

# Managing Remote Workers Tips Report for Terry Harris

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## Introduction

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The following report is designed to help guide and assist you when it comes to managing Terry in a remote working environment.

The report is divided into six behavioural areas and within each you will find a brief description of Terry's preferred approach in this area. This is to help you to understand their preferred working styles - i.e. the way they like to work.

You will also find some personalised remote working tips that are provided to help you manage Terry more effectively so they can be more productive and better handle the challenges of working remotely.

This report covers the following remote working areas:

1. **Dealing With Interruptions** - remote working can be a challenge if there are constant interruptions during the day. Some people can handle interruptions well, while others may find this aggravating. We'll help you to understand how well Terry deals with interruptions and what you can do to help them get better at handling the inevitable interruptions during the working day.
2. **Feedback and Follow Up** - remote working is very different to working in an office environment. Its doubly important to feedback and follow up on action items or just generally with co-workers to ensure everything continues to run smoothly. We'll help you to understand how well Terry deals with providing feedback and follow up with colleagues and what you can do to help them improve.
3. **Motivating Others** - keeping morale high is important in these uncertain times, helping others to be and remain motivated is therefore a key skill when working remotely. We'll help you to understand Terry's preferred approach to motivating others and what you can do to help Terry enhance this further.
4. **Communication** - communicating with colleagues in a remote work environment becomes a bit more of a challenge when you have to rely on electronic methods of communications (email, conference calls, telephones, etc), frequently we can miss the non-verbal cues. We'll help you to understand Terry's communication style and what you can do to help them improve communications with their colleagues and co-workers.
5. **Remote Team Working** - social distancing and remote working can make collaborating with others in your team more of a challenge. We will help you to understand Terry's preferred approach to working on a team and provide you with some tips for helping them to work effectively in a remote team environment.
6. **Handling Stress** - these uncertain times can be unsettling for some and cause a lot of anxiety. We'll help you to understand how Terry deals with these stresses and some tips you can share to help them manage better.

## Dealing With Interruptions

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- Terry tends to be moderately organized
- Situations that call for a high level of detailed planning will be more difficult for Terry
- They tend to have a good balance between being organized and being able to react to what's going on during the day as well as handling interruptions

Tip: In times when Terry must deal with a high level of details, be sure to they double check their work for accuracy.

Tip: Terry may find that planning times in the day when they can and can't be interrupted beneficial.

## Feedback and Follow Up

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- Terry tends to be moderately organized

Tip: Perhaps suggest that Terry uses a system or organizer that automatically reminds them when they should follow up with team members.

Tip: When Terry is providing feedback, they should be as specific as possible which may require them to prepare in advance so that you can cite specific examples and details.

- Because Terry tends to be more direct with their communications, some team members may feel that their feedback is confrontational

Tip: Remind Terry that effective feedback generally leaves the other person feeling positive and motivated. Encourage them to think about their delivery of feedback so that it can be received as effectively as possible.

## Communication

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- Terry has a moderate level of need to communicate and interact with others during the day.- Continual interaction with others or ones that require them to work alone for long periods of time will be more difficult for them.

Tip: Working remotely will be ok for Terry providing they get the balance of interaction and interruption right and you might want to monitor and check in that the balance is right from time to time.

Tip: Working remotely may require Terry to communicate more than they generally do. This could be a little draining for them, so make sure that you allow and build time in to their day when they can work more independently.

## Motivating Others

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- Terry is moderately extroverted which means that they will generate a moderate level of enthusiasm when motivating others to do their work

- They tend to have a moderate level of initiative when it comes to motivating others

Tip: In those situations when they need to highly motivate other team members to respond, they may feel some stress. In these cases, Terry should prepare ahead of time so that their delivery can be more outwardly enthusiastic and motivational.

## Remote Team Working

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- Terry likes working with a team but appreciates occasional recognition for their own efforts

- In most cases, they feel that collaboration with others is productive

Tip: Success generally comes from motivating and managing others to do their jobs successfully, and in turn, providing them with recognition for their efforts. It is important that you remember to recognize Terry for their accomplishments.

## Handling Stress

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- Terry typically handles stress and difficult situations with poise
- Their poised nature may be seen as a lack of concern by others who are expecting a more sensitive reaction
- Situations that require a high level of sensitivity may be more difficult for them to handle

Tip: Coach Terry to recognise that others may be feeling the stress of this situation more than them.

Tip: Their poised and calm nature can be re-assuring and can help alleviate others' tensions and anxieties. Terry should be mindful of being sensitive with others who may be feeling the pressures more than they are.

**Note:** *This report represents only a small part of the factors that can be helpful in determining job performance. It is not designed to specifically recommend or not recommend any individual for employment and the ultimate employment decision rests with the Employer.*

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