



Remote WorkQ

Helping your direct report
succeed in a remote working
environment

Sample Candidate

RemoteWorkQ completed
20 August 2020

This report is based on your direct report's responses to the RemoteWorkQ questionnaire and is intended to help you support them in a remote working environment. This report provides individualised feedback and actionable coaching tips for you as a manager based on your direct report's strengths and potential risk areas when working remotely.

What is the RemoteWorkQ?

Technological and cultural factors have allowed an increase in remote work for many jobs. This shift has brought both benefits and challenges to the world of work. To maximise the benefits and minimise the challenges of remote work situations, it is important that workers have the correct competencies for effective remote work performance in addition to the competencies needed for their core job responsibilities. SHL's RemoteWorkQ measures competencies that are important for successful performance in a remote work environment across three key performance areas: Work Relationships, Work Habits, and Self-Development & Well-Being.

As a manager, you play a key role in helping your direct report to succeed in meeting their core job responsibilities whilst they work in a remote environment. You can help them make the most of areas that are already strengths, and improve or focus on areas where they have low potential to exhibit the necessary behaviours to perform successfully in a remote work environment.

Work Relationships

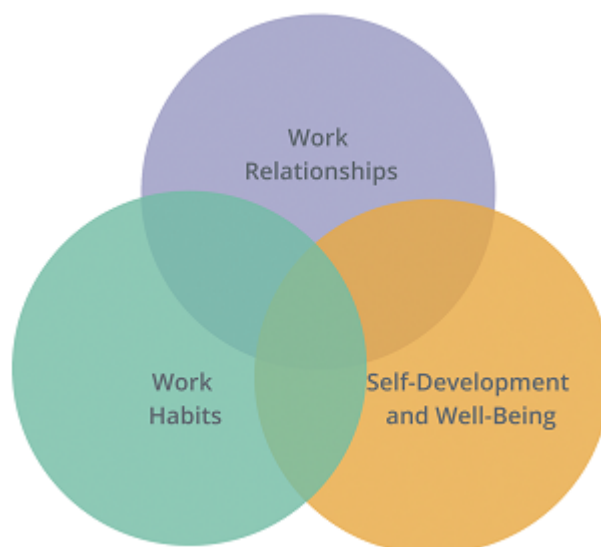
- Maintaining Good Working Relationships
- Offering Help
- Communicating Using Technology

Work Habits

- Working Autonomously
- Using Time Efficiently
- Staying Focused




Self-Development and Well-Being

- Adapting to Change
- Focusing on Self-Development
- Taking Action



What's Sample Candidate's RemoteWorkQ?

Your direct report's responses to the questionnaire allow us to predict how they are likely to behave and perform in a remote work environment. Below and on the next page are their scores for each of the nine behaviours across three performance areas, showing where they are likely to demonstrate low, medium or high potential to exhibit the necessary behaviour. Directly following will be detailed personalised feedback and coaching tips that will help you enable your direct report's success in a remote work environment.

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-  **1** **Low potential** to exhibit a specific set of behaviours (possible development area)
 -  **2** **Medium potential** to exhibit a specific set of behaviours
 -  **3** **High potential** to exhibit a specific set of behaviours
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Work Relationships

Maintaining Good Working Relationships



This person does not typically put much effort into developing work relationships. A remote work environment can make this even more challenging. They may require significant encouragement and coaching to develop and maintain strong relationships with co-workers.

Offering Help



This person shares information and offers guidance to others. However, they may need some coaching on the best ways to do this in a remote work environment.

Communicating Using Technology



This person effectively uses available technology systems to communicate and access information, including advanced features of messaging systems, social media channels, and multimedia presentation platforms.

What's Sample Candidate's RemoteWorkQ?

Work Habits

Working Autonomously



This person is well on their way to working successfully with limited supervision. You can expect them to ask others for help only after trying to resolve the situation on their own.

Using Time Efficiently



This person may struggle to manage their own time without the accountability of working in an office environment, at times procrastinating or wasting time to the point of missing deadlines.

Staying Focused



This person may have difficulty concentrating on a task for long periods of time and may easily become distracted from doing their work.

Self-Development and Well-Being

Adapting to Change



You can rely on this person to embrace change and be energised by it. They will adapt easily and quickly to meet new expectations of a remote work environment.

