



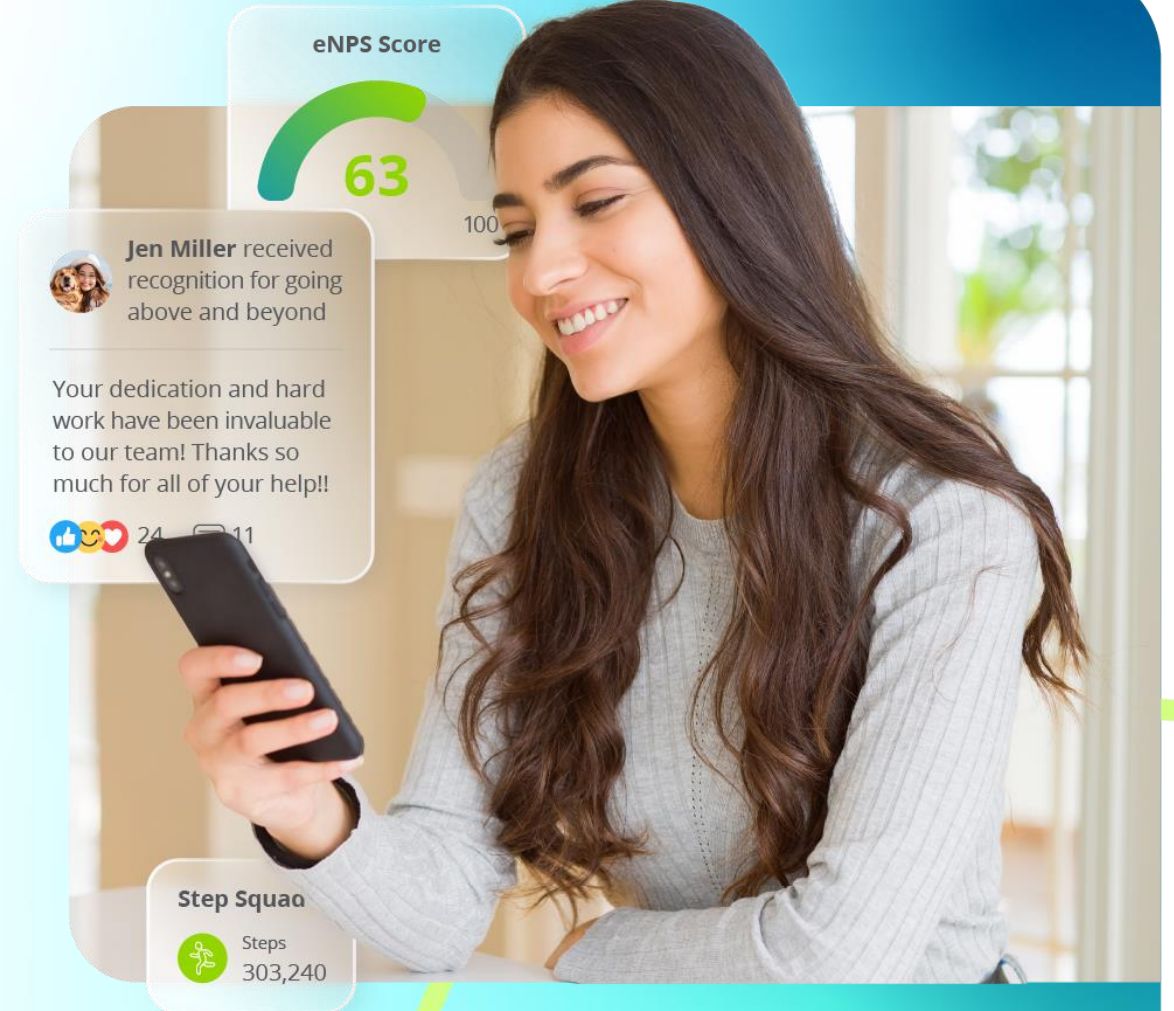
Workplace Flexibility that Fits Life and Drives Business Results



93%

Empowering People & Organizations to Thrive

- **100+ years** helping organizations recognize and engage their people
- **Engagement solutions** that work, with the data to prove it:
- **Recognition & Rewards**
- **Surveys & Insights**
- **Physical & Mental Well-being**
- **Trusted by 40,000+ organizations** with millions of employees across industries





Lauren Stielstra

HR Generalist,
HR Collaborative



Britney Tran

HR Generalist,
HR Collaborative

What We'll Cover Today.

