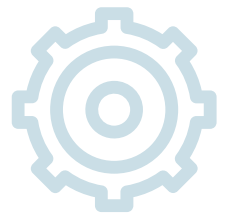




Working from Home

Stacey Harris
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Leadership Resources

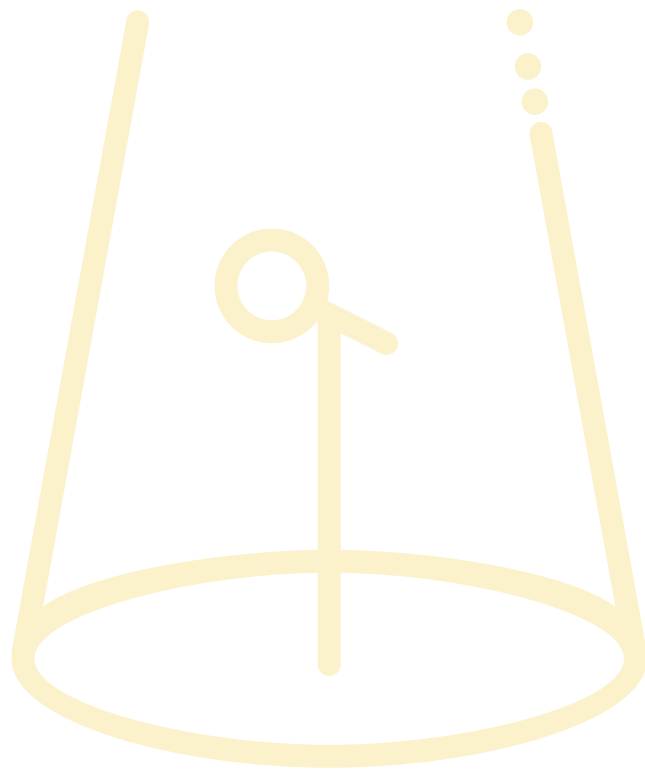




Stacey, your communication style is:

Outgoing

Outgoing communicators are magnetic, enthusiastic, friendly, demonstrative and conversational



Your Working Remote Tips



Everyone has their own style and tendencies. When working virtually, we need to become more aware of our strengths and weaknesses and how to manage them. We don't have our peers, leaders and other influencers around us to help point out when we need course-correction. Time and priority management is key. The tips below are based on your survey responses and offer insight into how you might manage yourself when working virtually.

WHEN WORKING FROM HOME

- ✓ Make sure you keep track of what you need to accomplish during the day and don't forget to budget time for short/energizing breaks.
- ✓ It can be difficult to persuade others when you're not in person. When sharing your ideas, facts are as important as your feelings on the issue.
- ✓ Review your notes before the end of a meeting to make sure you have all the information you need.
- ✓ Keep comments or ideas concise on video or conference calls to allow others to ask clarifying questions.
- ✓ Take more notes or document more thoroughly than you normally would.
- ✓ Don't let your assumptions fill in gaps. Have a quick chat to seek clarity before progressing on a project.
- ✓ Be prepared to back up your ideas with a few facts. Don't rely on intuition only. Call a colleague to bounce off your ideas before making a decision.



Communicating with Others

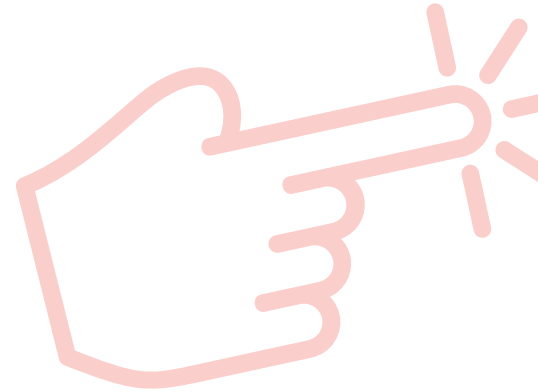


When working virtually, you will find that your coworkers tend to be either more direct or reflective. Below you will find communication tips on how to best communicate with your colleagues who fall into one of the two categories below.

