

ALTA **in**SIGHTS

REAL TIME | ON-DEMAND



Increasing Engagement in
the New Remote Working
Environment

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Meet the Presenter

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AcuMaxIndex®

MAXIMUM INSIGHT INTO PEOPLE



AcuMax Index Link:

<https://app.acumaxindex.com/AssessmentRequest/Create?companyId=570&folderId=8712>



AcuMaxIndex®

MAXIMUM INSIGHT INTO PEOPLE





**We all get frustrated at times
with the “new normal” of
remote working!**

**My name
is Echo.
I used to
work at an
office, but
now I'm
remote.**



I miss the
affiliation of
work. Here's a
Birthday photo
from work in
2019.





My day starts off like before with a shower to get me going for my day's activities.

(PS: Truth be told, sometimes I just skip the shower.)

And, of course, you
need to start the
day with a good
breakfast. My
favorite – oatmeal
and bananas.





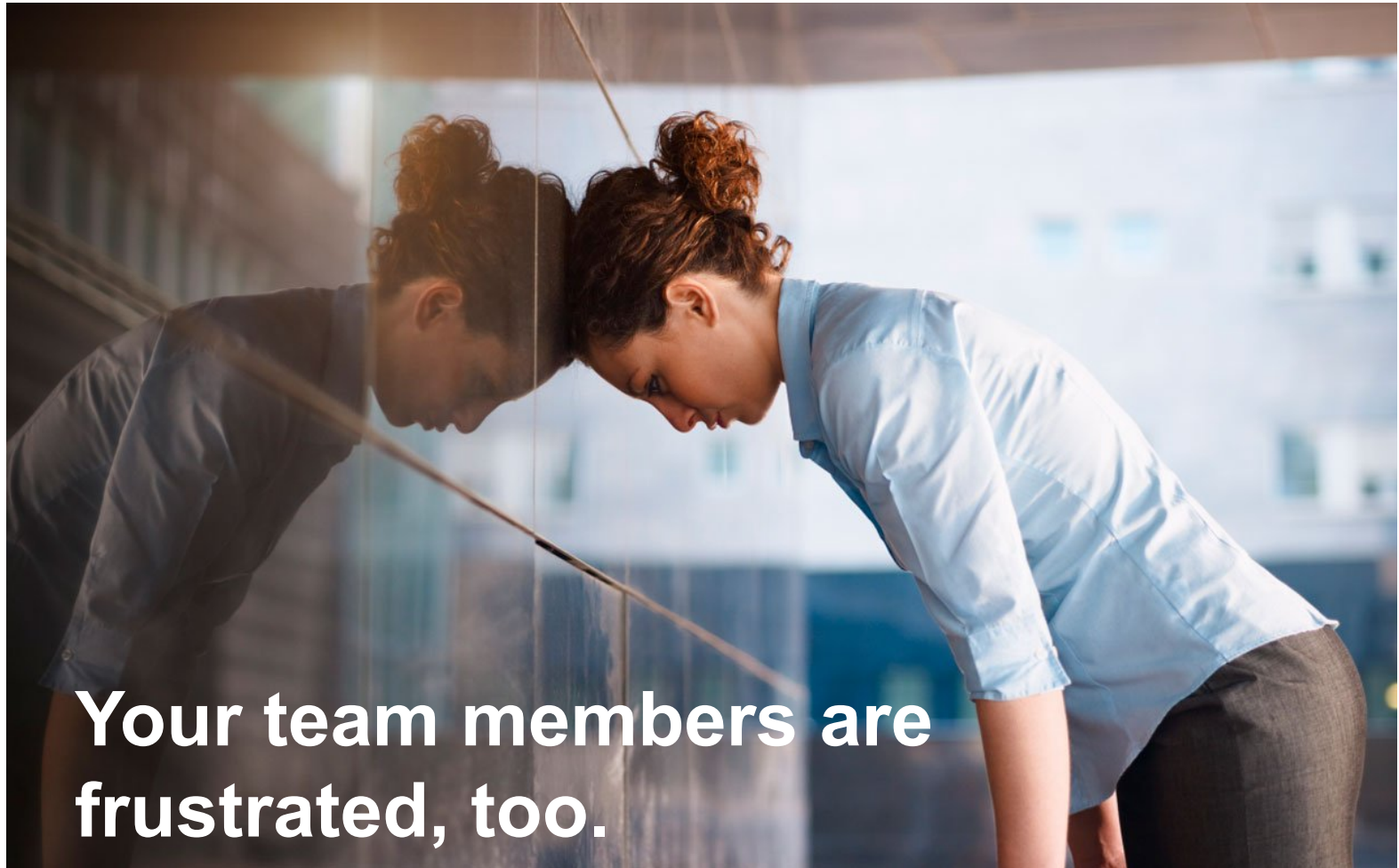
Then off to my home office for work.
Always so much paperwork to do!



