



**1900 Chicago Avenue, Mpls. MN 55404**

[www.mite.org](http://www.mite.org) 612.752.8010

[janderson@resource-mn.org](mailto:janderson@resource-mn.org)

**MITE** provides employee & manager training and business strategy development to enable successful telework implementation within public and private sectors. Organizations increase their competitive edge due to increased efficiency and productivity.

**Telework:** To work at home or at a remote location during normal hours or shift, from 1 to 5 days per week. Agile work is defined as working anywhere, anytime. In a recent study conducted by *World At Work*, managers indicated telework reduced employee turnover by an average 20%, improved productivity up to 22%, and cut absenteeism by 60%.

**Productivity:**

- Quantifiable products (how much gets done?)
- Meeting timelines, deadlines (when it gets done?)
- Managing priorities (how much is done and how important?)
- Quality of work (how well it gets done?)

It is the combination of all four factors that count - not just any one of them. In a workplace focused on information exchange and customer service, often the quality and frequency of communications are essential to increased productivity. An effective teleworker is one who scores well on these four criteria. Sample measures are:

- Feedback or perceptions of employees, managers, customers
- Comparison of timeliness and report completion in corporate and home office.
- Thoroughness of task completion
- Rapport and communication with colleagues/customers
- Decrease in number of distractions/interruptions
- Increase in data accuracy or reduce percentage of errors

The **Allina Health System** uses telework as a practical business tool that saves space, time and money, but also as a recruitment tool to hire medical transcriptionists (MTs). Teleworkers are free from many distractions that occur in the office, thus adding to their productivity. 38% of MT teleworkers produced 46% of the total work volume. Allina readily attributed this increase in productivity to more time spent actually working and less time commuting, doing other small projects in the office and socializing with coworkers.

**CNT-Computer Network Technology** had contract development employees telework 2 days per week because they were not meeting deadlines for customer contracts. In the office, it took 3 to 4 days to complete a contract. Through telework the average contract was completed in 5 hours, along with an increase in deadlines met.