

joyous

The
COVID-19
Check-in
Conversation Set



The COVID-19 check-in conversation set

It's always a good idea to check in regularly with your people, and even more important when things are unsettled.

The COVID-19 pandemic is creating challenges for every working person in the world. Leaders need to check in with their people regularly during this time, so what questions should they be asking?

We've worked with our customers to come up with a series of quick check-in questions. They're designed to make sure working people feel supported right now, regardless of their circumstance. And the answers should help leaders fine tune their COVID-19 plans.

These questions focus on the different things that might affect people during this period of disruption and isolation - including resourcing, support, and expectations.

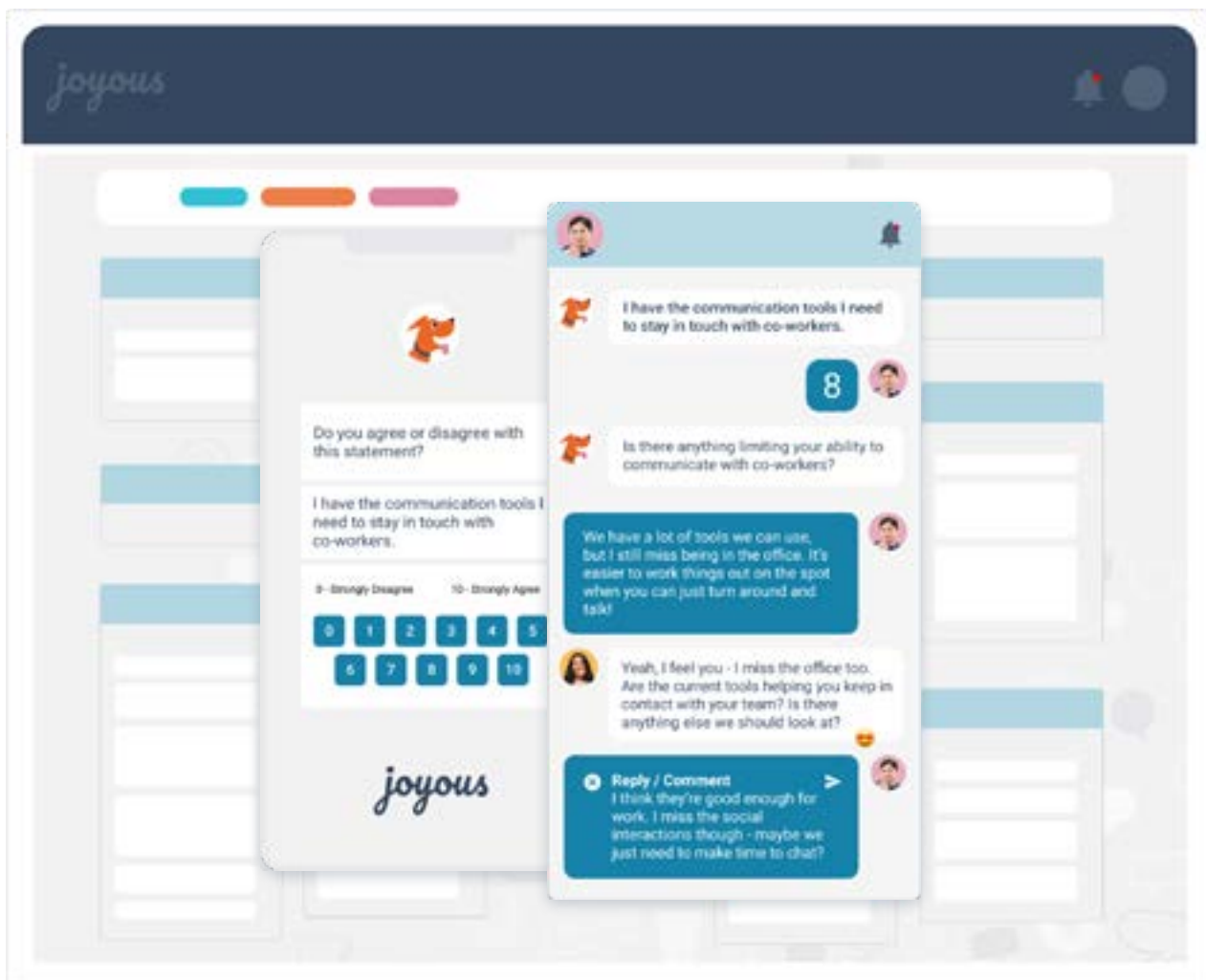
Not every team member is in the same situation, so we have provided different options that can be applied to different working circumstances.

During lockdowns, we recommend pausing your regular Joyous campaign and asking questions from this set. You can either ask one question pair a week, one a day, or a group of questions at once.

How do these conversations work?

We suggest starting these conversations by asking a rated question that lets people select a 0-10 rating on a spectrum of **0 - Strongly Disagree** to **10 - Strongly Agree**.

Follow the rated question with a conversation starter that encourages open feedback. This prompts people to elaborate on their rating and generates more insight into how they're feeling, and why. Leaders can then engage their team on the things they care about.



For all team members

This is a generic set that is useful if dividing your participants into groups is too challenging from a data management perspective.



