FWA quick guide for supervisors

How do I get started?

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

- 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.