **Take advantage of collaboration tools as needed**
  - Google Chat
  - Project Planning tools like Jira