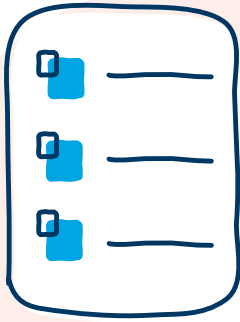




Tips for staying connected to your team.

Good communication goes a long way. That's just a fact. And as we all adjust to working remotely, good communication is more important than ever.

Continue to maintain structure in your team by setting up regular touchpoints. These will allow everyone to engage, make progress, and support one another.



Operational Check-Ins

ATTENDEES: You and one employee.

TIME: About 15 minutes, once a week.

PURPOSE: Helps employees know what's expected of them — empowering them to do their best and keeping development top of mind.

QUESTIONS TO CONSIDER:

- How's it going today?
- What's your main focus this week?
- What challenges are you facing? How can I help?
- Any key learnings since we last talked?



Peer Connects

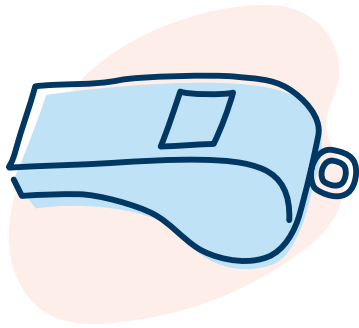
ATTENDEES: Two colleagues or peers.

TIME: About 15 minutes, once a week.

PURPOSE: Helps peers align on what's expected while also showing support of one another. These touchpoints can improve “best friend at work” relationships.

QUESTIONS TO CONSIDER:

- How is working remotely going?
- How's your workload today?
- Here's what I'm working on, does that sound right?
- How has your job been? Have you had to adapt or learn something new?
- Is there anything you need from me?



Operational Team Stand-Ups And Huddles

ATTENDEES: You and your whole team.

TIME: About 30 minutes, once a week.

PURPOSE: Helps the team know what's expected of them and empowers everyone to work together to do their best.

QUESTIONS TO CONSIDER:

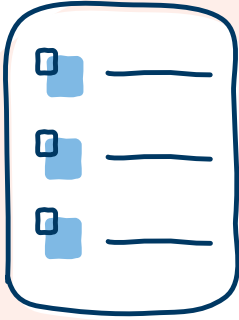
- How's your workload today? This week?
- How is working remotely going for you?
- Do your priorities for the day and week make sense?
What questions do you have?
- Do you have any questions or thoughts on [insert new process or protocol]?
- If you could make one change for our customers, what would it be?
- Have you read any articles or videos recently worth sharing?
- How do you feel about our team action plan?
- What do you need from me?

Engagement Check-ins

ATTENDEES: You and one employee.

TIME: About 30 minutes, once every other week.

PURPOSE: Gives you insights into an employee's current engagement priorities. It also provides an opportunity to show you care and value the employee's opinions.



QUESTIONS TO CONSIDER:

- What does engagement mean for you right now?
- Do you have what you need to do your best work?
- oHas anyone been extra helpful to you?
- How have you supported your peers this week?
- Is there any area of our action plan you want to get involved in?

Team Engagement Masterminds

ATTENDEES: You and your team.

TIME: About 30 minutes, once every other week.

PURPOSE: Set up as more of a roundtable discussion, this meeting can improve “best friend at work” relationships. Encourage everyone to participate and take note of any requests for support items.

QUESTIONS TO CONSIDER:

- What are your recent successes?
- What are your current challenges?
- How can I — or someone else on the team — support you?