Even while trying to have some fun, some days I just get frustrated. Don't have control over my environment, can't really talk to generate ideas or affiliate with my co-workers and all the Webinars really are so structured and lack the flexibility I prefer!

Skipped the shower that day!

Guess what?



**Your team members are
frustrated, too.**

Common issues of remote working:

- **THE MOST COMMON PROBLEMS FACING REMOTE WORKERS INCLUDE:**
 - Maintaining engagement and focus
 - Dealing with distractions
 - Keeping morale up
 - Finding creative outlets
 - Effectively managing time and projects
 - Keeping proper communication



Understanding “why”
removes frustration and
“people clutter” that impedes
overall personal satisfaction
in the remote working
environment.

Plus understanding each individual's wiring pattern – what it means and **WHY** they desire certain motivators assists in creating more engagement beyond just the work or the money.

Today's Agenda:

1) Purpose: Better engage team members in a remote working environment.

2) Introduction to AcuMax Index (AI)

3) Techniques based upon wiring pattern.

**4) Complementary AI for attendees:
Please use link for registration for event.**

**Natural Self Wiring Graph
Adjusted Self Wiring Graph
(Changes over last 90 days – why are you stressed?)
Drive Intensity
Effective Engagement
Remote Working Engagement**



Getting Setup

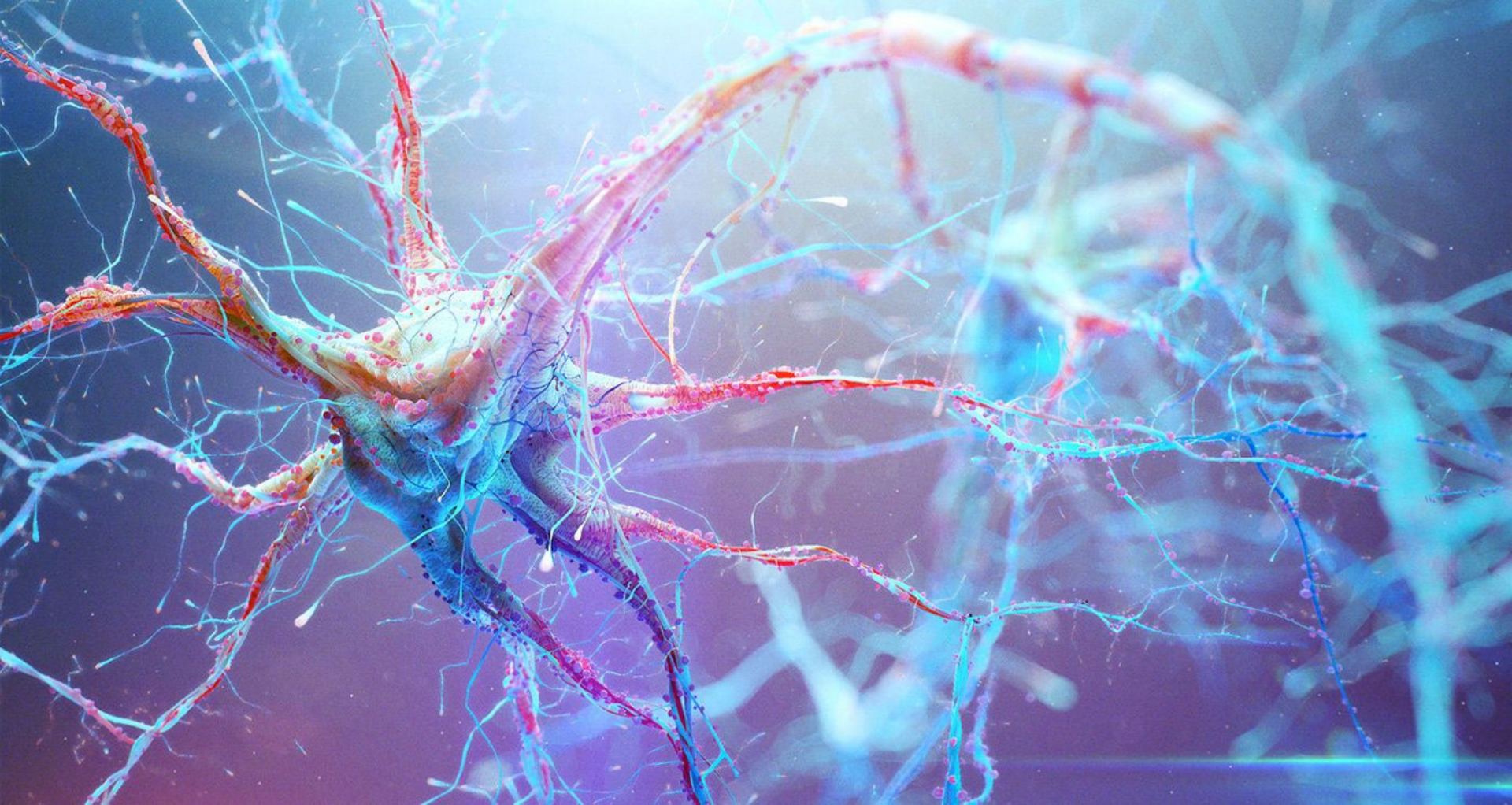
Nature vs. Nurture

Why is wiring different from behavior or personality?

In addition to wiring, Behavior and Personality are affected by the components of Nurture, including:

- **Where Born (Culture, Nationality, Religion)**
- **Upbringing**
- **Education**
- **Life's Experiences**
- **Age and Maturity**
- **Birth Order**
- **Morals and Ethics**
- **Etc.!**





A

B

C

D



We are all socially constructed beings and desire some elements of people interaction.

Understanding wiring assists in what motivates or engages people in a remote working situation.

A

B

C

D



A

Autonomy: Tells us if an individual prefers more of a team driven environment or one where they are more in control.

B

Communication: Reveals if a person prefers more “alone” time and heads down time or one where the environment is more “heads up” and people interaction oriented.

