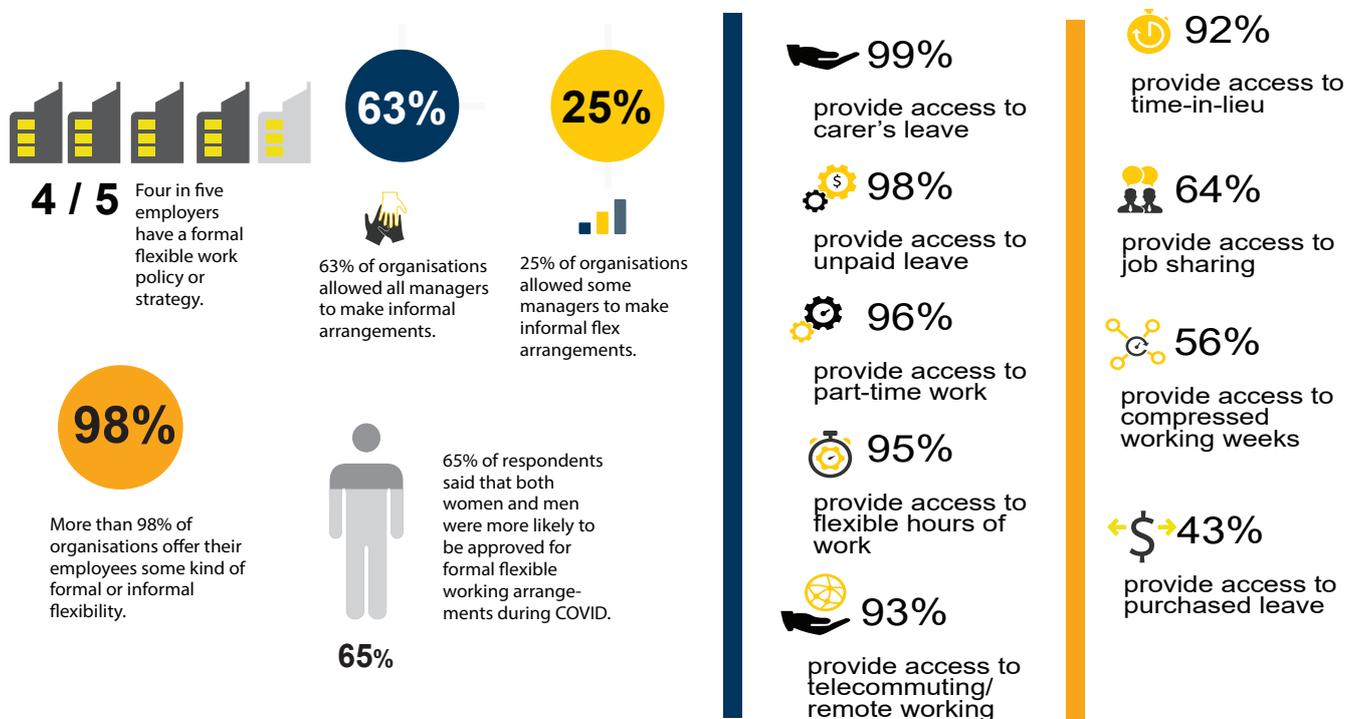


# Flexible work post-COVID: Six Actions for Employers



## 1. Make 'all roles flex'

An "All Roles Flex" model creates an expectation that all staff, regardless of their role or position in the organisation, can work flexibly. This model takes an "if not, why not" approach, that assumes all requests for flexible arrangements will be approved and if they cannot be approved, the employer must provide a reason related to significant business impact.

## 2. Trust your people

Trust is an important aspect of a flexible working arrangement. With many staff working remotely during the COVID pandemic, workplaces that traditionally emphasised and valued presenteeism as a measure of staff engagement have had to shift their focus to being more trust-based and outcome-oriented. Trust-based work practices have been associated with greater productivity and worker efficiency.

## 3. Role model flexibility

As we emerge from the COVID pandemic, it is important that managers continue to model flexible work arrangements. This can be a powerful way of demonstrating successful flexible work, while enhancing your team's supportive and trust-based culture.

## 4. Communicate effectively

Effective communication is crucial to maintain productive flexible teams and ensure that flexible workers don't become isolated from their colleagues. In the post-pandemic workplace, it is important to deliberately establish communication patterns to ensure that information flows freely within your team and all staff are included and valued.

## 5. Acknowledge the adjustment

Your team may need some help adjusting to the post-pandemic workplace. Some staff may be apprehensive to return to on-site working, while others may be eager to get back into the workplace. Promoting flexible options can help to address staff concerns. Be proactive about supporting and maintaining flexible and inclusive work arrangements.

## 6. 'Log off and check out' at home and in the office

Research indicates that employees who work flexibly, particularly those who work remotely, are more likely to work overtime and to feel that they must be available 24 hours a day. Coming out of the pandemic, it is important to establish boundaries with your employees, to ensure that they can log off and disengage completely from work at the end of the day.