

# Leadership Insights: **Staying connected while working remote**

“Do not follow where the path may lead. Go instead where there is no path and leave a trail”

Ralph Waldo Emerson

## 1. Communication

- Team members need to know where things stand, how things are going, and should they be worried about any personal impacts such as economic and benefit cutbacks.
- Leadership is a beacon of light in both thought and actions during this unprecedented time.
- Be available, be honest, and be compassionate.
- Cast your leadership shadow far and wide for your employees – they look to you for guidance, honesty, and positivity.

## 2. Patience

- Everyone is dealing with both personal and professional change.
  - *Grandparents are unable to see their grandchildren during stay-at-home orders.*
  - *Parents adjusting to working remotely during the day and balancing childcare while day cares and schools are closed.*
  - *A spouse or partner has been furloughed until this passes.*
  - *Take the time to ask not just the work question; ask the personal question.*

## 3. Find the “New Normal”

- If you have team members utilizing a remote work schedule or a split-shift schedule, remember this is new to everyone.
- Creating new muscle memory for the new normal takes time, what seems harder, less efficient, and uncomfortable today; will become the new normal over time.
- Embrace the unknown- many of us do our jobs without pausing to think about each step because it is like “riding a bike” - for others, the new environment is learning to “ride the bike”.

## 4. Be Prepared - Things Change Quickly

- We are reacting quickly to emerging information and on-going changes as COVID-19 safety measures change
- Stay in-tune with trusted news sources, federal, state and local government advice to anticipate and prepare for ongoing changes
- Plan for the unplanned everyday

## 5. Celebrate Success Differently

- High-fives in the hallways, conference rooms and in-person meetings must be replaced in a digital medium.
- Encourage employees to provide ideas for enhanced business integration as well enriched company morale, connectivity and development.

## 6. Change is Different for Everyone

- The “change curve” plots our journey through defined change stages:
  - *Denial, Anger, Exploration and Acceptance.*
- Given the velocity of change that is taking place, the curve can feel like an endless roller coaster.
  - *Empathize with your fellow colleagues as they may be in a different stage than you.*

## 7. Create New Virtual Office Connectivity – With Some Fun

- Create new company “fun norms”:
  - *Contest for best home office*
  - *Most sought after grocery store items*
  - *Best home day care story*
  - *Best home work story*
  - *Healthy recipes*
  - *Virtual FaceTime lunches*
- Laughter is good for the soul – create it, find time for it, and relish it

## 8. Rapidly Import/Export New Best Practices as Teams Figure Out How to Work Differently

- Actively seek the new best practices and efficiently export to employees
- We are all in this together and have different levels of technology prowess – best practice sharing can make an immediate difference

## 9. Share the Team Success across the Business

- Connect work to success stories
  - *Builds confidence that things are still working well, just working differently*

## 10. Remain Patient, Be Kind, and Stay Focused

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