

Flexible Working Arrangements:

Implementation Guide for Supervisors

1 Prepare

Before discussing the FWA request with the staff member, you should:

- Check the FWA [toolkit and resources](#) on the HR Portal
- Review the FWA options and eligibility in [ST/SGB/2019/3](#) and [ST/IC/2019/15](#)
- Speak with your HR Partner/Business Partner to help clarify any questions you may have

2

Respond to a Request

Once you receive a FWA request from a staff member:

- Discuss the terms including 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 will be monitored and measured
- Stress the importance of two-way communication should any challenge arise

If your 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 your Executive/Administrative Office

3 Implement

After you approve the FWA request:

- Consider a trial period so that you and the staff member can work collaboratively in implementing the new work arrangement
- Communicate regularly on the progress made towards agreed outputs and potential setbacks
- Provide regular feedback on performance
- Recognize that the successful implementation of FWA is a two-way process