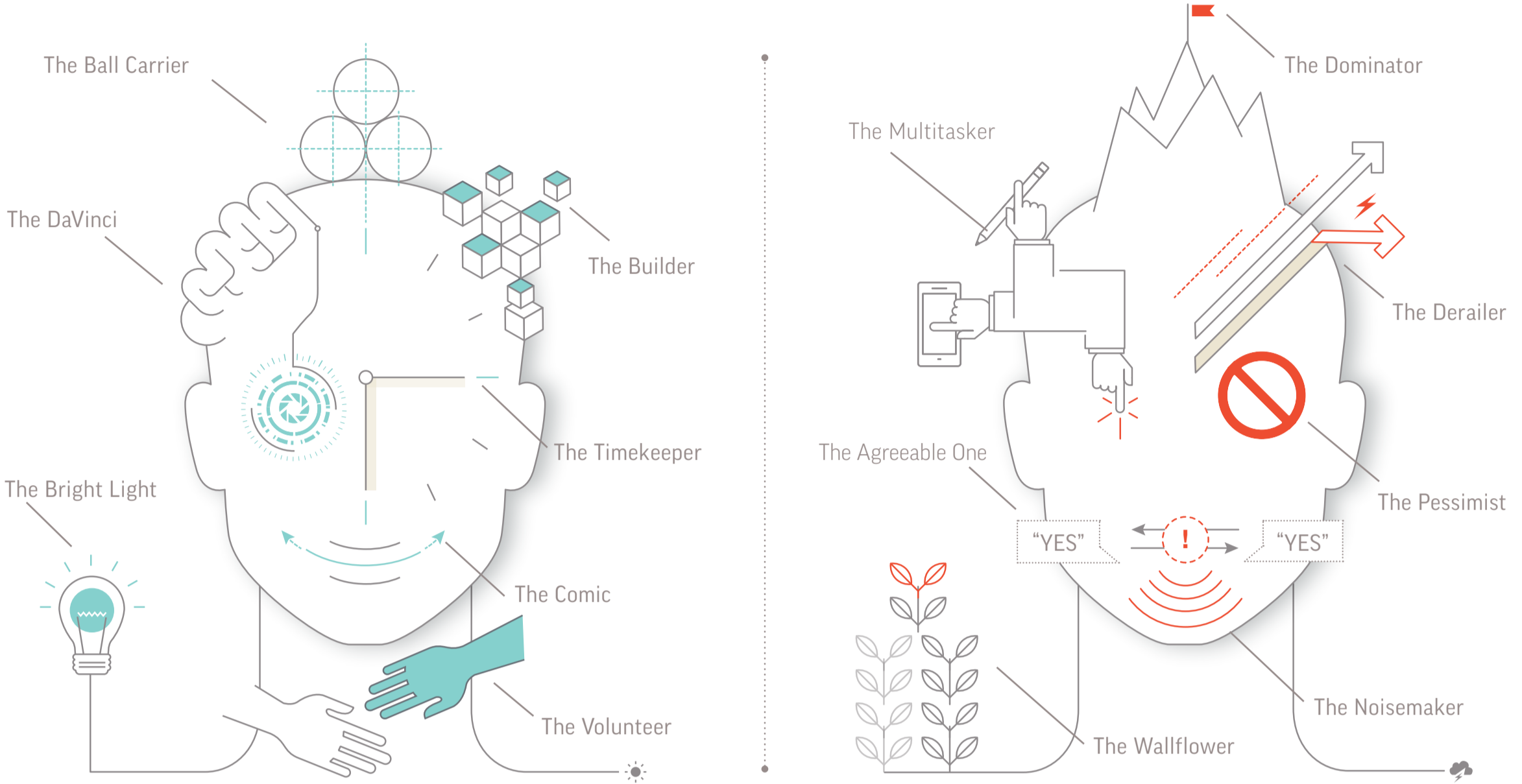


THE SEVEN BEST AND SEVEN WORST REMOTE WORKING PERSONALITIES

Everyone brings certain strengths to a meeting—or weaknesses. But when those meetings become video meetings as more and more people work from home, those strengths and weaknesses can get magnified. The behaviors can influence the agenda, the discussions, and the outcome of your meetings.

What to do? Here's a rundown of the seven best and seven worst personalities in your video meetings, along with some helpful advice on dealing with the bad actors.



