

Engaging Your Remote Team Quick Guide to an Epic One-on-One

Providing empathy and connection is critical to managing remote teams successfully. The following is a list of questions you can use to engage with your employee during your one-on-ones. This is a suggested list of conversational ways to approach your employee and build rapport. Start with sharing about yourself and then move sequentially to ask them about work and their homelife.

Your goal is to get to know them as a whole person.

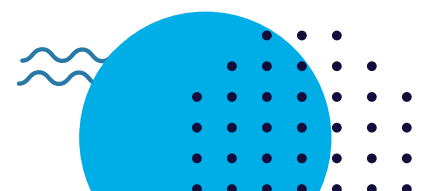
Meet Twice a Month for 15-20 Minutes

Remind Your Employee That the Conversations Are Confidential

Share That You are Committed to Learning About Them and Helping Them Grow

Be Yourself and Remember That You are Two People Connecting

As you build on these conversations, you will find that the connection will start to build more naturally. The lines between work and home have become blurred during the pandemic. Be respectful of boundaries while at the same time making sure to convey authenticity and caring.





Start with You

Start your one-on-one by sharing that you want to spend some time getting to know more about them: what drives them, what they find challenging, and decide in advance what you feel comfortable sharing about yourself. As you initiate the conversation address your own challenges. For example:

- I miss seeing the team at the office.
- I had a hard time figuring out my routine at first
- I'm finding when my kids are home it's harder to concentrate.
- My dog seems to bark on the most important calls.

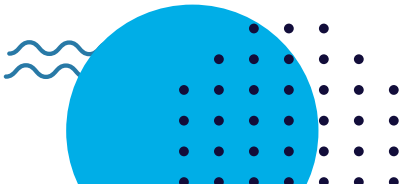
From there you can share you want to talk to them about work and home life so you can support them in the best way possible. It may feel awkward at first. Acknowledge the awkwardness and emphasize that they are a valued employee and you care about them.



Work Life

These suggested questions are designed to get at the heart of the pros and cons of working remotely. They will also help determine how best to support your employee. Begin with work related questions to establish rapport to learn more about your employee personally. It may take them a while for them to be completely open with you, so start with less intrusive questions and also offer your own WFH experiences.

<p>How is it really going?</p> <p>What have you found that you like best about working remotely? What do you like the least?</p>	
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<p>What do you think about the technology we use to work remotely? Are there any areas that you find challenging? Any suggestions you have for improvement?</p>	
<p>Oftentimes working remotely can cause people to feel left out. Do you feel included in decision making? What can I do better to make you feel a part of things?</p>	
<p>Are there any issues that are making work more challenging? What can I do to address them? (This could be zoom fatigue, a coworker, unclear expectations.)</p>	



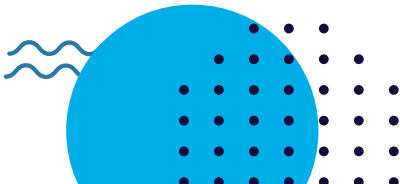


Home Life

What are we doing as a team that is working and not working?	
What do you need from me as a manager to help you feel successful in your work?	
What ideas do you have to help us be more successful as a remote team?	

You can lead into these questions by sharing that you really are committed to knowing members of your team as whole people. Even remotely we spend most of our awake? Time connected to our colleagues. Given that remote work can feel extra isolating, you are even more dedicated to strengthening this connection. Again, use your own gauge to decide where to start.

What's a typical day like for you? Your routine? What are you finding that works or doesn't work?	
What should I know about your routine or life at home that you are comfortable sharing?	





What are your stress levels like?	
Is there anything we can do to help alleviate some of that stress? (Adapt expectations, identify target goals, change meeting times.)	
What are the best times of day to connect? What are the worst?	
What are the challenges at home that we should know about and ways we can support you?	



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