



eGuide

The Most Common Mistakes Entrepreneurs Make When Hiring Overseas Filipino Remote Workers.

How to ensure the time and money you invest in
engaging a remote worker pays off



Introduction.

WHEN YOU HIRE a Filipino remote contractor through Remote Staff, you are more likely to have a successful, long-term remote working relationship. That is because we have experienced making remote working relationships work through trial and error, perseverance, and a deep understanding of and respect for entrepreneurs and the Filipino people.

Since 2007, Remote Staff has been providing entrepreneurs with staffing solutions and Filipino remote contractors with remote jobs. We have helped both of them to do more, gain back precious hours to spend with their families, and achieve what they want in their lives.

By supporting business owners in engaging with highly talented, educated Filipino remote contractors, we have seen time and again which relationships are the most successful and deliver great outcomes for our clients' businesses and for the career growth of Filipino remote contractors.

We have also discovered the reasons remote working relationships fail, how much time, money, and energy are wasted in short-lived partnerships and unmet expectations, and we are sharing them with you through this guide.

In this guide, you will learn:

- Why Filipino remote workers struggle when hired directly by international employers;
- How hiring directly causes more anxieties and problems for both international employers and Filipino remote workers;
- How international clients end up paying more than the market rates by hiring directly;
- What risks are associated with remote working when hiring directly; and
- What Remote Staff can offer in terms of staffing solutions.



MISTAKE No. 1

Not understanding the concept of family within the Philippine context.

LIFE IN THE Philippines is incredibly different to life in Australia, so it is only natural for a cultural gap to occur between an Australian employer and a Filipino remote worker.

One of the things about Filipino culture that may baffle – not only Australians, but also other international employers – is the Filipino concept of family. Family is everything to Filipinos, and it is the most important aspect of Filipino life.

It is expected of Filipinos to look after and support their parents, siblings, and even their grandparents once they are of working age. So, a young Filipino worker is almost always supporting other family members even before they start building a family of their own. They are under constant significant pressure to stay employed and working.

Mistake

Assuming Filipino people are financially independent from their families.

Tips

As Filipinos are responsible for supporting their families financially, it is important to understand their biggest worry—doing something that will jeopardise their job.

Even though they do not want to jeopardise their jobs, understand that they will have a tendency to drop everything, even their responsibilities at work to tend to sick relatives or to be with them during emergencies.

How Remote Staff helps you

► **All of our clients are supported by a 'Filipino expert'.** Our account managers constantly have conversations with your Filipino remote contractor. They can also support you in communicating well with your Filipino remote contractor by helping you understand what is going on in their daily lives and what anxieties they have.



MISTAKE No. 2

Not understanding that Filipino remote workers do not work under superb conditions.

WHILST THE PHILIPPINES as a country is developing rapidly (largely due to the support of entrepreneurs and businesses around the world outsourcing) the quality of life and levels of community and government support is vastly different to that in Australia.

Filipino remote workers are always faced with problems in the quality of their home internet connection and their equipment. On top of these things, there are also problems with flooding and power outages due to either natural disasters or human error, which may take a while to be resolved.

These problems rob Filipino remote workers of their time, not only for generating more income, but also for spending quality time with their family.

Therefore, they need a job that will provide them with more opportunities to earn while spending more time with their loved ones. As they are on a constant lookout for better opportunities, there is a possibility for them to prematurely end their working relationship with you for another employer.

Mistake

Assuming that Filipinos do not have anxieties about their working conditions.

Tips

You have to let your remote workers know that you understand their needs and that you want to help them advance their remote working career.

You have to maintain a certain level of tolerance for your Filipino remote workers' working conditions as most of these are out of their control. You can expect an accumulated amount of disruption equivalent to one or two working days per month.

How Remote Staff helps you

► **We support Filipino remote contractors in their remote working career.** We not only provide Filipino remote contractors with remote working jobs, but we also provide them with new jobs when their current jobs come to an end. Our account management support also helps them deal with remote working challenges such as slow internet connections, malfunctioning equipment, and cultural and communication gaps experienced when working with an international employer.

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You can expect an accumulated amount of disruption equivalent to one or two working days per month.

MISTAKE No. 3

Not understanding that Filipino remote workers have anxieties about getting paid.

AS YOU ARE working remotely with your remote worker, you may have a lot of anxieties about them in terms of productivity and accountability. Your remote workers also have anxieties, but they are more about getting paid and on time, most especially about getting taken advantage of by their employers.

Mistake *Not understanding how vulnerable Filipinos feel about getting paid.*

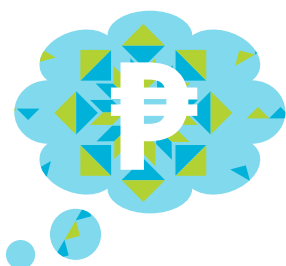
Tips *Ensure that you have a transparent process that you share with your Filipino worker on:*

- Guaranteeing their pay
- That they are paid on time
- That they will not be adversely affected by currency fluctuations

How Remote Staff helps you

► **We support you with the systems you need to make your Filipino remote contractors feel secure about their pay.**

We **employ runners nationwide** in order to spare you the physical, laborious and time-consuming need to process the government papers that are needed so staff can receive the benefits they value so much.



