



Questions to Ask Site Directors

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WEEKLY 1x1 WITH SDs –AGENDA

1. **Connect with the Site Director personally.** Most likely you'll do this before you dive into business. Value them as a whole person, not just a summer staff. (Valuing them as a person might mean diving right into business! Know your SDs.)
 2. **Follow up with what has happened throughout the week.** Talk through questions that came up during the week.
 3. **Go over follow-up questions and action plans** you created based on their Friday report.
 4. **Inquire about team dynamics and staff wellbeing** (including questions about your SD!). Refer to the question bank for ideas.
 5. **Pray** for your SD and their team.
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WEEKLY 1x1 WITH SDs – QUESTION BANK

Pull from these questions when planning your Weekly 1x1s. Ask the questions that are applicable to each SD and site.

AD Care for Site Directors

Choose questions based on SD personality and needs.

- How are you doing spiritually? Have you been able to get time to connect with God alone?
- Are you taking care of yourself? Ask questions based on the Wellness Wheel and the individual. Make a game plan for change if needed.
- How have you connected with your support team?
- What has been the best part of your week?
- What has been challenging this week?
- What have you learned this week?
- What do you need as it relates to your role/leadership? How can I support you?
- Encourage them in their strengths.
- Challenge them in their growth areas.
- How are you doing with your goals?
- Follow up on other personal interests/life outside of YW. Use what you know of your SD to determine how you can intentionally communicate your care for them as a person.

Finances

Choose questions based on Weekly Finance Reports.

- How do you determine whether to buy something?
- Are there any big purchases you foresee in the next few weeks?
- Are you on track to stay within your budget in all areas? How do you know?
- What budget areas are a concern and how are you managing that budget?
- How are you keeping track of receipts?

Church Groups / Adult Leaders

- How are you connecting with Adult Leaders?
- How are AL meetings going? Are people sharing? Are you clearly sharing about what's next? Are they too long?
- What concerns have been raised and how did you address them?
- How are your staff connecting with participants?

Schedule/Programming

- Were Monday morning departures on time and smooth?
- How was the first day of service? Were there any sticking points?
- Have there been any schedule/timing issues?
- How is the energy/vibe on site?
- How are groups engaging with The Gathering? Is there anything staff can/should do differently?
- How are groups engaging with Evening Activities?
- How are groups engaging with Devotions?

Team Dynamics

- Were there any conflicts that came up this week? How did you handle them?
- Is the team communicating effectively?
- How are staff responding to your leadership? Give an example.
- Are staff meetings effective?
- How are you having fun together? If you're not, how can you?

Community

- Did you meet with your housing partner yet this week? What feedback did you get from this meeting and what follow up is needed?
- How are community members involved in programming? How is that going?
- How are our relationships with service partners? Is there anything you as the SD need to address with them?
- Which service sites have you or will you visit this week?
- Are there any community issues or COVID-19/general safety issues that I should be aware of?
- How have you seen your staff taking initiative to interact with community friends?

Utility

Make sure teams understand how to benefit from and care for their Utility staff!

- How is the Utility Support Coordinator adjusting to your site?
- What types of tasks are they helping with and/or leading?
- How have you included them into your daily schedule?
- When is their time off and are they taking it?
- What is the plan for the schedule if/when the Utility Support Coordinator needs to leave?
- How are you feeling about having a Utility Support Coordinator on site?

Team Care & Wellbeing

Spiritual Environment

- Tell me about how you've noticed God at work this week.
- How would you describe the spiritual health of your team?
- What do you need to incorporate into your day-to-day team life to acknowledge more of what God's up to?
- Have you done any team devotions?
- What have you been praying for?

Physical Health & Wellbeing

- In what ways are your staff depleted? In what ways are they full? How do you know?
 - *(Is your SD aware of these things and asking the right questions of their team?)*
 - Use the Wellbeing Wheel to identify areas of wellbeing to prioritize this week.
- Are your staff getting/using their breaks? Daily downtime? Office Hours?
- Is everyone sleeping at night? Can people get to bed earlier?
- Are staff feeling physically well? Are there any concerns of illness?
- Are there times and spaces to relax and recharge each weekend?

