

Checklist for the Introduction of Telework (for Teleworkers)

The checklist below is for use by teleworkers who want to ensure all critical issues are covered before they start teleworking from home or from a remote office.

Checklist for the Introduction of Telework (for Teleworkers)

Equipping the workplace

- Make sure the workplace is in a separate room (study) when possible; advantages: being able to close the door behind oneself to shut out distractions and noise by other family members; less mutual interference; helps keep up mental boundary between work and private life (if required); enough place for work tools and keep documents out of the reach of other household members.
- If separate study is not available, seek another place that is not often used by other household members; avoid temporary workplaces (e.g. dining table) under any circumstance.
- If not already available, equip workplace with bus bar and telephone wall jack. Be sure to apply for ISDN or second analogue phone line early enough to ensure that the line is operating when you start teleworking.
- Try to equip your workplace with technology that is similar to the one you are accustomed with at the central office. At least make sure that everything, including software, is compatible.
- Do not give in to the temptation to save on office furniture. Your workplace has to support ergonomic working. Make sure that the work environment allows efficient and safe working.
- Take measures to ensure data security, including the protection against spying out of data. Also loss of data due to equipment failure or catastrophic events.

Basic self organisation

- Find out what kind of disturbances are likely to occur during your working time, and take measures to diminish them.
- If you do not feel comfortable wearing casual wear during working time, wear business clothes while teleworking.
- Plan your work in advance. Use different time scales for this (such as monthly, weekly, daily) and adjust your plans as soon as you realise you will not going to manage sticking to them.
- Make sure in advance that you have all the work tools and documents at hand that you will need for your work.
- If you are free to decide about when to work, find out at which times you are most productive and effective. Develop a regular work rhythm on the basis of your results.
- Structure your work into clusters of activities and tackle them together (e.g., pool your phone calls so that you are free to work uninterrupted at the rest of the time).
- Care for your health. Take rests regularly. Be alert if signs of workaholism occur.
- Make sure that you can make use of ideas you have in your leisure time (after all, this is one of the reasons why working at home is more productive), but beware of being constantly distracted by your work.

Coping with family, friends and neighbours

- Talk with your family about arrangements that facilitate undisturbed working and make sure family life is not negatively affected by working at home. Avoid being disturbed by household members requiring family chores.
- In case of younger children, arrange for child care during working hours.
- Actively inform neighbours etc. about your new working practices to avoid misinterpretations and disturbances.

Staying in contact with your team

- Agree on regular working hours with your supervisor (such as a core working time at which availability for phone calls is guaranteed) to make coordination easier. Communicate actively to make yourself 'visible' in the central office.
- Schedule face-to-face meetings so that they fall on your office days. Try to make others take your weekly telework pattern into account when they suggest dates for meetings.
- Specify the conditions under which colleagues can call you at home when they need your help (e.g. time of the day).
- Make sure that you know whom to call when you need urgent technical assistance.
- Inform business partners and clients about your new working practice, if necessary to avoid communication gaps or misunderstandings.
- Urge others to use e-mail for internal communication (in particular for point-to-multipoint communication) so that you have a chance to participate more.
- Make sure that working material that can not be transmitted electronically (such as paper documents) reaches you when you need it, e.g. by post.