

# Breakfast with HR: Conducting Effective 1:1 Meetings & Managing Remote Teams



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## **Our Speakers**

# Our Objectives

- Identify techniques to have more productive one-on-ones with your employees.
- Present tools and resources employees need to succeed and grow in their role.
- Create a sense of openness and trust with your team – build rapport!
- Encourage supervisors to develop next steps to rectify team challenges.

# Agenda

- **Ground Rules**
- **Challenge from September Roundtable**
- **Effective 1:1 Meetings**
- **1:1 Do and Don't**
- **Managing Remote Teams**

# The Ground Rules

- We will respect and include all voices. If possible, we will use the "raise hand" or "chat" feature to comment or ask questions.
- We will not interrupt. We will focus on listening as well as speaking.
- We will speak from our own experience instead of generalizing ("I" instead of "they," "we," and "you").
- We will keep confidentiality of employees' identities and of any stories shared during roundtable discussion but are encouraged to implement the lessons learned from others' experiences.
- We will examine our own assumptions and perceptions and will be open to hearing and learning from other perspectives.

# Engagement Activity Recap

- Challenge for supervisors – select one engagement strategy to implement over the next month. Bring outcome to debrief at next month's roundtable.
- Let's discuss and hear your success stories!

# One-on-one meetings defined

- Regular scheduled check ins with each of your employees to show your commitment to their growth and development.
- Important productivity tool that gives supervisors an opportunity to ask open ended and strategic questions.

# How to get the most out of these meetings

- Block regular time in your schedules – same day, same time every week
- Prepare an agenda – share the day before; both parties should contribute
- Be fully present
- Come with a purpose
- Start positive...and stay positive
- Do not shy away from feedback about opportunities for growth
- Facilitate problem solving
- Ask questions about career plans
- Express gratitude

# One-on-one Do's and Don't

## Do

- Begin meeting by sharing a win. This will create positive energy.
- Give employee advance notice if you plan to touch on professional development.
- Be curious.
- Listen to concerns and provide feedback on how they might solve the problem.

## Don't

- Cancel. If you have to cancel, ensure the meeting is rescheduled in a timely manner during the same week.
- Be rigid. It's important to remain flexible.
- Focus on status updates only.
- Forget to say "thank you". This will show value.

# Sample One-on-One Questions

- General Check-in
  - How is everything going today? Tell me about this last week?
  - Last time we spoke you said X was a challenge for you, how is that going?
- Alignment
  - Do you have any questions about the recent change involving X?
- Progress
  - What has gone well/not so well for you [over a period of time]?
  - What's one thing (or a few) you learned this week?
  - Do you feel confident in how you/your team are progressing?
- Relationship-based
  - How is everything going with people you work with/on your team?
- Career aspiration
  - What are two or three new skills you'd like to learn on the job?
  - Is there someone at the College (or outside) that you'd like to learn from?
- Closing
  - What are you committing to between now and the next time we meet?
  - What can I help you with between now and the next time we meet?

# Open Discussion

- What was the most successful one-on-one meeting you've ever had and why?
- What was the most challenging one-on-one meeting you've ever had and why?
- How do you think you can make one-on-one meetings more productive?

# Strategies for Managing Remote Teams

## Recognize common telework challenges

- Equip your team
  - Provide the tools and resources they need to achieve the agreed upon objectives
- Set expectations early and often
  - Provide clarity on priorities, milestones, individual and department goals
- Resist the urge to micromanage
  - Opting for regular one-on-one check-ins to keep pulse on your remote employees and provides opportunity to ensure that feedback is a priority
  - Focus on outcomes, not activities
- Connect and remain available
  - Counteract feelings of isolation; “Ask Me Anything” meetings

# Strategies for Managing Remote Teams

## Recognize common telework challenges

- **Prioritize Collaboration**
  - Leverage document sharing tools (Microsoft Teams, Google docs) that track work activities or team projects to remain in touch with what your team is doing
- **Communicate a Lot**
  - Keep employees up-to-date on policy and staffing changes, strategic initiatives and more
- **Be flexible**
  - Trust your team to get the work done on a schedule that helps them be most productive
- **Provide Emotional Support**
  - Notice and care when one of your employee's is struggling. Offering support may look different depending on the employee and the situation. Encourage your employee to reach out to the Employee Assistance Program (EAP). 518-793-9768.

# Open Discussion

- What are your specific challenges to managing a remote team?
- What are some things you are doing to help manage remote employees?
- How can HR support you better?
- Challenge for supervisors –

# Our Upcoming HR Programs – Fall 2020

- Monthly supervisor roundtables with follow up toolkits
  - December Roundtable – Hiring Process Workflow and Recruitment Process
- Technology training in partnership with LEDS for all employees for personal and professional development – November
- EAP virtual program – December
- Weekly HR updates in the Skidmore Weekly Bulletin
- In collaboration with the Wellness Planning Group and MVP, implement a wellness challenge