

CONVERSATION GUIDE



PRE-CONVERSATION

We are facing unprecedented times in our personal and professional lives. Your role as a manager has never been more important in helping your employees feel connected, supported, and focused. This guide is designed to help you have conversations with your team members on a very personal level. In addition to the conversation prompts below, LinkedIn Learning has free online courses dedicated to employees and managers on how to prioritize your workload and manage your teams remotely.

Before you connect with one of your team members, check in with yourself:

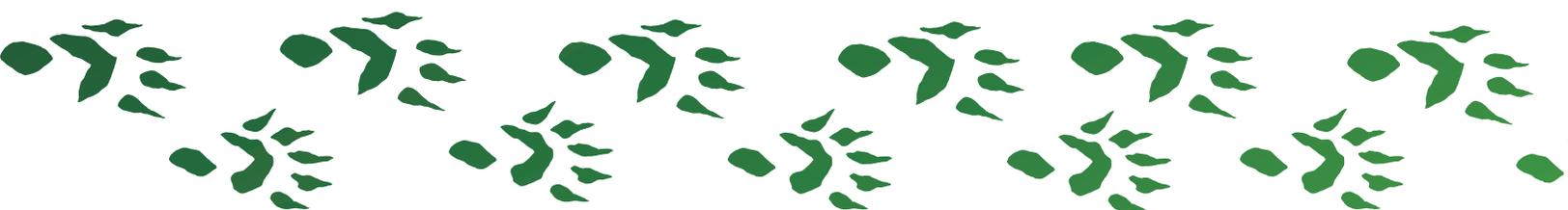
- Are you okay?
- Are you in the right physical and mental condition to have a conversation right now?
- Are you able to be present?
- What are the most common needs for your team?
- What are areas that are within your and your team's control?
- What is out of your and your team's control?
- What COVID-19 employee resource information do I need to review to help me with the upcoming conversation?
- What additional information or resources do I need from my division to better support my team?

If you are not physically or mentally prepared, it might be best to reschedule. We are all facing this together, and your team will understand if you need to shift the time. If you are ready to have the conversation, make sure you are clear on the most pressing priorities for your team. Aside from support, the most critical need for most employees is understanding where they should prioritize the time that they are able to commit to work.



CONVERSATION TIPS

- 1 Listen more than you speak to create space for your employees to share their individual experiences.
- 2 Show empathy and share your own challenges and experiences (when appropriate).
- 3 Now might not be the best time to talk about work, so don't force it. If they are having a difficult time, consider offering taking some time off or reducing their workload. If their challenges are beyond your ability to help as their manager, connect them to HR and/or [employee assistance resources](#).
- 4 If meeting virtually, be on camera and avoid distractions.
- 5 Stay on top of communication from leadership to stay aligned with messaging and share relevant resources.
- 6 It is okay to say, "I don't know."
- 7 Make sure you and your employee leave the conversation with a clear idea of where they should prioritize their time, any adjustments to expectations, and a plan to check in on progress.



1:1 QUESTIONS

- 1 How are you doing?
- 2 How are your family members and loved ones?
- 3 How have you been adjusting to the changes in how we work due to COVID-19?
- 4 What are your biggest challenges/concerns?
- 5 What's working well?
- 6 What are the most impactful things for you to spend your time on right now?
- 7 Are any of those priorities at risk? What can be pushed back, transferred to another teammate, or removed?
- 8 What support or resources do you need to help you be successful during this time?
- 9 How else can I support you?

