

# Driving engagement and productivity in the new normal

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Insights from the world of Work Psychology



# Introducing the speaker

**Hein Jan Lapaire**  
Regional Director Asia  
Thomas International



# ABOUT THOMAS INTERNATIONAL



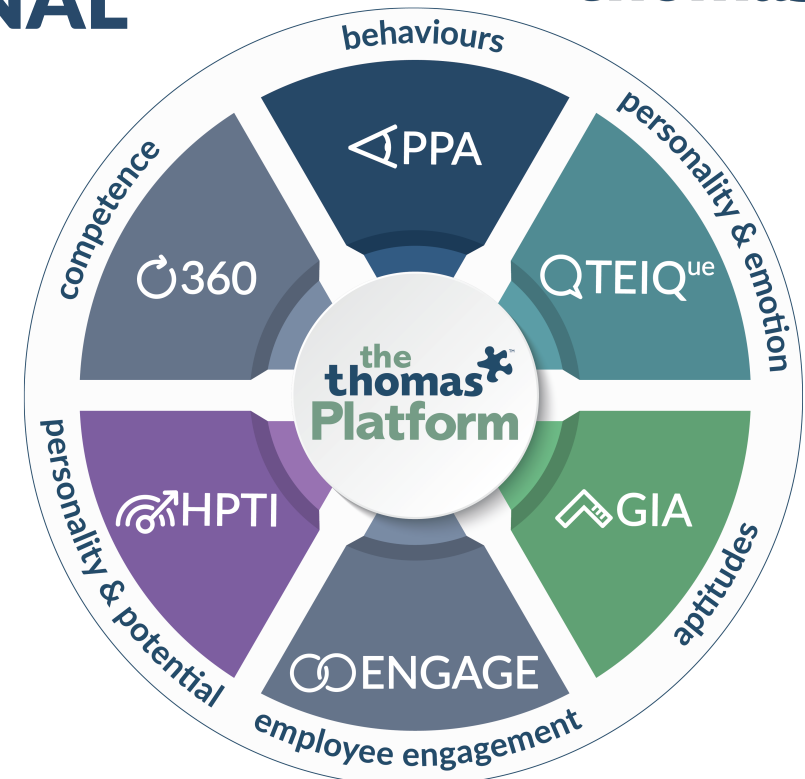
Founded in 1981

More than 32,000 clients

Offices in over 60 countries

Over 23 million assessments

Assessments in more than 50 languages

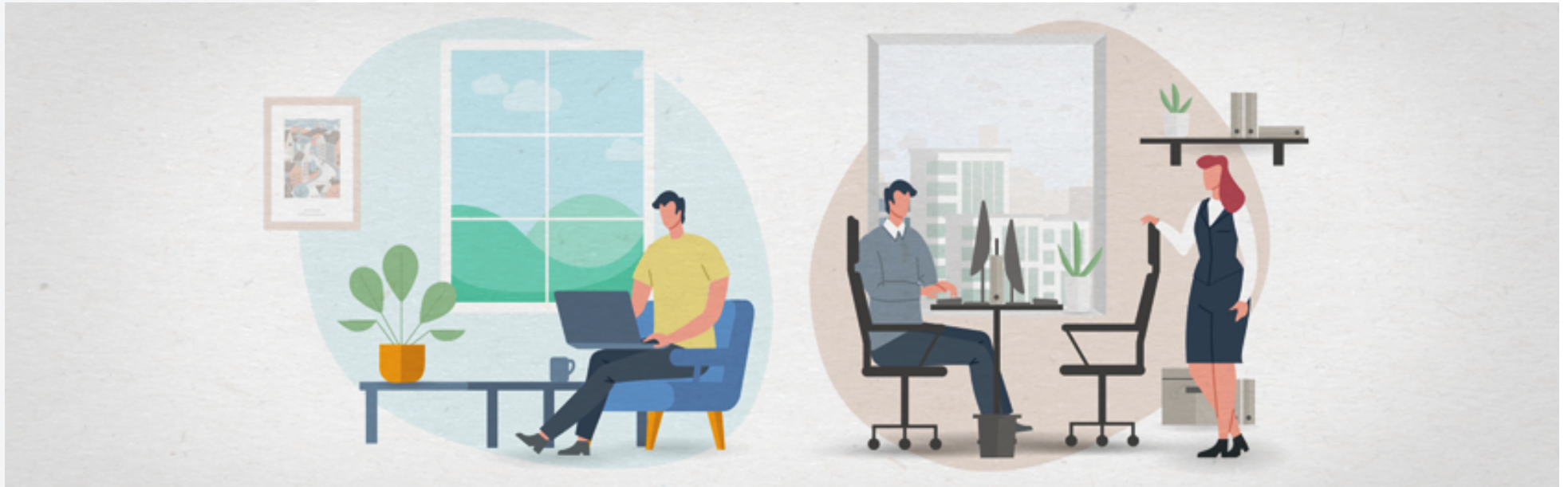


## OUR CLIENTS



# The world of work after lockdown

for many, remote working could be a permanent fixture;  
the majority of people will alternate between remote working & office based



Source:  
<https://www.recruitment-software.co.uk/remote-working-vs-office-pros-and-cons-for-recruiters/>