01

Why Flexibility Matters Now

Setting the stakes for HR leaders and managers.

02

What Flexibility Really Means

Where, when, how, and pace – strategy, not perk.

03

The Gender Reality Of Flex Work

Who carries the cost when policies are not designed well.

04

Designing Flexibility That Works

Role vs. person, leadership modeling, manager readiness.

05

Managing Risk And Security

Data, compliance, shared accountability, IT enablement.

06

Turning Flex Into Policy

From principles to handbooks, rubrics, and measurement.

What Workplace Flexibility Really Is.



Where

Office, hybrid, remote, satellite – the location of work.



When

Hours, schedules, time-shifting, async windows.



How

Process, tools, autonomy in approach and method.



Pace

Workload rhythm, deep-work blocks, sprints and recovery.

Includes hybrid, remote, flexible schedules, and job sharing.

Flexibility is a business strategy – not a perk.



Quick poll.

Have you worked remotely, or taken a different approach to workplace flexibility, and been shamed or even disciplined for it?

A Yes

B No

C Does not apply

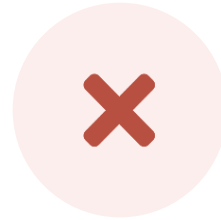
Take a moment – we'll review the room together.

What Workplace Flexibility Is Not.



Not One-size-fits-all

It must reflect the realities of role, team, and customer.



Not A Lack Of Accountability

Outcomes, deadlines, and performance still apply.



Not Informal Or Unmanaged

It requires structure, documentation, and consistent practice.

Hourly Vs. Salary – Different Rules, Same Intent.



Hourly

Accountability for clocking in and out when actually working – actual hours worked are tracked, paid, and respected.



Salary

Accountability for outcomes – measured by deliverables, deadlines met, and quality, more than hours-on-clock.



Both

Look at work quality and deadlines met, rather than at work being done in specific hours.

The Gender Reality Of Flexible Work.

The employees who need flexibility most often face the biggest career penalties for using it.

Caregiving disproportionately falls on women. Without intentional design, flexibility quietly redistributes career risk to the people already carrying the most.

Women In The Workforce.

“

-2.7%

Female labor participation per 1-mile increase in distance to nearest childcare provider.

-2.2%

Decrease for two-working-parent households.

-1.7%

Decrease for single parents in the labor force.

“The researchers found that a one-mile increase in distance to the nearest provider is associated with a decrease in 2.7% female labor participation rate; a 2.2% decrease for two working parents; and a 1.7% decrease for single parents in the labor force.”

Source: Federal Reserve research on childcare access and labor force participation.



Quick Poll.

Have you ever passed on a role or promotion that would have advanced your career due to needs of flexibility (Ex. childcare, education, caring for family members, outside employment, etc.)

A Yes

B No

C Does not apply

Take a moment – we'll review the room together.

Designing Flexibility That Works Across Organizations.



Role-based Vs. Person-based

Anchor decisions in role realities, then humanize where needed.



Application At Every Level

Corporate to front line, exempt to non-exempt – close the gaps.



Manager Readiness

Equip managers to make consistent, defensible flex decisions.



Leadership Alignment

Visible modeling and aligned systems make flexibility real.

Flexibility Requires Structure And Leadership Alignment.

Role-based Vs. Person-based Flexibility.

Role-Based

WHAT IT MEANS

Flexibility tied to the requirements of the job itself.

HOW DECISIONS ARE MADE

Based on role duties, tasks, and business needs.

RISKS

May feel rigid or impersonal if applied without context.

Person-Based

WHAT IT MEANS

Flexibility tailored to the individual employee.

HOW DECISIONS ARE MADE

Based on performance, tenure, or personal circumstances.

RISKS

Risks of perceived favoritism or inconsistency.

Application At All Levels.

Leadership Behavior Drives Adoption

- **Modeling flexibility**
Leaders visibly use the policies they author.
- **Avoiding flexibility gaps**
Corporate vs. front line. Exempt vs. non-exempt.
- **Re-enforcement through culture & systems**
Performance, recognition, and norms align with flex.

Where flex breaks down

When leaders preach flexibility but reward presence, employees learn the unspoken rule and stop using the policy.

Performance expectations, recognition, communication, and norms must support flexibility – not contradict it.

