



# Thomas Acton

## Personal Profile Analysis (PPA)

Managing When Remote

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Private & Confidential



## Introduction

Businesses around the world have experienced a rapid increase in the adoption of remote working practices. These new ways of working range from the increased number of people going freelance, to those engaging with aspects of the gig-economy or adopting flexible working patterns through their current employers. We know that when individuals are given the flexibility to adopt remote working practices, they often proved to be more productive, more innovative and experience greater well-being.

However, while some people will consider a period of remote working to be positive, or even a benefit, it is something that will also be viewed with a degree of concern by others. There are those that enjoy the social side of being in an office; the interaction with colleagues, being able to exchange ideas and collaborate face to face.

It is also important to view the potential challenges that employees could face if they struggle to switch off. Just as some staff may find it hard to be engaged with work when sited remotely, others will be unable to define and stick to boundaries between work and home life. Understanding communication styles doesn't just help you keep these employees engaged, it can also help to prevent burnout and work-related stress for those unable to switch off.

Understanding your people's communication styles will be critical to maximise the benefits presented by increased remote working practices. Get it right and you will engage your workforce and broaden your talent pool. Get it wrong and you could isolate your people and disconnect your best talent from critical projects.



## Personal Overview

This person is an unpretentious and conscientious individual who places great emphasis on both structure and rules. They are friendly and amiable. They are unlikely to antagonise others intentionally. Their strengths lie in their ability to follow instructions, pay attention to detail and maintain standards/quality. This person will probably not want the responsibility of making major decisions that affect others.

They have good communication skills, particularly in their area of interest. They can absorb, organise and communicate information to others without forcing it upon them. They also have patience with those individuals less able than themselves.

This person should not be expected to make quick decisions, but rather to investigate all available sources of information prior to the decision making process. They are probably better at providing supportive data and suggestions rather than making decisions. They are a good administrator who organises well on a daily basis, but who could be less adept at long-term planning. They dislike antagonism and interpersonal conflict. They could yield their opinion to avoid confrontation.

In both a social and work sense this person is likely to be a good team member. They need clear guidelines and areas of responsibility. They dislike having to deal with unexpected time pressures. There is a tendency for this person to become overly involved with the problems of others. They are likely to take criticism personally. They may frustrate others by being overly cautious and specific.



## Communication Style

This person tends to be a positive communicator when they feel secure in their own knowledge or when imparting information in non-antagonistic situations. However, they may tend to hesitate to voice their opinions if they are challenged in an area outside their personal expertise. Therefore, in areas outside This person's remit, they may be more suited to being an advisor/consultant rather than a leader. If they have appropriate levels of self-esteem and assertiveness coupled with an ability to reason with information provided, they may be able to pick up knowledge of the area being discussed quickly and contribute.



## Motivating this Person

This person is best motivated when operating in a situation where exposure is somewhat limited, structure and procedures are very clearly defined and where they feel confident that provisions have been made for them to double-check their decisions before action is taken. This person is also well motivated when they feel secure, popular and part of the team.

Should this person have a boss, then ideally that person will be democratic and participative by nature, providing information and giving support and confidence to this individual. The boss will also need to exercise patience when explaining things and be prepared to give exact requirements, and where necessary assist when difficult decisions have to be made.



## Managing this Person

This person responds well to a consultative management style that uses rules as guidelines, and established standards to measure performance. This person will seek to consult with their manager on a regular basis in a relaxed atmosphere. They are likely to give of their best when working as an integral member of a team. Managerial emphasis should be on co-operation and co-ordination of effort.

They tend to prefer roles that require them to help others via their personal expertise. Where possible, they should be given a regular role of their own that is clearly defined, and linked to their expertise. This person will usually seek to discuss both work and personal problems with their manager.



## Remote Working

This person may feel lost and disempowered if remote working reduces their ability to drive for results, especially if it becomes harder for them to meet their current goals and targets.

A naturally direct communicator, this person may adopt an increasingly belligerent style with both their line manager and colleagues if they perceive that those people are not prioritising their needs.

- This person likes to be challenged so that ensure you give them tough assignments that will extend them and keep them driving for success.
- Provide regular, concise updates in writing, or on a call. Being informed will help them feel empowered.
- Adapt their targets and performance metrics to reflect a remote working environment to help them feel a sense of success against a new set of goals.
- Ensure that there are communication channels in place to share their accomplishments with others.

## Dealing with Change

This person is continually seeking to improve standards and provide the 'perfect' solution to problems. As such therefore, they are likely to accept change providing they have time to qualify the value it is likely to bring to the organisation. The individual may initially feel threatened by change, so it is vital that the process is communicated well and the timescales for action are realistic.