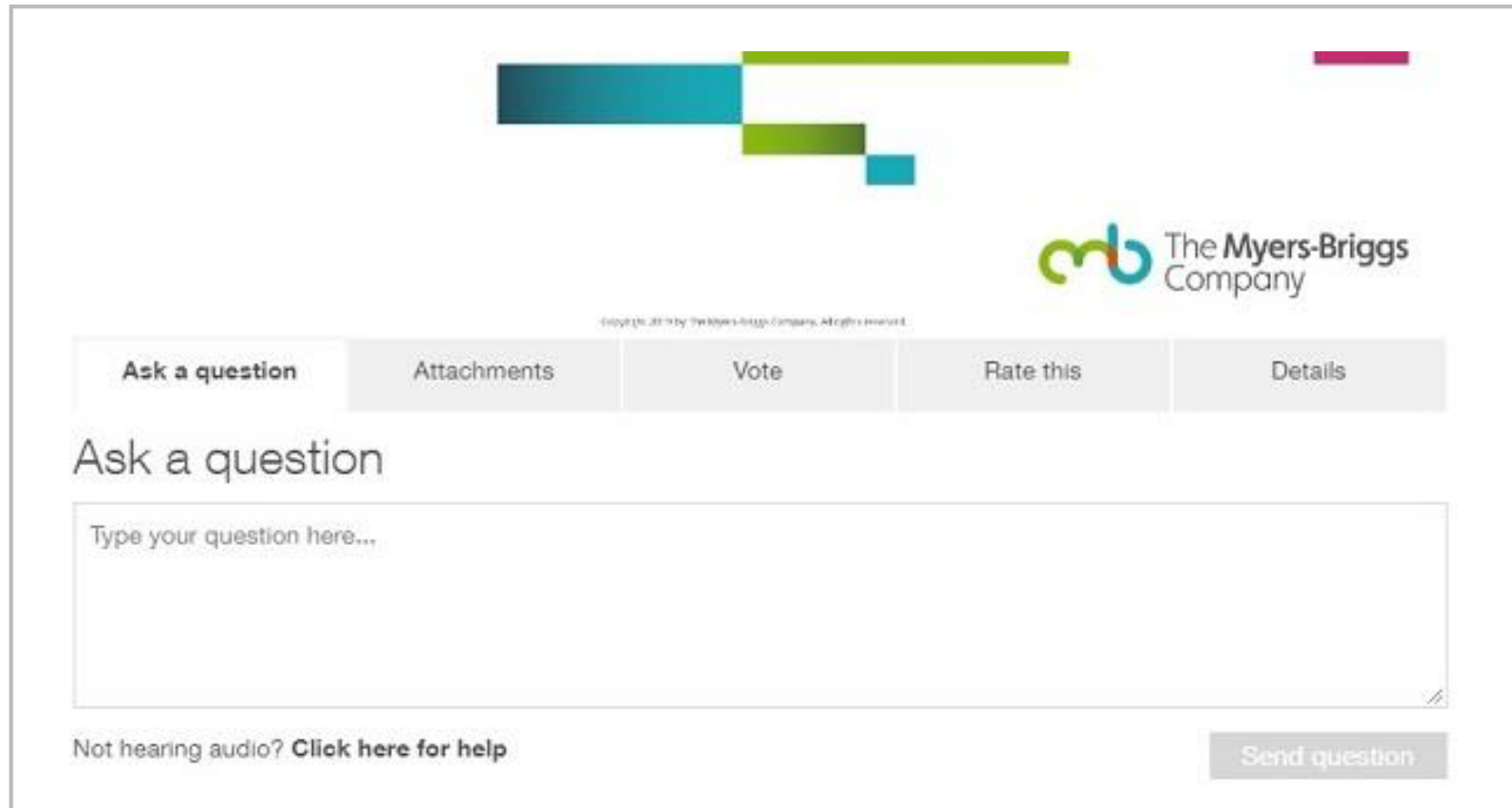


The role of  
**personality** in  
the **always-on**  
culture



# Interact with us



The screenshot shows a web interface for asking a question. At the top right, there is a logo for 'The Myers-Briggs Company' with the letters 'mb' in a stylized, colorful font. Below the logo, there is a horizontal navigation bar with five buttons: 'Ask a question' (highlighted in a darker shade), 'Attachments', 'Vote', 'Rate this', and 'Details'. Below this bar, the heading 'Ask a question' is displayed. Underneath the heading is a large text input field with the placeholder text 'Type your question here...'. At the bottom left of the form, there is a link that says 'Not hearing audio? Click here for help'. At the bottom right, there is a 'Send question' button.