Focusing on Self-Development



This person is unlikely to seek opportunities to continually improve their performance. They will need direction to take advantage of opportunities for development in a remote work environment.

Taking Action



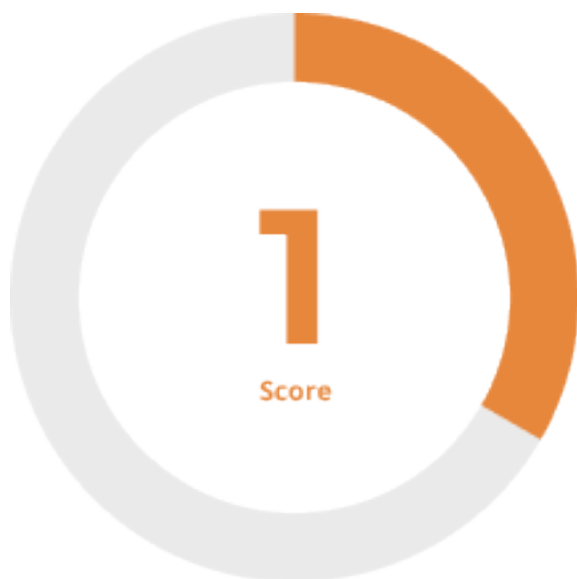
This person prefers to stay busy most of the time. They are usually willing to take on new responsibilities as long as they do not become too demanding.

How to help Sample

Now that you've seen an overview of your direct report's top strengths and development areas, the next section of this report will give you some insight into how you can help them develop stronger competence within these areas. Mark the ones that you wish to focus on to help optimise their performance and note the personalised coaching tips associated with each behaviour.

Sample Candidate: Work Relationships

Maintaining Good Working Relationships



This person does not typically put much effort into developing work relationships. A remote work environment can make this even more challenging. They may require significant encouragement and coaching to develop and maintain strong relationships with co-workers.

Development Tips

- Encourage this person to maintain good working relationships by letting them know it is ok to spend some time connecting with co-workers.
- Encourage this person to call co-workers when needed to discuss work issues rather than always using less personal methods like email or messaging systems.
- Regularly schedule times to speak with this person even when there is not a pressing work issue to discuss.
- Give this person work assignments that require interaction with co-workers.

Your notes for giving feedback and guidance:

Sample Candidate: Work Relationships

Offering Help



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This person shares information and offers guidance to others. However, they may need some coaching on the best ways to do this in a remote work environment.

Development Tips

- When reviewing the status of projects with this person, identify the information that would be important for other team members to know. Together, decide the best way to communicate it.

Your notes for giving feedback and guidance:

Sample Candidate: Work Relationships

Communicating Using Technology



— This person effectively uses available technology systems to communicate and access information, including advanced features of messaging systems, social media channels, and multimedia presentation platforms.

Development Tips

- Ask this person to lead a training session on the use of communication and presentation tools.
- Assign this person to represent the team to share information and updates on internal and external social media channels.
- Ask this person to leverage their expertise to use video conferencing or other messaging technology systems to organise informal meetings or group chats to help others on the team feel more comfortable using these tools.
- Ask this person to mentor co-workers who are not familiar with using technology to communicate on how to use it effectively.

Your notes for giving feedback and guidance:

Sample Candidate: Work Habits

Working Autonomously



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This person is well on their way to working successfully with limited supervision. You can expect them to ask others for help only after trying to resolve the situation on their own.

Development Tips

- Get in touch with this person frequently so they don't feel isolated or unsupported.
- Make sure this person has a clear understanding of when they can act on their own.
- Make sure this person has access to the information and support they need to do their job whilst encouraging continued independence.
- Use a phone call or video call instead of an email or chat message to help this person remain socially connected.
- Let this person know that although you are working in different locations, you are there to support them with making difficult decisions or solving tough problems.

Your notes for giving feedback and guidance:

Sample Candidate: Work Habits

Using Time Efficiently



This person may struggle to manage their own time without the accountability of working in an office environment, at times procrastinating or wasting time to the point of missing deadlines.