SD Care for Staff

- Give me an overview of your 1x1s with each staff.
 - *(This is a good spot to make sure your SDs are having 1x1s and that they are not just "business.")*
- How are you connecting with _____ *(each Coordinator)*? What are you doing to build your relationship?
- What are some of the ways that you encouraged _____ *(each Coordinator)* this week?
- What growth areas have you acknowledge to/with _____ *(each Coordinator)*? What is the plan for growth?
- How is _____ *(each Coordinator)* doing? *(professionally, spiritually, emotionally, personally)*
- Did you notice _____ on _____'s weekly check-in? Did you follow up? What did you learn?

30 HOUR UPDATE QUESTIONS

Your Site Directors will report an intentional update about the first 30 hours of each week on Monday evenings. You'll let them know your preferred format (call, voice message or email) and the questions they should answer. Below are some questions you might want SDs to answer in their 30 Hour Updates. You'll likely have routine questions SDs answer each week. ADD specific questions whenever necessary.

- What are your first impressions of the groups?
- How are you connecting with Trip Leaders and other Adult Leaders?
- Did any groups arrive late? How did orientations and crew division go? Any surprises? Extra people, buses, etc.?
- Have you confirmed and closed the trip on Go? If not, why not?
- How did The Gathering go? How did groups engage?
- On Monday morning...
 - Was breakfast on time?
 - Was the Respectful Service video shown smoothly?
 - Was the General Service Orientation clear and concise?
 - Did anybody have any trouble getting out to service sites?
- How was the first day of service? Is the service schedule set for the week? What are the rainy-day backups?
- Was there enough food at meals? If not, what is the plan to remedy this?
- Were snacks put out on time?
- What was the best part of the day?
- What things were brought up at Monday's Adult Leaders meeting?
- How are the staff doing? How are they feeling about the group(s)?
- Any challenges that you can foresee? If so, what is your plan?
- What time are staff going to bed?
- Are you up to date with finances? How are you keeping track of your receipts?

FRIDAY REPORTING FOLLOW-UP CALL / CONVERSATION

After reviewing SDs' Friday Reporting, you'll reach out to each SD to ask any questions you have and go over the plan for the weekend and the following week. Use these questions and discussion items to plan these conversations.

- **Go over all action items from Adult Leader Evals and discuss action plans.**
 - This is the main purpose of the call and is a development piece for your Site Director.
- Address any questions or concerns you have from the Weekly Report.
- Talk through any Adult Leader Evals that are particularly harsh, if applicable.
- Celebrate the good things that happened on site this week.
- Talk about plans for the weekend.
 - How will staff rest? Church plans?
 - Is there team time? Or is space away from each other going to be more restful?
 - Time for fun and/or building community relationships?
- How are you (the Site Director) doing?
- Anything notable about Friday Shopping?
- Are service sites prepped and ready to go for next week?
- What still needs to get done for next week?
- Let them know when you'll be visiting their site (if you're elsewhere) or when you'll be leaving (if you're there).
- **Use the context you gained from this conversation to complete your AD Report.**

TROUBLESHOOTING & PROBLEM SOLVING

There will be times during the summer when your Site Director will reach out to you with a problem they need help solving or a situation they need help navigating. There will also be times during the summer when you reach out to a Site Director with a problem or situation you need to bring to their attention so that they can solve it... with your guidance. It can be tempting to solve your SDs' problems for them. Instead of always giving solutions, ask questions! These questions can get you started.

Problem Solving with an SD

- What is the root of the problem?
- Who is involved?
- Who needs to be involved in the solution?
- What do you think should happen next?
- What resources or support do you need to solve this problem?
- What impacts would _____ (solution) have?
- What follow up is required?
- Are there any personal biases you need to set aside?

Bringing Something to an SD's Attention

- Have you noticed ____?
- What do you think about the way ____ (person) handled ____ (situation)?
- What could have gone better today?
- What feedback – both encouragement and constructive criticism – do you have for your staff or yourself this week?