

WORKING REMOTELY

Behaviors that Enable Productivity



Take Initiative

Those who take initiative look for opportunities to do more, be better, and make a difference. Often the hardest part of making improvements is getting started. Those who take initiative see problems and immediately start to fix them

- Accelerate your personal effort. Challenge yourself to put extra effort into your work. Consider ideas that will help you operate at a higher level, increasing your output or producing higher quality results.
- Go far beyond the expected. Identify an unmet opportunity and volunteer to take it on. Create a plan and keep others updated on your progress.
- Start something new. Find a new process or task that could be developed if you were to take the lead. Develop a plan for how you might take on the challenge. Present your plan to stakeholders.
- Challenge the status quo. You can always do more, be better, and improve. If you don't, then your competitors will.



Consistently Deliver Results

The most productive people push hard to deliver expected results. The determination to consistently accomplish difficult objectives makes those people even more valuable.

- Track your commitments. Record and track your personal commitments to others and ensure that you follow through.
- Stay on task. Begin each day with a review of your key projects. Make sure that important, highly visible work stays on course.
- Raise the bar. Identify one or two ambitious goals that, if accomplished, would make a positive impact on your team or functional area. Share your ideas with stakeholders.
- Ask colleagues to propose ways to shorten timelines or increase quality.
- Identify a project that has lost momentum. Evaluate reasons for the downturn and take steps to get things back on track.



Demonstrate Expertise and Good Judgment

Technical expertise is the knowledge and experience that enables an organization to function efficiently. Your knowledge and experience are a valuable resource—not only to yourself, but to others in the organization who can benefit from your insights.

- Learn the business. Be sure that you understand the commercial goals of your organization. Learn about the product, how it is marketed, and how revenue is generated. Be conversant in the details of the business.
- Expand your horizons. Look outside your organization for new technologies or professional innovations that would be of value to you in your role. Identify one or two new ideas and present those ideas to your manager.
- Communicate. Discuss the details of your job function with your colleagues. Be able to describe what you do in a way that others can understand. This will help you effectively communicate your knowledge to others.
- Teach others. Look for others who can benefit from your expertise and experience and offer to be a coach or mentor.



Act as a Role Model—Walk the Talk

A person's commitment to achieving results increases when they trust the person that is asking it of them, and know that any commitment they make will be kept. People who are conscientious about keeping promises and honoring commitments are viewed as credible and reliable. As a result, they are trusted. In contrast, those who are quick to agree but rarely follow through are not seen as stellar role models.

- Be transparent. Pass on accurate and complete information to your colleagues. Transparency builds trust.
- Consistently deliver on commitments. Record and carefully track the commitments you make to others and make sure you deliver. Often, with no harmful intentions, people forget or excuse the commitments they make.
- Own your mistakes. Accept personal responsibility when you make a mistake. People trust those who acknowledge their mistakes.
- Pass on credit. Never accept credit for the good work of a direct report. Pass on praise and add your own appreciation and praise for the good work



Be Willing to Stretch

The majority of people set reasonable goals for themselves—ones they are highly confident they will achieve. However, highly productive people recognize that setting ambitious goals boosts performance significantly. It is easy to be content with current levels of effort and production, but those who are willing to strive for excellence are more likely to be recognized as highly productive.

- Set an ambitious goal for yourself that supports team objectives. Share your ambitious goal with your manager and colleagues and gain their support in helping you and others to hit their target.
- Challenge yourself to set a goal to reduce the time it takes to complete a task. Take measures to implement a process to track and report your progress.
- Set an ambitious goal to reduce a typical timeline by a significant margin. Take measures to implement a process to track and report progress.
- Take steps to ensure that you follow through on your assignments. Too often ambitious projects are established, but not completed.

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