

People Matter Most.

How to maintain alignment between employees and managers with effective 1:1s during times of uncertainty and change

BRIDGE



The Coronavirus (COVID-19) is causing all of us to rapidly become accustomed to a new reality of remote work. For managers and employees that are unfamiliar with how to effectively navigate this new environment, it can take a little patience and persistence to get it right.

One important aspect of conducting regular 1:1s is aiming to keep your team members engaged consistently. With that purpose in mind, we recommend following a few 1:1 best practices:



HOLD WEEKLY, SCHEDULED CHECK INS

During times of change, employees want to know how they will be individually impacted and what is expected of them. Regular check-ins between managers and employees provide opportunities to communicate strategy and explain important priorities. Managers need to be empowered to provide strategic guidance while allowing each individual to perform with autonomy.



HAVE AN AGENDA THAT IS SHARED

Both employee and manager should be able to access the agenda throughout the week, shifting priorities, assigning tasks, and making comments where appropriate. This information should be saved and easily accessible throughout the week in order to ensure that both manager and employee stay on the same page.



REVIEW PROJECT STATUSES AND CELEBRATE WINS

When an agenda is created and easily accessible, the actual 1:1 becomes a far more efficient experience, given that the manager can check in on task progress and project statuses ahead of time and come to the 1:1 prepared with specific questions to discuss. It also makes it much easier for managers to celebrate wins and achievements, which according to a recent study by [Bersin & Associates](#), has led companies that provide recognition to “have 31% lower turnover rates than those who don’t”.



DISCUSS CHALLENGES AND SET CLEAR EXPECTATIONS

In Kim Scott’s book *Radical Candor*, she refers to “creating a culture of guidance”, where managers hold employees accountable for their performance and clearly communicate if certain standards aren’t met. It’s not about belittling or chastising your team members, but more about being transparent and honest in regards to expectations. Managers can also help identify and remove roadblocks, ensuring employees are freed up to achieve their best work.



BE HUMAN - TAKE TIME TO GET TO KNOW ONE ANOTHER

Scott refers to this as “caring personally”; taking the time to empathize with your employees, discover what motivates them, what they’re worried about, and ultimately earn their trust. 1:1s shouldn’t always be formal, especially during times of stress and change. Employees need to feel comfortable and cared for; and understand that their manager is invested in their personal wellbeing.

About Bridge: Bridge is a learning and employee development platform that provides learning and growth opportunities for managers and employees. Go to getbridge.com to learn more about how Bridge makes holding successful 1:1s a seamless experience for both employee and manager alike.

