

ARMA Greater Columbus April 2021 Chapter Meeting

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Transcript

00:00 - 00:02

[speaker unknown]

This conference will now be recorded.

00:05 - 00:07

Redman, Janice J (janice.redman)

Ok, good afternoon, everyone.

00:08 - 00:15

Redman, Janice J (janice.redman)

Glad that you took the time from your work schedule to join us with our April.

00:17 - 00:17

Redman, Janice J (janice.redman)

I'm sorry.

00:17 - 00:19

Redman, Janice J (janice.redman)

I have contractors here.

00:22 - 00:23

Redman, Janice J (janice.redman)

They walk through.

00:23 - 00:29

Redman, Janice J (janice.redman)

But, anyway, we welcome you to our April 30th session.

00:29 - 00:35

Redman, Janice J (janice.redman)

And today, our presenter presenters to mirror, more hot live.

00:36 - 00:51

Redman, Janice J (janice.redman)

She's an information governance solutions architect, and she will be presenting to us on the topic remote work and maintaining corporate culture.

00:52 - 00:56

Redman, Janice J (janice.redman)

So, again, timely because most of us are still working from home.

00:56 - 01:01

Redman, Janice J (janice.redman)

Anna, I will go ahead and turn everything over to you to mirror.

01:01 - 01:06

Redman, Janice J (janice.redman)

And I'm sure there's more you can tell us about your experience and your background.

01:08 - 01:08

Tamara

Thank you, ma'am.

01:08 - 01:09

Tamara

I appreciate that.

01:09 - 01:13

Tamara

And thank you for the opportunity to join you today from Louisville, Kentucky.

01:14 - 01:21

Tamara

Yes, my name is Tamara Hoaglund, I am of, the Chief Culture Officer is how I'm

coming to you today from information first.

01:21 - 01:25

Tamara

But as you can see, information governance, certified instructor.

01:25 - 01:28

Tamara

We kind of wear a lot of different hats at our company.

01:28 - 01:32

Tamara

My background originally was elementary education and special education.

01:32 - 01:37

Tamara

So I did that when my husband was in the military we taught overseas.

01:38 - 01:40

Tamara

And then we moved back stateside.

01:40 - 02:00

Tamara

And I was looking for work while our daughter was young and found a data entry job and started working there and then worked my way up to systems administrator and now have certifications through multiple softwares and have been in the ECM industry Now since I don't wanna give age way.

02:00 - 02:00

Tamara

Right?

02:00 - 02:05

Tamara

But since early 2000, some more than 20 years, I love what I do.

02:05 - 02:08

Tamara

I love learning new things, working with different people.

02:08 - 02:20

Tamara

We've got a local ARMA chapter here, and I've been to a number of the ARMA convention's, looking forward to the opportunity, to get that experience, again, once cozad is all behind us, and we can start to travel.

02:20 - 02:20

Christina Jackson

Safely.

02:21 - 02:28

Tamara

But as Janice mentioned, the focus of our presentation today is really going to be about tapping into that remote work.

02:30 - 02:30

Redman, Janice J (janice.redman)

Great.

02:30 - 02:35

Tamara

Building that up through your culture and so I appreciate, like I said, the opportunity to join you.

02:35 - 02:43

Tamara

I am based in Louisville, Kentucky, where the home to the Louisville slugger and the Kentucky Derby.

02:44 - 02:52

Tamara

Nfu brands that you might know of Papa John's Pizza and Kentucky Fried Chicken then Brown format in their brands of ...

02:52 - 02:56

Tamara

Tequila and old Forrester, and Woodford Reserve Bourbons.

02:57 - 03:04

Tamara

And so the concept behind all of that is everybody likes to come together over baseball, or horse racing, or good food and drink.

03:05 - 03:11

Tamara

And as the chief culture officer information first, it's really my passion to foster those personal connections.

03:12 - 03:12

Redman, Janice J (janice.redman)

And.

03:12 - 03:31

Tamara

So, today, I'm excited to be with you, as we go through, and take a look here on my slide there, so that we can cultivate ideas together, on how you can support your colleagues and customers through your corporate culture, through this situation of remote work that we find ourselves into.