# The world of work after lockdown will change

# 77%

of employees across five countries (US, Italy, Germany, China, and Japan) believe that remote working is the direction of the future (*Lenovo, mid-March 2020*)

# 74%

of CFOs and finance leaders will move at least 5% of their previously on-site workforce to permanently remote positions (*Gartner, Inc., 30 March 2020*)

Source: :

- i. David. R. (19 March 2020). Technology tips for working remotely. Retrieved from [here](#).
- ii. Gartner, Inc. (3 April 2020). Newsroom, press release. Retrieved from [here](#).



# Employees engagement statistics

Struggle with unplugging after work

**22%**

**19%**

Struggle with loneliness

**65%**

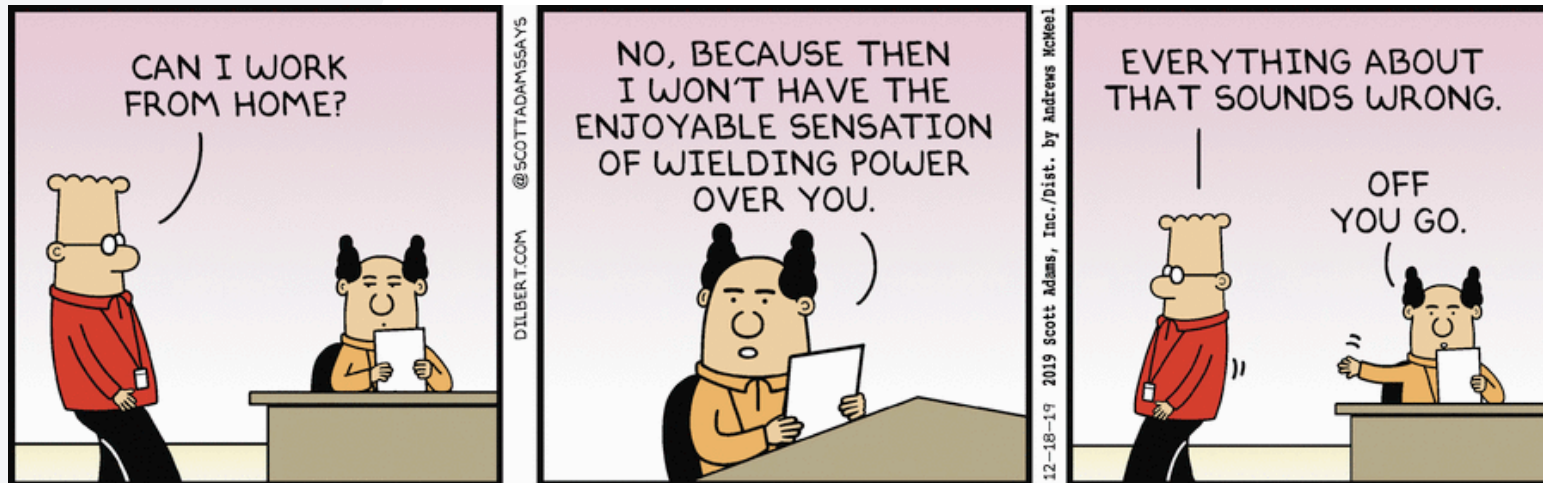
of remote workers are not engaged and are more likely to quit because of loneliness and low engagement (Future Workplace & Virgin Pulse, Nov 2018).