# Your presenter

Nikhita Blackburn

Lead Consultant

The Myers-Briggs Company



# What is the *always-on* culture?



Services and info available 24/7

It's difficult to switch off



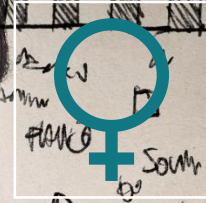
Increases work-home interference, stress

Can increase empowerment – and enslavement



1,116 people

74% female



Age 16-88

Range of occupations



58% from UK

88% had access outside of work



Agree or disagree?

*I feel like I am “always on”*



45%



30%

Agree or disagree?

*I often check my phone  
without thinking about it*



55%



30%

Agree or disagree?

*I like to be able to mentally  
leave work behind when I go  
home*



65%



15%

Agree or disagree?

*Where I work people can mentally leave work behind when they go home*



30%



40%



# Are you always-on?

- I feel like I am “always on”

**45% agreed**

**30% disagreed**

- I often check my phone without thinking about it

**55% agreed**

**30% disagreed**

- I like to be able to mentally leave work behind when I go home

**65% agreed**

**15% disagreed**

- Where I work, people can mentally leave work behind when they go home

**30% agreed**

**40% disagreed**

# Impact of always being connected

Those able to access work emails/calls outside of work reported more

- Difficulty switching off
- Compulsive checking
- Distraction
- Work-home conflict



- Work engagement
- Job satisfaction



(Independent samples t-tests,  $p < 0.005$ , effect sizes ( $d$ ) from 0.19 to 0.4).

