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# **RESPONDING TO FLEXIBLE WORKPLACE ARRANGEMENT REQUESTS: A MANAGER'S CHECKLIST**

## **Prepared by:**

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To help fleet employers build flexible workplace practices, Trucking HR Canada wrote Flexible Workplace Practices: The Growing Importance of New Ways of Working. Help your company offer new ways of working by exploring the following topic areas:

- Why employers should consider offering flexible work options
- What are common flexible work options used today and their prevailing benefits
- Factors to consider before initiating flexible work practices
- Recommendations on how to effectively implement flexible work arrangements
- Guidelines for measuring success

To view this online resource visit [truckinghr.com](http://truckinghr.com)

# RESPONDING TO FLEXIBLE WORKPLACE ARRANGEMENT REQUESTS: A MANAGER'S CHECKLIST

## EVALUATING AN EMPLOYEE'S REQUEST FOR A FLEXIBLE WORKPLACE ARRANGEMENT

As described in the Flexible Workplace Practices Guide, more and more employees are requesting flexible workplace arrangements. Companies are considering how best to accommodate these requests as well executed Flexible Workplace Arrangement Programs can not only improve employee retention but help to attract top talent.

There is lots to think about when responding to flexible workplace requests, especially if the company has no policies or practices in place. The following checklist will help you;

- assess a flexible workplace arrangement request, ensuring that it works for both the employee and the business, and
- ensure you as the manager are prepared to oversee it.

<b>Checklist for Evaluating an Employee's Request for a Flexible Work Arrangement</b>	
<b>Areas of Consideration</b>	<b>Questions to Consider</b>
<b>Company Policies and Practices</b>	
I understand all the flexible work options available within the company and have shared these options with my team	<ul style="list-style-type: none"> <li>• Does the company have a policy related to the flexible workplace arrangement being requested?</li> <li>• Have I reviewed the policy, understood the eligibility criteria and approval process?</li> <li>• Do my team members know where to find the information on the flexible work arrangements available to them?</li> </ul>
<b>The Employee</b>	
The needs of the employee will be met through this flexible work arrangement.	<ul style="list-style-type: none"> <li>• What are the employees' personal needs and expectations?</li> <li>• What are the employee's work-life balance goals?</li> <li>• Will this flexible work option help satisfy their personal needs and work-life balance goals?</li> </ul>

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<b>Areas of Consideration</b>	<b>Questions to Consider</b>
<b>The Team</b>	
Other employees who may be affected by this flexible work arrangement have been considered.	<ul style="list-style-type: none"> <li>• Is the work of the employee and team conducive to the flexible work option requested?</li> <li>• What are the impacts and benefits of the flexible work option to the team and its members?</li> <li>• Have I gathered enough input from other employees to support a successful flexible work arrangement for all involved?</li> <li>• What reasonable actions can be taken to minimize the impacts and/or enhance the benefits of the flexible work option?</li> <li>• What channels and strategies are most conducive to ensuring effective and continuous communication amongst the team members if this flexible work arrangement is approved?</li> </ul>
<b>The Business</b>	
Work goals and expectations have been clearly defined and communicated and potential impacts have been considered.	<ul style="list-style-type: none"> <li>• What are the deliverables and outputs for the employee?</li> <li>• Can these deliverables be met under the flexible work arrangement? Are they highly operational, require face-to-face interaction and/or need to be done in the office?</li> <li>• How will these work goals be measured?</li> </ul>
The business goals of company/ department will continue to be met through this flexible work arrangement.	<ul style="list-style-type: none"> <li>• What are the business goals and will the outputs of the employee continue to align with them while working in a flexible work arrangement?</li> <li>• What actions can be taken to address potential gaps or challenges in meeting business goals resulting from this flexible work option?</li> <li>• Is this flexible work arrangement operationally feasible? If not, are there other options that can be considered?</li> </ul>
<b>The Customer</b>	
Customer needs and expectations have been considered and potential impacts identified. Customer service levels will continue to be met.	<ul style="list-style-type: none"> <li>• What are the needs and expectations of our customers – both internal and external?</li> <li>• What would be the potential impacts to customers if this flexible work arrangement was introduced?</li> <li>• Do any additional strategies need to be identified to deal with additional impacts?</li> <li>• What feedback process will be used to confirm that customer needs and service levels continue to be met?</li> </ul>

