

Work Life Integration at IBM

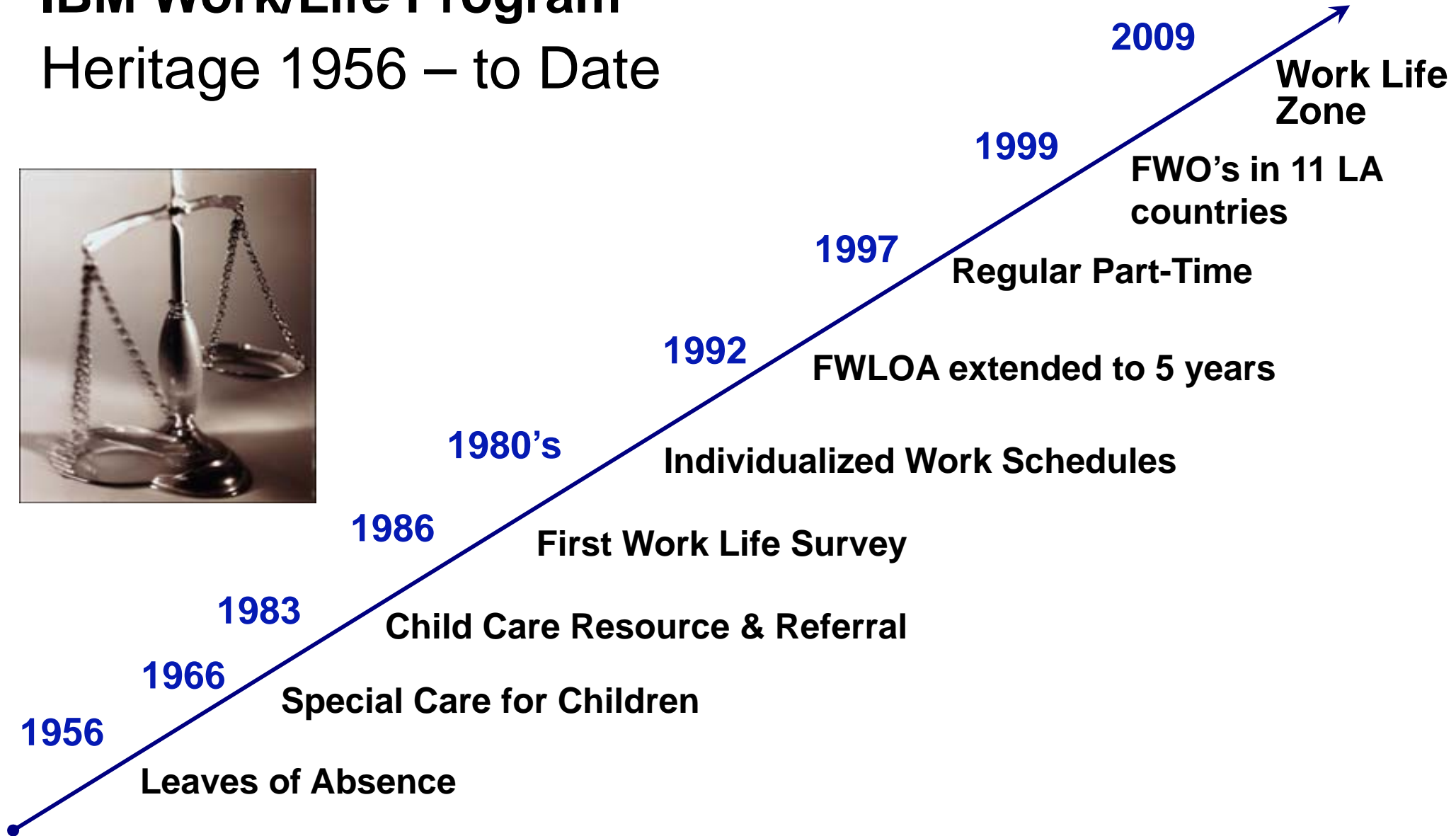
Nuestra experiencia en Teletrabajo

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IBM Work/Life Program

Heritage 1956 – to Date



Work/Life Overview

1 Culture

Collect data to assess cultural barriers to productivity/morale which will provide the roadmap to future strategy enhancements to support the “New World of Work”

Continue/broaden initiatives which provide employees and managers in traditional and remote work environments with skills and support to eliminate unnecessary work

2 Flexibility

Provide leadership, inform and educate managers and employees on flexibility as it applies to the “New World of Work”