## Engagement climbs

when employees spend some time working remotely and some time working in a location with their coworkers (Gallup, Jan 2020).



# Managing people remotely can be challenging



Source:

<https://dilbert.com/strip/2019-12-18>



# How to engage with your (remote) employees?





# How to engage with your (remote) employees?

- Smaller team size
- New joiners
- New/refined work processes
- Team goals & performance metrics



# How to engage with your remote employees?



- Team partially remote, partially in office
- Formalize your communication channels (professional and social)
- Foster the value and culture

- Join our free webinar: **Unlock the power of your team - return, rebuild and thrive:**
- 28th July (Tue) at 11am MYT
  - Register on BrightTalk



- Buddy or mentor scheme
- Make your meetings matter



# How to engage with your (remote) employees?



- Share and spread important company updates consistently across an entire organization to ensure group homogeneity
- Ensure information equality
  - Ask questions

**Do what's right and not what's easy**



# What is Your Natural Management Style?



- The way you work in an office will be different to how you work remotely



- If you or your team have just moved to work remotely profiling will allow you to ascertain how your behaviour and communication styles could have changed



- As a manager, profiling yourself will ensure that you understand your current, prevailing communication style and reflect upon how it may have changed





# Improve Communication & Team Morale

You can improve team communication and dynamics with the help of psychometric assessments!

## Personal Profile Analysis (PPA) Different Communication Styles

**Dominance**  
(Power)

**Compliance**  
(Policy)

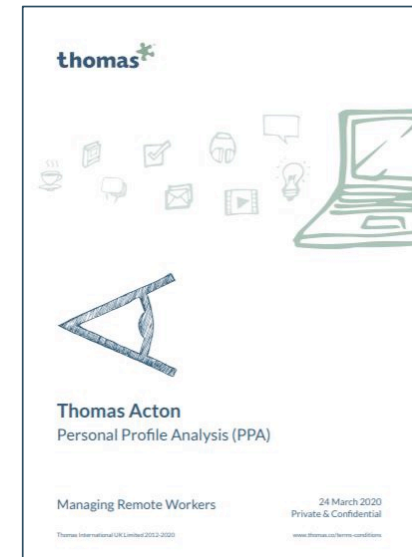
**Influence**  
(People)

**Steadiness**  
(Pace)

## Personal Profile Analysis (PPA) Team Audit



## Personal Profile Analysis (PPA) Managing Remote Workers



# What is Personal Profile Analysis (PPA)?

Listening for the clues: Identifying different Communication Styles:



**D**

Brief in conversation, often involved in many things at once

See the big picture – more focused on the outcome than smaller tasks

Typically high energy, speak quickly and like to tell stories

Like to talk about ideas, and communicate verbally

**I**



Will focus on facts and detail more often than the bigger picture

Typically conflict averse, may be very assertive in their areas of expertise

Like to focus on people and relationships, usually good listeners

Generally more focused on considering the needs of others

**C**



**S**



# Adapting your style when communicating from a distance

When communicating with...



**D**

Regular, concise updates will be preferred, either in writing or on a call.

Ask them what they need from you to help them deliver results.

Provide detailed updates and ensure materials are provided in advance of face-to-face catch-ups.