Manager Readiness Is Critical.

Inconsistent manager capability = inconsistent employee experience.

1

Equip Managers

Clear guard rails. Frameworks for balancing business and employee needs.

2

Shift The Mindset

Move from control to trust – outcomes over hours.

3

Tools And Support

Conversation guides and scenario-based training.

Managing Risk, Security, And Data In Flexible Work Models.



**Data Security &
Confidentiality**



**Compliance
Considerations**



Shared Accountability



**IT Enablement &
Training**

Flexibility and security can coexist – with the right framework.

Data Security, Confidentiality & Compliance.



Data Security & Confidentiality

- Increased exposure from remote access and personal devices.
- Risks of unsecured networks (public Wi-Fi, home setups).
- Unauthorized data sharing or access outside controlled environments.
- Need for clear protocols for handling sensitive information.



Compliance Considerations

- Adherence to industry regulations (HIPAA, GDPR, SOC 2).
- Maintaining audit trails and documentation in remote settings.
- Ensuring policies apply consistently across all environments.
- Regular reviews to keep up with evolving compliance requirements.

Shared Accountability & IT Trainings.

Shared Accountability

- Security is a shared responsibility between employees, leaders, and IT.
- Employees follow best practices: passwords, device use, data handling.
- Leaders reinforce expectations and model compliant behavior.
- IT provides tools, monitoring, and ongoing support.

IT Trainings

- Ongoing cybersecurity awareness (phishing, scams, data handling).
- Clear guidelines for secure remote work practices.
- Easy access to support resources and reporting channels.
- Regular updates as threats and tools evolve.



Quick Poll.

Have you ever received a phishing email that looked legitimate at first glance?

A Yes

B No

C Not sure

Take a moment – we'll review the room together.



Quick Poll.

How confident are you in your ability to identify a phishing email?

A Very confident

B Somewhat confident

C Not very confident

D Not confident at all

Take a moment – we'll review the room together.



Quick Poll.

What would you do first if you received a suspicious email?

A Click the link to check

B Report it to IT/security

C Ignore/delete it

D Ask a coworker

Take a moment – we'll review the room together.

Examples of Phishing

1. Urgent: Verify Your Microsoft 365 Account

Urgent: Verify Your Microsoft 365 Account - Message (HTML)

Microsoft Security <account-security-noreply@microsoft-secure.com>
Urgent: Verify Your Microsoft 365 Account
To John.Doe@company.com
Tue 8:43 AM

Microsoft

Action Required: Verify Your Account

We detected a sign-in attempt from an unrecognized device.
To continue using your account without interruption, please verify your identity now.

[Verify Account](#)

This link will expire in 24 hours.

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Red Flags:

- Suspicious sender address
- Generic greeting
- Urgent language
- Link points to non-Microsoft URL

2. Payroll Update Required

Payroll Update Required - Message (HTML)

HR Department <hr-payroll@company-payroll.com>
Payroll Update Required
To All Employees
Wed 11:15 AM

Payroll Information Update

Dear Employee,

We are updating our payroll system. Please verify your information by clicking the link below.

[Update My Information](#)

This update must be completed by May 17, 2024 to avoid delays with your next paycheck.

Thank you,
HR Department

Red Flags:

- Sender domain does not match company domain
- Creates urgency
- Link to unknown website

3. Invoice Attached

Invoice #INV-78219 - Message (HTML)

Billing <billing@fastsolutions-pay.com>
Invoice #INV-78219
To Accounts.Payable@company.com
Thu 9:02 AM

Dear Sir/Madam,

Please find attached invoice #INV-78219 for services provided in April 2024.
Payment is due within 7 days.

Thank you,
Fast Solutions Billing Team

[Invoice_INV-78219.pdf](#)
125 KB

Red Flags:

- Unexpected invoice
- Generic greeting
- Attachment could contain malware

4. Package Delivery Failed

Delivery Failed: Action Required - Message (HTML)

UPS <pkg-delivery@ups-alerts.com>
Delivery Failed: Action Required
To Jane.Doe@company.com
Fri 7:18 AM

We missed you!

We were unable to deliver your package because no one was available to sign for it.

Tracking Number: 1Z7A3F5E6800001234

Please reschedule delivery to receive your package.

