

FWA Implementation Guide for Supervisors

Worksheet 5

Maintaining a successful implementation of FWA

Once you have approved the staff member's FWA request, the list below can provide you with guidance to maintain a successful implementation of FWA.

- Model work-life balance. Team members will notice if you “walk the talk”. Your comments to team members should be consistent with the expectations communicated during discussions.
- Given you have set clear performance objectives for your staff members, trust and empower them to organize their work to meet business needs.
- Discuss expectations for hours of work, communications (both ways) and notification of absences.
- Ensure staff members' work plans are updated to reflect changes to work arrangements. Ensure workloads and targets are appropriate to changed hours or contact times.

Check in periodically with individual staff members to ensure arrangements are going to plan:

- Their hours of work allow for interaction with supervisor, peers and clients
- Their hours of work allow for learning and development in addition to job tasks
- The range and nature of their duties are appropriate to their level
- Their workload is manageable
- Use the opportunity at team meetings to recognize the success of arrangements, particularly the impact on team effectiveness and productivity.
- Set a meeting with the staff member if there are warning signs that an FWA is not working as intended (e.g. staff member is habitually working outside agreed work hours or breakdowns in trust and/or communications).
- Are business requirements being met? Collect evidence of success. You will use this when formally reviewing the arrangements or conducting performance evaluations with staff members.



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