

Identifying the Teleworkers

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Teleworker

- Are Teleworker's that different?
- What motivates a Teleworker?
- How do we evaluate?
- New Teleworkers
- Psychometric Testing
- Objective Behavioural Interviewing



The Teleworker

- Wants a good employer
 - Needs clear guidelines and direction
 - Needs feedback and support
 - Wants to feel valued in their role
 - Will remain loyal
-
- Expectations are very similar to office based employees



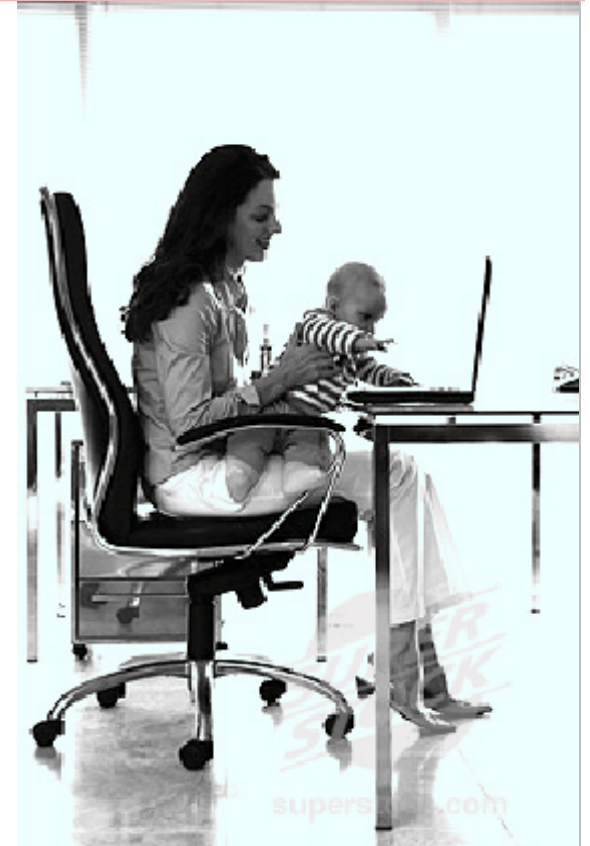
Motivation

- No travel time
- Fuel savings
- Carbon footprint
- Better health
- More flexibility
- Job satisfaction



How to evaluate

- Independent
- Need for social interaction
- Proven performers
- Self motivated
- Very organised and disciplined
- Share mutual trust with managers
- Don't mix childcare
- Good understanding of their own job requirements



Tools

- Position description
- Screening tools
 - Pre-employment questionnaire
 - Telephone interviews
- Face to face interviews
- Psychometric Testing



Negatives to identify

- Broadband connection speed
- Easily distracted
- Childcare issues
- Want to take it easy
- Cannot work in isolation
- Location
- Home office set up



New Teleworkers

- Knowledge of your company
- Knowledge of products, systems
- Work relationships
- Risk of recruiting new Teleworkers



Psychometric Testing

- Get Clarity - Don't start the assessment process without it!
- Decide when to assess
- Observable Behaviour during the assessment process



Psychometric Testing

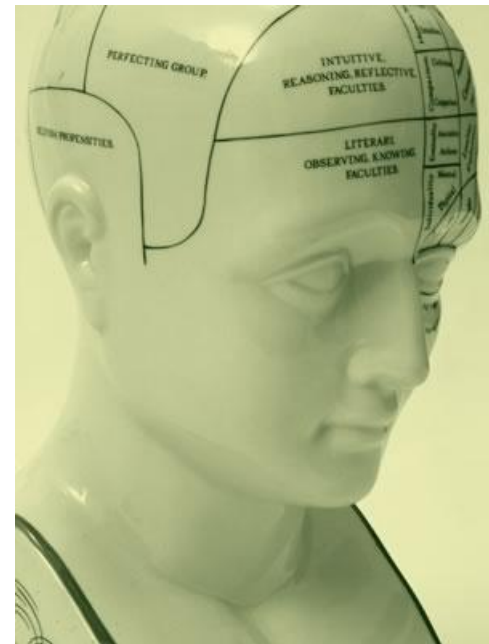
- Why test?
- What options are available to you?

- *Cognitive*
- *Personality*



Psychometric Testing

- What information you get from a Cognitive Test?
- Why is this important when recruiting Teleworkers?



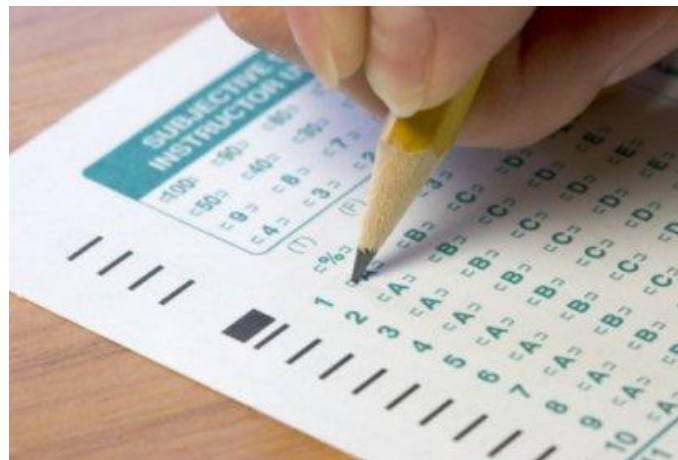
Psychometric Testing

- What information do you get from a Personality Profile?
- Why is this important when recruiting Teleworkers?



Psychometric Testing

- Post Placement Benefits of Testing Data
- High Performance Profiling options
- Test Creation



Objective Behavioural Interviewing

- Understanding the importance of objective behavioural questioning
- The Open/Back Technique

