



## 10 Tips on How to Manage WFH While Keeping Your Sanity

### 1. How do we maintain motivation to develop new business during this time of uncertainty?

**Be Forward thinking.** We are all “dancing on shifting sands” as I like to say and we are all in a place of uncertainty. There is no predictability or solid ground as we all yearn for. You have the skills and experience to guide you moving forward. Also including the soft skills of empathy, agility, shifting gears, flexibility and adaptability are KEY to creating new ways of doing business. Don’t look in the rear-view mirror and yearning for what is no longer. Instead keep looking at the dashboard as the present and looking out the windshield towards the future. Give yourself permission to start to be creative in your thinking about how to develop business and to look at what motivates you and apply to business.

### 2. How do we maintain remote relationships that require effort to stay strong?

**Start with a growth mindset and create a new road map.** It’s about creating new ways of doing business. Remote relationships are getting on the phone or video calling clients and staying professional. Think of new ways to keep relationships going, perhaps have breakfast, lunch or cocktail time with clients; if they are nearby, getting together in the park, having meetings with key leaders in the field and inviting clients to the webinar.

IT’S REARRANGING YOUR MINDSET TO THIS NEW WAY OF DOING BUSINESS. NOTHING HAS CHANGED, YOU ARE STILL BUSINESS PROFESSIONALS WITH YOUR SKILLS – WHAT’S CHANGED IS THE FORMAT!!!

### 3. What are some tips for improving body language on Video Calls?

**Sit up tall and be engaged.** Improving Body Language showing up to the calls in proper dress attire. Pretend you are going to see a client, you wouldn’t go in your PJ’s or old clothes? When speaking to a client, pretend you are seated across from them - make sure your environment is neat, clean and presentable and doesn’t detract from the conversation. Make sure your facial expressions are pleasant, smile. What is the tone of your voice, pay attention to what is being said and don’t get distracted? Avoid looking at your phone or other things so you can pay attention.



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### 4. How does one get comfortable being uncomfortable?

**Acknowledge you are uncomfortable.** Don't let the uncomfortable feeling run your life. We are all uncomfortable, from top to bottom. Know everyone is in the same boat and there is no road map with answers. Whether it is you, your boss or your clients. And, the sooner you acknowledge that this is the new norm, the easier it will be to move forward. We are all feeling awkward, uneasy, vulnerable and uncertain. Go with it and find ways to create new opportunities.

### 5. Any ideas on how to manage stress/anxiety of possible cutbacks within our own companies?

**Maintain balance and a clear head.** Understandably there are cutbacks and losses, however, if you worry about this then you can't do your job well and effectively. Taking care of yourself and your needs are upper most important now and being kind and caring to yourself can help with the stress. We can project all kinds of situations and scenarios that could take place at this time; however, they keep us from moving forward and doing our jobs. Although it is difficult and normal, it doesn't serve us to "buy into situations" that haven't occurred yet. If your company is downsizing - you could start to look for other job opportunities. However, worrying about the "unknown" doesn't help in being productive. Show up by doing your job and *rising above the fray*.

### 6. What if I lose an internal advocate at a client company and have to start over?

**Build new advocates.** Yes, we could lose advocates along the way, so it is important to try to have a few advocates rather than putting your eggs into one basket. And yes, you may have to start over again and if you have confidence in your ability to serve your clients, you can find other advocates. Remember, nothing has changed, other than the format. You are still the same great business professional you were before the business climate changed with the same skill set and capabilities



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### 7. Is there a time when it's best not to do a video meeting? (Besides when you aren't dressed appropriately?)

**Video calls are the best way of connecting with others.** Always DRESS APPROPRIATELY!!! Or go on a phone call. I think it is important to understand which is the best route for a call. I think each case is different and perhaps speaking with someone doesn't require a video or phone call. Perhaps an email will do the trick. It is case by case basis and I am sure you will know what is right at the moment.

### 8. People who are not good with change are struggling to adapt to the new environment. Do you have any suggestions or strategies that can be applied to help with their effort?

**Change is the new norm.** To quote Eric Shinseki: "IF YOU DON'T LIKE CHANGE, YOU ARE GOING TO DISLIKE IRRELEVANCE EVEN MORE". Yes, there are strategies to help people adjust to change. Perhaps remembering a time when you had to change for something, what did that feel like and how did you do it to achieve success? How can you apply this today? A lot of people who don't like change, have fears around that and it is getting to those fears and looking at them that would help. Fears might include looking like a failure, feeling vulnerable about making the changes and again, looking stupid or incompetent. And most fears are based on belief systems and not on reality. This is a tougher question. You can start to look at your fears and figure out what they are and what is standing in the way of making changes. Also, start small, make one or 2 changes per day and see how it goes. One doesn't have to make sweeping changes all at once.

### 9. Have you found that people are more mindful or tolerant since the start of the crisis? What are some best practices to maintain a positive attitude as we move forward?

**Be empathetic, use emotional intelligence.** Yes, people are more tolerant, caring, and grateful in these uncertain times. By tapping into one's EQ, Emotional Intelligence skills, one can start to shift their attitudes of themselves and others. Leaders have learned to be more tolerant, caring and empathetic towards their teams and employees. They must be honest about what is going on, if they need to fire people, cut back on salaries, furlough folks. As mentioned, there is no road map in the business landscape today. We are all figuring out next steps and there are no answers. Everyone is feeling vulnerable and uncertain. Being able to create opportunities is one way of looking forward and staying positive.

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10. Many people say “when we get back to normal” but is that something you think we’ll see? Or, will we adapt to a “new normal” as we did after 9/11?

**There’s no such thing as “normal”, since we don’t know what lies ahead.** Doing business will be different: companies may adapt more of “working from home” rather than being in the office; not having as many people on staff; not allowing as much business travel, etc. There is no road map to what is to come. I think we each need to create our own road map for now, and start filling it in. Disruption can be a great way to re-focus, re-think, re-create our business models. We are living in a VUCA landscape (Volatile, Uncertain, Complex and Ambiguous) business environment. Those that can adapt, be flexible and be resilient will create new opportunities. This will help you not just survive but thrive!