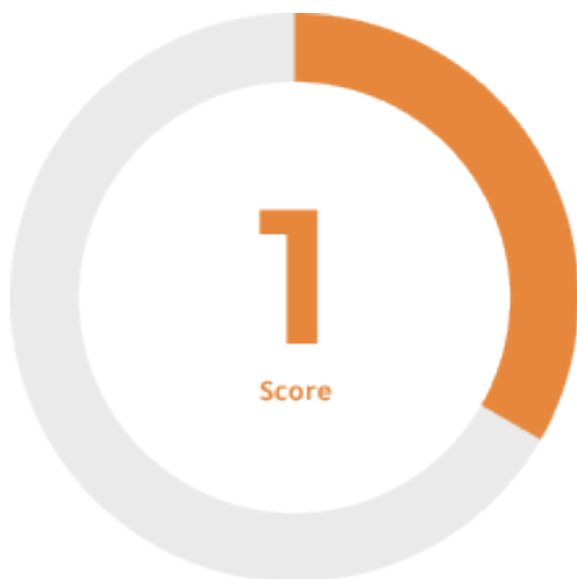
Development Tips

- Without the structure that comes from working in an office, help this person establish a daily routine and schedule to deliver their work within deadlines.
- Check in with this person frequently to ensure they are progressing towards agreed upon milestones.
- Make sure that you allow time for breaks in the schedule to protect their overall well-being.

Your notes for giving feedback and guidance:

Sample Candidate: Work Habits

Staying Focused



This person may have difficulty concentrating on a task for long periods of time and may easily become distracted from doing their work.

Development Tips

- Encourage this person to set up a workspace that is free from distractions.
- As much as is possible, give this person a variety of shorter tasks rather than fewer longer tasks.
- Encourage this person to break up stretches of repetitive or low-effort work with more challenging tasks.

Your notes for giving feedback and guidance:

Sample Candidate: Self Development and Well-Being

Adapting to Change



You can rely on this person to embrace change and be energised by it. They will adapt easily and quickly to meet new expectations of a remote work environment.

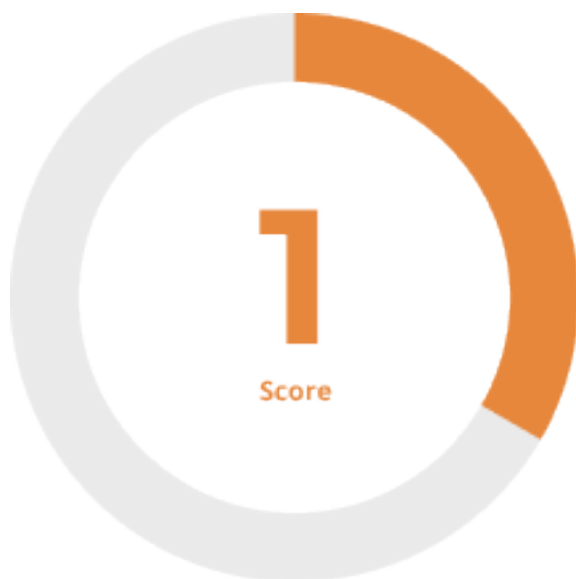
Development Tips

- Even if this person is not showing any signs of stress or difficulty adjusting to the new work environment, ask them regularly how they are doing. Give them a chance to express any concerns about adapting to a remote work environment.
- Recognise any concerns they have and help them discover new opportunities in the face of change.

Your notes for giving feedback and guidance:

Sample Candidate: Self Development and Well-Being

Focusing on Self-Development



This person is unlikely to seek opportunities to continually improve their performance. They will need direction to take advantage of opportunities for development in a remote work environment.

Development Tips

- Think about this person's development needs and identify one opportunity to help them grow their skills in that area. Direct them to participate in this activity as part of your expectations.
- In a remote work environment, there are fewer opportunities to directly observe your employees' performance. Set aside specific times to provide feedback for this person so they know how to improve their work performance.

Your notes for giving feedback and guidance:

Sample Candidate: Self Development and Well-Being

Taking Action



— This person prefers to stay busy most of the time. They are usually willing to take on new responsibilities as long as they do not become too demanding.

Development Tips

- Encourage this person to pro-actively speak up about their availability and willingness to help others in the team, so they can get involved in opportunities to contribute in new ways during times of lighter workloads.
- Coach this person to take initiative when they have chances to work on new projects, rather than waiting for someone to ask them to do something.

Your notes for giving feedback and guidance:



RemoteWorkQ Manager Report

Sample Candidate

20 August 2020