03:31 - 03:33

Tamara

And so we're gonna give you a peek into our culture.

03:36 - 03:40

Tamara

Information first is a small business, we were founded in 2002.

03:40 - 03:43

Tamara

And we're born, virtual or remote company.

03:43 - 03:46

Tamara

We've never had a headquarters to work out of for all of us.

03:46 - 03:55

Tamara

Many of us work on site part-time, or even full-time for customer sites or visits, but we were born virtual.

03:55 - 04:03

Tamara

So, a lot of the remote work things that some of the users have experienced over the last, What is it, now, 13 or 14 months through kogod?

04:04 - 04:10

Tamara

We've pushed through some of that a long time ago, so I look forward to sharing some of that knowledge sharing with you.

04:11 - 04:23

Tamara

You can see our group of folks there, this was on a trip we took to Colorado a few years ago, where we had a team building exercise, and I'm definitely looking forward to that opportunity as well, to get our folks back together.

04:24 - 04:30

Tamara

You can see here, that we work all over the world, Our headquarters is our little logo there in the DC.

04:30 - 04:31

Tamara

Metro area.

04:32 - 04:43

Tamara

But we have employees in Virginia, Florida, Kentucky, New Mexico, Colorado,

Washington State, China, Toronto, Canada, as well as Vienna Austria.

04:44 - 04:47

Tamara

And so we love what we do.

04:47 - 05:01

Tamara

The one thing that I love that I think really ties us into ARMA, is that we can take information that we learn, maybe from supporting a federal, state, and local customer, or a publicly traded company, and apply that to a global non-profit.

05:01 - 05:09

Tamara

We take that information knowledge, and sharing, like, what you do at ARMA, and foster that across industries, and that's one of the things I love, is the knowledge sharing.

05:12 - 05:13

Tamara

And we do love Varma here.

05:13 - 05:16

Tamara

You can see we've been to a number of the conventions.

05:16 - 05:19

Tamara

More often than not, we host a hospitality suite.

05:20 - 05:28

Tamara

And that just fosters, again, those connections where people can have discussions with us, with other folks in other industries as well.

05:29 - 05:29

Tamara

The top one there.

05:29 - 05:33

Tamara

We were at the ***** National in Maryland a number of years ago, the bottom.

05:33 - 05:36

Tamara

We were in the Marriott, actually, done in Orlando.

05:37 - 05:40

Tamara

And then you can see, we hosted a table in Dallas a couple of years ago as well.

05:40 - 05:47

Tamara

So look forward to that opportunity, like I said, to travel and be able to connect with folks in person.

05:50 - 05:52

Tamara

And here, we've actually been to Columbus as well.

05:52 - 06:02

Tamara

So we hosted an event in the Columbus area, and a few folks from your local chapter, there were, were attendees, But we were looking for fun ways to talk about compliance.

06:02 - 06:10

Tamara

As you know, sometimes those of us in the records management industry get excited about talking about those things, and governance, and all the buzzwords.

06:11 - 06:15

Tamara

Not everybody shares that excitement necessarily, and so we try to look for fun ways

to engage.

06:15 - 06:22

Tamara

And here we were at the Brew Dog, Hotel and brewery there in Columbus, and that was a lot of fun to have a casual event.

06:23 - 06:25

Tamara

Be able to talk about that, Exactly, Perry.

06:25 - 06:29

Tamara

I'm glad you said something, because Eric actually said, Make sure if Parries in there, you tell him.

06:30 - 06:32

Tamara

I said, Hi, so.

06:32 - 06:33

Tamara

That's perfect.

06:33 - 06:47

Tamara

It was, We Love Columbus', I've we've actually supported Battelle there locally for well over 15 years, and our family loves the Cozy museum and going to get ice cream up in the Short North area.

06:47 - 06:51

Tamara

So, it's just a beautiful city, and I'm excited to be able to talk to you about it today.

06:51 - 06:53

Tamara

I would have loved your senior in person.

06:53 - 06:56

Tamara

But, as it is, we're doing the next best thing.

