

THE PANDEMIC CRISIS REMOTE EMPLOYEE COMMUNICATOR

Leaders are trained in times of crises to “overcommunicate” our employees. It is one thing to receive that advice, but what does that mean when it’s time to talk to each employee? This tool is designed to guide you through a **one-on-one** conversation with a remote employee, or an employee who has been furloughed (meaning an employee who has had working hours reduced or eliminated, but is still on the employee roster).

Prepare for the call.

- 1)
 - Review **The Unknown To Known Transferer** tool to help understand what your team members may be most scared of
 - Make a list of what company updates there are
 - Review your Emotional Intelligence tools from the EQ Workshop. Know your audience. Make sure your style compliments that of who you’re talking to.
 - If the employee is working, review the projects/assignments they are assigned to.
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Question & Listen

Give them an update on what’s going on with the company and their status as an employee (this is the #1 concern they have, so lead with that). Be as candid as you can be. Then...

- 2)
 - How have you [and your family] been doing?
 - What is your daily routine?
 - What is most frustrating to you right now?
 - What has been your most pleasant surprise since working from home?
 - What are you most afraid of right now?
 - What are you most grateful for right now?

[add your own questions here]

- Finish with, “What Questions Do You Have For Me”



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My Commitment To You

- 1 I will be transparent, honest and candid with you about what's happening.
- 2 I will be available for you when you need me. Don't think twice about reaching out.
- 3 I will do everything I can to alleviate your concerns and frustrations.
- 4 We will have team meetings digitally or by phone as often as possible.
- 5
- 6
- 7
- 8

What I Ask Of You

- 1 Make a list of goals you want to achieve during this time and please share them with me.
- 2 Reach out to your team members and colleagues. We're all in this together.
- 3 Be proactive. If you have a suggestion or idea, share it!
- 4 Even in difficult times, try to focus on gratitude for what we have.
- 5
- 6
- 7
- 8

My Name:

Date:

Your Name:



TANZANITE
LEADERSHIP DEVELOPMENT™

THE UNKNOWN TO KNOWN TRANSFERER FOR EMPLOYEES

Things To Think About During A Crisis

What am I most afraid of right now?	
What is the worst thing that could happen to me as a result of this fear?	
What control do I have over this situation?	

When was I most scared of an unknown?	How did I change as a result?
1)	
2)	
3)	

Who are three people I can rely on to help me through this time?

1)	2)	3)
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Who are three people who need to rely on me during this time?

1)	2)	3)
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What is the one thing I am most grateful for right now?

In the past 90 days, what is one accomplishment I am most proud of?

