

Prepare to Answer Guide

Employers and employees turn to HR administrators with different questions based on their unique perspectives and experiences. This guide can help you prepare for the questions you may face by anticipating the areas where people need the most support.

Employee Questions	Employer Questions
What are my medical benefits? What is covered by my insurance plan? How much could I expect to pay out of pocket for screenings, testing and emergency room visits?	What do our medical plans cover? Do they have communication materials I can use to inform my employees?
Is there state-specific information I should be aware of?	Are there state-specific requirements that the company must meet? How are we managing those responsibilities?
Where can I find trusted resources that are updated regularly?	How are we communicating public announcements and recommendations to our employees?
My partner was laid-off due to the current economic crisis. Are there short-term loan resources available that you could recommend?	What are some benefits I should highlight for my employees that they may not know about?
Will our company be looking to do any reduction in forces (RIFs) or furloughs?	How can we encourage our employees to navigate market volatility?
I was furloughed. What information do I need and what resources do you have available to help me through this challenging time?	Unfortunately, we are facing the prospect that we may need to furlough employees. Do we have a communication plan in place? How do you recommend we approach this difficult situation?
I have concerns about my financial future. Who can I speak to about my 401(k) and other financial benefits?	What benefits or offerings can we revisit or restructure as we face potential financial uncertainty?

Employee Questions

Where can I access telehealth, virtual screenings, mental care and pharmacy delivery?

What resources are available to help with caring for children, elderly loved ones and pets?

Are there any benefits that can help support my children and learn from home needs while schools are closed?

Do you have information about school closings?

Has there been a salary or hiring freeze? How will the unforeseen circumstances affect my annual review?

I have never worked from home before – what are the company's objectives for my performance during this time?

Employer Questions

What are the telehealth and behavioral health resources available to our employees? What options are open to employees and their family members?

Do we offer any benefits to help our employees that are caring for children, elderly loved ones, and/or pets? Are there any specific caregiver benefit solutions we can implement?

How can we better support our employees that are being challenged to help their children continue learning from home while schools are closed?

How are we helping employees manage unexpected childcare?

How are we cascading information around company policies, such as annual reviews, management and department goals, and company health to employees?

How are we helping employees set up home offices? How are we monitoring productivity and resource allocation?