

# Flexible Scheduling Due Diligence and Compatibility Checklist

So you've decided to design and implement a flexible scheduling policy. Now what? The first step is to utilize this guide to determine if flexible scheduling is compatible with your organization and review our list of the various types of scheduling initiatives.

And that's when it's time to bring in the experts. Contact us for a comprehensive compatibility evaluation and assistance with building an implementation plan designed for smooth integration into your operations.

## Cultural Approach to Development

- Is your culture conducive to supporting flexible scheduling?
  - a) If not, how can we facilitate the evolution to create a supportive environment?
- Who are your stakeholders?
- Which stakeholders will be involved in developing the policy?
- Who are your champions of the initiatives?
- What is your strategy for achieving buy-in?
- Will employee input be considered during the policy design process?
- How do we balance focus on performance verses results?

## Establishing the Framework

- Do applicable labor laws allow for the implementation of flexible scheduling?
- Which stakeholders will be involved in developing the policy?
- What are the potential impacts of implementing flexible scheduling?
- What are the job functions of each role?
- Will flex-time apply to all individuals in the organizational structure? If yes:
  - a) Which positions will be eligible for flexible scheduling?
  - b) How will you communicate ineligibility to employees?
- Do you need to hire additional employees to ensure the continuity of productivity? If yes:
  - a) How many employees will you need to acquire for each role?
  - b) What is the recruitment timeline for each additional employee?
- How will you consider all flexible scheduling requests fairly?
- What additional training will be required?
- Who will train supervisors to manage the additional responsibility of balancing non-traditional schedules?

If you would like to learn more, contact us at [connect@callinsite.com](mailto:connect@callinsite.com)

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## Environmental Considerations

- What is the capacity of your operational environment?
- Will you need to acquire additional workspace?
- How will flexible scheduling translate to remote and/or hybrid employees?
- Will new technology and/or scheduling software need to be acquired?
- Are additional desks, chairs, and other resources needed to outfit the space for new employees?
- What are the essential core work hours for each department or role?
- How will you ensure effective supervision with additional moving parts?

## Comprehensive and Effective Communication

- How will the new policy be introduced to employees?
- Who will field employees question about flexible scheduling?
- How will employees submit and receive responses to flexible scheduling requests?
- What is the feedback loop for understanding the impact on employee experience?
- How are you communicating about this initiative to recruitment candidates?
- How will you manage communication of changes to the initiative as it evolves over time?

## Quality Assurance

- How will you maintain service levels without a static schedule?
- Will this initiative affect customer experience?  
If yes:
  - a) How will you manage the changes to ensure a positive customer experience?
- How will you quantitatively measure impact?
- How will you qualitatively measure impact?
- Who will be responsible for measuring the organizational impact of the initiative?
- On what schedule will the organizational impact be measured?
- How will you ensure continuous measurements of employee satisfaction?

## Financial

- What budgetary factors and/or restrictions must be considered?
- Have you performed a cost analysis?
- What is the cost of any necessary requirements?
  - a) Technology
  - b) Furnishings
  - c) Software
- How will new recruitment requirements impact the budget?

# Types of Flexible Scheduling

Now that you know flexible scheduling is right for your organization, here are the different types to consider.

## Flex-Time

Employees determine their own schedules, within established limits, to reach a standard number of hours or to accomplish target output

## Compressed Workweek

Employees work the same number of weekly hours over fewer days (ex: four 10-hour shifts)

## Shift Bid

Shifts are made openly available on a rolling basis, allowing employees to “bid” for their desired shifts with final schedules depending upon factors such as seniority or performance merit

## Decending Shift Schedule

A full-time schedule where day one of the workweek is the longest shift, with each following day descending in hour-count

## Job Sharing

Two, or sometimes more, part-time employees share the responsibilities of a single job role

## Daily Flexible Schedule

Shift options with non-traditional start times (ex: 7a-4p)

## Split Shifts

Employees work two separate daily runs with an extended mid-shift break.

## Part-Time Schedules

Any scheduling framework that keeps working hours under full-time hours on a regular basis

## Remote Work

Employees work from their own home environment within hours based on your need

## Hybrid Work

Providing employees with the freedom to determine when to work in-office and when to work remotely

## Shift Work

Scheduled hours outside of the traditional 9a-5p workday (ex: overnight shift)

## Annualized Hours

Employees work towards target outputs within a total and highly flexible number of working hours per year

## Work Sharing

Assigning the duties of one full-time position to 2+ part-time employees to reduce need for layoffs

## Commissioned Outcomes

Employees have no fixed working schedule, only a target output to work towards

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