THE 7 BEST

THE 7 WORST

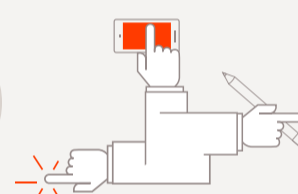


THE BUILDER

"That's a great idea. Now what if we were to take it and..."

Builders love to examine, think, and share. People enjoy working with them because "but" is not part of their vocabulary. They much prefer "and."

1



THE MULTITASKER

"I'm pretending to listen while I finish these 22 emails."

Multitaskers may think they are getting lots of stuff done, but that's at the expense of everyone else on the call. You may hear them typing those 22 emails, or you may not hear them at all, but either way they're not engaged.

How to handle them: Ask them jokingly, "Are you multitasking?" Then remind them the group could really use their input.



THE BRIGHT LIGHT

"I have an interesting idea I'd like to share with the group."

Bright Lights always have interesting ideas. They do the necessary prep work (and then some!) and always show up on the call with practical contributions. And they inspire others to contribute, too.

2



THE DOMINATOR

"My view is clearly the most important, so sit back while I show you how it's done."

Dominators feel they are best equipped to meet the goals of the meeting. They're often wordy, will speak over others, and use exaggerated language to make their point.

How to handle them: Let them speak, but keep the focus broader by asking the team for other views.



THE COMIC

"Hey, did you hear the one about...?"

Comics add humor to the proceedings at just the right moments, without dominating the call. They—and sometimes their pets—help energize the video proceedings, often when it's most needed.

3

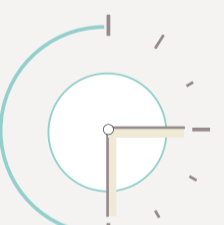


THE DERAILER

"I'm going to talk about something completely unrelated that's relevant only to me."

Derailers can steer a meeting off course in a matter of seconds. They may think they're on the right track, but in fact, they're bringing people to a place they don't really need to go.

How to handle them: Thank them for their input, but suggest they stick to the actual agenda.



THE TIMEKEEPER

"I know we only have a limited time, and there's a lot to discuss..."

Timekeepers remind everyone that the time allotted is limited, and that it's important to keep to the agenda. And they do it in a way that's agreeable to everyone.

4



THE WALLFLOWER

"I'm just going to sit here quietly with my video off, or try to blend into my virtual background..."

Wallflowers prefer to sit back in listen-only mode, or hide with their video off. They can easily disappear in the company of a Dominator or Derailer.

How to handle them: Assign them a topic in advance, so they can prepare to speak. Make sure to ask them for their thoughts during the discussion.



THE VOLUNTEER

"I'll take this action on."

This is the person who is always willing to step up and take action or speak up when no one else will.

5



THE PESSIMIST

"No, no, no. That won't work, and here's why."

Pessimists like nothing better than to explain why something cannot be done. Their no way, no how stance can easily sap all the energy from a call.

How to handle them: Validate their concerns, then ask them what they feel a better approach to solving the problem would be.



THE DAVINCI

"Let me see if I can show you what I mean."

A DaVinci has an ingenious way of visualizing what has been said, and knows how to use the virtual whiteboard or annotation tool in every video conference application! Their skills are invaluable in focusing the discussion and getting everyone on the same page.

6

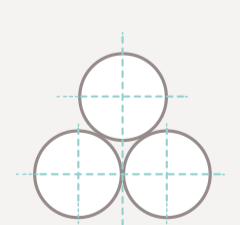


THE AGREEABLE ONE

"I'm saying it's a good idea, even though I'm really not sure it is—I don't want to be difficult."

Agreeable Ones never like to challenge their colleagues for fear of offending them. The problem is, you never really know what they think—though sometimes they use backchannels to offer their real opinions.

How to handle them: Tell them there are no right and wrong answers, and that everyone is entitled to their opinion. Then, ask them to give theirs.



THE BALL CARRIER

"Here's where we take it..."

Ball Carriers know how to take the ball and run with it. Great team players, they keep a keen eye on what's happening throughout the meeting, know exactly when to contribute, and keep the conversation moving toward the goal.

7



THE NOISEMAKER

"I'm going to carry on doing things in the background...loudly."

Cousin of the Multitasker, the Noisemaker avoids the "mute" button while performing activities loud enough to be picked up and disrupt the call.

How to handle them: Remind everyone who is not speaking to mute their line. If they don't, most video conferencing software can show you who is making the noise: name and shame.

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