

I. INTRODUCTION

Hi, my name is [NAME]. First of all, thank you for taking the time to speak with me today, I understand things have been quite hectic with the current climate around the COVID-19 pandemic so I really appreciate you taking the time to speak with me. The crisis has greatly impacted the world of work so I'm participating in an HRvsVirus Hackathon this weekend to help find solutions.

This conversation is going to be focused on your experience at work - before and after the pandemic started. Please feel free to be open and honest with us, none of what we talk about will be shared publicly (and we definitely won't use your name.)

If Recording:

Before we start, if it's OK with you, to ensure proper note-taking we would like to record this session so we make sure we're not missing any of your thoughts. It's purely internal and will not be posted anywhere. Would this be ok with you?

II. WARM UP

1. Tell us about where you work and your role.
 - Location, Country
2. How long have you worked there?
3. Company size?
4. Thinking about your experience in various workplaces (where you work today and previous organizations), what do you think makes for a positive employee experience?
 - What has kept you engaged, motivated, and connected?
 - What are some reasons you have left companies (if you have ever resigned from a position)?
5. How important is it to you to form meaningful connections at work?
 - Why or why not?
 - How would you define/describe a meaningful connection?

III. PRE-COVID19

EMPLOYEE EXPERIENCE & MORALE

1. How would you describe your experience at your company before the pandemic?
2. What are some ways your company has created a positive culture? (e.g. team-building, open-door policy, etc.)
3. If you could change anything or suggest improvements, what would those be?
4. How did you view your HR team before the pandemic?
 - A good resource to you? No opinion? Poor opinion?

COMMUNICATIONS & CONNECTIVITY

1. What were your day-to-day interactions with your co-workers?
 - How often do you work with others?
 - How often do you meet with leadership and HR?
2. How did you communicate with your team?
 - Tools used?
3. How would you describe your company's culture?
 - What is your perspective of your HR team or leadership?
 - How did you receive important communications (email, from your manager, etc.)? How did you feel about how these communications were shared?
4. How would you describe your relationships with the people you work with?
 - For the relationships that are stronger than others, what do you think has helped you form a deeper, more meaningful connection with them at work?

IV. POST-COVID19

EMPLOYEE EXPERIENCE & MORALE

1. How would you describe the morale of the company now?
 - Why is this the case? (lay-offs, fear, anxiety)
2. In your opinion, what has been the biggest adjustment at work since the pandemic?
 - Positives/negatives?
3. Would you say you are feelly more or less connected now?

- Why do you think this is?
- 4. Have any new tools or resources been implemented?
 - What are they?
 - How do you feel about them?
- 5. Can you give an example/tell a story about something positive that has happened to you at work since the pandemic?
 - Something negative?

COMMUNICATIONS & CONNECTIVITY

1. How has communication from your organization changed?
 - How does HR communicate with you now? Slack? Other channels?
 - How does your manager communicate with you? How regularly?
 - How do you feel about this?
2. How would you say your relationships with co-workers have changed since the pandemic started?
 - Why do you think these relationships have become stronger/weaker?
 - How has WFH/going virtual played a role positively or negatively?
3. How would you rate your company's response to the crisis? Do you think they have done a good job with this huge transition?
 - Can you give any examples of something that has gone really well/has gone really poorly?
4. What are some new ways your company has tried to connect with you and connect you with your co-workers?(e.g. happy hours, daily check-ins, team-building, workouts, etc.)
5. What could be improved about the way your company communicates with you?
6. Do you have any ideas on ways to improve connectivity during this crisis?
 - Could anything be implemented to help you form more meaningful connections?