
TalentCorp
M A L A Y S I A

flexChallenge
Toolkit

accenture

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Overview

flexChallenge Toolkit

1. WHAT IS THE PROGRAMME ALL ABOUT?

1

Pre Defined Idea – “Getting The Head Start”

- Participants select 1 idea to implement from the predefined list (*refer to next slide*).
- Tools and guidelines will be provided in the “1+1” Challenge Toolkit to help participants get started. A coach will also be assigned to provide guidance and share experiences with participants.



1

Innovative Idea – “Exercising Your Creativity”

- Participants define and implement 1 idea on their own that is different from the 6 pre-defined ideas.
- No guideline and tool will be provided for this but the participants can leverage on their assigned coach to conceptualize and implement the idea.

2. WHAT IS THE TIMELINE AND WHY?

- This is a guided programme with a 4-week timeline, facilitated by experienced consultants.
- Each pre-defined idea has been selected to ensure ease of implementation with coaches to guide you.
- Participating companies will be profiled and featured through various media channels.

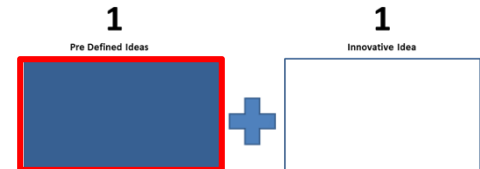
3. WHAT IS IN IT FOR PARTICIPATING COMPANIES?

- Improve employee engagements through flexible working arrangements.
- Differentiating your organisation from the competition in the industry.
- Build or enhance visibility of your organisation as the “employer of choice”.

Predefined Options

Guiding Principles:

- Simple activities that can be quickly implemented with clear outcomes.
- May not require Management or Board approval.
- Low cost implication.



<p style="text-align: center;">Idea 1</p> <p style="text-align: center;"><u>Designated Car Park Bays</u></p> <ul style="list-style-type: none"> • Designated car park bays for pregnant women and returning post-natal mothers. The car park bays are ideally situated close to the office entrance and are well-lit for safety purposes. 	<p style="text-align: center;">Idea 2</p> <p style="text-align: center;"><u>Focus Group</u></p> <ul style="list-style-type: none"> • Focus Group sessions for selected employees to identify, discuss & prioritise Flexible Working Arrangement (FWA) & Childcare Support needs. 	<p style="text-align: center;">Idea 3</p> <p style="text-align: center;"><u>Parents' Network</u></p> <ul style="list-style-type: none"> • Networking or mentoring programmes with a common focus to target audience, e.g. professional women, executive leadership, pre-maternity mothers and post-natal mothers returning from their maternity leave.
<p style="text-align: center;">Idea 4</p> <p style="text-align: center;"><u>"Have a Life" 5PM Workdays</u></p> <ul style="list-style-type: none"> • Employees end a normal working day earlier by not altering the standard number of core-hours. 	<p style="text-align: center;">Idea 5</p> <p style="text-align: center;"><u>School Holidays Work Arrangement</u></p> <ul style="list-style-type: none"> • Work from home during school holidays for parents with school-going children. 	<p style="text-align: center;">Idea 6</p> <p style="text-align: center;"><u>Flexi Hours Arrangement</u></p> <ul style="list-style-type: none"> • Flexibility to adjust their daily working hours as long as the specified set number of hours within a week is fulfilled. Employees can work at any time of the day and need not work a constant set number of hours per day.

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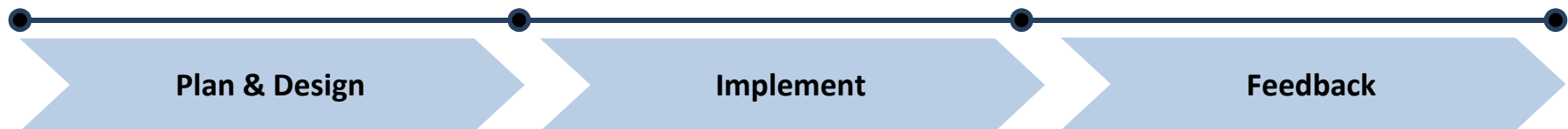


Overview

fleXChallenge Toolkit

flexChallenge Toolkit Overview

The Toolkit is divided into 3 distinct sections



- 1. Discuss & select 1 idea from the 6 pre-defined ideas to implement.
- 2. Brainstorm on '+1' activity.
- 3. Create high level weekly work plan with guidance by assigned Diversity Advocate.
- 4. Discuss & agree with assigned Diversity Advocate on time & day for weekly status updates call.

