A retailer cut turnover from 140% to 35% with flex and won J.D. Power’s highest customer service rating for a call center.

Pressure Is Building

AND IT’S NOT JUST A GEN Y ISSUE.

FLEX ISN’T JUST A WOMEN’S ISSUE.

45% of men* report work-life conflict versus 39% of women*.

*employed men & women

1 in 2 employees expects to provide elder care in the next five years.

Nearly 1 in 5 currently do.

Flex Matters

WHEN EMPLOYEES HAVE A HIGH DEGREE OF WORK-LIFE FIT...

Almost 2x as many want to stay in their current jobs (93% to 46%).

4x as many are highly engaged at work (67% to 14%).

And 2x as many are in excellent health* (15% to 19%).

97% of HR professionals say productivity is the same or better with flexible work.

BOOSTS PRODUCTIVITY,

AND REDUCES REAL ESTATE COSTS.

Companies can reduce operating costs by more than $6,500 for every person who telecommutes just once a week.

Gain The Upper Hand

RETAIN KEY TALENT.

>4 in 5 say flex is very important when considering a new job.

but <1 in 4 have high access to flex.

ACHIEVE YOUR BUSINESS GOALS.

A retailer cut turnover from 140% to 35% with flex and won J.D. Power’s highest customer service rating for a call center.

A medical coding department billed $3MM per year faster after implementing telework.

An accounting firm slashed turnover by more than half after implementing a performance-oriented workplace.

FLEXIBILITY ISN’T AN EMPLOYEE BENEFIT OR ACCOMMODATION. IT’S A BUSINESS STRATEGY.

When Work Works

When Work Works is a joint project of the Society for Human Resource Management (SHRM) and the Families and Work Institute (FWI). Working with community partners across the country, When Work Works highlights and honors effective practices for making work “work” for employers and employees through the When Work Works Awards, formerly the Alfred P. Sloan Awards for Excellence in Workplace Effectiveness and Flexibility.

Visit us at www.whenworkworks.org and follow us on Twitter @WhenWorkWorks

FWI

The Families and Work Institute is a nonprofit research organization that studies the changing workplace, family and communities and creates projects that put its research into action.

Visit us at www.familiesandwork.org, like us on Facebook.com/FWINews and follow us on Twitter @FWINews

SHRM

The Society for Human Resource Management is the world’s largest association devoted to human resource management. www.shrm.org/workflex

FWI & SHRM would like to thank Life Meets Work for creative and content leadership on this publication. www.lifemeetswork.com

RESEARCH SOURCES:
National Study of the Changing Workforce (Families and Work Institute)
2014 National Study of Employers (Families and Work Institute)
Guide to Bold New Ideas for Making Work Work
Telework Research Network, real estate savings estimate
Workplace Flexibility in the 21st Century, SHRM
Workplace Flexibility is about rethinking how, when & where people do their best work.

At its core, workplace flexibility is about improving business results by giving people more control over their work time and schedules. Traditionally, flex meant variable hours. Today, when we say flex we are talking about an effective workplace where realistic work patterns meet the needs of both employers and employees. We call it workflex!

For thousands of organizations, workflex contributes millions of dollars in bottom-line gains. But it’s not always easy. It requires commitment to culture change.

Implementing FLEX
10 STRATEGIES

1. RECRUIT TOP MANAGEMENT AS FLEX CHAMPIONS Support from the top is the basis for successful flexibility.

2. POSITION FLEXIBILITY AS A BUSINESS STRATEGY Workflex isn’t just “nice-to-do.” To get widespread support, focus on how the business – not just the employees – will benefit from workplace flexibility. Identify your organization’s strategic goals and show how workflex will contribute to success.

3. MAKE THE BUSINESS CASE Focus on the bottom line ROI. Show the savings and/or revenues that could be generated from workflex.

4. DEVELOP FLEXIBILITY FOR ALL Everyone needs and can benefit from some flexibility—not just salaried or difficult-to-replace employees. Look for creative ways to provide flex that works for the employer and the employee.

5. BUILD MANAGEMENT SUPPORT Help your managers understand the business strategy behind workflex. Create a culture in which employees won’t jeopardize their careers by working flexibly.

6. LISTEN TO what EMPLOYEES SAY WORKS BEST Talk to a wide slice of your employees as you develop and implement workflex. Use this feedback to design an effective program and ensure employees have what they need to be successful.

7. DEVELOP CLEAR GUIDELINES Having established guidelines helps ensure everyone is on the same page and makes managing expectations easier and implementation fairer.

8. INCENT MANAGERS TO SUPPORT WORKFLEX Provide formal or informal training and then tie flex support into performance appraisals and rewards.

9. TRACK METRICS Metrics are essential to analyze the effectiveness of flex, help you make course corrections, and build support among management and employees. You don’t have to do a formal study—just see whether retention increases or absenteeism decreases.

10. COMMUNICATE Ensure workflex stays top-of-mind. Reinforce the message that the organization supports flex by sharing success stories, tips for managing flexibly, and practical advice.