Integrate learnings from initiatives to the business processes with the goal of providing employees with more autonomy over how, when and where they work

3 Dependent Care

Address the continually growing dependent care (child/elder care) concerns expressed by our global employee population

Increase global support for dependent care (child/elder care) with innovative solutions to (attract), be more productive (motivate) & remain in the workforce (retain), employees

Workload

Establish focal points, gain senior management and business unit support
Address, develop strategies for reducing workload, including utilization of emerging technologies

Flexibility Principles

- 1. The Enterprise never stops**
- 2. Balancing of needs**
- 3. Trust and personal responsibility**
- 4. Range of options**
- 5. Understanding differences**
- 6. Focus on results**



IBMers Have Options on How, When & Where to Work: Flexible Work Options (FWOs)

- ✓ **Compressed Flexible Work Week**
- ✓ **Individualized Work Schedule**
- ✓ **Leave of Absence**
- ✓ **Part-time Reduced Work Schedule**
 - ✓ Job Share
- ✓ **Mobile**
- ✓ **Work-at-Home**



IBM achieved cost savings and improved client & employee satisfaction through mobility

Company Benefits

- Substantial real estate savings
- Increased employee retention
- Enhanced productivity
- Lower absenteeism
- Increased revenue

Customer Benefits

- Increased customer satisfaction
- Better accessibility to IBM team
- More "face time" with IBMers
- More productive at customer site
- Faster response to inquiries

Real Estate Savings

- Mobility centers saved square feet and workspaces
- Savings and/or cost avoidance of per year

Employee Benefits

- Productivity improvement
- More "face time" with clients
- Improved customer satisfaction
- More accessible and responsive
- Better balance on Work / Life
- Higher morale
- Greater loyalty
- Use what we sell

Environmental Benefits

- Eases traffic congestion on freeways
- More efficient energy use



Staying Connected in a Remote Environment

Issue	Challenge	Tips
Workplace Isolation	<ul style="list-style-type: none"> ▪ Having no one to turn to for: <ul style="list-style-type: none"> - <i>Questions</i> - <i>Bounce ideas off</i> - <i>Get advice</i> ▪ Miss side talk after meetings ▪ Unable to see gestures 	<ul style="list-style-type: none"> ✓ Communicate frequently – personalize it ✓ Use technologies that enable social presence (e.g. Sametime, Beehive) as a substitute for informal communication with coworkers ✓ Consider sharing personal and informal information during regular communications to develop camaraderie within the team ✓ Encourage participation in local IBM community events (e.g. DNG's, IBM Club, Town Halls, OTTO Pods, etc)
Visibility	<ul style="list-style-type: none"> ▪ Out of site out of mind ▪ Missed opportunities to collaborate with others ▪ Contribution to the organization not being recognized ▪ Concern about impact on career 	<ul style="list-style-type: none"> ✓ Take on projects involving cross-functional teams to increase visibility ✓ Self-promote through progress reports on individual and team projects ✓ Use team meetings and one-on-ones to communicate achievements to team and manager

Staying Connected in a Remote Environment

Issue	Challenge	Tips
Work/Life Integration	<ul style="list-style-type: none"> ▪ Seemingly available 24/7 ▪ No boundaries, no transitions ▪ Need to establish work norms with family ▪ Seen as not working by team 	<ul style="list-style-type: none"> ✓ Have time zone sensitivity ✓ Manager should set tone on work / overwork norms & expectations <ul style="list-style-type: none"> ✓ Working on holidays and/or weekends ✓ Signing off at certain times ✓ Taking laptop/blackberry on vacation ✓ Sametime availability ✓ Reward employees that manage to successfully integrate work and life ✓ Communicate work style and hours clearly so all will understand
Trust & Relationships	<ul style="list-style-type: none"> ▪ Takes longer to develop ▪ Requires more personal investment 	<ul style="list-style-type: none"> ✓ Meet goals and commitments – even more important in a virtual arrangement ✓ Be available ✓ When not available, let team and manager know ✓ Respond promptly ✓ Be active participant in team calls and meetings ✓ Know your colleagues personally

What is your role?

EMPLOYEE ROLE:



- Assess your need for flexibility
- Be aware of the options available to you (within your country)
- Investigate impact that flexible arrangements might have on clients and team
- Initiate request for flexibility
- Understand that business commitments come first

MANAGER ROLE:

- Assess employee's request fairly considering business objectives
- Understand their personal situation
- Work in partnership with employee to find a win/win solution



MUCHAS GRACIAS