# Advantages



17% Keeping in the loop

16% Quick responses

13% Flexibility



“ You never miss anything, I don't mind working outside of the office because

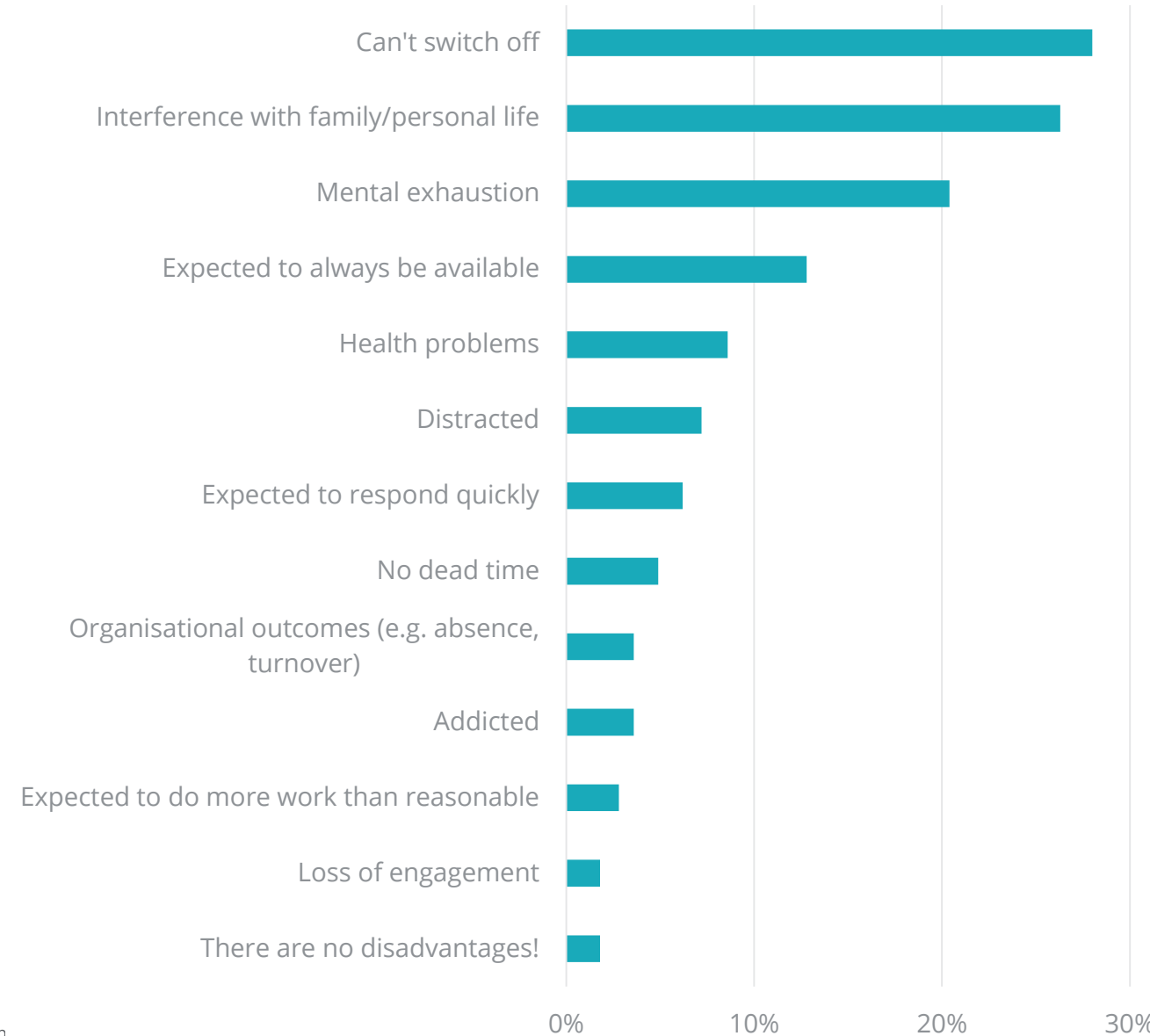
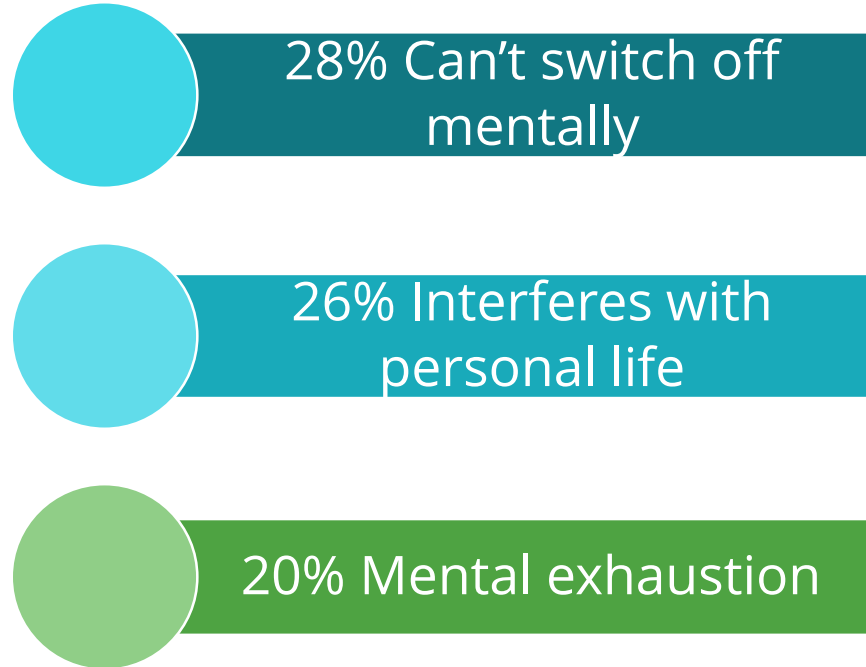
I like to 'live and breathe' what I do.