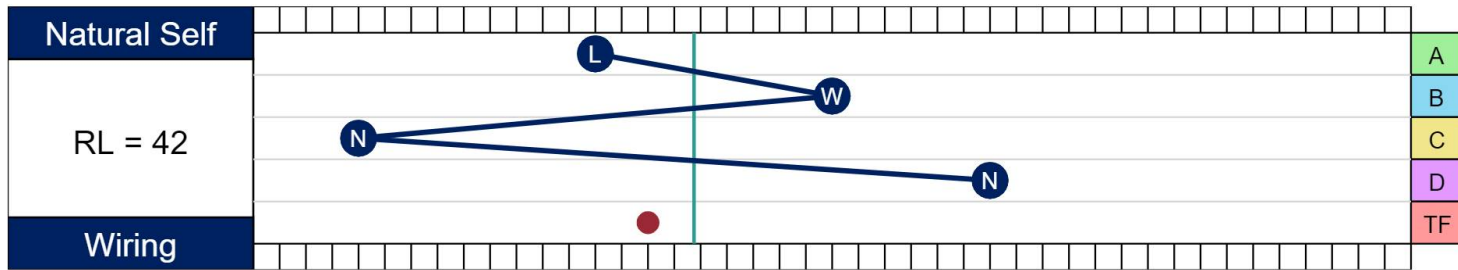
C

Patience : Discloses if an individual prefer less affiliation with other co-workers of higher levels of affiliation.

D

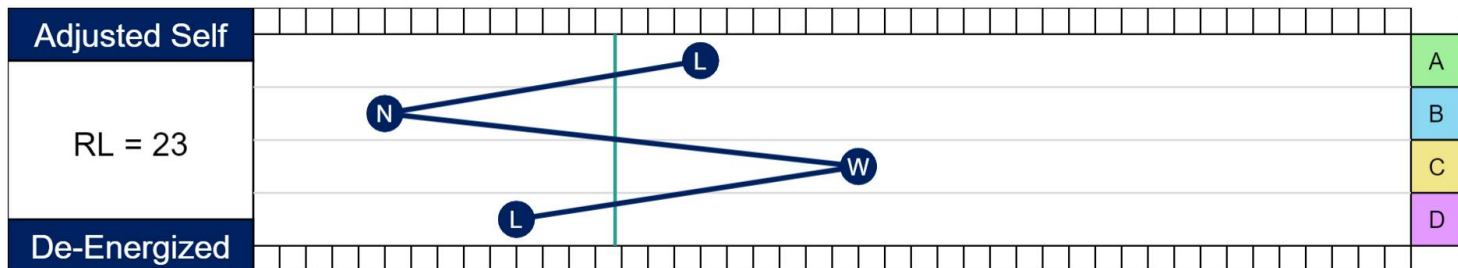
Certainty: States if a person prefers more flexibility or higher degrees of structure in their working environment.

AcuMax Output



Low A High B Lowest C Highest D

A: Autonomy (Idea Flow) B: Communication (Thought Processing) C: Patience (Work Style) D: Certainty (Information)



- Natural Self is your natural wiring. (Static)
- Adjusted Self is a reflection of the last 90 days of your life. (Changing)

RL Factor

“The **Green** Line”

- RL = Response Level
- Unique to each individual
- Number of words selected
- Response to environment
- Dividing line: Low & High





**Not sure who
you have – get
an AcuMax!
Know for certain!**

A

A: AUTONOMY

Lower

- Team Orientation
- Prefers Best Idea
- Options

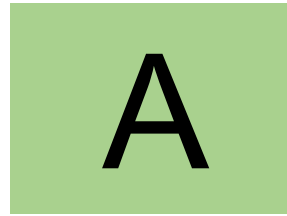
SOCIAL: HARMONY

Higher

- Autonomy
- Their Idea is Best
- Thumbprint

TASK: MY RESULTS

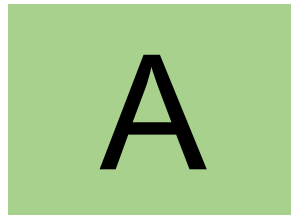
LOWHIGH



Lower A: Team Orientation

In a remote work environment, a lack of direct collaboration may negatively impact overall engagement in the role. Please consider providing the following:

- More time to **collaborate** or exchange ideas during remote webinars especially if High A remote workers are too vocal or take up the bulk of the meeting time. Encourage Low A participation.
- Virtual tools that **reinforce a sense of team** and inclusion such as “Google Docs”, screen sharing or similar tools that drive input from multiple sources or individuals.
- Allotted time for each team member to provide updates on projects and other work initiatives with opportunities to **receive or provide feedback and input** from others.



