

## Quick Start Telework Business Continuity During SafeTrack Webinar Q&A

**Q** To get management's commitment to start a telework program quickly I need to make management understand how the Metro Safe Track work will impact our employees and their commute to work. How do I convince management that there may be a big impact - is there a place where I can find information to help them understand the impacts of the Metro's work? Our office is in Rockville near the metro station and our employees commute from all around the region. A lot of them use Metro.

**A** All information about how SafeTrack will affect Montgomery County can be found on the County's website here: <https://www.montgomerycountymd.gov/dot-dir/safetrack/index.html> . Surge 6: 94,000 weekday trips affected, Surge 7: 32,000 trips affected, Surge 10: 100,000+ affected.

**Q** For Elham -- Our company has a lot of meetings for different project teams. Some project teams meet a couple times a week. If we are trying to implement a teleworking program quickly, can you talk a little more about what suggestions you have for making sure people who are teleworking can fully participate in these meetings? The meetings vary in size from 3 to 4 people to 15 to 20 people.

**A** Just because someone is teleworking doesn't mean you can't require them to come in. Having the face to face interaction is important. When having a meeting it is recommended to require everyone to be there in person. Some organizations have set days where employees must come in; it's not a bad idea to schedule meetings around those days.

**Q** How long would it take to receive telework consulting?

**A** The consulting process can be done over the phone, email, or in person if need be. And it can start as soon as possible.

**Q** Do you have examples of objectives related to measuring employees?

**A** Teleworking employees should help develop an outline for tasks they could accomplish while teleworking.

**Q** What did you mean when you said the benefit of telework is a macro view of work

**A** Telework gives managers a birds over the whole department in terms of projects, meeting deadlines, etc.

**Q** What is the bare minimum basic equipment needed for someone to telework from home

**A** You need a computer connected to your work server and a phone.

**Q** Do you always need to o a pilot before rolling out telework, what if there isn't time before you need to use it.

**A** A pilot is a great way to figure out if it will work. Even if there isn't a pilot, there needs to be a selection process.

**Q** How do I tell an employee who is not productive at work that they cannot work from home.

**A** Be upfront and clear. Point out missed deadlines, good qualities in their work and how they can improve their work ethic. Make teleworking a goal. Be clear about performance standards.

**Q** Can anyone speak to the issue of how to build management trust and the concept of implementing a regular if not fully formulized telework program

**A** Do your research; be prepared to present your expectations for how the program will benefit your organization. Make sure to use statistics and other data that will help your case. There needs to be an initial level of trust to start a telework program.