07:00 - 07:05

Tamara

So, here, we're going to jump into what we have as our corporate culture, concepts, and information first.

07:06 - 07:17

Tamara

And this was something that the President and CEO of our company, and I sat down to draft, because we felt that being a small company, as I mentioned, born virtual remote.

07:17 - 07:24

Tamara

It was really important that we tie in some core pieces to our culture from the very beginning.

07:25 - 07:38

Tamara

And so, we share this, when we're onboarding a new employee, we work through it, we share it often with our team, and then throughout the workday, the work week, throughout the year, we tap into these core principles.

07:39 - 07:44

Tamara

The idea behind our company is really, we love working in the records management industry.

07:44 - 07:46

Tamara

We have a lot of knowledge there.

07:46 - 07:50

Tamara

We wanted to be able to take these things and do business with integrity.

07:50 - 07:58

Tamara

We want to have an impact in the communities where we live and work, we want to have meaning in the work that we do and respect the colleagues that we work with.

07:58 - 08:01

Tamara

You need clarity to be able to do that, right?

08:01 - 08:03

Tamara

So to understand what your role is.

08:03 - 08:04

Tamara

And maybe because we're a small company.

08:04 - 08:07

Tamara

We do a lot more changing of hatch than others.

08:07 - 08:09

Tamara

So it may be this morning.

08:09 - 08:12

Tamara

I'm reporting to one of you on a project as my project manager.

08:12 - 08:13

Tamara

And then we flip those roles later in the afternoon.

08:13 - 08:17

Tamara

We're on the project manager on that, and you're doing some work for me.

08:17 - 08:28

Tamara

So being clear on what's necessary when that do is a really critical piece, as well as the dependability when you're going to say, you do something, it's really important that you do that.

08:29 - 08:32

Tamara

But at the very bottom of that, is safety.

08:33 - 08:40

Tamara

And the reason that that one is larger than all of the others is because it is the foundation that we wanted to build everything on.

08:40 - 08:43

Tamara

And I'm talking out one piece about physical safety.

08:43 - 08:49

Tamara

So, we've got, because we are remote, we travel sometimes with each other on business trips, or whatever.

08:49 - 08:50

Tamara

You're talking hotel rooms.

08:50 - 08:56

Tamara

We may even rent an apartment, um, where we've lived for extended months on a particular project.

08:57 - 09:05

Tamara

And so, we need to have that foundation of safety so that there's no concern from

that perspective, but also from psychological safety.

09:06 - 09:11

Tamara

You need to have the ability to admit that you've made a mistake and not be in fear.

09:11 - 09:13

Tamara

Oh my gosh, it's going to cost me my job.

09:13 - 09:14

Tamara

Nobody's perfect.

09:15 - 09:16

Tamara

Everybody's going to make a mistake.

09:16 - 09:18

Tamara

The important thing is, What do you do after that?

09:19 - 09:20

Tamara

Let's be analytical.

09:20 - 09:21

Tamara

Figure out what happens.

09:21 - 09:23

Tamara

Take it to the person who needs to know that.

09:23 - 09:31

Tamara

Come prepared to bring a solution, but it's all about the core pieces of safety here, so

that we don't have any issues between colleagues.

09:32 - 09:43

Tamara

And in our organization, we've implemented this yellow light, kind of as a, as a joke, but seriously, if something is a meme or something like that kinda goes around virtually, as you know, that happens.

09:44 - 09:52

Tamara

And it starts to cross that line, that's when somebody will just shout out yellow and that is the indicator of, you know, let's take it back a notch.

09:52 - 09:53

Tamara

We started down this road.

09:53 - 10:01

Tamara

The path kept going, and now all of a sudden, we need to kinda real it in, and so everybody appreciates that opportunity to have fun with each other.

10:01 - 10:03

Tamara

We treat each other mostly like cousins.

10:03 - 10:06

Tamara

Most of us have worked together for 15 plus years.

10:07 - 10:12

Tamara

And so it's a great environment, but it needs to be built on that physical and psychological safety.

10:17 - 10:22

Tamara

Then the other core pieces that you see here really are built on that foundation of

trust.

