

JULY 2020

# REMOTE- CERTIFIED TALENT

A guide for our recruitment team, our talent,  
and our clients.

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**THE WORKPLACE IS** becoming more distributed, more flexible, and more dynamic than ever. To respond to the challenges of finding qualified talent in this new hiring landscape, Artisan Talent has developed Remote-Certified™ talent criteria. This certification indicates a contractor has the skills, mindset, and setup needed to successfully work remotely.

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### **VETTING WITH VIDEO INTERVIEWS**

Remote work affords fewer opportunities for face-to-face, real-time interaction. Video interviews allow us to quickly test the three criteria for becoming Remote Certified™:

- **Remote Work Mindset** (timeliness and discipline)
  - **Remote Communication Skills** (including tone and body language)
  - **Remote Office Readiness** (internet connection and office setup)
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## REMOTE WORK MINDSET

As we've been reaching out to our talent network about the increasing number of remote work opportunities, we've found that a surprising number prefer to work in an office environment. Whether it be due to increased productivity working in an office setting or relishing the social aspect of the work environment, many talent are simply not interested in or do not enjoy working remotely. With this in mind, we want to ensure our remote-certified talent not only have the discipline to thrive working remotely, but they actually enjoy it.

### These are the questions we use to evaluate remote work mindset:

- Tell me about your remote working experience.
- How do you manage your time?
- What's your daily work routine look like?
- When does your day begin?
- When do you normally wrap up your day?
- When do you feel most productive?
- How do you prioritize your workload?
- Do you need someone else to help prioritize your deliverables?
- Tell me about any self-initiated projects.
- When you have a light workload, what do you spend your time on?



**Successful remote work is based on three principles:** communication, coordination, and culture. Broadly speaking, communication is the ability to exchange information, coordination is the ability to work toward a common goal, and culture is a shared set of customs that foster trust and engagement. In order for remote work to be successful, companies (and teams within them) must create clear processes that support each of these principles.

SOURCE: [HARVARD BUSINESS REVIEW](#)



## REMOTE COMMUNICATION SKILLS

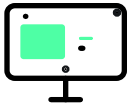
Remote work requires clear communication. Video and voice chat are ideal, but they're not always an option. In that case, good remote talent knows how to communicate effectively with written messages that have a positive tone and don't leave room for ambiguities.

### **These are the questions we use to evaluate communication skills:**

- How do you prefer to communicate with your team/superiors?
  - How often and what time is best for check-ins?
  - What kind of messages would you send via email?
  - What kind of messages require a video chat?
  - What kind of messages can be handled via an IM, Slack or Google Hangouts?
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**Effective communication is key in remote work**, so we are particularly rigorous when evaluating “soft” skills. Potential warning signs include not following up on email, forgetting when the interview was scheduled, or inflexibility with the interview scheduling.



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## REMOTE OFFICE READINESS

Working remotely requires having a reliable computer, the right software, and a fast internet connection. However, less obvious amenities, like a distraction-free desk setup, are just as important.

### **These are the questions that we use to evaluate remote office readiness:**

- What is your computer setup like, and what software do you have access to?
- What is your internet speed? Are you on Wi-Fi or hard-wired?
- What do you use for chatting/emailing?
- What design/writing/development software do you use?
- How is your office set up?

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While the idiosyncrasies of remote work may be unknown territory, our process for successfully vetting great talent is as reliable as ever. As we enter a new era of working, we will use our strengths and experience to help our clients, our talent, and our internal staff work better, together. After all, it's our job to make your job easier. •

### **HAVE MORE QUESTIONS?**

Learn more at [artisanalent.com](https://www.artisantalent.com) or reach out to our team at [contact@artisanalent.com](mailto:contact@artisanalent.com)