

**Friday, 16 October 2009**

Consultation is the key! If you're thinking about introducing flexible working, ensure that what you are considering will be valued and is workable.

**Ensure that flexible working underpins the strategic aims of the organisation**

How could increased flexibility enhance working practices across the organisation?

**Review the working arrangements that currently exist**

Flexibility may already play a surprisingly large role in employees' working lives.

**Ask your employees**

Find out what your employees would appreciate and value. Flexible working is a cultural shift for many organisations, showing greater trust in the employee. It is personal flexibility that accommodates personal needs that will build a strong, loyal workforce.

**Manage expectations**

Be careful not to promise to be open to all suggestions if in reality, your ability to offer flexibility is extremely limited.

**Impact on clients and suppliers**

Many managers are worried that their employees may not be available at core times in case a client rings.

**Consider home working**

What technology do you need? If you intend to spread the scope of home working widely, are files accessible? Do you have the right data security?

**Ensure appropriate IT resources are in place**

When planning the provision of communications and access to data and systems, flexible workers need to be considered. Making remote systems work is often one of the hardest elements to get right. Businesses are now finding that the best option is to outsource this requirement to an expert IT solutions provider.

**Define how employees will be managed, evaluated and rewarded**

Flexible working styles are often more independent; they require the clear setting of objectives and less micro management.

[Slides of presentation](#)

For more information on preparing for flexible working and to download useful guides go to [www.insight.bt.com/articles/Get-ready-for-flexible-working](http://www.insight.bt.com/articles/Get-ready-for-flexible-working)

**Useful websites**

[www.btplc.com](http://www.btplc.com)

[www.peopleperhour.com](http://www.peopleperhour.com)

[www.businesssmiths.co.uk](http://www.businesssmiths.co.uk)

[www.enterprisenation.com](http://www.enterprisenation.com)

[www.gotowebinar.co.uk](http://www.gotowebinar.co.uk)

[www.GoToMeeting.com/UK](http://www.GoToMeeting.com/UK)

[www.basecamphq.com](http://www.basecamphq.com)

[www.businesslink.gov.uk/yorkshire](http://www.businesslink.gov.uk/yorkshire)

