Harriet A. West Bio

Harriet is a management consultant with more than 25 years of experience planning, implementing, and evaluating diverse programs for business and government. For 15 years, she has specialized in providing telework training and technical assistance to organizations through various public-sector initiatives and as a consultant.

Harriet led the development and implementation of one of the nation’s most successful regional telework programs on behalf of the Metropolitan Washington Council of Governments. Between 1996 and 2001, Harriet and her team provided telework training and technical assistance to more than 500 organizations in the Washington metropolitan region. She also conceptualized and managed the Washington Metropolitan Telework Demonstration Project, a two-year initiative involving eight public, private, and nonprofit sector organizations. This well-documented study, conducted between 1997 and 1999, showed employer cost-savings of nearly $2.5 million over a six-month period through reduced overhead, enhanced employee retention, and relocation cost avoidance.

Harriet serves on The Telework Coalition’s (TelCoa) Board of Directors. She helped research and co-authored TelCoa’s 2006 “Telework Benchmarking Study,” which examined the best practices of some of the nation’s largest and most successful telework programs.