

Managing Flexible Working for Commercial Success

Target:

Managers wanting to become more effective in their management of flexible working

Issues to address:

- What different types of flexible working are there? How 'formal' are they?
- What is the business case for flexible working? Outputs v inputs
- Unconscious biases and assumptions that we have
- Managing requests for flexible working in a consistent way
- Proactively managing the impact of flexible working on clients, the business, the team
- Making sure you enhance the likelihood of success for all stakeholders
- Flexible working – a two way street
- Creatively developing win-win flexible working options

Outcomes:

- Managers who feel confident in their ability to deal with requests for flexible working
- Managers who understand the business rationale and the different models of flexible working: what are the business benefits
- Understanding of best practices to ensure that flexible working is a commercial success in their area of the business
- Ideas around how to manage flexible working with the individual and team

Programme Content:

Introductions

What are your experiences to date of flexible working?

The business case for flexible working

- What is flexible working?
- What are the benefits and downsides of having flexible workers?
- Reframing flexible working – not less work but different approaches

Unconscious bias and the challenges this presents

- Experiences of flexible working
- Limiting beliefs and bias
- Changes in psychological contracts

Scenario 1: Consistently managing flexible working requests

- The legal guidelines
- Dealing with requests
- Importance of consistency and communication

Models of flexible working

Best practice examples

Managing Stakeholders, Clients, the Team, Suppliers etc.

Exercise – in triads, discuss:

- Who are the key stakeholders and what is your relationship with them?
- What are their relationships with the employee who is going to work flexibly like?
- What do you think/know their perceptions of flexible working are?
- What are your hopes and fears around their response?
- What are their expectations of you/ your team?
- How do they need to be managed?
- Who is the best person to manage this?

Scenario 2: Creative Solutions

- Example requests
- Possible solutions

The golden rules to maximise the likelihood of commercial success

Action Planning and Close