

Remote Workers must cope with the various challenges and requirements of remote employment. Beyond the core responsibilities of their job itself, the employee must also find new ways to manage time and priorities, maintain healthy communication, and develop relationships. The Remote Worker 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 for remote work
- Help on-site employees transition to a remote work setting
- Support new hires in kicking off good work-from-home strategies

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

COMPETENCIES

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.

Information Seeking - Individuals who demonstrate this competency are driven by an underlying curiosity and desire to know more about things, people, or issues. This involves going beyond routine questions and includes digging or pressing for exact information; resolving discrepancies by asking a series of questions; or conducting less-focused environmental scanning for opportunities or miscellaneous information that may be used in the future.

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.

Decisiveness - Individuals who exhibit this competency tend to take calculated risks by making decisions and taking action, even in the absence of all information.

Initiating Action - People who show this competency will tend to be self-starters and will take a lead role in improving or enhancing a product or service, avoiding problems, or developing entrepreneurial opportunities. They will often demonstrate a sincere positive attitude toward getting things done and will seek out additional responsibilities that may go beyond the scope of their formal job description.

Time Management - People who exhibit this competency focus on completing all work tasks in a timely manner while remaining responsive enough to react to competing demands and shifting priorities. This competency is about managing multiple responsibilities, being organized, keeping on top of important time-sensitive tasks, and performing all work accurately.

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.

Relationship Building - They develop long-term professional relationships with others and excel at building and maintaining friendly interactions, establishing credibility, and building rapport with individuals or networks of contacts.