“Advantages of being always on”

”



# Disadvantages





“ burn out, no private life, no time for children,  
regrets at the end of your life, many tense  
situations

losing friends or close  
relationships...

“Disadvantages of being always on”

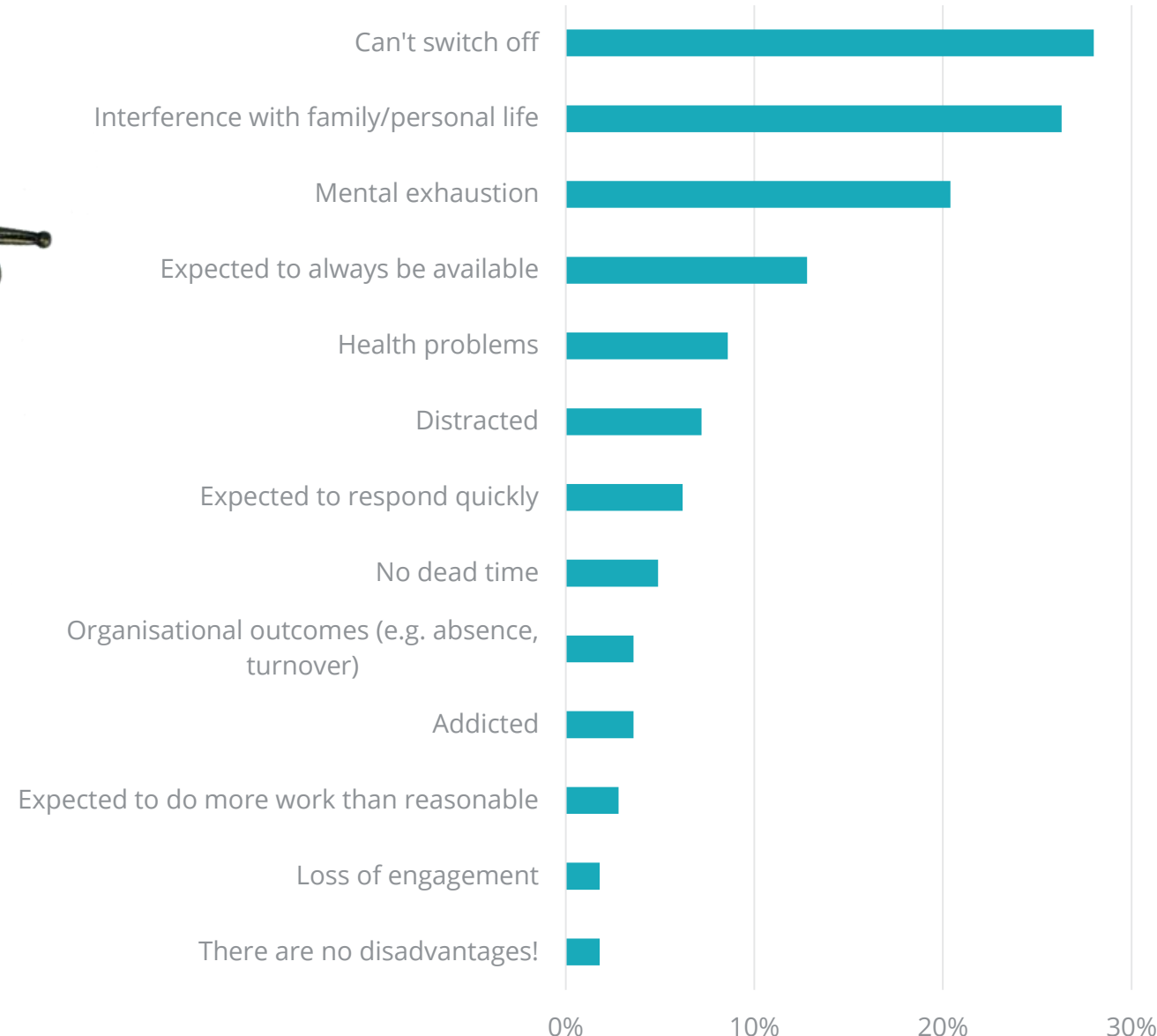


”

# Advantages



# Disadvantages



# Personality and the always-on culture

EXTRAVERSION



INTROVERSION

Where do you get your energy from?

