

What is the “New Normal” Anyway?

Basic Questions to Ask Your Team

- What do you need right now?
- What are your greatest concerns about coming back?
- What challenges are you facing as you try to adapt to new procedures?
- What are your ideas for making it easier to work under these new protocols?

Everyday Engagers Cost Nothing ...

- Know and address people by name
- Greet people and ask about their well-being
- Make eye contact, nod, smile
- Avoid multi-tasking
- Put away devices
- Express empathy
- Admit your own mistakes
- Ask questions
- Respect others’ time and efforts
- Recognize positive attitudes and efforts