10:23 - 10:35

Tamara

So once you've got that safety net, where you feel like you can make a mistake and not lose your job, you can go to someone else on your team respectfully, with integrity and say, Here's the situation.

10:35 - 10:36

Tamara

Where do we need to go from here?

10:36 - 10:46

Tamara

Ask for guidance, seek that, camaraderie and building amongst your colleagues there so that you can come together and make the impact for your organization.

10:46 - 10:56

Tamara

And in some cases, you may not have these type of culture concepts in your broader organization, but you may have some ability to put them into the teams that you work with.

11:00 - 11:00

Christina Jackson

At.

11:00 - 11:04

Tamara

The end of the day, I mentioned, it's all about trust.

11:05 - 11:08

Tamara

It really is that you need to be able to trust someone to do the right thing.

11:09 - 11:11

Tamara

That you can trust that you're safe around them.

11:11 - 11:12

Tamara

That it's safe.

11:12 - 11:17

Tamara

To be able to admit that you've made a mistake, and then be able to innovate and move forward.

11:18 - 11:23

Tamara

All of those things, like I said, with the safety at the bottom there, build on trust, and work their way up.

11:26 - 11:27

Tamara

I liked the piece there.

11:27 - 11:37

Tamara

You may not be able to see it with the screen so small, but we want to have fun and enjoy the work that we do, and those with whom we work, and all of these building blocks come together to allow our team to be able to do that.

11:40 - 11:47

Tamara

Now, from a remote work perspective, we've all seen over the last year or more, how that has really shifted.

11:48 - 11:58

Tamara

But it's also brought into focus how there are some essential workers, frontline workers that we really need to be in place at their jobs, not working from home.

11:58 - 12:03

Tamara

And so there are some portions of this remote work that may not apply to everybody.

12:03 - 12:14

Tamara

But at the end of the day, even those frontline workers have some form of communication that they're having with someone that is not right in close proximity to where they are getting calls or e-mails or discussions.

12:15 - 12:28

Tamara

And so, all of these concepts that we're talking about now can still be applied to those that are actually in a workspace, able to go back into the office, perhaps, or maybe have other colleagues that may not be in close proximity to you.

12:31 - 12:36

Tamara

Now, I'm going to pause and take a drink of water here, because these are a little bit funny, and I want to make sure that you're still paying attention here.

12:36 - 12:37

Tamara

So I'll give you a moment to read.

12:42 - 12:52

Tamara

Oh, so we've all worked in offices before when I've worked at customer sites or whatever, where we've gone kind of with the open office concept.

12:52 - 12:55

Tamara

And there can be some challenges there, right?

12:55 - 12:59

Tamara

Where we're the whispers have just a distraction.

13:00 - 13:12

Tamara

Then you've got the folks like the guy in the middle there, where it's just, I need to show everybody how hard I'm working, and then I'm completely running myself, at the, to the, to the very ends of possibility here.

13:13 - 13:26

Tamara

And just maybe a little dramatic, then ..., where you'd have folks stop around and just kinda chit chat and then you think, oh, well, that was, you know, 35 minutes of my day that I hadn't planned to, to have that conversation.

13:27 - 13:31

Tamara

And so, there are some collaborations that can happen as part of being on-site.

13:31 - 13:32

Tamara

Absolutely.

13:32 - 13:35

Tamara

But we do need to recognize that there are some challenges.

13:35 - 13:40

Tamara

And obviously, through kogod, we've seen some of these kind of challenges, maybe more, more into the virtual realm, as well.

13:44 - 13:49

Tamara

And through the remote work, especially over the last year, we've seen some of these challenges.

13:49 - 13:57

Tamara

In addition to the disconnect, maybe, from your colleagues and the abruptness of walking out of an office.

13:57 - 14:04

Tamara

I'm trying to figure out, did you already have systems in place to be able to have virtual meetings, to have those conversations?

14:05 - 14:11

Tamara

Maybe you always gathered together every morning with your team, in the conference room, to have a quick huddle, and then go do your thing.

14:11 - 14:16

Tamara

And now, all of a sudden, you know, we get the call last February or March, whatever it was.