Ensure they have easy access to as much detail as possible.

**C**



**I**

Allow for regular face-to-face calls and impromptu catch-ups.

Give them time to talk through their work and projects. Let them verbalise their thinking.

Define a structured plan of face-to-face updates.

Focus your time on them; how they're structuring their work and the support they need from you or others.

**S**



# Challenges to overcome when working remotely



**D**

May feel lost and disempowered if they are unable to deliver results.

Likely to experience frustration and communicate in an increasingly blunt manner.

Productivity could drop if they do not have clear guidelines about what they need to achieve.

Likely to experience frustration if they are not provided with clarity during times of change.

**C**



**I**

Productivity could drop if they do not have access to people to discuss ideas or problems with.

Likely to experience loneliness and boredom quickly without regular check-ins.

Feeling isolated from support networks and having to adapt to sudden change will be very unnerving.

Likely to experience anxiety and stress if they do not feel supported.

**S**





# How to Support each profile while working remotely



**D**

Adapt their targets and performance metrics to reflect the new reality of remote working. This will allow them to feel a sense of success against a new set of goals that they have the power to achieve.

Involve them in the definition of new processes that reflect remote working in your team or department. Ensure they know exactly what is expected of them when you move to a new way of working.

**C**



**I**

Provide opportunities for them to interact with as many people as possible online – perhaps through regular webinars, video conferences or regular blog posts on a topic of interest.

Provide communication forums that are accessible to all and allow people to collaborate with their peer group, helping to remind them that they are still connected even from a distance.

**S**



# What is Managing Remote Workers report?

Our new but not-so-new remote working PPA report:

- A report summarising a person's potential challenges when working remotely and how you can best support them
- Provide insights into remote working, modifying communication and recommendations to engage and motivate



# How to engage with your (remote) employees?



# Can emotional intelligence help with this challenge too?

Knowing our own behaviours, personalities and emotional intelligence is a great way of showing how we approach work as well as keep ourselves engaged and motivated

<https://www.thomas.co/resources/type/hr-blog/unlocking-power-emotional-intelligence-keeping-your-employees-engaged-and>





# Take-away

If we manage individuals effectively and **tailor our management strategies to their needs**, remote working has the potential to **boost employee engagement as well as performance**



# What is next for the MDBC attendees?



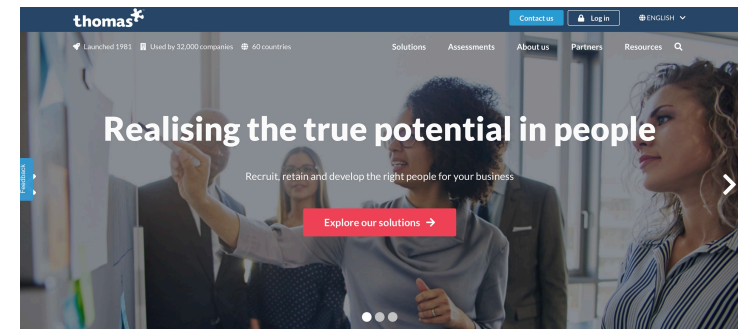
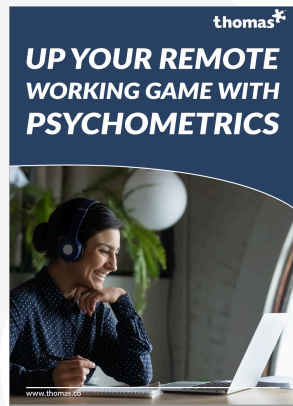
1) Receive “Up your remote working game with Psychometrics” - guide



2) Complete a Personal Profile Analysis and receive a “Managing remote workers” report for your self, please contact me at [heinjl@thomas.co](mailto:heinjl@thomas.co)



3) Learn more about psychometrics at [www.thomas.co](http://www.thomas.co) or book a meeting with our local team





# Thank you!