Tools/Templates

- 1. Weekly work plan template.
- 2. flexChallenge Ideas Implementation Guideline.

- 1. Implement planned activities.
- 2. Update checkpoint checklist & status update template & email to PMO.

Tools/Templates

- 1. Checkpoint Checklist.
- 2. Status Update Template.

- 1. Obtain feedback from employees who took part in the flexChallenge activities.



Activities to be completed in the 'Plan & Design' phase are:

1. Discuss & select 1 idea from the 6 pre-defined ideas to implement.
2. Brainstorm on '+1' activity.
3. Discuss & begin to create weekly work plan with guidance by assigned Diversity Advocate.
4. Discuss & agree with assigned Diversity Advocate on time & day for weekly status updates call.

Tools & templates included in this toolkit to assist you in this phase:

- Weekly Work Plan Template.
- fleXChallenge Ideas Implementation Guideline.

Workplan Template



- The Workplan Template provides a snapshot view of all activities to be completed over the duration of the fleXChallenge.
- It is used to keep track of when a specific activity needs to start and when it is due to be completed.

fleXChallenge Workplan (Template)

Screenshot Sample (template as attached)

FleXChallenge Activity Name	Activity Description	Start Date	End Date	Status	Person Responsible
Parents' Network	Identify target segments				
	Develop communication to secure employee attendance				
	Plan sessions according to employees availability				
	Identify potential caterer				
	Plan activities or topics to facilitate the discussion				
	Prepare a short report or newsletter content to be featured on the company's online portal for the benefit of those that are not able to attend				
[Name of "+1" Idea]					



Workplan Template

flexChallenge Implementation Guideline

Idea #1 : Designated Car Park Bays

Idea 1 Designated Car Park Bays • Designate car park bays close to building entrance for pregnant women & returning post-natal mothers.	Idea 2 Focus Groups • Focus Group sessions for selected employees to identify, discuss & prioritise Flexible Working Arrangement (FWA) & Challenge Support needs.	Idea 3 Parent Network • Launch an employee network for working parents, pre-maternity mothers & post-natal mothers returning from their maternity leave to share experiences & provide support for new & to-be parents.
Idea 4 "Take My Life Back" WFH Workshops • Once a week, 1 team member arrange for workshop to meet all WFH or earlier (on a rotational & weekly basis).	Idea 5 School Holidays Work Arrangement • Work from home arrangement during school holidays for parents with school-going children.	Idea 6 Flexi Hours Arrangement Pilot Scheme • Flexible working hours that limits will be based on the framework. An HR team member can arrange to work from 10:00am - 6:00pm.

Definition: Designated car park bays for pregnant women and returning post-natal mothers. The car park bays are ideally situated close to the office entrance and are well-lit for safety purposes.

Guiding Principles

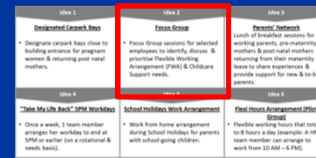
- Option suitable for companies that own the car park compound.
- Ideal for companies with relevant target audience.
- Approved applicants may park at the designated area on a 'First Come First Served' basis with a display pass.
- Display pass is not transferable and applications are to be reviewed at least on a bi-annual basis.

Steps

- Identify target audience.
- Develop communication and send to target audience.
- HR receives request for car parks via email .
- Issue display pass to approved requests.
- Plan and mark designated car park bays.
- Monitor the utilisation of the car park to track the progress of the initiative.
- Obtain feedback via polls on flexWorkLife.my portal.

flexChallenge Implementation Guideline

Idea #2 : Focus Group



Definition : Conduct Focus Group sessions for selected employees to identify, discuss & prioritise Flexible Working Arrangement (FWA) & Childcare Support needs.

Guiding Principles

- Focus group aimed at selected employees from each department
- For an effective session, suggested attendees not more than 7 - 10 employees per group.

