

# Manager FAQ sheet

## Name of the initiative

# Workshop

### Summary

Provide a top-level one-sentence summary of what is happening and how it's being communicated, particular as it relates to the positions that your managers leads.

### Key date(s)

3/19/24

## What's happening?

- Go into greater detail on the important talking points around the initiative
- Cover who, what, when, where, and how at a high level
- Mention the teams affected and what they'll be seeing

## Why are we doing this?

- Give the quick-hit talking points as they relate to the strategy of what's happening
- Is it for operational efficiency? Happier customers? How should managers be framing it?
- Tie the particular action you're explaining today to larger goals managers already know
- If possible, also explain why it is happening *now* - your managers teams will ask

## What's changing for my team?

- Provide talking points about the changes that managers are going to be implementing
- Expect that your manager will put these into their own voice/interpretation
- If you expect managers to encounter push-back from this communication, help with answers

## Timeline

What	When	What your team needs to do
Add individual steps that will happen during rollout	Dates of event	How this step will affect managers and the teams they lead

## Q&A

<b>Anticipated team member question?</b>	Help for managers to answer the question
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## Feedback loop

- Describe how manager are intended to gather feedback and how to communicate it back to their leaders
- Share any plans for other departments to gather feedback that would be helpful for managers to know

## Resources

- Provide links and descriptions to the intranet or shared locations of everything managers will need to lead their teams during this initiative