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Personal Profile Analysis (PPA)

Managing Remote Workers

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INTRODUCTION

Businesses around the world have experienced a rapid increase in the adoption of remote working practices. These new ways of working range from the increased number of people going freelance, to those engaging with aspects of the gig-economy or adopting flexible working patterns through their current employers. We know that when individuals are given the flexibility to adopt remote working practices, they often proved to be more productive, more innovative and experience greater well-being.

However, while some people will consider a period of remote working to be positive, or even a benefit, it is something that will also be viewed with a degree of concern by others. There are those that enjoy the social side of being in an office; the interaction with colleagues, being able to exchange ideas and collaborate face to face.

It is also important to view the potential challenges that employees could face if they struggle to switch off. Just as some staff may find it hard to be engaged with work when sited remotely, others will be unable to define and stick to boundaries between work and home life. Understanding communication styles doesn't just help you keep these employees engaged, it can also help to prevent burnout and work-related stress for those unable to switch off.

Understanding your people's communication styles will be critical to maximise the benefits presented by increased remote working practices. Get it right and you will engage your workforce and broaden your talent pool. Get it wrong and you could isolate your people and disconnect your best talent from critical projects.

PERSONAL OVERVIEW

This forceful, hard-working self-starter works methodically but independently in achieving objectives. A systematic, precise thinker and worker who follows procedures in a patient, deliberate and compliant manner. This person takes authority seriously and accepts the responsibility for both the success and failure of a project. They are curious, logical, critical and incisive. They are shrewd and have the ability to make the right decisions at the right time. This is a direct person who is painstaking in both setting and maintaining standards.

This person prefers difficult assignments calling for penetrating analysis, independent of people and preferably in a technical/specialist "task-oriented" area of endeavour. They prefer to work alone in a highly structured environment within well-defined job parameters. They like to work within their own timescales and need the freedom to explore. This person requires the authority to re-examine/re-test results. They tend to be very persevering and may resent those who impose on them.

GENERAL COMMUNICATION STYLE

They will tend to communicate directly and thoroughly and they will present their case clearly without any unnecessary frills. They are likely to be objective and realistic and will rarely overpromise which may give them a reputation for being trustworthy. However, they may at times withdraw and be reserved when communicating. This may be a barrier to creating enthusiasm and interest within others.

It should also be noted that this person may tend to keep things to themself as a result of them feeling that no-one can do the job as well as them. This could lead to other people feeling that they are being kept in the dark.

MOTIVATING THIS PERSON

This person is a strong, forceful individual, who is best motivated by being given a demanding task coupled with challenge and the authority to resolve a problem or create a solution. They also have an innate need to feel secure within the working environment and like to be allowed the time to complete a task to their standards.

Should this person have a boss, then ideally that person will be direct but diplomatic and someone who approaches problem solving and the setting of tasks through experience and expertise. The boss should always remember that this person likes to be given a clear explanation of the requirements, have timescales agreed and then be left to provide the solution. In addition, it may be necessary for the boss to assist this person in areas of communication and the motivation of others. The boss should also be aware that on occasions reassurance and help may be needed when decisions have to be made outside this person's area of expertise.

MANAGING THIS PERSON

This person responds well to a direct managerial approach that is backed by working procedures and logic. The manager should be aware that an effusively friendly style may be viewed with suspicion and could lead to mistrust. Responsibilities, limits to authority, reporting relationships and time schedules should be clearly defined.

Although group-orientated, they tend to prefer to work on the periphery of a team providing independent input or organisational direction. Their manager should avoid placing them in situations that demand a high public image or motivational skills.

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REMOTE WORKING

This person will seek detailed and methodical steps to follow to achieve results. They may feel disempowered and frustrated if they are lacking clarity or having to adapt to change.

Their communication style will be direct, to the point and often in writing. Due to a low desire to work with and through people, others may find their style blunt and impersonal.

- Provide this person with clear, concise communication of their objectives and tasks allowing them time to reflect. You may need to instigate conversations.
- Ensure that this person understands how their objectives support the success of your business. They want to feel a strong sense of purpose.
- Reassure this person that they are achieving what you are expecting of them by giving them specific feedback on their progress.
- Ensure this person has regular opportunities to review processes and working methods with you. They will seek efficiency in everything they do.

DEALING WITH CHANGE

This logical and systematic individual tends to question the need for change, preferring the security of a structured environment. They are unlikely to take risks preferring to assess the feasibility of change before it takes place. Once they feel it adds value to the organisation and improves results then they are likely to drive forward and expedite the necessary action.

If you'd like to explore this person's response to remote working and how to manage through uncertainty more deeply, you will benefit from the insight provided from our Emotional Intelligence and Personality assessments.