

Communications Guidelines for eWorkers

Communication between the manager and the e-worker is essential to success. Technology facilitates communication but the people involved must agree on what and when to communicate. The following should be agreed to ensure good communications:

Home office work days:

Company office work days:

Core hours when e-worker will be available:

Notice to be given of any change:

When will e-worker check

Voicemail:

e-mail:

Faxes:

Method of briefing on new tasks:

Method of briefing on progress:

Method of briefing on continuing tasks:

Forwarding phone calls from the company's office:

Forwarding urgent correspondence from company's office:

Forwarding other urgent correspondence from company's office:

Forwarding less urgent correspondence from company's office:

Dealing with phone calls, e-mail and faxes outside core hours:

How and when meetings will be scheduled:

How and when e-working problems will be discussed:

How and when technical issues will be resolved:

How and when feedback and appraisal will be given:

How and when other issues will be discussed:

Signed (Employee):

Signed (Manager):

Date: