



# WORKFLEX TOOLKIT FOR CONGRESS



October 15, 2019 · 2pm Eastern/11am Pacific

Part of the “Life in Congress” Project by:



# Presenters

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# Agenda

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- About the “Life in Congress” Project
- Highlights of the *Workflex Toolkit for Congress*:
  - Why Workflex?
  - What Is Workflex?
  - Common Concerns about Workflex
  - Assessing Whether Workflex Is Right For You
  - Setting Up and Adjusting Workflex
  - Flex Success Strategies for Staff
- Q&A

# DEMOCRACY AWARDS

2019 WINNER | "LIFE IN CONGRESS" WORKPLACE ENVIRONMENT



*SHRM's Chatrane Birbal presents Rep. Carbajal with a Democracy Award for "Life in Congress" Workplace Environment.*

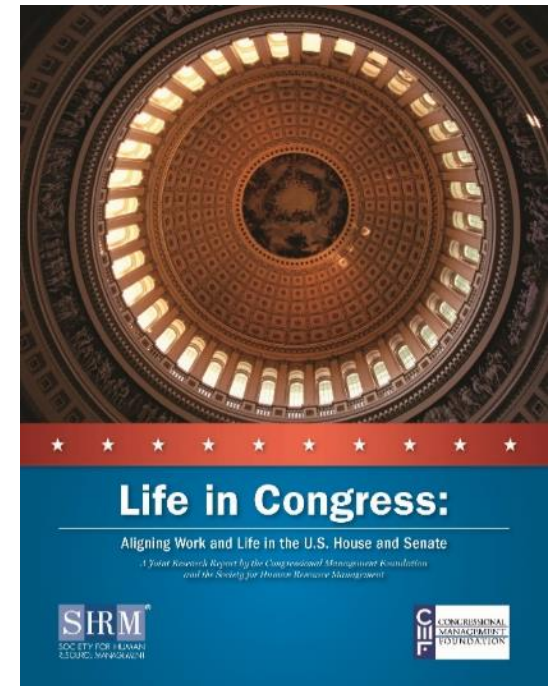
# **“Life in Congress”**

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**A Research Series Examining  
Congress As a Workplace**

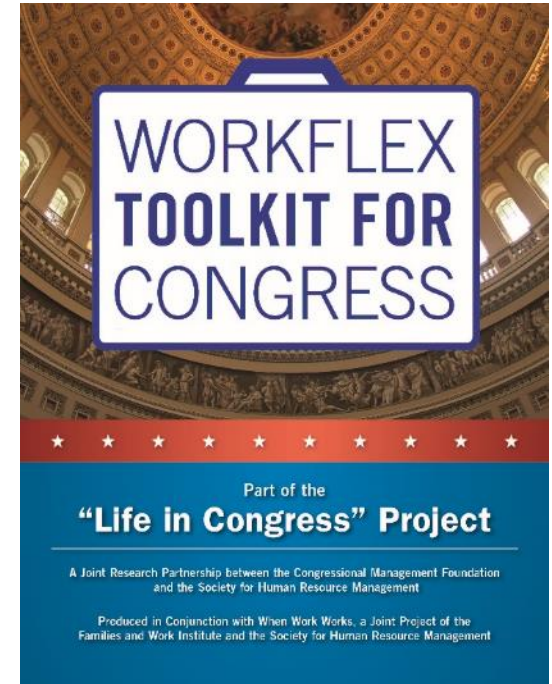
# Life in Congress: Aligning Work and Life in the U.S. House and Senate

- An inside look at the workloads of staff and the difficulties of managing work, family, and personal responsibilities
- Based on survey of 1,400+ staffers (House and Senate, D and R, DC and district/state)



# Workflex Toolkit for Congress

- Combination of advice, research, and worksheets
- Download full booklet through webinar handouts or visit our website (bonus: specific sections are excerpted as worksheets in Word)



→ <http://CongressFoundation.org/workflex-toolkit>

# Chapter 1

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## Why Workflex?



# What's Driving Workflex?



**Change**



**Technology**

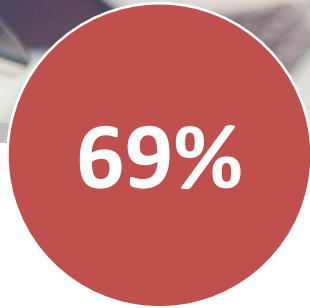


**Demographics**

# Why Workflex Matters



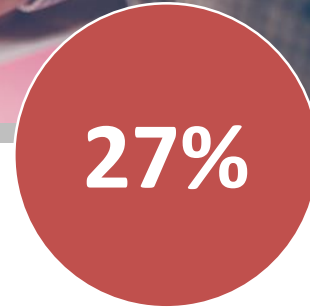
**Offer  
Flextime**



**Offer  
Telework**



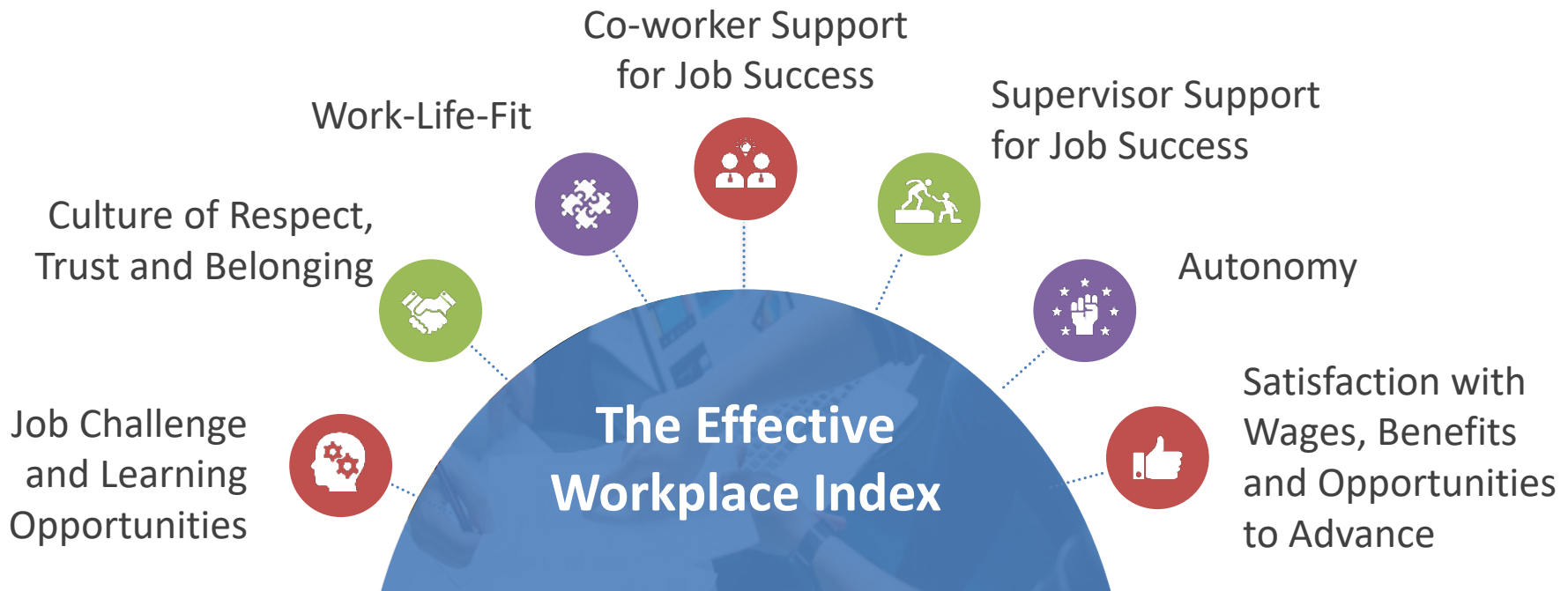
**Offer  
Compressed  
Work Weeks**



**Offer  
Job Sharing**

# Why Workflex Matters

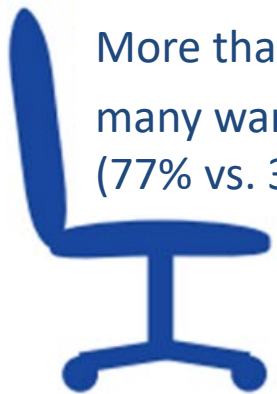
Employees with workflex options result in more productive, healthier employees who are more engaged and less likely to leave.



