



## Frequently Asked Questions

### What is telework?

Telework is the practice of employees working away from the office, either from home, another location, at a customer site or while traveling. Telework is a growing work option for companies of all sizes and types.

### How prevalent is telework?

In fall 2018, the U.S. Census Bureau published an estimate that telework is the second-most common means of getting to work, with more than 8 million employees primarily working from home, and the number of people who work remotely at least occasionally is even higher.

### Why would a company want to start a telework program?

If done correctly, telework can benefit both the employee and the company. A 2006 national employer telework survey found that employers implement telework to respond to employee needs, recruit or retain valuable employees, increase productivity and/or customer service, and reduce operations costs.

### What should be in place before beginning telework?

Most telework-friendly employers indicated that prerequisites to offer telework to current employees included a probationary period, in-office work experience and a core work schedule. For organizations that allow telework, employers reported strategies including formal policies and agreements, flexible work policies, training for supervisors and teleworkers, and remote access technology guidelines.

### Why doesn't everyone telework?

Telework isn't for everyone. Some people need the physical separation between work and home, others find it easier to stay on track in the office, and some just don't like to be alone all day. Part-time telework can create a balance that enables employees to work effectively.

### Does telework affect productivity?

Most companies report an increase in performance through the initiation of telework from 3% to 30%. The most common characteristics associated with productivity include work quality, customer satisfaction and meeting deadlines. Teleworkers can better manage distractions that are non-work related, meet deadlines and concentrate on tasks and therefore can perform better.

### Do teleworkers only work for large companies?

Recent studies have shown that many teleworkers work for small companies. There are several reasons that smaller companies also embrace telework: they are more likely to be willing and able to quickly and effectively implement telework arrangements; many are striving to grow and are looking for ways to reduce the costs associated with new employees while increasing output; and for small companies, changing policy isn't as difficult or time-consuming as it may be in larger companies.

### What jobs are best suited for telework?

Telework may not be suited for every job, but it can be adapted to many. It is important to distinguish between telework jobs and telework job functions. Some jobs can be completely performed off-site. The jobs that seem to show the most productive results from telework are information-based jobs.

### Do companies provide office equipment for teleworkers?

Technology provision differs from one situation to the next. Most employers provide technology for teleworkers. However, some employees are required to provide their own equipment, often because it was the employee's idea to telecommute in the first place. In some instances, teleworkers first use their own equipment and the employer later upgrades it.



*"The eWorkPlace team provides great feedback, guidance and resources. We've had a wonderful experience partnering with them to evolve a pro-telework culture and environment."*

*"The eWorkPlace trial program gave us resources and advice on how to evaluate our program. These resources were invaluable in developing a wider telework proposal."*

*"Work finally complements my lifestyle; it is not a burden around which I am forced to live my life. I value what I do and am more conscious about how I do work and what kind of results I produce."*

## Are you ready to get started?

Visit eWorkPlace online today at: [www.eWorkPlace-MN.com/get-started/](http://www.eWorkPlace-MN.com/get-started/)

And don't forget to follow us on social media!



@eWorkPlaceMN





## What is eWorkPlace?

Join employers in the Twin Cities in achieving a bottom line-boosting competitive advantage.

eWorkPlace is a free program that helps Minnesota employers and employees introduce telework and understand its benefits so that our roadways are less crowded, our air is cleaner, and our workforce is happier. Over three phases of work, eWorkPlace has proven telework as a smart business strategy that enables employees to work from home, full-or part-time, and connect to the office and clients via internet, phone and mobile devices.

Additionally, eWorkPlace has assisted employers in launching results-only work environments (ROWE) that shift the focus of performance metrics from hours worked to work outcomes, providing greater flexibility to employees and therefore increasing their satisfaction at work.

Since its inception, more than 40 Twin Cities employers and 4,000 employees have enrolled in eWorkPlace, realizing more than a 9 to 1 return on investment, providing immeasurable benefits across the Twin Cities.

### Phase I

Phase I of eWorkPlace was initiated to promote teleworking and flexible work scheduling to reduce peak period commuting on congested roadways. This consisted of a major marketing, awareness and implementation campaign which resulted in a major increase in teleworking in the Twin Cities.

#### RESULTS

- 67% of employees who reported increased productivity.
- 8.1 millions of pounds of carbon dioxide emissions eliminated.
- 155 thousand fewer vehicle miles traveled each week.
- \$1,497 average annual savings per participant for gas and vehicle costs.

### Phase II

The goal of Phase II was to build on the momentum gained during Phase I and continue to reduce congestion and improve air quality in the Twin Cities by increasing telework participation. This phase focused on Hennepin County because of its dense employment, heavy congestion and significant air pollution.

#### RESULTS

- 65% percent of employers who reported improved employee retention.
- 11.2 millions pounds of carbon dioxide emissions eliminated.
- 261 thousand fewer vehicle miles traveled each week.
- \$1,888 average annual savings per participant for gas and vehicle costs.

### Phase III

Phase III focused on promoting telework as a travel demand management and construction mitigation strategy for the 35W@94 Project. The eWorkPlace team, in conjunction with local and regional governments, conducted outreach along the I-35W corridor to recruit 1,000 new employees who travel or work in the corridor.

#### RESULTS

- 84% percent of employees who reported increased job satisfaction.
- 154 thousands of pounds of carbon dioxide emissions eliminated.
- 6 major employers recruiting more than 100 new teleworkers.
- \$1,606 average annual savings per participant for gas and vehicle costs.

## Everyone benefits from eWorkPlace

eWorkPlace is truly a win-win-win for employers, employees, and the community.

### Employer Benefits

- Improves employee performance.
- Reduces workplace stress.
- Increases employee commitment and engagement.
- Increases employee satisfaction.
- Increases retention.
- Improves recruiting.
- Can reduce facilities costs

*“Work that doesn’t add value to the outcome has fallen away. Employees are given the freedom to work whenever they need to; you can see their joy in having more space to balance life and work.”*

### Employee Benefits

- Allows more autonomy and control over how and when work is done.
- Enables employees to work when it’s most convenient.
- Improves work-life balance and reduces stress.
- Saves time otherwise spent commuting.
- Reduces auto and other expenses.

*“Saving time and money by not sitting in rush hour traffic is priceless! My productivity is greater, I have more control of my time and I don’t worry so much about the commute.”*

*“Some mornings my son gets up and wants to spend 30 minutes with dad. Now I don’t feel like I have to tell him, ‘sorry, Dad doesn’t have time for you. I have to go to work.’ Now we can sit and visit and then I go to work. I might be later to the office, but I started out the day right.”*

### Benefits to Communities:

- Energy savings and reduced carbon footprint.
- Reduced number of work trips help ease traffic congestion, especially during winter and construction season.
- Maximize infrastructure investment.

