



Supervisor Fact Sheet

Preparing for a Virtual Employee Conversation

The Title and Total Compensation (TTC) Project aims to establish meaningful and market-relevant job titles and standard job descriptions for employees at UW-Madison. As part of this process, supervisors will review new job titles, standard job descriptions, and position descriptions with employees. **Supervisors can hold these conversations virtually.**

Each school, college, and division has a process and timeline for employee conversations. Supervisors should check with their HR contacts for any information specific to their work unit before starting conversations.

Are Employees and I Ready for the Conversation?

Before meeting with employees, review these questions to help determine whether you and employees are ready to hold the TTC employee conversation virtually.

Are employees ready to discuss the TTC Project changes?

Before scheduling a meeting, consider whether employees are ready for this conversation. The TTC Project may feel like more change to cope with during an already difficult time. Be sensitive to the specific situation of each employee.

Are we technologically prepared to hold this conversation virtually?

Consider whether you and employees have the necessary technology. Will employees have access to the position description and other information they need? Consider possible obstacles to a meaningful conversation, such as access to technology and technical skills. Make the necessary preparations for a successful meeting.

Am I ready to discuss new titles, standard job descriptions, and position descriptions?

Prepare for the conversation by confirming employees' new job titles, standard job description, and creating their position descriptions. Review the information and resources on the TTC website, including the [Title and Standard Job Description Library](#). Reach out to your HR contact with your questions and concerns.

Holding a Virtual Conversation

Review the following tips before holding a virtual conversation.

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 TTC Project? *See Resources on the next page.*
- Share new job title, standard job description, and position 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.
- Contact [Cultural Linguistic Services](#) if you need language interpretation assistance.



DURING THE MEETING:

- Turn off distractions such as emails, window browsers and phones.
- Use the video function when possible. Show you are engaged in the conversation by facing the camera. Reinforce verbal communication with nonverbal cues such as:
 - Nodding your head to show understanding or agreement.
 - Leaning forward at times to show you are listening.
- Encourage dialogue by inviting questions and input throughout the conversation. Promote participation using questions such as:
 - “What questions or concerns do you have?”
 - “I’m curious what you think about this title.”
 - “What have I missed?”
- Be flexible. Have a backup plan in case technology does not work.



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.
- Summarize the conversation in an email to ensure shared understanding.
- Continue to share pertinent TTC Project updates, including the notification letter and appeals process. Let employees know how you are going to follow up.

Resources

VIRTUAL CONVERSATION TOOLS

Hold virtual conversations using a phone or one of the following web conferencing tools supported by campus.



[WebEx Meetings](#)



[Microsoft Teams](#)



[Blackboard Collaborate/
Blackboard Collaborate Ultra](#)



[Google Meet](#)



[Zoom](#)

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.

EMPLOYEE CONVERSATIONS RESOURCES

- TTC Project website’s [Resource Library](#)
- [What to Expect During Employee Conversations](#)
- [Online Manager/Supervisor Training](#)
- [Manager Resource Packet](#)
- [Employee Conversation Frequently Asked Questions](#)