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<b>Areas of Consideration</b>	<b>Questions to Consider</b>
<b>Policy, Legislative or Collective Agreements</b>	
Applicable policy, legislation and collective agreements have been reviewed and approval of this flexible work arrangement will respect all provisions and requirements.	<ul style="list-style-type: none"> <li>• Does this flexible work option request align with related company policy?</li> <li>• Are there any conflicts or concerns with legislative requirements or collective agreements?</li> <li>• Have the terms and conditions of employment been reviewed and met under this flexible work option?</li> </ul>
<b>Hours of Operations</b>	
Hours of operation, schedules and coverage requirements have been considered. Business and operational needs will continue to be met.	<ul style="list-style-type: none"> <li>• Does the proposed flexible work option impact the hours of operation for the business?</li> <li>• Does the proposed flexible work option impact the schedule of the requesting employee? The schedules of others?</li> <li>• Will the proposed schedule enable the employee(s) to meet operational and business requirements?</li> <li>• How will coverage and back up issues be handled to ensure adequate coverage?</li> <li>• What methods or measures will be used to validate that business and operational needs continue to be met?</li> </ul>
<b>Health and Safety</b>	
The health and safety of all employees has been considered and potential impacts and risks identified.	<ul style="list-style-type: none"> <li>• Will there be any Health and Safety issues associated with the flexible work arrangement?</li> <li>• What actions can be taken to eliminate potential impacts and risks?</li> </ul>
<b>Cost</b>	
A cost analysis for this transition has been completed and the cost is aligned with company spending parameters.	<ul style="list-style-type: none"> <li>• What are the set-up and on-going costs required to support this flexible work option?</li> <li>• Does a request for additional funds need to be submitted to implement this arrangement?</li> </ul>

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<b>Administration</b>	
Administration considerations for implementation have been identified and discussed.	<ul style="list-style-type: none"> <li>• How will this proposed flexible work option be implemented?</li> <li>• How will overtime pay, time off and benefits be impacted and handled?</li> <li>• How will effective communications such as team meetings and customer meetings occur?</li> </ul>
Performance measures and a pilot phase of this flexible work option have been established.	<ul style="list-style-type: none"> <li>• How will the success of this flexible work option be evaluated?</li> <li>• How long will the pilot be?</li> <li>• What meetings will I need to schedule to ensure feedback is given to the employee?</li> </ul>
<b>Management Approach</b>	
I understand and value the benefits of flexible work options and can support them in the workplace.	<ul style="list-style-type: none"> <li>• Does my leadership style lend itself to effectively manage flexible work options? If not, how can I improve my ability to support them?</li> </ul>
I have reviewed the roles in my organization/department/team and understand which are feasible for flexible work options.	<ul style="list-style-type: none"> <li>• Have I considered how the distribution of work may be impacted?</li> <li>• Will the workloads remain reasonable?</li> <li>• Is it operationally feasible?</li> <li>• What positions would benefit from flexible work options?</li> </ul>
I can confidently and comfortably give all requests fair consideration, based on a strategic approach, and communicate all decisions to employees in an open, timely and appropriate manner.	<ul style="list-style-type: none"> <li>• Have I applied the same evaluation criteria to all employee requests to ensure fair consideration is given to all?</li> <li>• Have I applied consideration to both the employee needs and the needs of the business?</li> <li>• Have I given enough time and due consideration to this request and am I able to respond in a reasonable timeframe?</li> <li>• Have I prepared a thorough and transparent response to the request despite the final decision?</li> </ul>

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<b>Checklist for Evaluating an Employee's Request for a Flexible Work Arrangement</b>	
<b>Areas of Consideration</b>	<b>Questions to Consider</b>
<b>Technology, Equipment, and IT Support</b>	
Computer and/or office equipment needed for implementation have been identified.	<ul style="list-style-type: none"> <li>• What computer and/or office equipment and materials will be required to support this flexible work option?</li> <li>• Who will provide these?</li> </ul>
Technology and support considerations for implementation have been identified.	<ul style="list-style-type: none"> <li>• What technology and support will be needed to support this flexible work option?</li> <li>• Who will provide the support and on-going maintenance?</li> </ul>

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