14:16 - 14:17

Tamara

And now everybody's gone from home.

14:17 - 14:23

Tamara

And know, do you even have a laptop, or do you still have a desktop, no station that you're trying to work with?

14:23 - 14:25

Tamara

Do you have a headset, do you even have Wi-Fi at your house?

14:25 - 14:29

Tamara

That's functional one of our folks live in Atlanta quite rural area.

14:29 - 14:31

Tamara

And that was a challenge.

14:31 - 14:35

Tamara

She couldn't participate in, any of the video calls.

14:35 - 14:39

Tamara

Just because it's either you can hear me, or you can see me, know, kinda correctly.

14:39 - 14:40

Tamara

But I can't give you both.

14:40 - 14:47

Tamara

And so there's a lot of folks that dealt with that disconnect, or trying to figure out, how do I still plug into the organization when I can't be forefront?

14:47 - 14:49

Tamara

People aren't seeing the work that I'm doing.

14:50 - 14:54

Tamara

Then it's easy to get distracted with the household chores that are there.

14:54 - 15:10

Tamara

Especially, we've gotten our family members and animals and contractors, you know, doing work around the house and those kinds of things, and it's easy to get distracted, and then similar, if somebody stop on by your cube, not 30 minutes later, you think, I should probably get back to work here.

15:11 - 15:14

Tamara

So, there are some challenges to make sure that you're able to be disciplined.

15:14 - 15:19

Tamara

If you've got the flexibility, that's the key word for our team that's worked really well.

15:20 - 15:25

Tamara

I just need to be upfront with you, and ask about that deadline, if you've asked if I can make it.

15:25 - 15:31

Tamara

What can I propose back to you to say, gosh, I really need to help my child through their schooling this afternoon.

15:31 - 15:33

Tamara

Can I get that to you by 10 0 AM tomorrow?

15:34 - 15:47

Tamara

You know, working through that flexibility, more often than not, get you what you need, and if it's going to be a big deadline, where there's not that, then trying to give as much advance notice and clear direction as possible, so that you can skip past some of those issues.

15:50 - 15:54

Tamara

Now, the remote work piece is a big part of this.

15:54 - 16:00

Tamara

And the funny part about it is that you just get a lot of this stuff done at night now, right, Or after hours.

16:00 - 16:10

Tamara

All of these treats that our kids would get when they were little, was all because of the hard work of put in after hours after they've gone to bed.

16:10 - 16:15

Tamara

And so that may need to be what happens for this short period of time, especially during cozad.

16:16 - 16:19

Tamara

Flexibility, again, is the key, is to try and say, OK.

16:19 - 16:22

Tamara

Normally it was a 40 hour work week, Monday to Friday.

16:22 - 16:32

Tamara

And now, I kinda need to have a couple hours each day to make sure my kids are on tasks with virtual learning, or be able to deal with being a caregiver in a certain situation.

16:33 - 16:38

Tamara

Can I have, instead of Friday, close the business as my deadline date, can I have Monday morning eight AM?

16:38 - 16:50

Tamara

And that gives me the ability to walk away, still be productive and important part of the team, doing my part to contribute, but also give me the breathing room to be able to do what I need to do to care for my family as well.

16:53 - 17:00

Tamara

Now, the funny thing about this chart that you see here is that it's all pre coven.

17:00 - 17:05

Tamara

And I have a feeling that some of these numbers would be slightly skewed.

17:05 - 17:08

Tamara

Now, the stress levels, probably a little higher.

17:08 - 17:13

Tamara

Maybe morale and productivity productivity has gone from the remote work, where everybody was kinda gone.

17:14 - 17:15

Tamara

They were at their own offices.

17:15 - 17:15

Tamara

Or at school.

17:15 - 17:16

Tamara

And you could knock things out.

17:17 - 17:18

Tamara

Yeah.

17:18 - 17:28

Tamara

We're doing a lot of juggling at the moment to see how we can make things work, and what you see there at the bottom, for the last, I don't know, 10 or 15 years.

17:28 - 17:34

Tamara

The words have all been about everybody trying to achieve this work-life balance, and I've recently read a book.