SENSING



INTUITION

What kind of information do you prefer to use?

THINKING



FEELING

What process do you use to make decisions?

JUDGING



PERCEIVING

How do you deal with the world around you?



 The Myers-Briggs  
Company



# Personality and the always-on culture

EXTRAVERSION

INTROVERSION

Where do you get your energy from?

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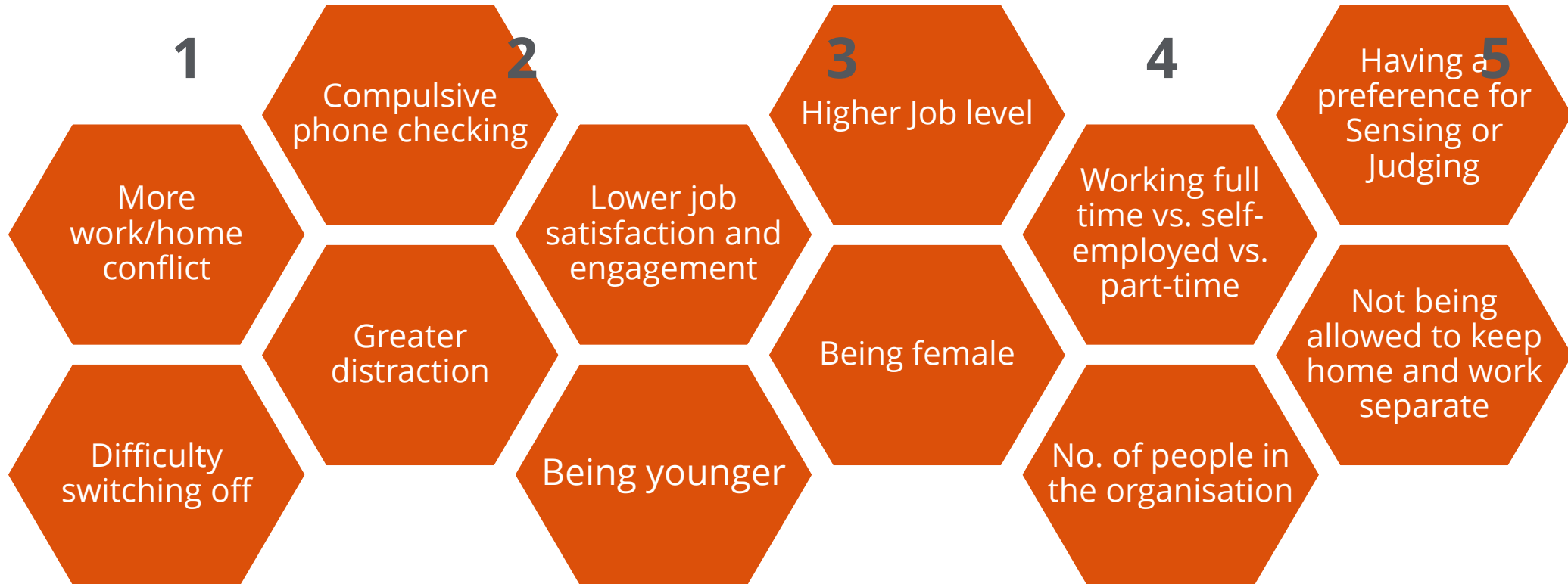
Greater desire to keep home and work separate

More likely have a work smartphone, higher job stress

Greater overall always-on stress, lower job satisfaction

Less likely to mention feeling 'always-on'

# Job stress





Strategies to  
cope with the  
always-on culture

# Avoid technology use

Turn off devices 13%	
Leave device somewhere else 7%	Don't check 6%
	Don't have/ accept a...



# Avoid technology use

Turn off devices 13%

Leave device  
somewhere  
else 7%

Don't check 6%  
Don't have/...

