RemoteWorkQ

Manager Report

Name

Sample Candidate

Date

April 3, 2020

Introduction

SHL's Remote Worker Assessment measures competencies that are important for successful performance in a remote work environment across three competency areas:

- **Work Relationships:** A sense of isolation is common for remote workers, which can reduce work motivation. Establishing social connections, maintaining open communication, and building strong cooperative working relationships can overcome feelings of social isolation in a remote work environment to enable high performance.

- **Work Habits:** Many remote workers are more productive than those working in offices. Working independently, managing time efficiently, and staying focused on tasks are critical skills to remain productive in a remote work environment.

- **Self-Development & Well-Being:** Engagement is increased when workers have opportunities to learn new skills and use those skills to meet challenging goals. Being flexible, willing to take initiative, and looking for opportunities to improve performance are important capabilities to thrive in a remote work environment.

Behavioral preferences provided by Sample Candidate are indicators of their strengths and development areas across these three key areas that drive high performance in a remote work environment. Preferred behaviors are self-reported and not directly reflective of skill levels, but they are good indicators of potential. A detailed description of Sample Candidate's potential in each area can be found below.

This report is designed to help people be more successful in remote working environments by providing:

- Insights into identified strengths and potential risks for working remotely

- Individualized coaching tips on how to use identified strengths to overcome risks

Key to the rating symbols

The following symbols are used in the report to indicate their potential areas of strength and development needs, as well as how their personal style and ability may support each competency area:

Competency rating key

Potential area of strength	■	■	■
Some potential scope for development	■	■	
Potential development need	■		

Summary of overall competency rating

Below is a summary table of Sample Candidate's ratings for each of the RemoteWorkQ competencies. In the detailed section of this report you can find the definition of each of the competency titles.

Area	Competency	Competency ratings		
Work Relationships	Maintaining Good Working Relationships	�		
	Offering Help	�		
Work Habits	Working Autonomously	▰	▰	
	Using Time Efficiently	▰	▰	▰
	Staying Focused	▰		
Self-Development and Well-Being	Adapting to Change	▰		
	Focusing on Self-Development	▰	▰	▰
	Taking Action	▰	▰	

Maintaining Good Working Relationships

Potential area to develop
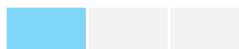
This measures the extent to which a person puts effort into developing good relationships with others.

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 coworkers.

Possible development activities for further discussion:

- Encourage this person to maintain good working relationships by letting them know it is ok to spend some time connecting with coworkers.

- Encourage this person to call coworkers 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 coworkers.

Offering Help

Potential area to develop

This measures the extent to which a person shares information and offers guidance to others.

This person may at times share too little information or share it too late. When they share information, it may not be the most relevant information. Because a remote work environment offers limited opportunities to spontaneously share information, this person may need extra coaching to effectively share information with others.

Possible development activities for further discussion:

- Help this person see where others could benefit from their assistance by directing others to this person for help on issues related to their areas of expertise.

- Let this person know it is ok to spend time providing information or guidance to coworkers.

- Have this person prepare "How To" guides in their areas of expertise so they have resources to share quickly when others need their input.

- Allow time in virtual team meetings for this person (and all team members) to update the team on how their projects could impact other team projects.

Working Autonomously

This measures the extent to which a person will be successful when working without direct supervision or help from others at work.

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.

Possible development activities for further discussion:

Connect often with this person so they don't feel isolated or unsupported.

Make sure this person has a clear understanding of where they can act on their own.

Make sure this person has access to the information and support they need to do their job while encouraging continued independence.

Use a phone call or video call instead of an email or chat message to help this person remain socially connected.

Using Time Efficiently

Potential area of strength �

This measures the extent to which a person manages their own time and delivers work on schedule, which is critical in a remote work environment.

You can rely on this person to complete work in the most efficient way possible without wasting any time. They will see to it that work is completed on schedule when working in a remote environment.

Possible development activities for further discussion:

- This person is not likely to require much external accountability to meet expected deadlines, so you likely won't have to help them manage their own time.

- Don't worry that this person won't work as efficiently when working remotely, as research shows that many remote workers are more productive than those working in offices.

- Provide this person with the freedom to complete their work on their own schedule, as they prove the ability to work efficiently on a consistent basis.

- You may need to remind this person to take breaks throughout the day and protect their time during non-work hours to maintain work-life balance and avoid burnout.

Staying Focused

Potential area to develop
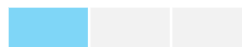
This measures the extent to which a person concentrates on tasks over a long period of time without getting distracted.

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

Possible development activities for further discussion:

- Encourage this person to set up a workspace that is free from distractions.

- As 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.

Adapting to Change

This measures the extent to which this person accepts and adapts to changes in their work environment without difficulty.

This person is likely uncomfortable with changes in their work environment, and may take longer to adapt to changes.

Possible development activities for further discussion:

- This person will look to your example in times of stress, so focus on the positives that change brings.

- Recognize the stress this person may be experiencing if adjusting to a remote work environment for the first time.

- Show that you have confidence in this person, especially when they are struggling to adapt to changes in the work environment.

Focusing on Self-Development

Potential area of strength

This measures the extent to which this person seeks development opportunities in order to improve their own performance.

This person prioritizes personal development and actively seeks out feedback. This person will pursue personal development opportunities, even in a remote work environment.

Possible development activities for further discussion:

- Encourage this person to think about their future career goals.

- Make sure they are aware of all of the learning resources available to them (e.g., virtual learning, self-guided development, mentoring programs, etc.) so they can take advantage of these opportunities to advance their careers.

- In a remote work environment, there are fewer opportunities to directly observe your employees' performance. Set aside time to provide performance feedback for this person so they can apply it to improve in their own work.

Taking Action

This measures the extent to which this person seeks additional work and enjoys taking on new responsibilities.

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.

Possible development activities for further discussion:

Encourage this person to proactively speak up about their availability and willingness to help others on 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.

Communicating Using Technology

The ability to communicate using technology is an important part of maintaining work relationships in a remote work environment. This section provides tips relevant to anyone working remotely for effectively using technology to communicate with others.

- Establish team standards for electronic communication such as when to use email versus instant messaging, or when to use bullet points rather than full text.

- Ensure that your team has enough internet bandwidth to handle streaming communications at their work locations.

- If available, encourage the use of video calls to help your team stay connected through face-to-face interactions.

- Adopt a common platform for conducting virtual team meetings as well as for smaller group collaboration.

- Create a structured, central location for saving files used by all team members.

- Ensure that your team has permissions needed to access common team directories.

- Ensure that your team has appropriate training on presentation tools.