Is change in the air? 6 questions managers should ask

As a manager, if a company you work for undergoes any major changes, such as layoffs, acquisitions, mergers, or even just adding new leadership into the mix, it can result in your direct reports feeling confused or uneasy. By asking the questions below, you can gain clarity about reasoning, timing, and expectations and be prepared to support your team.

1. What is the reason for the change, and what are the expected outcomes?

Understanding the reasons behind a change and what the organization’s leadership hopes to achieve can help you better understand how to navigate it and how it may impact your role, responsibilities, and the jobs of the people who report to you.

2. What is the timeline for the change, and what are the key milestones?

Knowing the timing expectations and critical milestones can help you prepare for what is coming and understand when and how the change will affect the way your team works.

3. What support will be provided during the transition?

Change can be challenging, and it is important to understand what resources and support will be available to help you and your team adapt to the new way of doing things.

4. What are the potential challenges and risks associated with the change, and how will they be addressed?

Understanding the potential challenges and risks can help you anticipate and address potential issues before they become significant problems.

5. How will communication be handled during the transition, and how can I stay informed?

Clear and transparent communication is critical during times of change. It is important to understand how information will be shared, who will be responsible for communication, what details you need to share with your reports, and how you can stay informed.

6. How can I support this process and help ensure a successful transition?

Understanding how you (and your team) can contribute to the success of the change process can help you feel more engaged and invested in the transition and help ensure a smoother transition overall.

At Brightly, we’re familiar with change and the opportunities it brings, and we would love to help your team navigate the ins and outs efficiently. To learn more or connect with an expert, please reach out today.

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As an employer, it's important to collect certain job-specific information from an employee before they depart to ensure a smooth transition and to protect the organization's interests—especially if they have been a longtime worker with deep institutional knowledge.

One of the best ways to save the transition of a departing employee is to have another shadow for as long as possible to learn the nuances of the role and gather information you might not be able to capture elsewhere. While it might not be possible to collect everything, the following checklist will help you document as much as you can to help your organization and the following employee maintain successful day-to-day operations.

Checklist: 8 essential types of information to gather from departing employees

1. **Passwords and login information**

   - One of the first things to do when an employee is preparing to depart is to ensure that they no longer have access to sensitive login information the employee uses to access company systems or applications. Follow your company guidelines and procedure for collecting company property. Make sure to collect any access cards.

   - Access cards.

   - If the departing employee created or used any training materials, don’t forget to collect them as they can be used by their replacement or others in the organization. Or, if they are proprietary, don’t forget to collect them so they can be used by your organization.

   - Client and vendor contacts.

   - If the departing employee had frequent interactions with clients or vendors, have them make introductions and ask questions that will help you understand and maintain important information about those relationships.

2. **Job duties and responsibilities**

   - Training materials can take the form of:

     • SOPs (standard operating procedures) for various things they maintain or need to respond to.

     • Checklists

     • Videos of specific repair processes

     • How-to guides

   - For workers in unique, site-specific or machine-dependent roles, ask the employee to make sure they maintain all with maintenance jobs, and ask the employee to familiarize themselves or locate people who are capable of assuming some of the tasks.

3. **“Good to know”**

   - Good to know” might include things such as:

     • Client and vendor contacts.

     • Building or facility-specific challenges and how to overcome them.

     • Common issues with machines and how to resolve them.

     • Daily best practices, i.e., check the boiler every morning.

4. **Training materials and job aids**

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     • Common issues with machines and how to resolve them.

     • Daily best practices, i.e., check the boiler every morning.

5. **Company property and hardware**

   - Follow your company guidelines and procedure for collecting company property. Make sure to collect any company property the employee may have had in their possession, such as laptops, cell phones, tools, keys and access cards.

6. **Performance evaluations and feedback**

   - Collect any performance evaluations or feedback the employee received during their tenure with the organization. The information can be useful for future reference or to inform future hiring decisions.

   - Additionally, it can be helpful to hold a one-on-one interview with the departing employee to ensure they have all the information they need to do their role effectively.

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8. **Getting ahead with Brightly**

   - At Brightly, we have deep experience helping maintenance and operations leaders leverage technology to optimize how they do business. To learn more or connect with an expert, please reach out today.
Tips to communicate with your team during times of change

Work is a huge part of people’s lives. When change happens, it can leave your employees and team members feeling unsettled or insecure in their roles. For managers and leaders in companies experiencing (or about to experience) change, we’ve gathered some top tips to help communicate with your team and ease transitional times.

**Take a transparent approach**
Transparency helps to build trust with employees and reduce any anxiety they might feel. Be open and honest about why the change is necessary and what it will entail.

**Show empathy**
Acknowledge the uncertainty and concerns that employees may have about the change, and communicate that you understand their perspective.

**Provide context**
Give employees the context and background information they need to understand the change and its implications.

**Use multiple channels**
Communicate through a variety of methods, such as meetings, emails, and even text messages in certain scenarios, to ensure that employees receive the message and have multiple opportunities to ask questions and provide feedback.

**Explain the benefits**
Reinforce positive elements and clearly articulate the benefits of the change and how it will help the organization—and individual employees—in the long run.

**Be consistent and timely**
Ensure that all communication is consistent and aligned with your organization’s messaging and goals, and communicate early and often about the change, so employees have time to adjust and prepare.

**Answer questions, and follow up**
Be prepared to answer questions and address employees’ concerns about the change. Continue to communicate and check in with employees after the change has been implemented to ensure that they are adjusting well and to address any issues or concerns that may arise.

Change affects people differently; your employees may not all react the same. By following these tips, you can be prepared to provide a sense of consistency and the information needed to help workers and your organization smoothly adapt to whatever is next.

At Brightly, we’re familiar with change and the opportunities it brings, and are happy to share how a combination of the right tools and a plan can make all the difference. To learn more or connect with an expert, please [reach out today](mailto:brightlysoftware.com).