# Separate work and home life

Time "boxing" or  
keeping clear  
distinctions between  
home and work time  
9%

Set boundaries with self  
9%

Have separate  
phones for wor...

Choose who  
you work for  
1%



# Avoid technology use

Turn off devices 13%

Leave device somewhere else 7%

Don't check 6%

Don't have/ accept a work smartphone 1%

# Separate work and home life

Time "boxing" or keeping clear distinctions between home and work time 9%

Set boundaries with self 9%

Have separate phones for work...

Choose who you work for 1%

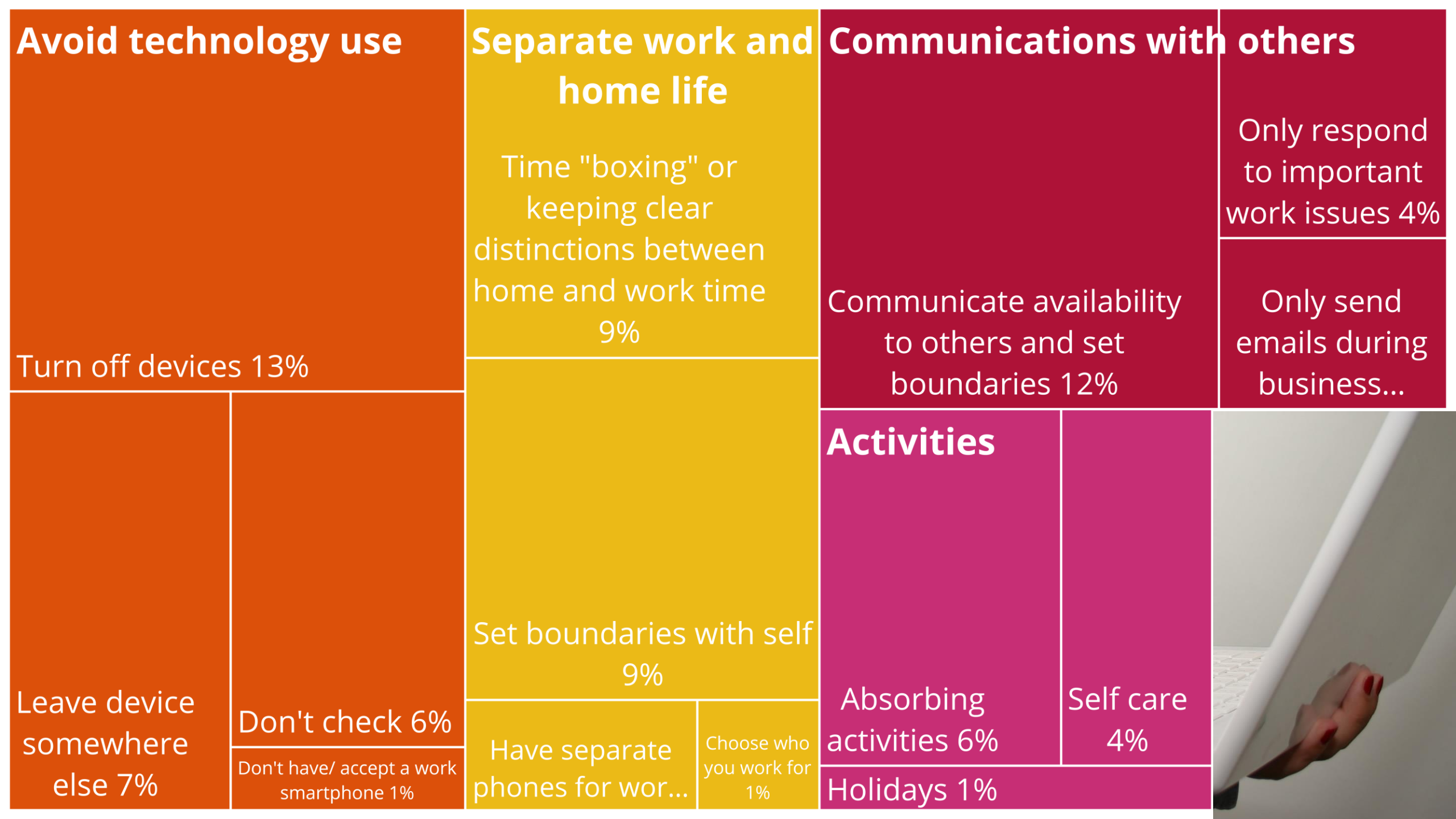
# Communications with others

Communicate availability to others and set boundaries 12%

Only respond to important work issues 4%

Only send emails during business...