Direct

When communicating online with a person who is ambitious, forceful, decisive, strong-willed, independent and goal-oriented:

- ✓ Don't waste time. Move quickly. Plan video meetings only when necessary and confirm availability via chat.
- ✓ Provide written correspondence with direct answers to questions and using concise bullet points.
- ✗ Don't waste their time with rhetorical or useless questions.



Reflective

When communicating online with a person who is cooperative, low-key, modest and mild:

- ✓ Offer to virtually collaborate on a tough project or be a sounding board for their decisions.
- ✓ Give an opening for them to share their opinions in video meetings.
- ✗ Don't pressure them when making difficult decisions.



Communicating with Others



When working virtually, you will find that your coworkers tend to be either more outgoing or reserved. Below you will find communication tips on how to best communicate with your colleagues who fall into one of the two categories below.

Outgoing

When communicating online with a person who is magnetic, enthusiastic, friendly, demonstrative and conversational:

- ✓ Use video communication whenever possible — this will make them feel more connected and allow you to engage with them at a deeper level. And keep them from being distracted.
- ✓ Follow-up with action steps, due dates in writing and ask for feedback.
- ⊘ Don't be too factual or formal. There is limited non-verbal communication in the virtual environment.



Reserved

When communicating online with a person who is restrained, controlled, non-animated, reflective and reserved:

- ✓ Have a clear plan of action for virtual collaboration.
- ✓ Stick to the specifics of the project at hand.
- ⊘ Don't call on them to speak in heavily attended virtual meetings.



Communicating with Others

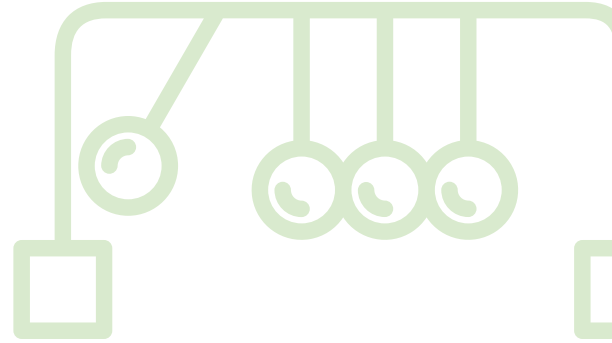


When working virtually, you will find that your coworkers tend to be either more predictable or dynamic. Below you will find communication tips on how to best communicate with your colleagues who fall into one of the two categories below.

Predictable

When communicating online with a person who is patient, reliable, steady and relaxed:

- ✓ Ask open-ended questions to draw out their responses via email or written chat.
- ✓ Allow them time and space to think before answering. Give them time to think.
- ✗ Don't put them "on the spot," or make them the first person to respond to a topic during a meeting.



Dynamic

When communicating online with a person who is active, flexible, eager and fast-moving:

- ✓ Provide time to think out loud during virtual meetings.
- ✓ Be open to discussing multiple topics in a single chat or call.
- ✗ Don't make decisions on their behalf.



Communicating with Others



When working virtually, you will find that your coworkers tend to be either more compliant or pioneering. Below you will find communication tips on how to best communicate with your colleagues who fall into one of the two categories below.

Compliant

When communicating online with a person who is dependent, neat, conservative and careful:

- ✓ Demonstrate you have taken an organized and objective approach.
- ✓ Communicate with messages that focus on facts not emotion.
- ✗ Don't be vague around expectations and accountabilities.



Pioneering

When communicating online with a person who is uninhibited, open-minded, independent, unconventional and intuitive:

- ✓ Provide an outlet for unconventional topics.
- ✓ Explore creative solutions to remote communication.
- ✗ Don't leave a meeting without summarizing the main points.

