



Flexible Working

Guidance for Flexible Workers

Introduction

This guidance document provides guidance, key principles and best-practice advice for flexible workers to support the success of flexible working arrangements.

This guidance should be read in conjunction with the University's [Flexible Working Policy](#).

Further guidance, including examples of common flexible approaches, can be found via the [Flexible Working Toolkit](#) or on the [Hybrid Working Portal](#).

Working Flexibly

Whilst flexible working can bring many mutual benefits to both employees and the University, it can also present challenges as colleagues adopt new and different ways of working. Outlined below are some key principles to consider both when discussing flexible working with managers and colleagues and when working to any flexible working arrangement.

Embracing Technology

Available technology should be utilised to support effective working, communication and/or collaboration work, particularly when working remotely.

- The University's [Glasgow Anywhere Webpages](#) outline the latest guidance and advice on how best to utilise available technology, particularly around Office 365 apps.
- There are also resources available through the [Microsoft 365 Learning Pathways site](#) to support the use of a broad range of applications.

Effective Communication

It is important to ensure colleagues/teams are aware of flexible working arrangements as far as is appropriate to their own work (e.g. within their own team). This helps to maintain transparency and avoid misunderstandings over when colleagues may be in the office, or available to be contacted or to meet (in person or otherwise).

Flexible workers can take steps to be transparent or visible (for example when working from a different location) and these can be as simple as:

- Ensuring Outlook calendars are updated with work patterns/availability
- Utilising MS Teams or Zoom for instant messaging or video calling
- Collaborating on online files or adding a brief 'status message' in MS Teams

Output-Based Approach

Outputs (and their quality) are of particular importance to demonstrating the effectiveness of flexible working and this is particularly relevant when adopting a greater degree of remote working. It may be appropriate under certain working arrangements to discuss shorter-term objectives with line managers and to reflect on progress at regular meetings/one-to-ones.

Maintaining Trust

Trust is essential to the success of flexible working and must be present both between individuals and their managers but also across teams. It should be recognised that everyone has different needs, preferences, working styles and pressures therefore the nature of flexible arrangements will vary and it must be respected that some roles are more suited to flexible working than others. Two-way flexibility can help to build trust, with flexible workers themselves flexing and adapting to workplace needs as far as possible.

Establishing Limits

Flexible workers must be mindful that the traditional 9 to 5 model may shift and normal cues to stop working (bus, train, a walk to get lunch) may not be there in the same way. It is important that such workers schedule time for breaks (to remain active or reduce screen-time) and also that they fully 'switch off' at the end of the working day in order to maintain boundaries between home and work.

Flexible workers should make sure that they raise any concerns or challenges as early as possible with their manager.

Learning from the Experience

Learning from flexible working experiences is essential to optimise any new arrangements. The experience can build new skills and the following should be considered at both an individual and/or team level:

- Go all in and embrace a new way of working – where appropriate, try out new and different ways of working that are appropriate to the work needing done
- If working remotely, technology typically allows you to do the same things you normally would in the office. Attend meetings and/or collaborate on documents using the available technology.
- Keep an eye on new technology developments, whether it is new software or updates to existing tools. Try out new features and discuss any benefits with colleagues to explore how best to integrate them with ways of working.

- Learn new skills, tips and tricks then share them with colleagues to build knowledge and experience in your area