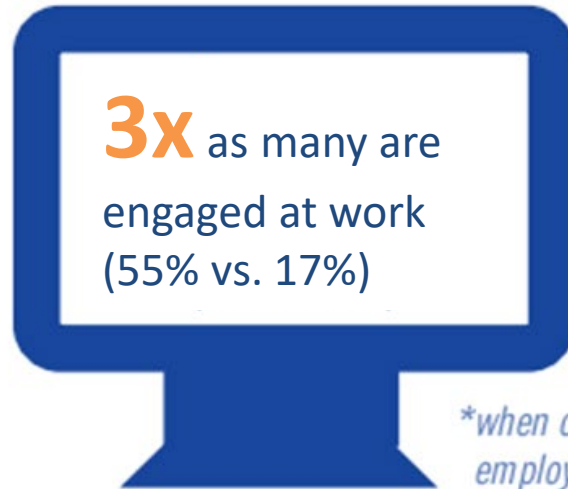
# How Do Employees with High & Low Work-Life Fit Compare?

## Flex Matters

WHEN EMPLOYEES HAVE A HIGH DEGREE OF WORK-LIFE FIT...



More than **2x** as many want to stay (77% vs. 30%)



**3x** as many are engaged at work (55% vs. 17%)

And almost **4x** as many are in excellent health (42% vs. 12%)



*\*when compared to employees with low work-life fit.*

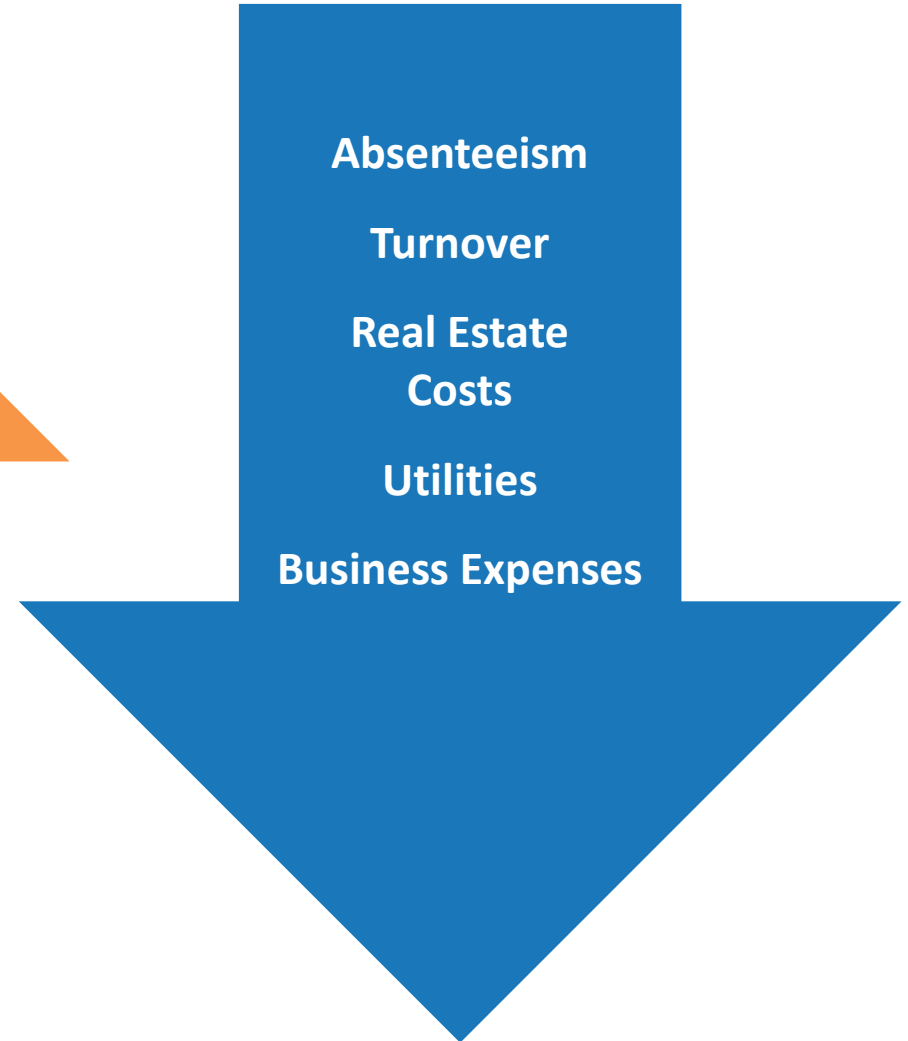
# Chapter 2

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## What Is Workflex?

# Why Do Employers Offer Workflex?

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# What Does Workflex Look Like?

