

MANAGING FLEXIBLE TEAMS

Trust your team: Focus on delivery and achievements, not on working patterns or visibility.

Understand: Flexible working covers different working patterns and ways of working. Know the law and your department's policy.

Be open: Consider all requests for flexible working with an open mind. Ask yourself, 'if not, why not?'

Promote: Highlight the business benefits to your whole team (helping deal with shifting priorities) and to your department (recruiting and retaining talent).

Communicate: Agree communication methods that work for you and your team and use effectively. Showcase good practice.

Be honest: Don't shy away from issues that may arise and that affect the team or individual workloads. Act to resolve.

Respect boundaries: Flexible working does not mean constant availability outside agreed hours. Respect flexible working patterns.

Be organised: Make sure you and your team know when and where each other work. Let your team members decide where they best work to deliver. Where possible, plan in advance for cover.

Consider: Consider how flexible working may affect inclusion, L&D and corporate contributions. These may take different forms in a flexible team.

Plan and review: Think about flexible working when designing or advertising for a role. Regularly review roles in your team with flexible working in mind. Be fair but realistic.

WORKING IN FLEXIBLE TEAMS

Trust: Value the trust placed in you. Commit to what you have signed up to and focus on delivery.

Ask and get agreement: Managers must consider requests to change your flexible working pattern. But you need to ask first and get agreement. Find out more.

Champion: Show your team that it's not where or how long you work, but what you deliver that matters.

Be transparent: Communicate effectively with your team. Make clear when you work, where you are and who to contact when you are not around.

Be accessible: Ensure you are accessible to your team and your manager. Use the technology – phone, video, Lync – to encourage effective team dynamics.

Be flexible: Is there flexibility in your working arrangements? If so, tell your team and be clear what is possible and what is not.

Focus on delivery: Think about how where you work fits with the task in hand. Find the best place to get work done.

Improve your impact: Get involved in team and directorate activities in a way that works, use technology effectively to help and support.

Learn: There are different ways of making flexible working a success – learn from others.

Review: Regularly review your flexible working arrangements with your manager. Recognise and help address any issues where you can. Be realistic when business and personal needs don't match.