Steps

- Identify target audience.
- Determine number of focus group sessions required.
- Develop communication and send invitation.
- Identify facilitator, prepare focus groups materials and plan for focus group sessions.
- Conduct focus groups.
- Develop action plans and accountability.
- Prioritise action plans and present findings to management.
- Obtain feedback via polls on flexWorkLife.my portal.

flexChallenge Implementation Guideline

Idea #3 : Parents' Network

Idea 1 Designated Carer Role • Designate carer role close to building entrance for pregnant women & returning post-natal mothers.	Idea 2 Focus Group • Focus Group sessions for selected employees to identify, discuss & prioritise Flexible Working Arrangement (FWA) & Childcare Support needs.	Idea 3 Parents' Network • Launch 1st breakfast session for working parents, pre-maternity mothers & post-natal mothers returning from their maternity leave to share experiences & provide support for new & to-be parents.
Idea 4 "Take My Life Back" (FML) Workshops • Once a week, 1 team member arrange for workshop to meet an FML or earler (on a rotational & weekly basis).	Idea 5 School Holidays Work Arrangement • Work from home arrangement during school holidays for parents with school-going children.	Idea 6 Flexi Hours Arrangement (Flexi-Shift) • Flexible working hours that limits shift to have a day (maximum 4 hrs) team member can arrange to work from 10:00am - 6:00pm.

Definition: Networking or mentoring programmes with a common focus to target audience, e.g. professional women, executive leadership, pre-maternity mothers and post-natal mothers returning from their maternity leave.

Guiding Principles

- Aimed at working parents, pre-maternity mothers & post-natal mothers.
- Allocate time during breakfast or lunch to avoid potential disruption at work.

Steps

- Identify target audience.
- Plan session details & identify potential caterer.
- Develop communication and send invitation.
- Plan activities or topics to facilitate the discussion.
- If required, plan for future sessions (weekly, bi-monthly or monthly sessions).
- Obtain feedback via polls on flexWorkLife.my portal.

flexChallenge Implementation Guideline

Idea #4 : “Have a Life” 5PM Workdays

Idea 1 Designated Carer Roles • Designate carer roles close to building entrance for pregnant women & returning post-natal mothers.	Idea 2 Focus Groups • Focus Group sessions for selected employees to identify, discuss & prioritise Flexible Working Arrangement (FWA) & Challenge Support needs.	Idea 3 Parent Network • Launch of Facebook network for working parents, pre-maternity members & post-natal mothers returning from their maternity leave to share experiences & provide support for new & to-be parents.
Idea 4 “Take My Life Back” 5PM Workdays • Once a week, 1 team member arranges her working day to end at 5PM or earlier (on a rotational & weekly basis).	Idea 5 Fixed Schedule Work Arrangement (FWA) • Work from home arrangement using school holidays for parents with school-going children.	Idea 6 Fixed Hours Arrangement (FWA) (FWA) • Flexible working hours that totals 36.8 hours a week (including 4.8 hours team member can arrange to work from 10:00am - 6:00pm).

Definition: Employees end a normal working day earlier by not altering the standard number of core-hours.

Guiding Principles

- Employee’s ‘5pm Workday’ is based on a fixed and agreed upon schedule by the team.
- Pre-approval of the schedule is by respective supervisor.

Steps

- Identify target audience.
- Develop communication to share the intent of the initiative.
- Team members may initiate a request for this arrangement from immediate supervisor.
- Prepare and share 5pm time-off schedule for the team.
- Monitor progress and effectiveness of the initiative.
- Obtain feedback via polls on flexWorkLife.my portal.

flexChallenge Implementation Guideline

Idea #5 : School Holidays Work Arrangement

Idea 1 Designated Career Kiosk • Designate career kiosk close to building entrance for pregnant women & returning post-natal mothers.	Idea 2 Parent Support • Parent Group sessions for selected employees to identify, discuss & prioritise Flexible Working Arrangement (FWA) & childcare support needs.	Idea 3 Parent Support • Launch 90-minute sessions for working parents, pre-maternity, maternity & post-natal mothers returning from their maternity leave to share experiences & provide support for new & to-be parents.
Idea 4 "Take My Life Back" WFH Workdays • Once a week, 1 team member arrange her workday to end at 1PM or earlier (on a rotational 3-week basis).	Idea 5 School Holidays Work Arrangement • Work from home arrangement during school holidays for parents with school-going children.	Idea 6 Flex Hours Arrangement (Part-time) • Flexible working hours that totals 8.5 hours a day (maximum). At the team member can arrange to work from 10:00am - 6:00pm.

Definition: Work from home during school holidays for parents with school-going children.