Higher A: Autonomy

In a remote work environment, Higher Autonomy wiring patterns may experience a feeling of lack of control over their environment which may result in them becoming de-energized and decreasing overall productivity. Please consider providing the following:

- The ability to **execute and organize workflow** according to their ideas, plans and courses of action.
- Meetings which include other Higher Autonomy individuals to discuss ideas and encourage **debate** typically enjoyed in live settings.
- Limited oversight which reduces the amount of check-in or follow-ups. **Establish baselines for timetables, projects or work accomplishment** with High A agreement and trust their autonomy to get the job done or communicate when support is needed.

B

B: COMMUNICATION

Lower

- Internalize to Crystalize
- Face-to-Face: Draining
- Direct: Matter of Fact

**TASK: HEADS
DOWN/DIRECT**

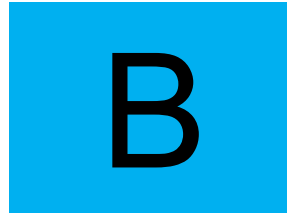
LOW

Higher

- Verbalize to Crystallize
- Face-to-Face: Energizing
- Thinks Out Loud

**SOCIAL: PEOPLE
INTERACTION**

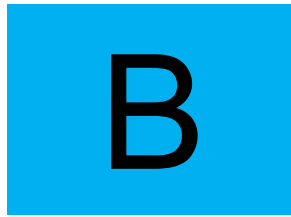
HIGH



Lower B: Internal Thinker

Lower B or Internal Thinking wiring patterns want time to review and consider ideas and questions prior to providing a response. To facilitate this in a remote work environment:

- Email agendas or discussion topic previews to participants prior to the scheduled meeting time. This advance notice will ensure timely responses and that Low B's will be **properly prepared to engage** in discussion topics.
- Proactively work with this individual to ensure that they are satisfied in their role. Internal thinkers often think about but may not verbally express to others their **displeasure of situations or circumstances they find challenging or unpleasant**. Encourage employee feedback.
- Employ **multiple and appropriate means of remote communication**. Consider what information can best be related via email, a call, an impromptu meeting or in group settings.



Higher B: External Thinker

Higher B wiring patterns work best in situations which provide opportunities for face-to-face interaction and to make satisfying social connections with others. To facilitate this in a remote working environment:

- Use webinar video conferencing. External Thinkers like the **ability to see and respond** to the input of others. Use video conferencing wherever possible in the webinar process.
- Provide elements of **verbal “think” time** during meetings and interactions. Schedule some remote sessions that are designed only for ideation or verbal exchange.
- Provide encouragement and opportunities for discussion. Higher B’s require frequent **reassurance and positive reinforcement**. Let them know that you are available to schedule time for issues they prefer to verbalize and talk through.

C

C: PATIENCE

Lower

- Impatient
- Short Attention Span
- Juggler

TASK: GET THINGS DONE

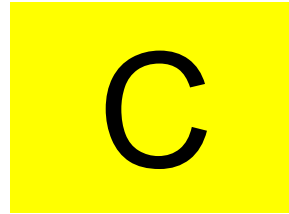
LOW

Higher

- Patient & Affiliative
- Longer Term Focus
- Sequential Preference

SOCIAL: AFFILIATION

HIGH



Lower C: Impatient

Keep things moving and introduce more variety into work assignments and execution. To accomplish this:

- Schedule webinars to **start and end on time**. Where possible keep sessions to 60 minutes or less. Long sessions create elements of disassociation and the likelihood of distractions such as reading email, attending to other work and loss of engagement in the subject at hand.
- Assign work so that Lower C can work on projects in the **order they choose**. Impatient individuals enjoy moving from one item to another at will without a set sequence of activities. Set deadlines to ensure work completion and productivity.
- Give ample work to fill the day. Lower C are more engaged with **more initiatives on their plate**.