# Avoid technology use

Turn off devices 13%

Leave device somewhere else 7%

Don't check 6%  
 Don't have/ accept a work smartphone 1%

# Separate work and home life

Time "boxing" or keeping clear distinctions between home and work time 9%

Set boundaries with self 9%

Have separate phones for wor... 1%  
 Choose who you work for 1%

# Communications with others

Communicate availability to others and set boundaries 12%

## Activities

Absorbing activities 6%  
 Holidays 1%

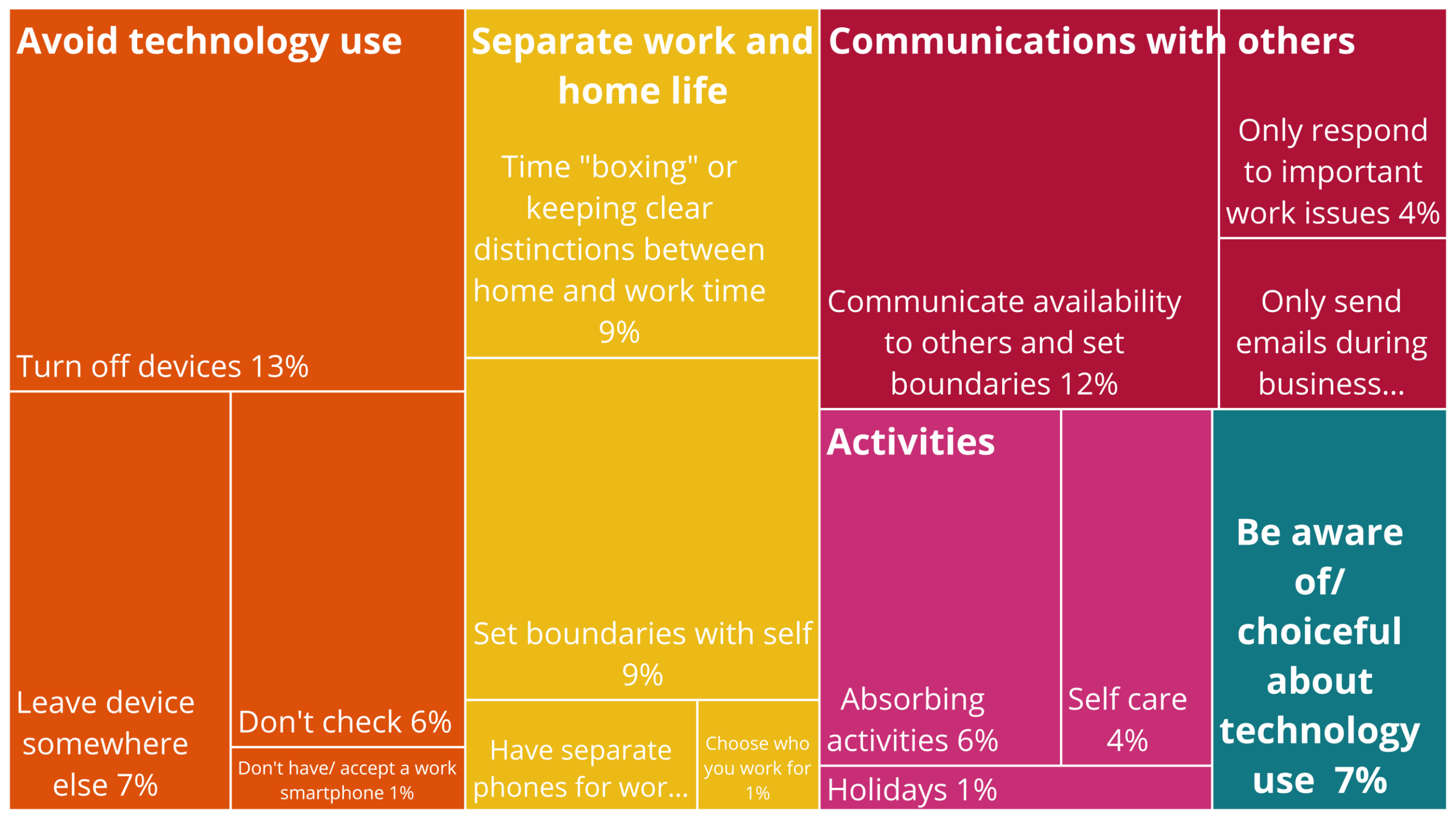
Self care 4%

# Others

Only respond to important work issues 4%

Only send emails during business...





**Avoid technology use**

Turn off devices 13%

Leave device somewhere else 7%

Don't check 6%  
Don't have/ accept a work smartphone 1%

**Separate work and home life**

Time "boxing" or keeping clear distinctions between home and work time 9%

Set boundaries with self 9%

Have separate phones for wor...  
Choose who you work for 1%

**Communications with others**

Communicate availability to others and set boundaries 12%

**Activities**

Absorbing activities 6%  
Holidays 1%

Self care 4%

**Be aware of/choiceful about technology use**

Only respond to important work issues 4%

Only send emails during business...

**Be aware of/choiceful about technology use 7%**



# Strategies used to navigate the always on culture

- Absorbing activities (exercise, gardening, looking after kids)



- Set boundaries with others



- Turn off mobile phones and other devices (marginally significant,  $p=0.058$ )



- Only send emails during business hours



# Which strategies were more effective?

- People who said they **turned off devices, did not check their phone** and **set boundaries** with themselves and others found it easier to switch off than those who didn't
- People who **did not check their phones** reported less work-family conflict