[Reschedule Delivery](#)

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Red Flags:

- You were not expecting a package
- Link to unknown website
- Suspicious sender domain

5. Password Expiration Notice

Password Expiration Notice - Message (HTML)

IT Support <it-support@companyit-helpdesk.com>
Password Expiration Notice
To Michael.Smith@company.com
Mon 4:05 PM

Your Password Will Expire Today

Hello Michael,

This is a reminder that your password will expire today. To avoid disruption, please update your password now.

[Change Password](#)

If you don't change your password, your account may be locked.

Thank you,
IT Support Team

Red Flags:

- Sender domain does not match company domain
- Creates urgency
- Link to unknown website

6. Company Meeting - View Agenda

Company Meeting - View Agenda - Message (HTML)

Sarah Johnson <sarah.johnson@company-meetings.com>
Company Meeting - View Agenda
To Team@company.com
Tue 10:30 AM

Hi Team,

Please review the agenda for tomorrow's meeting.

[View Agenda](#)

Thanks,
Sarah Johnson
Executive Assistant

Red Flags:

- External sender for internal meeting
- Link to unknown website
- Could be used to steal credentials

Two Truths Flexibility Leaders Can't Ignore.

01



Flexibility increases both opportunity and exposure.

As work becomes more flexible and digital, phishing risks increase — especially with AI making attacks more convincing.

02



Sustainable flexibility requires both trust and guardrails.

To drive results, pair flexibility with the right education, tools, and behaviors so employees can work securely without slowing down.

Turning Flexibility Into Policy, Practice, And Measurable Results.



Move from intention to execution.

From Principles To Practice – What Each Step Looks Like.

01 Policy Creation

- Handbooks
- Remote work policy
- Mobile device agreements
- Confidentiality agreements

02 Implementation Best Practices

- Readily available policies
- Manager guides
- Rubric-based decision structure

03 Measuring Success

- Varies by industry
- Anchor in business needs
- Define how goals are measured

04 Continuous Improvement

- Flexibility must be reviewed
- Flexibility evolves over time
- Iterate based on what's working

Dive Into Policy Creation.

Define & eligibility

- **Type of flexible work**
 - Hybrid schedules, remote, etc.
- **Who is eligible**
 - Length of employment
 - Level of employee
 - Trainings completed

Accountabilities

- Communication expectations
- Professionalism standards
- Documented outcomes & deadlines
- Manager check-in cadence

Security

- VPN / network restraints
- Locking laptops & devices when away
- Approved work locations (with approval, if needed)
- Handling sensitive information

Disclaimers

- **Home office equipment**
 - Not responsible — or set budget
- **Phone & internet costs**
 - Not responsible — or set reimbursement

A good flex policy is specific, signed, and supported — not implied.

Policy Creation, Part Two: Implementation.

Roll-out

- **Where the policy lives**
 - In the full handbook
 - Or as an addendum
- **How it's delivered**
 - Emailed to all employees
 - Posted on HR / payroll site
 - Handed out physically
- Require employee signature.

Support & enablement

- Allow time for questions from managers and employees.
- Run trainings on security and risk where needed.
- Equip managers with conversation guides and FAQs.
- Schedule policy refreshers when threats or tools evolve.

Check Out Our Upcoming Events.

GET STARTED

Three Quick Steps:

- 1 Open the camera on your phone.
- 2 Hover your phone over the QR code.
- 3 Tap to open our upcoming events.



Scan to register

hrcollaborative.com/events

QUESTIONS?

Let's Talk Flexibility, Structure, And What Works For Your Team.



Lauren Stielstra

Human Resources Generalist

Lauren.Stielstra@HRCollaborative.com

678 Front Ave NW Suite 190
Grand Rapids, MI 49504



Britney Tran

Human Resources Generalist

Britney.Tran@HRCollaborative.com

678 Front Ave NW Suite 190
Grand Rapids, MI 49504

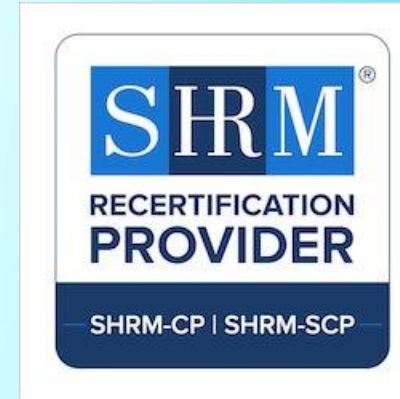
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