Communication

I'm receiving regular communications from [org] about the pandemic.



Any questions about how [org] are dealing with the pandemic?

I understand what my work situation looks like for the upcoming weeks.



Do you have any questions about your specific situation?

I have the communication tools I need to stay in touch with co-workers.



Is there anything limiting your ability to communicate with co-workers?

I feel comfortable with the way [org] is responding to the pandemic.



Do you have any concerns about how [org] is responding to the pandemic?

I know where to raise questions or concerns I have about the pandemic.



Do you have any questions or concerns about the pandemic?

Check-in

I'm coping well considering the circumstances.



How are you doing?

Someone at work is regularly checking in with me.



How often do you like to be checked on?

I feel well supported despite these unsettling times.



Is there anything we can do to help you feel more supported?

I'm taking good care of myself while in [lockdown].



What have you been doing to take care of yourself?

I know what to do to keep myself safe and healthy during the pandemic.



Do have any questions about keeping safe during this time?

For team members working from home

These questions are suitable for team members working from home. If you have a mix of team members in different situations you can either target each group with different questions or use the question options from 'For all team members'.



Enablement

I know what is expected of me while I work from home.



Do you have any questions about your work expectations?

I'm able to work flexibly to accommodate my home life needs.



What's your ideal way of working while you work from home?

I have the essentials I need to work from home (tools, technology, equipment, software, systems, information).



Is there anything that would help you do your job better?

I feel supported and empowered to work from home.



Is there anything you need to help you work successfully?

My home situation allows me to work the way I want to.



Is there anything at home that's limiting your ability to work successfully?

Communication

I'm receiving regular communications from [org] about the pandemic.



Do you have any questions about how [org] are dealing with the pandemic?

I understand what I need to be working on over the upcoming weeks.



Any questions about your work objectives for the coming weeks?

I have the tools I need to effectively communicate with co-workers.



Is there anything that is limiting your ability to communicate with co-workers?

I understand how [org] expects to operate over the coming weeks.



Any questions about how [org] expects to operate over the coming weeks?

I've been able to collaborate effectively with co-workers despite being separated.



Is there anything that is limiting your ability to collaborate with co-workers?

Check-in

I'm coping well considering the circumstances.



How are you doing?

I'm taking good care of myself while in [lockdown].



What are you doing to take care of yourself?

I feel well supported while I work.



Is there anything you need help with?

I've been able to keep in good spirits despite the changes to my work situation.



How are you coping with all of the recent changes?

I'm managing to balance the demands of work and home life.



What, if anything, needs to change about the current way you are working?

For team members working on site

These questions are suitable for team members working on site. If you have a mix of team members in different situations you can either target each group with different questions or use the question options from 'For all team members'.



Enablement

I have the tools and resources I need to continue working during the lockdown.



Is there anything that would help you do your job better?

I feel safe to continue working during the pandemic.



Any concerns you would like to raise about your safety or ability to work?

I've been given clear guidelines around my expected workload for the upcoming weeks.



Do you have any questions or concerns about your workload?

I understand the precautions I need to be taking at work to keep myself and others safe.



Do you have any questions about the new precautions?

I feel well supported while I work.



Is there anything we can do to help you feel more supported?

Communication

I'm receiving regular communications from [org] about the pandemic.



Do you have any questions about how [org] are dealing with the pandemic?

I feel comfortable with the way [org] is responding to the pandemic.



Do you have any concerns about how [org] are responding to the pandemic?

I understand what I need to be working on over the coming weeks.



Any questions about your work objectives for the coming weeks?

I understand how [org] expects to operate over the coming weeks.



Any questions about how [org] expects to operate over the coming weeks?

I know where to raise questions or concerns I have about the pandemic.



Do you have any questions or concerns about the pandemic?

Check-in

I'm coping well considering the circumstances.



How are you doing?

I'm managing to stay on top of my workload.



Is there anything we can do to support you with your workload?

Someone at work is regularly checking in with me.



How often do you like to be checked on?

I've been able to keep in good spirits despite the changes to my work situation.



How are you coping with all of the recent changes?

I'm taking good care of myself while in [lockdown].



What have you been doing to take care of yourself?

For team members who are unable to work

These questions are suitable for team members that are unable to work from home or work on site. If you have a mix of team members in different situations you can either target each group with different questions or use the question options from 'For all team members'.



Clarity

I'm receiving regular communications from [org] about the pandemic.



Any questions about how [org] is dealing with the pandemic?

I understand how I'll be financially compensated during the coming weeks.



Any questions about your financial compensation?

I've been assured of my future employment with [org].



Do you have any questions about your future employment with the company?

I have the communication tools I need to stay in touch with co-workers.



Is there anything limiting your ability to communicate with co-workers?

I feel well supported despite these unsettling times.



Is there anything we can do to help you feel more supported?

Check-in

I'm coping well considering the circumstances.



How are you doing?

I'm taking good care of myself while in [lockdown].



What have you been doing to take care of yourself?

Someone at work is regularly checking in with me.



How often do you like to be checked on?

I've been able to keep in good spirits despite the changes to my work situation.



How are you coping with all of the recent changes?

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