Thank you for visiting our poster session. Below you will find articles and research we used for our project and presentation. From policy to management and culture, telecommuting represents a big change for a department and the institution. Our main goal was to reduce the department real estate footprint and combine our operations in one space (our offices were scattered all over campus) while improving employee satisfaction and the levels of service and productivity. We were also aware of the changes in workforce and telecommuting represents an interesting tool for talent recruitment and retention. Finally, we framed our project as a pilot for the institution with the hopes that other departments could benefit from our experience.

Telecommuting is not for everyone. We decided to start with a pilot increasing the number of days working from home as the pilot evolved. We provide equipment to our staff to minimize risk. Not only our department had to accommodate for the changes in our workforce but also other departments that work closely with us. Communication tools are key, we learned we had to replicate a seamless experience for our users, including softphones and other tools like Skype.

We also learned that flexibility is key. We have staff that would come to the office once a month, we have other staff that prefers to work from home just couple days a week. Overall they like the flexibility to make their own schedule. We prefer our staff to keep a connection with the institution by coming to the office for events and department meetings. Office time is for collaboration, meetings, events; quiet time is at home.

Please do not hesitate to send us an email to discuss more details about our project!

Resources:


