

Course Title: Work-life Ambassador Training Programme

– *Effective Implementation and Management of Flexible Workplace Arrangement (FWA)*

Learning Overview

The Work-Life Grant scheme is a pro-active government response to the changing workforce demographics where individuals have to balance work and personal commitments. Having a work-life friendly workplace that allows employees to vary their work arrangements to suit their work-life needs provides a company with recruitment, motivation and retention strategies.

Learning Objectives

At the end of the programme, the participant should be able to:

- Describe flexible work arrangement. (FWA)
- Describe the roles and responsibilities of Work-Life Ambassador.
- Establish the scope and requirements of a FWA project.
- Assess specific FWAs that are suitable for implementation, i.e. meet business needs. (Step 1 of the 6 Steps)
- Conduct a needs analysis to understand employees' work-life needs and identify suitable (Step 2)
- Develop a FWA implementation plan which includes a communication plan to engage employees. (Step 3)
- Complete work-life training programme that includes the implementation and management of employees on FWAs (Step 4)
- Pilot at least 2 new FWAs and/or substantially enhance existing FWAs with at least 10% of the total workforce, or a minimum of 5 employees (whichever is higher trying out the FWAs for at least 3 months. (Step 5)
- Monitor the FWAs and consult relevant stakeholders on the FWAs' effectiveness before making any refinements. (Step 6)

Learning Outline

- What are Flexible Work Arrangements (FWAs)
 - Definition and perspectives of FWA
 - Examples of FWAs
 - Drivers for adopting FWA
 - Common concerns in implementing FWA
 - Difference between work-life balance and work-life integration
- Roles and responsibilities of a work-life ambassador
- Scope and requirements of a FWA project
 - Project deliverables
 - The measures of success
 - Resources
 - Organisational, industry and legal requirements
 - Six steps for implementing the FWA Pilot project

- Step 1: Assess specific FWAs that are suitable for implementation (i.e. meet business needs)
 - Type of FWAs
 - Establish the FWA business needs
- Step 2: Conduct a needs analysis to understand employees' work-life needs and identify suitable FWAs
 - Stakeholders in the employees' needs analysis
 - Scope and requirements of employees' work-life needs
 - The mechanics of the needs analysis
 - Management review of survey and interview results
- Step 3: Develop a FWA implementation plan which includes a communication plan to engage employees
 - Items in the implementation plan
 - Items in the communication plan
 - Approving employees' application to be on FWAs
- Step 4: Complete work-life training programme that includes implementation and management of employees on FWAs
 - Designing your own training
 - Conducting the training
- Step 5: Pilot at least 2 new FWAs and/or substantially enhance existing FWAs with at least 10% of the total workforce, or a minimum of 5 employees (whichever is higher) trying out the FWAs for at least 3 months
 - Pilot implementation
 - Do's and don'ts
- Step 6: Monitor the FWAs and consult relevant stakeholders on the FWAs' effectiveness before making any refinements
 - Progress meetings with stakeholders
 - Final or end-phase meeting
 - FWA project evaluation
 - Submitting claims

Training Methodology

Interactive input sessions and hands-on practice with participants carrying out activities to enhance learning

Who Will Benefit

Employers, managers and executives of companies planning to implement work-life flexible work arrangements or FWAs

Duration

1 Day (7 hours)