We save you time by taking care of HR tasks by:

- Managing the tax withholdings of 8% (up to 3-million-peso) income per year;
- Manage the government mandatory benefits like SSS social security, PhilHealth and Pag-IBIG;
- We administrate **and** handle mandatory requirements (withholding tax, monthly payments of benefits and insurance, other government obligations) on the staff's behalf at zero cost (normally charged at 2,000 peso per month by accountants in the Philippines);
- Staff receive their pay in peso and in real time via insta or same day crediting;
- We can register Free Zero-maintaining balance of new bank account with Free debit Mastercard EMV with our partner bank.

► **In addition, we can offer your staff corporate banking privileges**

Salary Loan

- Pre-qualified, up to 2 million peso, payable between 1 to 3 years
- Only 0.77% monthly interest

Emergency Cash Loan

- Pre-qualified
- Php5,000 payable up to 6 months
- Only 0.77% monthly interest

MISTAKE No. 4

Not understanding that Filipino remote workers need the psychological safety to speak freely to their employers.

INTERNATIONAL EMPLOYERS

DO not understand that Filipino remote workers need the psychological safety to speak up, especially when conversing with their employers. It's part of the Filipino mindset to avoid confrontation, so they tend to keep their opinions to themselves most of the time, especially if it's different to what the rest of the team think.

'No' is not a word Filipinos like to use. Remember that English is not the first language for most Filipinos. It's used mostly at school and work and not in a casual context.

Mistake

Expecting Filipinos to feel confident to speak up.

Tips

Make sure there is a process for getting authentic feedback from your remote contractor.

How Remote Staff helps you

► **When you hire a remote contractor with remote staff, we onboard your contractor with a skills program specific designed to help them develop the skills for working remotely with an overseas employer.**

Your contractor will learn how to become a remote working pro, including how to handle complexities in communication and using communication tools that help.

This is also enhanced by giving you access to an in-depth knowledge base designed to provide information and tools to help you train and develop your remote contractor, combined with ongoing account management support to handle any issues that arise during your ongoing relationship with your remote contractor.

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Make sure there is a process for getting authentic feedback from your remote contractor.



MISTAKE No. 5

Not understanding how to align your remote workers' performance to your work standards and expectations.

MOST FILIPINO REMOTE workers wait for their international employers to provide them with instructions instead of applying themselves freely at work due to the fear of doing things wrong. This is something cultural as the Philippine society (as well as government, education system, religion, etc.) can be restricting compared to Western countries.

Filipino remote workers need their international employers to have great communication to bring out the best in them.

Mistake

Thinking your remote worker will know what's expected of them without specific instructions.

Tips

Learn how to specifically communicate and manage Filipino workers in the context of their culture.

How Remote Staff helps you

► **Remote Staff's Remote Working Skills Development Program for contractors helps accelerate their understanding of how to align expectations of both parties in terms of remote working.** Our knowledge-base for our clients compliments this program by providing the information and tools to show you how to communicate for clarity, how to set and identify expectations and objectives, how to provide examples and also empower your remote worker with the freedom to do their job. This is important for understanding how to manage performance so your staff member is motivated and continues to grow their skills and development to your benefit.



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Learn how to specifically communicate and manage Filipino workers in the context of their culture.

MISTAKE No. 6

Not being aware that Filipino remote workers rely on your authority before making a move.

THE COLONIAL BEGINNINGS

of the Philippines as a country has left a legacy when it comes to the mindset of the Filipino people. Many Filipinos feel easily intimidated by international employers and this can affect their confidence in their abilities. Making your remote Filipino contractor feel empowered and valued in their role is a key to success.

Mistake

Not investing in developing, rewarding and boosting the confidence of your remote contractor.

Tips

Treat your contractor as a valued member of your team, not just a cheap resource.

Acknowledge and reward them just as you would a local team member.



How Remote Staff helps you

► **Remote Staff's Remote Working Knowledgebase for clients is an important resource for understanding how to grow your remote workers' confidence** for increased productivity and engagement including:

- Motivating and Growing Your Remote Worker
- Evaluating Performance and Providing Coaching and feedback
- Providing Opportunity for Personal Development
- Engaging Remote Staff in Important Issues of Company and Team
- Maintaining Relationship and Showing Empathy to Remote Staff
- Assessing Emotional Well-being of the Remote Staff and Taking Appropriate Actions
- Acknowledging Good Work and Rewarding Extraordinary Contributions

This information is provided to clients in the context of working remotely, offshore and the culture and way of life in the Philippines.

In Conclusion.

UNDERSTANDING WHAT MOTIVATES and influences the people who are part of your team is critical when engaging with them and in managing them well.

We hope that we have provided you with enough information about Filipino remote workers that can help ensure that you are set up for success and are more likely to have a productive, long-term remote working relationship while also saving significantly on your labour costs.

It's our mission at Remote Staff to empower entrepreneurs and the beautiful Filipino people to have a successful remote working relationship. When you are ready to grow with the help of remote contractors from the Philippines we are here to help you.



Chris Jankulovski
Founder and CEO
Remote Staff



remote staff

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