Supervisor Support Session

GTHR Employee Performance Team

Human Resources

Agenda

Welcome

What Happens Now

Available Tools & Resources

Scenarios & Solutions

Q&A

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Historical Context & Timeline

AY23 to AY24

- Working @Tech Arrangements began recording workplace locations, schedules, etc.
- Required supervisor approval only

March 31, 2025

- Georgia Tech leadership sent email announcing **USG** expectation for in-person work norms for AY26

April 2025

- Topic of discussion in unit level townhalls and emails

May 2025

- Message from EVPAF to all of campus
- Notifications from HR to supervisors and staff with existing arrangements
- Launch of updated ServiceNow Telework request system

July 2025

- Message from EVPAF, expirations, next steps
- Reminders from GTHR
- Preexisting Working @Tech Arrangements expired (July 31)

August 2025

- Aug. 1 – Deadline to submit telework request
- Aug. 15 – Deadline to take action on open requests

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What happens now?

Beyond August 1

Support Session

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Telework Statuses

Compliant	Compliance is met when employees are working on-site five days per week. Exceptions apply only in cases where capacity constraints exist (e.g., insufficient workspaces to accommodate the whole team). In such cases, a documented plan must be on file with I&S. Leaders are responsible for managing a rotating schedule that ensures all team members are regularly on-site and available for in-person interaction. This exception is provisional and will be in place until a department's capacity limitation is addressed. Active planning is underway.
ADA Reasonable Accommodation	Individuals who previously had approved Telework but were out on an approved leave and missed the Telework submission deadline of 7/31/25, will be allowed to submit a request for consideration upon return to work.
Non-Compliance	Managers are responsible for ensuring compliance with the on-site work expectation. HR Partners are available to support managers in conducting coaching conversations when concerns arise. If an employee fails to meet expectations after a good-faith effort to resolve non-compliance, the HR Partner may initiate the corrective action process. Employee Relations will provide support for issuing documented warnings. (see further details under Non-Compliance)
Special Circumstances	Guidelines have been established to support individuals who intend to return to on-site work but face barriers beyond their control (e.g., live out of state, are not approved for remote work, and are required to relocate to Georgia). These guidelines provide temporary, structured solutions while ensuring alignment with institutional expectations. (see further details under Special Circumstances)

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Unprecedented Onsite Work Initiative

Addressing non-compliance while enabling management flexibility.

- **Flexibility in Discipline:** Recognize that not all situations are the same

- **Managers Role:** Ownership of performance and corrective action

- **Business Continuity:** Maintain operations despite individual non-compliance

- **Progressive Discipline:** Framework has a built-in cushion and some flexibility for application, depending on the situation.

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Non-Compliance: What happens?

Objective

While this process may, in some cases, result in individuals exiting the organization, our commitment is to engage with every employee respectfully and with humility. We aim to approach these situations with empathy, fairness, and transparency, ensuring that the dignity of all involved is preserved. At the same time, it is necessary to balance employee needs with the University System of Georgia's operational objectives.

Progressive Action *Must be resolved no later than 10/31/25*	
Steps	**Owner**
1. **Initial Conversation:** Performance Management (coaching)	Supervisor
2. **Written Follow-up (copy HR Partner):** Performance Management (coaching)	Supervisor
3. **Joint Conversation:** Verbal Warning (document)	Supervisor + HR Partner
4. **Corrective Action:** Warning (document)	Manager + HR Partner + ERC
5. **Corrective Action:** Final Written Warning (document)	Manager + HR Partner + ERC
6. **Separation** (respectful transition)	Manager + HR Partner + ERC

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Special Circumstances: Guidelines

Purpose & Applicability

Support staff with prior hybrid or remote arrangements who must return on-site but face non-protected (e.g., protected, ADA, FMLA…) short-term barriers that are eligible for *special circumstance* consideration. The aim is on-site resolution no later than 12/31/25.

Special Circumstance e.g.,	Initial Approval	Extension	Deadline
Out-of-State Relocation Back to GA	Up to 90 days	One-time extension up to 30 days (max 120)	Must be resolved by Dec 31

Requirements for All Special Circumstance Telework (detailed guideline in resources)

• Formal written agreement with start/end dates and responsibilities
• Manager approval required
• Compliance review by HR and sign-off
• Maintain expected performance and availability
• Periodic manager check-ins

Note: Further details about eligible circumstances and process can be found in the resource section.

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Other Special Circumstance Scenarios

- Transportation challenges
- Non-FMLA related child-care, elder care arrangements
- Inability to sell a home in another state

Note: ADA and FMLA concerns should be referred to the appropriate administrator; your HR Partner will advise.

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Resources

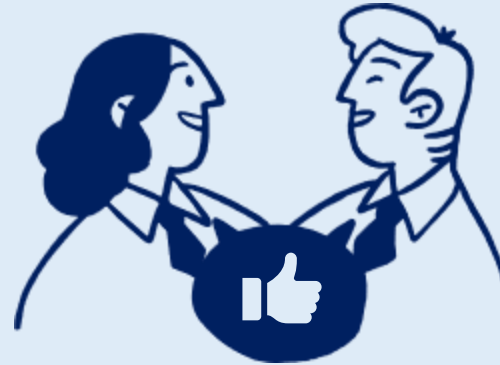Where to find help and tools

Human Resources

Strengthen Change Muscles

Change Resilience

Change in Your World

Change Leadership

Team Impact Analysis

On-Demand Learning

Change Management Tips for Individuals

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Resources

- Visit the telework site and scroll to the bottom for "Supervisor Resources"

Telework Agreements

Supervisor Guidance

- Supervisor Guidance for Reviewing Telework Requests
- Submitting and Reviewing Telework Agreements (KB0044571)
- Supervisor Guidelines Telework and Flex Time
- Support for Telework Conversations and Meetings
- Guidance for Navigating Change
- Resources for Team Building

If you are having technical issues with submitting or approving telework requests, please submit a ticket:

[Submit a Support Ticket]

If you need additional support, or have specific and personal concerns, please submit details here:

[Additional Support]

hr.gatech.edu/telework/

People Leader Townhall

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Additional Support Resources

Americans with Disabilities (ADA) Accommodations Requests

eoc.gatech.edu/ada-compliance

Employee Assistance Program (EAP)

benefits.hr.gatech.edu/employee-assistance-program/

Perks & Programs

Ombuds

People Leader Townhall

Human Resources

Support through Scenarios

Discuss challenges and opportunities

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