

Remote Managers engage and support teams that work remotely, or who work in separate offices. This style of management means overcoming the communication and collaboration challenges of working in separate locations. Remote Managers have to help their employees appropriately manage time and priorities, maintain healthy communication, and collaborate effectively. The Remote Manager model highlights nine key competencies proven to support performance in remote work environments.

### Use this model to:

- Gain insight into a candidate or employee's readiness to manage a team remotely
- Help on-site managers transition to a remote work setting
- Support new hires in kicking off remote management strategies

When selecting or developing talent with this model, keep in mind that readiness for remote leadership may only be one element of their success. Consider also the competencies needed for the person's job function.

## COMPETENCIES

**Adaptability** - Individuals who display this competency demonstrate the ability to work effectively and shift course when external influences affect an initial plan, condition, or situation. They are willing to change their own ideas or perceptions on the basis of new information or evidence and are able to alter standard procedures when necessary and juggle multiple demands as required.

**Composure and Resiliency** - Individuals who display this competency are able to deal effectively with pressure, maintain focus and intensity, and remain optimistic and persistent, even under adversity. This competency includes the ability and propensity to recover quickly from setbacks, rejections, and conflicts and to maintain self-control in the face of hostility or provocation.

**Learning Agility** - Individuals who display this competency discern patterns in data, recognize relationships between concepts, and rapidly apply learning from one context to solve analogous problems in different contexts.

**Accountability** - Individuals exhibiting this competency take responsibility for their own performance and accept full ownership of issues, problems, and opportunities, regardless of the source.

**Analytical Thinking** - Someone who exhibits this competency grasps the underlying concepts in complex information, is able to identify root causes of problems, and formulates solutions based on a synthesis of information.

**Driving Results** - A person who shows this competency motivates individuals to achieve and exceed goals by establishing accountabilities, clarifying performance expectations, agreeing to high standards and measures, monitoring and reviewing performance, and providing timely and relevant feedback.

**Coaching and Developing Others** - Individuals who show this competency provide quality time and planned commitment to direct reports and provide processes and opportunities for them to understand their strengths and limitations in relation to a range of high-quality and relevant competencies.

**Interpersonal Sensitivity** - Those who demonstrate this competency relate effectively to other people, sense the impact of their own behavior upon others, and modify their approach in order to achieve productive outcomes.

**Team Building** - A person who exhibits this competency enables and encourages group members to work together to complete tasks and accomplish goals that individual members could not accomplish alone.



