# Draft communications: Leader-led approach

## At trial launch

**Audience:** All team

**Attachments:** Leader-led pack

We know that creating a flexible work culture across <insert team> is important to our people – flexibility, managed well, has been widely shown to improve wellbeing, engagement, innovation and productivity.  I am excited to share more information on our move to flexible working for the whole team.

We have decided to trial an approach where *informal* flexibility is open to everyone, everyday –you will have the flexibility to decide where, when and how work is done. That said, our <insert team> leads have designed a set of parameters and guiding principles around our use that we all need to stick to.

We’ll trial these new arrangements for 3 months, from <insert date> to <insert date>.

During this time, I encourage you all to experiment with mutually-beneficial flexibility – flexibility that finds an equilibrium between individual, team and our client needs.

I have attached a presentation with more detail that I would like you all to read, but in essence:

1. We trust you to do the right thing – therefore your reasons for using flexible working don’t matter
2. You do not need permission from your manager to use *informal* flexible working
   * As long as you follow the expectations set in this document
   * **Note:** Permanent formal arrangements (e.g. switching to part time or job share) must follow the usual process
3. Any flexibility undertaken must clearly meet the needs of the team, your clients and yourself
4. Personal performance is assessed on your work outputs and outcomes – not the time you spend physically at work

Please read the pack, particularly the guiding principles, parameters and our expectations of you during the trial.

At the end of this trial, we’ll need to understand lessons learned. To do this, please complete a short anonymous survey <insert hyperlink to evaluation survey here> to measure perceptions of flexibility across our team now.  We will conduct a similar survey at the end of the trial and use this data to determine the way forward for flexibility in our team.

***Please note:*** *the survey is completely confidential. Individual answers will not be seen by your manager. The results are merged together, not reported individually.*

If you have questions or feedback, please ask your manager or me at any time.  We are committed to making flexibility work in our team, in our context.

Kind regards

Team Leader/Director

## At Month 1

**Audience:** All team

We are now 1 month into our flexible working trial.

I hope you are all enjoying experimenting with mutually-beneficial flexibility.  To me, the excitement the flex trial has created across our team is evident. People visiting the floor from other areas of <insert agency> have also commented on the positive buzz in our team.

We are using technology across our team in new and different ways, including MS Teams for connection purposes.  To support this, please find a link to [end user training for MS Teams](https://docs.microsoft.com/en-us/microsoftteams/enduser-training). Here you will find bite sized training resources to help you get the most out of Teams.

A couple of people have noted we could improve in … <insert details of any hitches, e.g. updated calendars, updating Skype, etc – or delete if not relevant>

If you have any questions, or ant to share your experiences, please contact your manager or me at any time.

Kind regards

Team Leader/Director

## At Month 2

**Audience:** All team

**Attachments:** Select a tip sheet or article relevant to your team’s needs.

We are now 2 months into our flexible working trial.

I am enjoying hearing about your experiences experimenting with flexibility.

Across <insert team> – I can see that informal flexibility is becoming so much more of the norm, rather than an exception.  One of the questions I am most commonly asked is ‘XXX”, and to support this I have attached XXX to help with any questions.

As before – if you have questions or feedback, please let your manager or me know at any time.

Kind regards

Team Leader/Director

## At end of trial

Our 3-month flexibility trial draws to a close today.  We have experimented with shifting from a standard approach, where flexibility is requested and accommodated, to having **informal flexibility** open to everyone, every day.

I have loved hearing your experiences and can see the difference it has made across the <insert team>.

**A survey to see how we went**

To mark the end of the trial, we ask you complete a short survey <insert post-survey link> by <insert date> to help us understand how flexibility has worked, or any challenges you’ve had, across the <insert team> now.   It should take about 15 minutes.

This data is important, because we will use it to evaluate how the trial went, and determine our next steps, based on what we’ve learned and experienced as a team during the last few months.

***Please note:*** *the survey is completely confidential. Individual answers will not be seen by your manager. The results are merged together, not reported individually.*

**What’s next?**

Once we’ve had the time to analyse results, your <managers/team leads> will let you know what will become business as usual, or any changes we may need to make to the way we use flexibility.

If you have questions or feedback, please get in touch.

Kind regards

Team Leader/Director

# Draft communications: Team-based approach

**Before team-based design planning workshop (for team email/newsletter)**

**We’re going to experiment with flexibility**

<insert team> is going to trial a ‘team-based design’ approach to flexible working. This means we will all get together to design a trial for working flexibly as a team.

We know that creating a flexible work culture across <insert team> is important to our people – flexible working, managed well, has been widely shown to improve team wellbeing, engagement and productivity.

**Please come to a workshop to design our trial**

There is a flexible working workshop is planned for the <insert team> on <insert date>.

This is a chance for us to get together to think through how we plan and arrange our work, build an understanding of our shared goals and responsibilities and from there, see how we can incorporate more flexibility into our day to day work.

At its core, team-based design recognises that no one can know their work better than the team doing it – so we need to hear from you!

**We’ll use data to inform our decisions – here’s a short survey**

Before we commence, please complete a short anonymous survey <insert hyperlink to evaluation survey here>, which will help us to understand how everyone sees their flexibility at the moment.  There will be a similar survey at the end of the trial, so we can measure how we went, and determine the way forward.

**Feedback or questions are welcome**

If you have any feedback or questions about flexible working or this trial, please let me or your manager know.

**After team-based design planning workshop (for email/newsletter)**

**Thank you for the flexibility workshop – and what to do next**

Thank you so much for coming to the team-based design workshop last week, it was great to work together to plan how we might make this work as a team.

Attached is our plan from the workshop, which outlines our goals for this trial. Next, I ask you to all work with your managers to plan when you will start and any ‘rules of the road’ you need to agree, to iron out any day-to-day operational details. I would like everyone to get started on this trial by <insert date>.

As always, if you have any questions or feedback, please talk to me or your manager.

**Final email at end of trial**

Our flexible working trial will soon come to an end for our team. When it does, I will get together with our working group to review how the trial went and make recommendations for flex work as business as usual in our team.

To mark the end of the trial, please complete a short, anonymous <insert post-survey link> by <insert date>. This data will be measured against the data we had when we started out, to measure how we think we went using flexibility across the <insert team> and help us to decide next steps.

Please set aside 15 minutes to complete the survey.

***Please note:*** *the survey is completely confidential. Individual answers will not be seen by your manager. The results are merged together, not reported individually.*