Top tips for handling flex requests

JOB DESIGN IDENTIFIES WHERE FLEXIBILITY WORKS

ORGANISATION'S NEEDS → INDIVIDUAL'S NEEDS
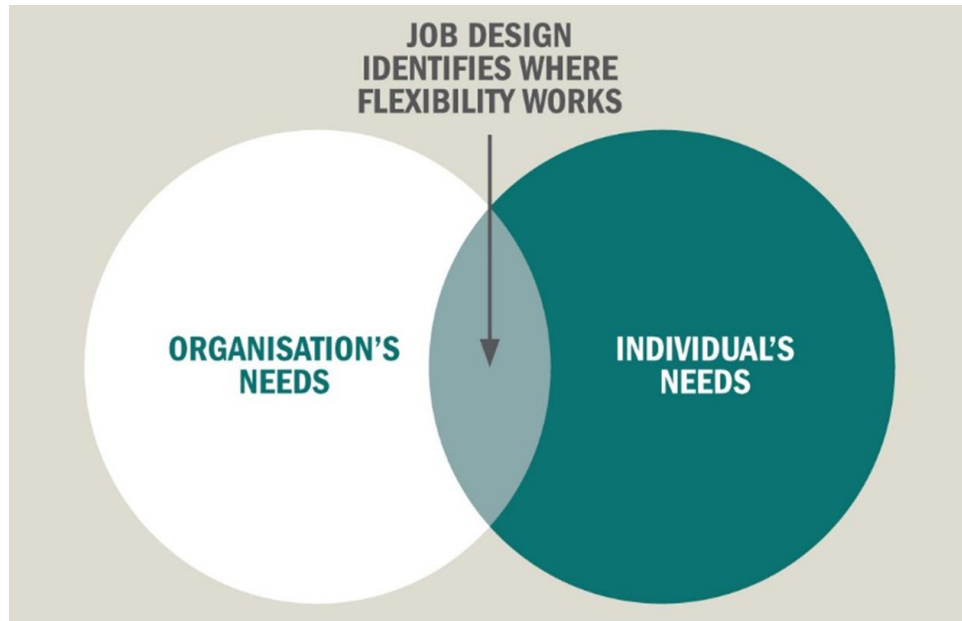
Be open-minded – just because something has always been done in a certain way it doesn't mean that it can't be done differently

Don't make decisions in isolation - ask someone to check and challenge your thinking

Remind yourself of the business case for flex and the implications of saying 'no' as well as of saying 'yes'

Make sure the decision is based on facts and not your own biases / personal preferences

Use the flexible job design questions to identify where there might be compatible flexibility, and ask the following:

- **'Given the service we have to provide, what flexibility might be possible?'**
- **'Can we make this work? And if we can't, why not?'**
- **'What else might be possible?'**

Approach all requests with openness, honesty and curiosity around what IS possible

If you are unable to agree to a request, be clear about WHY it isn't possible

timewise