- People who **set boundaries with themselves** about when to use technology, **only responded to work emails if important** and **set boundaries with others** reported lower levels of job stress
- People who used **"time boxing"** and practiced **choiceful technology use** showed higher work engagement than those who did not.

## 3 key Principles

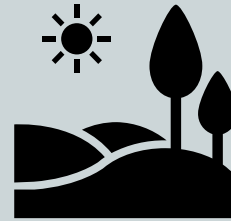
## Individuals

## 3 key Principles

## Organisations

Find ways to mentally “switch off” regularly

### SWITCH OFF



Cultivate a “sometimes-off” culture at work

Set boundaries **with yourself** and avoid unhelpful habits

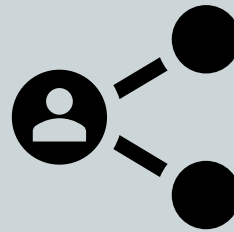
### SET BOUNDARIES



Set clear expectations about technology use in and outside of work

Set boundaries with others and communicate your availability

### CONSIDER AND COMMUNICATE WITH OTHERS



Ensure leaders role-model being “sometimes-off”

# Strategies and personality

Doing something active, and/or with others Doing something new	<b>EXTRAVERSION</b> — <b>INTROVERSION</b> <b>Create time and space to switch off</b>	Doing something that allows you to reflect Get absorbed in...
Take a step back, focus on the big picture; what's important?	<b>SENSING</b> — <b>INTUITION</b> <b>Beware of information overload</b>	Step back and ground yourself in the moment Try one thing at a time
Consider the impact of being always-on on others	<b>THINKING</b> — <b>FEELING</b> <b>Form boundaries with yourself and others</b>	Is it important to help others/respond right now? Find a balance
Set boundaries on when you will/will not use tech at home	<b>JUDGING</b> — <b>PERCEIVING</b> <b>Find a form of work-life balance that suits you</b>	Enjoy working when you want but don't expect others to do so

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Thank you!  
Any questions?

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