

## Working from home...a comprehensive guide

Skills Category: Human Resources Management

Unit Standard:

NQF Level:

Credits:

In-house/virtual platform



**Training & Consulting**  
*Unlocking your hidden Potential*

### Target Audience

Minimum 8 Delegates

- ❖ Supervisors
- ❖ HR Practitioners
- ❖ Shop Stewards
- ❖ Human Resource Officials
- ❖ Human Resources Managers
- ❖ Labour Relations Officials
- ❖ Line Managers
- ❖ Recruitment Officials
- ❖ Skills Development Facilitators and officials
- ❖ Training Managers and officials
- ❖ Risk Managers
- ❖ Workforce Planning Managers and Officials
- ❖ Managing Directors

### Course Aim

Millions of people have had no choice but to work from home during the [coronavirus \(COVID-19\)](#) lockdown. But as restrictions ease many employers and employees are thinking about making the arrangement permanent.

For many organisations, this will mean reviewing existing homeworking policies and the documentation that supports them – both for those who are expected to return to the workplace in due course, and for those who will in future work from home.

As the coronavirus (COVID-19) crisis continues, organisations may need to make changes to working patterns, on both a temporary and permanent basis. The current Government advice is that people should work from home wherever possible, and this will need to be carefully managed to ensure the arrangements work smoothly.

This two-day course takes the delegate through a comprehensive run-down of the ups and downs of factors to consider relating to the change-over of “working from home”

# Course Outline

## An HR Perspective

Day-to-day HR activities such as onboarding have also had to change radically. "Where we can, we are onboarding people remotely, and thinking a bit creatively about how we make them feel part of the team," says Williams at CIPHR. "But for others - where the roles require a lot of face-to-face training or job shadowing, which we can't do while social distancing applies - we're having to postpone start dates." Anyone who is already in the interview process for a role will continue to go through that process, but remotely.

Gamiel Yafai, founder of D&I consultancy and coaching company Diversity Marketplace, says the transition to doing absolutely everything online has been an exhausting one. "I'm used to using Skype and Teams perhaps once a month and now it's constant; one day last week I did video calls back to back for five-and-a-half hours," he says. "When I work face-to-face with people I space things out or there is time in between to get from A to B. I'm now booking in time between appointments - as a coach it's important that clients' conversations don't start to merge into one another."

In managing temporary arrangements, employers will recognise the need to be flexible in the hours that employees work, although it may be necessary to set out core hours during which staff are required to be available. It is also important that employees discuss changes to working arrangements with their line manager and communicate with them about the hours they are working.

## The "New" HR

- What's changed?
- Coping mechanisms

## Why permit homeworking?

- Advantages of homeworking
- Disadvantages of homeworking

## The right to request to work from home

- Qualifying for the right
- The request
- Dealing with a request
- Trial periods

## Policies

- Permanent working from home
- Temporary working from home
- Specific Covid-19 related specifications

## Contractual issues

- Working hours (Flexible working)
- Leave
- Sickness
- Communication
- Appraisals
- Insurance policies

- Security
- Confidentiality
- Annual leave
- Changing your holiday plans
- Non-work-related travel
- Work-related travel

### **Suitability for homeworking**

Some employees may find homeworking difficult; they might find it hard to motivate themselves or have a tendency to be distracted easily.

If a homeworking arrangement is to be successful, both for the organisation and for the employee, it will be necessary for the homeworker to possess or develop certain skills and qualities. In this session we explore the necessary skills/attributes and challenges facing team members, along with suggestions of HR/management assistance where home working is not an option, but a necessity.

### **How HR can deal with the daily dilemmas**

- Emergency provisions
- IT issues
- Work and childcare
- Getting the balance right
- Making the transition
- Setting out a structure

### **Managing homeworkers during the coronavirus pandemic**

- Management approach
- Health, safety and wellbeing
- Equipment
- Returning to work

### **Effective management of homeworkers**

An employee who works from home may sometimes worry about how they will be able to demonstrate to the satisfaction of the manager how much work has been done, or that they have been working diligently. Effective communication and a level of visible trust and confidence from the manager will be essential to reduce the likelihood of these worries turning into problems.

- Feed back
- Maintaining team spirit
- Flexibility
- Empathy

### **Attitudes to homeworking**

- Fear of loss of control
- 5 tips for preventing burnout

## Course Delivery

<b>Starting time</b>	: 08h30
<b>Mid-morning break</b>	: 10h00 – 10h15
<b>Lunch</b>	: 12h00 pm – 12h45
<b>Mid-afternoon break</b>	: 14h30– 14h45
<b>Knock off</b>	: 16h00

### ***Delivery Method:***

The programme is facilitated by a competent subject matter specialist/s, which utilises the following techniques to ensure that the session is practical and experiential: Discussion; Role Plays; Exercises & Case Studies; Simulation; and learner assessment.

### ***Assessment and Certification***

#### ***Formal Assessment:***

Each learner will be provided with an assessment guide on the last day of the programme in which a range of assessment methods and tools will be used to assess the competence level of each individual learner.

#### ***Feedback:***

Learners will receive comprehensive, detailed and accurate feedback on assessment.

#### ***Certification:***

When the learner is found to be competent in the specific field of knowledge a certificate will be issued.

#### ***Language of delivery:***

English

**PLEASE EMAIL COMPLETED REGISTRATION FORM BACK TO:**

**Email: [info@prospectplus.co.za](mailto:info@prospectplus.co.za)**

**TEL: 072 944 5909**



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# Corporate Writing Training

3 Days

In-house or Open Course

In preferred province

## COMPANY DETAIL

Company Name: .....Country.....Cell.....

Postal Address.....Postal Code.....

Tel Number.....Fax Number.....

Nature of Business.....

## NOMINEES

1. Name:.....	Surname:.....	Position.....
2. Name:.....	Surname:.....	Position.....
3. Name:.....	Surname:.....	Position.....
4. Name:.....	Surname:.....	Position.....

**(For more Delegates Please Photocopy)**

## ORGANISATION APPROVAL

Approving Manager Name: \_\_\_\_\_

Title: \_\_\_\_\_ Organization: \_\_\_\_\_

Telephone \_\_\_\_\_ Fax \_\_\_\_\_ e-mail \_\_\_\_\_

Signature : \_\_\_\_\_ ( This booking is invalid without a signature)

**DELEGATE FEE: R4 500.00 – Fees includes course documentation, Facilitation, assessments & Certificates on completion of Course.**

## PAYMENT METHODS

**Bank Transfer payments to be made payable to: Prospect Plus (Pty) Ltd, NedBank, Account Number: 1171790759, Branch Code: 19130500**

**please Email this form and proof of Payment to [andries@prospectplus.co.za](mailto:andries@prospectplus.co.za)**

## TERMS AND CONDITIONS

**CANCELLATIONS:** By completing this registration form, the client hereby agrees that Prospect Plus will not be able to mitigate its losses for any less than 50% of the total contract value. Cancellations must be received in writing seven days prior to the event. Only cancellation made in writing and addressed for the attention of the Chief Financial Officer will be recognized by Prospect Plus. Cash alternatives will not be offered although delegate substitutions are welcome any time. Hereafter, the full workshop fee is payable.

If for any reason Prospect Plus decide to amend this workshop, we are not responsible for covering airfare, hotel or other costs incurred by registrants. In the event that I Prospect Plus cancel the event, Prospect Plus reserves the right to transfer this booking to another workshop to be held in the following six months, or to provide a credit of an equivalent amount to another workshop in the same sector within the following six months.

**INDEMNITY:** Should for any reason outside the control of Prospect Plus, the venue or speakers change, or the event be cancelled due to act of terrorism, extreme weather conditions, industrial action Prospect Plus shall Endeavor to reschedule but the client hereby indemnifies and Prospect Plus holds harmless from any costs, damages, and expenses including attorney fees, which are incurred by the client. The construction validity and performance of this Agreement shall be governed in all aspects by the laws of Republic of South Africa to the exclusive jurisdiction of whose course the parties hereby agree to submit.

**PAYMENTS ARE REQUIRED WITHIN 7 DAYS OF INVOICE.**