



Best Practices for Virtual Engagement

Building Community

- Peer-to-peer parent pods based on age of school-aged children; designed to be a remote learning resource for each other.
- Caregiver affinity group
- Wellness sessions once/week: mindfulness, meditation, yoga, HIIT workouts
- Book clubs – both fiction and non-fiction books; including professional & personal development books
- On-line forum (ie. One Note) to post answers to random questions i.e., *What was your favorite food growing up? Movie recommendations. What are you currently binge-watching?*
- Coffee Klatches. Join the ZOOM Café at a certain time and you are assigned to a small group. There can be a conversation starter or not. ZOOM now allows you to set up themes/topics for break-out rooms.

Meeting warm-up & getting to know you

- What is your personal theme song? Team's theme song?
- What is your favorite vacation spot?
- As a child, what did you want to be when you grew up?
- What is the most used emoji on your phone?
- Submit pictures of first cars and ask owner to tell a story about their first car.
- Anything involving pets!
- If you could eat one food for the rest of your life, what would it be?

Communication, Communication, Communication

- Weekly e-mail update from office managing partner; a balance of updates, kudos, thanks, news about co-workers, maybe a fun aspect: such as a baby picture of colleague
- FREQUENT & REGULAR check-ins with management team; with leadership team; with individual team members; with entire practice group. It is best to mix this up with group meetings and one-on-one video or phone calls. Be sensitive to the ZOOM Burn-Out. It is real.
- Ensure managers have CLEAR expectations and support regarding the above bullet point. Firm leaders to provide guidance as to how often managers & supervisors are expected to have staff meetings, 1:1 check-ins, provide feedback, support for some “fun” activities
- Ensure access of all information and resources for employees is easily accessible in one section of the employee portal. Don't make it difficult to discover all the amazing things you are doing for them.

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Show You Care

- Regular 1:1 check-ins
- Notes and words of appreciation
- Asking a simple question: “How are you doing?”

Support Systems for Parents

- Peer-Peer Parent Pods
- Resource board for supporting working parents. Including on-line education resources, managing stress, and information on work-life balance during a pandemic
- Homework helpers
- Subsidized back-up childcare resources

Just for Fun

- Pop-Up Shops with firm-branded merchandise (hats, blankets, pull-overs, bags, etc.). Each employee is given a budget (i.e. \$75)
- Monthly or quarterly allowance to employees for snacks, wellness equipment and/or meals
- Virtual water cooler chats (in Slack or any other messaging chat). Post a prompt and watch the responses: meal of the day, pet of the day, funny GIF

Developing & Growing Your People

- On-line certifications and self-paced learning courses
- Virtual training
- Virtual Partner Retreats
- Problem solving workshops
- Cross collaborations

To learn more about Kelly and how she has helped other professional service firms optimize the power of their people, she invites you to visit her web site, connect with her on LinkedIn or send her an e-mail. She loves partnering with organizations who value their people.



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