TITLE AND TOTAL COMPENSATION PROJECT

Can I Hold a Virtual Employee Conversation?

The timeline for employee conversations about new job titles and job descriptions has been extended in response to the COVID-19 pandemic. **Supervisors who have not yet met with employees can:**

Option 1		Option 2
Hold conversations virtually or by phone while employees are telecommuting	**OR**	Schedule conversations once employees return to campus

Supervisors should check with your HR contacts for any information specific to your work unit before starting conversations.

If your HR contact has provided you information and steps to follow for employee conversations, determine whether to hold the conversation virtually, or meet face-to-face once employees return to work on-site.

Are My Employees and I Ready for the Conversation?

Review these questions to help determine whether to hold the employee-manager conversation virtually.

(?) Are my employees ready to discuss the project changes?

The COVID-19 pandemic is personally and professionally challenging for many employees. Before scheduling a meeting, consider whether your employees are ready for this conversation. The project may feel like more change to cope with during an already difficult time. If you think that employees will feel most comfortable in a face-to-face conversation, consider scheduling the conversation once staff return to campus.

(?) Are my employees and I equipped to hold this conversation virtually?

Consider whether you and your employees have the necessary technology. Will employees have access to the title and job description and other information they need? If you foresee obstacles to a meaningful conversation, such as access to technology and technical skills, consider waiting until you can meet face-to-face or reach out to your human resources contact for help.

(?) Am I ready to discuss new titles and job descriptions?

Prepare for the conversation by confirming employees' new titles and job descriptions. Review the information and resources on the Title and Total Compensation website. Reach out to your Human Resources contact with questions and concerns.

Review the following tips if you decide to hold a conversation virtually or by phone.

✓ BEFORE THE MEETING:

- Let employees know what to expect. What meeting tool will you use? What is the conversation about?Where can they find information and resources about the project?
- Share new title and job description with employees.
- Share other documents or resources you plan to review with them.
- Test technology (e.g., computer audio, webcam, meeting tool) with your employees.
- Find a quiet, private space free from interruptions and distractions.

💬 DURING THE MEETING:

- Encourage dialogue by inviting questions and input. Begin by discussing how you both can ask and answer questions throughout the virtual/phone conversation.
- Be flexible. Have a backup plan in case technology does not work.
- Turn off distractions such as emails, window browsers and phones.
- If using a webcam, face the camera/screen and use body language to show you are engaged.

→ AFTER THE MEETING:

- Follow up on any commitments you make such as answers to questions you didn't know, edits to position descriptions and additional information and resources.
- Provide opportunities for follow up after the conversation. Employees may have additional questions or feedback after the meeting. Let them know how they should contact you to discuss further. You can plan to continue the conversation in person if employees return to on-site work.
- Summarize the conversation in an email to check and ensure a common understanding.
- Continue to share pertinent project updates with employees.

Resources

VIRTUAL CONVERSATION TOOLS

Use a phone or one of the following campus-supported web conferencing tools to hold virtual conversations.

Microsoft Teams   WebEx Meetings   Blackboard Collaborate/ Blackboard Collaborate Ultra   Google Hangouts

Ideally, choose a technology that you and your employees already use so that you are comfortable with the tool. This helps to focus on the conversation.