Guiding Principles

- Aimed at working parents with school-going children.
- WFH arrangement is exercised when it is both productive and efficient to conduct business from home
- Employees are connected and may be contacted at all times during working hours.
- Office equipment requirements for WFH such as laptops and internet connection in place.

Steps

- Identify target audience.
- Develop communication to share the intent of the initiative with selected target audience.
- Develop checklist to discern laptops, internet connection and other office equipment are available from home.
- Eligible employees may initiate a request for this arrangement from immediate supervisor.
- Prepare Work From Home schedule.
- Share schedule and checklist with the team. Office equipment check list to be completed by employees.
- Monitor progress and effectiveness of the initiative.
- Obtain feedback via polls on flexWorkLife.my portal.

flexChallenge Implementation Guideline

Idea #6 : Flexi Hours Arrangement

Idea 1	Idea 2	Idea 3
Designated Career Roles <ul style="list-style-type: none">Designate career base close to building entrance for pregnant women & returning post natal mothers.	Focus Groups <ul style="list-style-type: none">Focus Group sessions for selected employees to identify, discuss & prioritise Flexible Working Arrangement (FWA) & childcare support needs.	Parent Network <ul style="list-style-type: none">Launch of resource network for working parents, pre-maternity members & post-natal mothers returning from their maternity leave to share experiences & provide support for Idea 2 & 3.
"Take My Life Back" WFH Workdays <ul style="list-style-type: none">Once a week, 1 team member arrange her workday to end at 1PM or earlier (on a rotational & week basis).	School Holidays Work Arrangement <ul style="list-style-type: none">Work from home arrangement during school holidays for parents with school-going children.	Flexi Hours Arrangement (Pilot Scheme) <ul style="list-style-type: none">Flexible working hours that total 8h & have a 1hr break. An HR team member can arrange to work from 10:00am - 6:00pm.

Definition: Flexibility to adjust their daily working hours as long as the specified set number of hours within a week is fulfilled. Employees can work at any time of the day and need not work a constant set number of hours per day.

Guiding Principles

- Pilot initiative in smaller department to test feasibility of the arrangement.
- Employees may be contacted during core working hours.

Steps

- Identify target audience.
- Determine flexi-hours definition.
- Develop communication to share the intent and definition of flexi-hours and send to target audience.
- Eligible employees may initiate request with supervisor to agree on the flex hours arrangement.
- Monitor progress and effectiveness of the initiative.
- Obtain feedback via polls on flexWorkLife.my portal.



Activities to be completed in the 'Implement' phase are:

1. Implement planned activities.
2. Update checkpoint checklist & status update template & email to PMO.

Tools & templates included in this toolkit to assist you in this phase:

- Checkpoint Checklist.
- Status Update Template.

Checkpoint #1 Checklist



Activities and items to be completed for this week

- Confirmed “1+1” activities to be implemented.
- Identified target audience to take part in the pilot.
- Developed communication materials.
- Communication and/or invitation are sent to target audience.

Checkpoint #2 Checklist



Activities and items to be completed for this week

- Collected response and participation rate on “1+1” activities that are to be implemented.
- Completed preparations required prior to implement activities (*please refer to specific guidelines in the fleXChallenge Implementation Guideline for preparation on pre defined ideas*).

Checkpoint #3 Checklist



Activities and items to be completed for this week

- fleXChallenge activities has been implemented.
- Gathered initial feedback from participants who took part in the activity.
- Discussed with team involved on possible ways to improve on the implementation of fleXChallenge activities.

Status Update Template



- The Status Update will be provided weekly using the same Workplan Template completed during the “Plan & Design” phase.
- The status of each activity will be updated and sent to the Diversity Advocate & PMO email address (flexchallenge@talentcorp.com.my) on a weekly basis.

flexChallenge Workplan (Template)

Screenshot Sample (template as attached)

FleXChallenge Activity Name	Activity Description	Start Date	End Date	Status	Person Responsible
Parents' Network	Identify target segments				
	Develop communication to secure employee attendance				
	Plan sessions according to employees availability				
	Identify potential caterer				
	Plan activities or topics to facilitate the discussion				
	Prepare a short report or newsletter content to be featured on the company's online portal for the benefit of those that are not able to attend				
[Name of "+1" Idea]					



Workplan Template



Activities to be completed in the 'Feedback' phase are:

1. Obtain feedback from employees who took part in the fleXChallenge activities.