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- **Flex Time & Place**

- Regular or short-notice flex time
- Compressed workweeks
- Telecommuting

- **Choices in Managing Time**

- Uninterrupted time
- Self-scheduling & shift trading

- **Reduced Time**

- Reduced hours & part-year work
- Gradual return to work

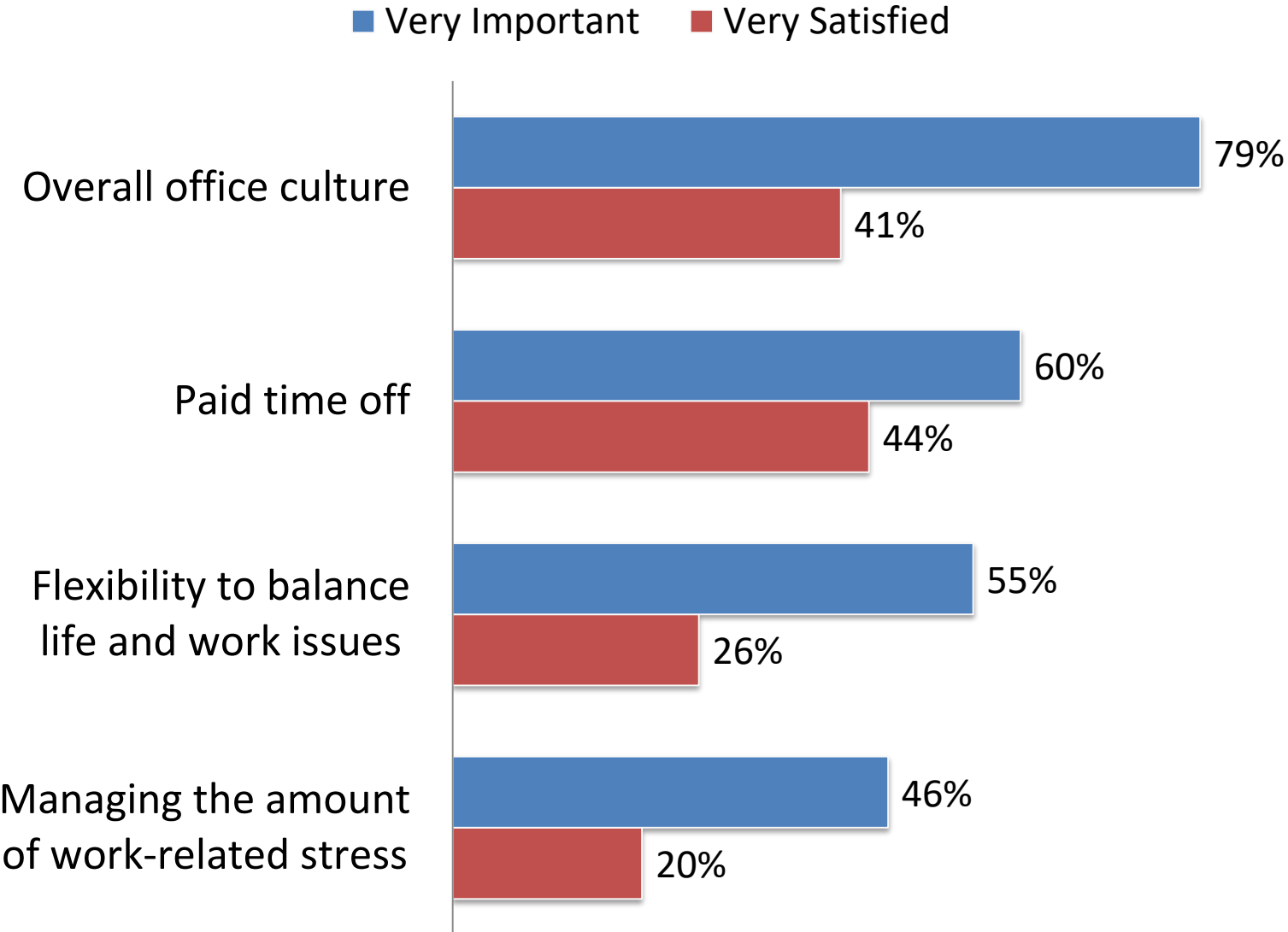
- **Time Off**

- Unanticipated time off
- Paid vacations & sick leave
- Time off for caregiving

- **Flex Careers**

- Career lattice (dialing careers up, down or sideways)
- Cross-promotion between DC and district/state
- Sabbaticals
- Phased retirement

# How Satisfied are Congressional Staff with the Work-Life Aspects of Their Jobs?





# **Chapter 3**

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## **Common Concerns About Workflex**

# Why Don't Congressional Offices Offer Workflex?

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The Member/Senator will never go for it.

We're too small.

How do I know staff are working if I can't see them?

The congressional workload won't allow for these types of arrangements.