Higher C: Patient & Affiliative

Foster affiliation with team members and dedicated time for task completion.
To accomplish this:

- Provide opportunities during the work week where more affiliative wiring patterns have time to interact in non-work exchanges with co-workers to replace the **“water cooler” time** ordinarily available in office settings. Introduce remote team building activities to promote team member affiliation. [Examples of such activities.](#)
- Allow High C’s to complete work initiatives without interruption or competing work assignments.
- Permit High C’s to assist in creating the “work plan” (the order and process of workflow in their remote working environments) and keep them posted on **upcoming changes to be incorporated into such plans.**



D

D: CERTAINTY

Lower

- Summary Sheet
- Exceptions to Rules/Regs
- Flexibility – Minimal Structure

SOCIAL: MORE CASUAL



LOW

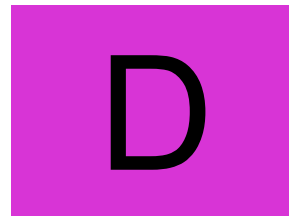
Higher

- Detailed Information
- Follows Rules/Regulations
- Structured

**TASK: EXECUTION
OF DUTIES**



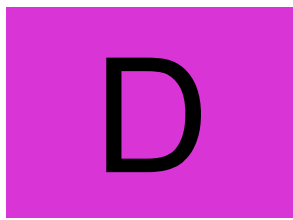
HIGH



Lower D: Flexibility:

Take advantage of the natural strengths of this Drive to work in flexible environments with maximum creativity by:

- Providing an **outline of goals** to be achieved and the basic work required to be performed. Remember that Lower D prefers the summary sheet of information. Provide only the specific “do’s” and “don’ts” which are required for success.
- Encouraging goal **attainment as opposed to working set hours**. Of course, there will be times when individuals must be available for meetings or to meet service requirements but allow as much flexibility as possible in setting their agenda.
- Challenging Lower D wiring to develop “**out of the box**” solutions or new ways of performing work within their remote work settings.



Higher D: Structure

Remote working environments often lack the structure and certainty this wiring pattern prefers. Consider the following to supplement those areas:

- Provide **clear expectations of the work** anticipated for each week. This will create certainty on workflow and insight as to how work performance will be evaluated. Establish recurring periodic meetings to provide more information and increase the overall sense of security.
- Increase the **accessibility of subject matter experts and documentation for reference**. Construct a list of Internet sources, internal reference documents, co-worker contact information, FAQs, work protocols, etc. and confirm that the availability of the resources they rely on at work are easily accessible at home.
- Provide more **performance feedback**. Go over first the areas where work is being done well and then transition, if applicable, into the areas needing improvement. Focus on the why factor (why work needs to be performed in a certain way for optimal results or to avoid problems).

AcuMax Remote Assist Suggestions:

1) AcuMax Index Link:

<https://app.acumaxindex.com/AssessmentRequest/Create?companyId=570&folderId=8712>

2) Remote Exercises Link:

https://www.acumaxindex.com/wp-content/uploads/2020/04/AcuMax-Index-Learn-Build_April-2020.pdf

2) 3 Tips:

- Schedule “open” Zoom/Teams/Go To Meeting times where people can just pop-in and chat. 2- or 3-hour window different days each week.
- Create meeting themes for the week or month and start with conversations on those themes. Business theme, personal, monthly.
- Mix it up and make the remote meetings fun and interesting. Engage your team for ideas they would like to do. (For example, facemask meeting with different masks and why they are wearing them)/

BTW: Can you tell Echo's wiring?

A

Higher A: Autonomy

HIGH

Provide me the opportunity to have some control over my work agenda.

B

Higher B: Verbal Thinker

HIGH

Give me the ability to talk things through – please have your camera on!

C

Higher C: Affiliative

HIGH

Let's spend some affiliative or personal time – don't forget my Birthday!

D

Lower D: Flexibility

LOW

Flexibility in my work hours at times!

Questions?

