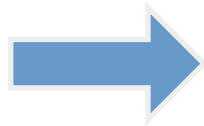
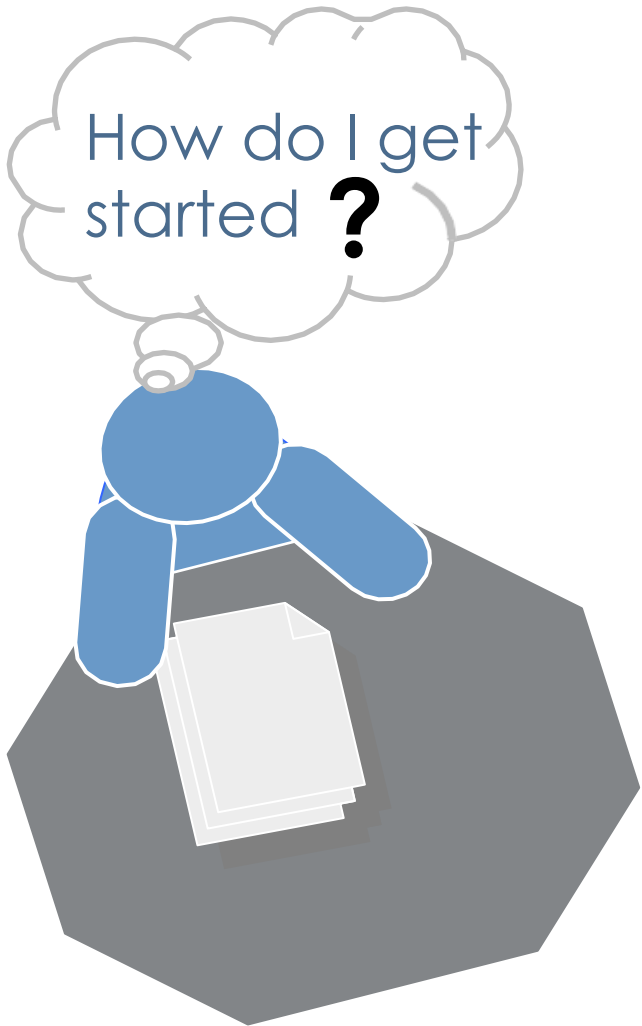


FWA quick guide for supervisors



3 simple steps

- 1 Prepare ✓
- 2 Respond to a request ✓
- 3 Implement ✓



FWA quick guide for supervisors

1

Prepare

Before discussing the FWA request with the staff member:



Check the FWA information site on the [HR Portal](https://hr.un.org/page/flexible-working-arrangements):
<https://hr.un.org/page/flexible-working-arrangements>



Familiarize yourself with:

- The available options of FWA and eligibility
- The [ST/SGB/2003/4](#) policy on FWA
- The agreement forms to use for each FWA option



Speak with your [FWA Focal Point](#) to help clarify any questions you may have

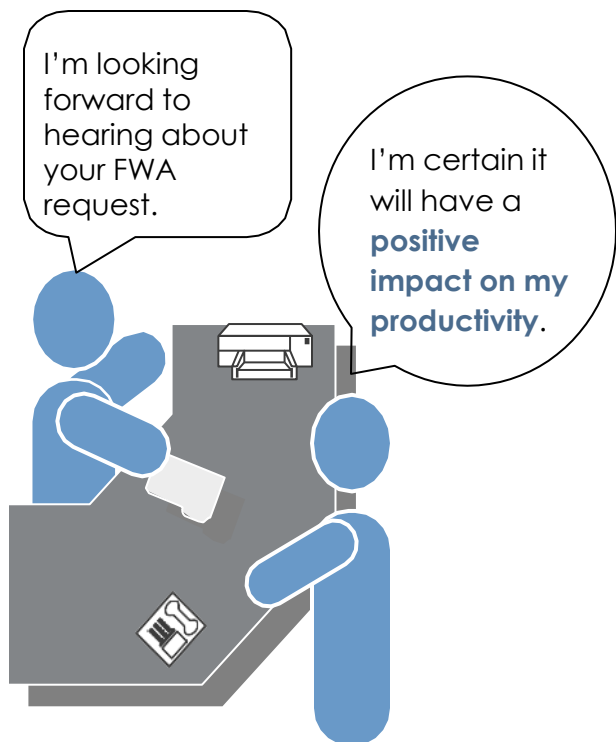


FWA quick guide for supervisors

2

Respond to a request

Once you receive a FWA request from a staff member



- ➔ Discuss the terms of the request including **job responsibilities** and **expectations** on the delivery of work
- ➔ Focus on how **business needs must be met**
- ➔ **Define outputs** within a given timeframe
- ➔ Determine how work and performance will be **monitored** and **measured**
- ➔ Stress the importance of **two-way communication** should any challenges arise

If the request is approved

- ➔ Fill out the FWA agreement form found on the HR portal
- ➔ Once signed, submit a copy of the FWA agreement form to the Executive / Administrative Office

- The goal is to reach a **balanced agreement** that is **mutually beneficial** to the staff member and the operational needs of the Department/Office
- Consider providing an **explanation** if the request is declined

FWA quick guide for supervisors

3

Implement

After you approved the FWA request



- ➔ Consider a **trial period** so that you and your staff member can work collaboratively together in implementing the agreement
- ➔ **Communicate regularly** on the progress made towards agreed outputs/potential setbacks
- ➔ Provide **regular feedback** on performance and on the implementation of the arrangement.

Be conscious that the successful implementation of FWA is a two-way process shared by **you** and your **staff member**