I'm concerned about giving preferential treatment.

# **Poll Question**

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# **Chapter 4**

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## **Assessing Whether Workflex Is Right for You**

# Organizational Considerations

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- What are your office's strategic goals and priorities?
- What values do you want to promote within your office and among your staff?
- What are the Member's views on turnover?
- What kind of workplace culture exists in your office?
- Has your office attempted workflex in the past? How did it go?

# Employee Assessment

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## Do They:

- Plan ahead
- Prioritize
- Meet deadlines
- Solve problems and resolve issues independently
- Communicate well
- Want workflex to work for office and themselves

## Are They:

- Focused
- Productive
- A high performer
- A team player

# Chapter 5

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## Setting Up and Adjusting Workflex

# Components of a Workflex Arrangement

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- I. Benefits (for office and for staffer)
- II. When and Where
- III. Availability
- IV. Impact on Coworkers/Constituents/Outside Groups
- V. Communication
- VI. Performance
- VII. Connectivity (for teleworkers)



# Assess Your Arrangement

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- How is it working overall?
- Any problems with communication, collaboration, or scheduling?
- Are we meeting or on track to meet office goals?
- How is the staffer performing?
- Is workflex causing any difficulties between DC and district/state offices?
- Are there specific issues we need to address?

# **Chapter 6**

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## **Flex Success Strategies for Staff**

# Strategies for Staffers

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- Create a workflex communication plan
- Build team relationships
- Assess how you are doing (with goals, deadlines, colleagues, supervisor)
- Manage expectations
- Stay visible and promotable
- Set boundaries

# Q&A

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**Type your questions in the  
chatbox!**

# DEMOCRACY AWARDS

2019 WINNER | "LIFE IN CONGRESS" WORKPLACE ENVIRONMENT

- Nancy Juarez,  
Deputy Chief of Staff  
and Legislative  
Director,  
Rep. Salud Carbajal



**Conclusion**

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**Evaluation &  
Additional Resources**

# **What did you think of today's program?**

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**Please take 1 MINUTE to give us feedback!**

- **Evaluation will come up after webcast ends**
  - **Will also be included in follow-up email**
- **Add any additional comments to the chatbox**

# Download the Workflex Toolkit for Congress (& more!)

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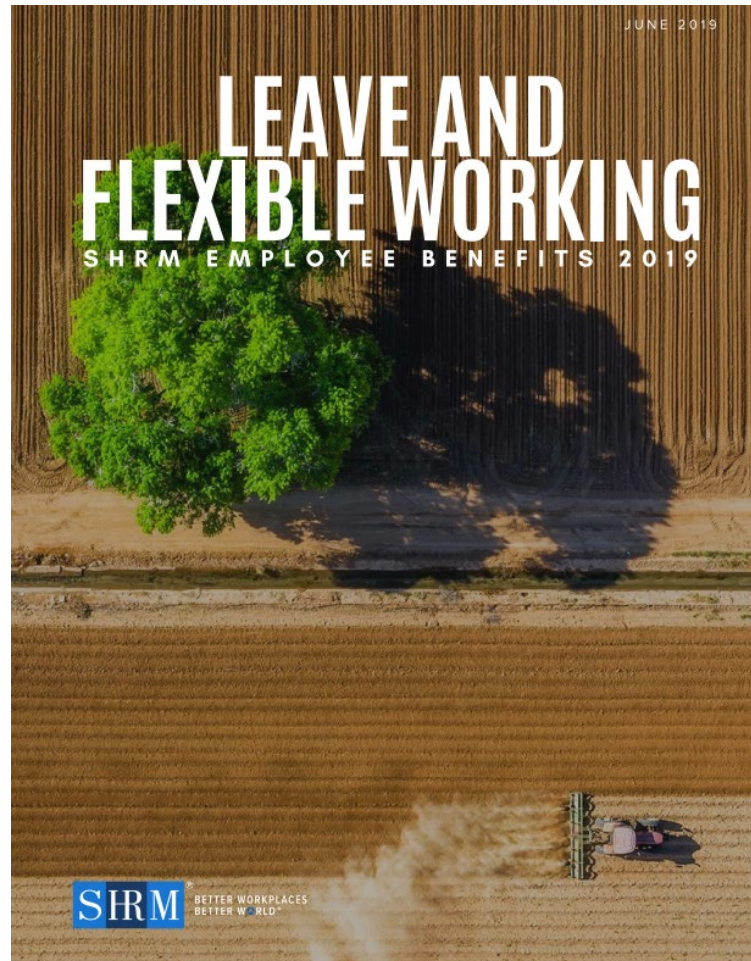
Go to [CongressFoundation.org/workflex-toolkit](https://CongressFoundation.org/workflex-toolkit) for PDF toolkit and Word worksheets/assessments:

- Workflex options, benefits & examples
- Organizational questions
- Assessing an employee's work style, performance, & habits
- Drafting a written workflex arrangement
- Check-in questions
- Creating a workflex communication plan
- Contact info for key institutional & support offices



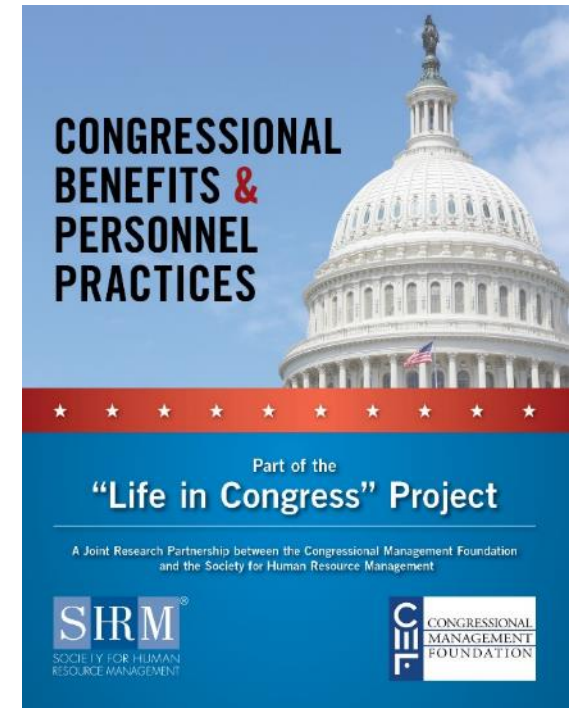
# Download SHRM's Benefits Survey Leave & Flexible Working

Go to <https://shrm.org/benefits19> for PDF



# Additional “Life in Congress” Reports

- *Life in Congress: Aligning Work and Life in the U.S. House and Senate*
- *Life in Congress: The Member Perspective*
- *Life in Congress: Job Satisfaction and Engagement of House and Senate Staff*
- *Congressional Benefits & Personnel Practices*



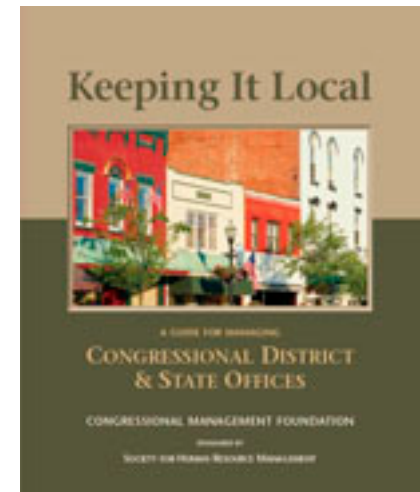
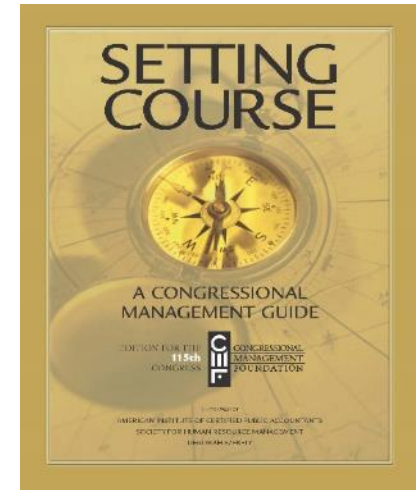
# District/State Resources

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- Visit [CongressFoundation.org/district-state-resources](https://CongressFoundation.org/district-state-resources) for downloadable and adaptable:
  - Constituent Service and Casework Manuals
  - Event Checklist
  - Scheduling Forms
  - Sample Job Descriptions
  - Customer Satisfaction Surveys

# Complimentary Management Guidebooks

- *Setting Course: A Congressional Management Guide*
- *Keeping It Local: A Guide for Congressional District/State Offices*
  - Sponsored by grants from SHRM
  - Contact us for copies at [CMF@CongressFoundation.org](mailto:CMF@CongressFoundation.org)



# For These & Other Resources

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[www.CongressFoundation.org](http://www.CongressFoundation.org)  
[@CongressFdn](https://twitter.com/CongressFdn)

[www.SHRM.org](http://www.SHRM.org)  
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