17:34 - 17:36

Tamara

I don't get any plugs from this, by the way.

17:36 - 17:43

Tamara

It's just something I found super helpful, And I like the knowledge sharing part is this author refers to work-life integration.

17:44 - 17:47

Tamara

And those of us in the records management industry understand that, right?

17:47 - 17:50

Tamara

You're always talking about trying to see if systems can be integrated.

17:50 - 18:03

Tamara

If you can integrate a process to take on hybrid physical and electronic records, but the concept is so ingrained to what we do, But work-life balance really isn't completely achievable.

18:03 - 18:12

Tamara

Especially now that let's just work towards that work-life integration, and so I found this insight, just to be really, really helpful.

18:13 - 18:15

Tamara

Like I said, I don't get anything from promoting that book.

18:15 - 18:19

Tamara

I just thought that was such an eye opener for me, and it really lifted a weight.

18:19 - 18:27

Tamara

Instead of trying to reach for something that was unattainable and pushing myself towards that frustration, chest pains, or you know, migraines or all of that stuff.

18:29 - 18:30

Tamara

Take a Step back.

18:30 - 18:37

Tamara

Figure out what that work-life integration looks sheet looks like to you, and they'd be willing to go to your manager and discuss what options you have.

18:37 - 18:46

Tamara

Whether it's continuing this remote work, whether it is, People are going back to school, I need to get back into the office, but I want to feel comfortable and safe to do that, How can we make that happen?

18:47 - 18:53

Tamara

And so hopefully you've got some ways that you can work in that work-life integration to your best interest as well.

18:57 - 19:03

Tamara

So here you can see some of our culture concepts here on getting creative.

19:03 - 19:05

Tamara

We're problem solvers at heart.

19:05 - 19:21

Tamara

And so, one of the sessions there, this is all, well, actually, most of these pictures are pre coded, but one of the pictures that you see there, we have a colleague, who was doing some training in a basement, and, and it was such a nice thing to say, You know, let's kinda jazz it up a little bit.

19:22 - 19:23

Tamara

And so it was such a pleasant place.

19:23 - 19:29

Tamara

Now, instead of feeling like we were all kind of closed in an underground all day, We gave each other breaks and all of that.

19:29 - 19:31

Tamara

But, you know, it was a fun place to come to.

19:32 - 19:36

Tamara

And then giving yourself the freedom to have those conversations.

19:36 - 19:38

Tamara

Maybe we need to have a meeting and discuss something.

19:38 - 19:43

Tamara

But does it have to be over video or in a conference room?

19:43 - 19:44

Tamara

Can we go out to lunch?

19:44 - 19:45

Tamara

Can we go for a hike?

19:46 - 19:54

Tamara

Can we still get to that discussion where we've got freethought and Shane, exchange of ideas without necessarily having to be somewhere where we write that down.

19:54 - 19:56

Tamara

And that may not be the case all the time.

19:56 - 20:09

Tamara

Um, but I'm a big fan of being able to get outdoors when you can and have those conversations, you know, outside of your norm, just to get creative on how you would be able to do that.

20:12 - 20:13

Tamara

So, grab your pins.

20:13 - 20:19

Tamara

This is something that, as I mentioned, our board born virtual team has found to be really helpful.

20:20 - 20:28

Tamara

Like I said, you may not have impact into your corporate culture overall, but for sure on how can you help your team be high performing?

20:29 - 20:33

Tamara

And the first one I mentioned, goes back to our first corporate culture concept.

20:33 - 20:34

Tamara

There is, start with trust.

20:35 - 20:44

Tamara

You have to be able to trust your team members, to be able to do what they say they're going to do, that you are able to get what you need from them in a timeframe.

20:44 - 20:49

Tamara

That you've empowered them with the tools, And given them a priorities, or whatever it is, they need to meet the goal.

20:49 - 20:51

Tamara

Then, let them go do their thing.

20:55 - 21:01

Tamara

The supportive environment for the remote work that goes for sure between your manager and your employees, but also your staff.

21:02 - 21:09

Tamara

Being able to reach out to one another and have that professional relationship where you'll be able to say, OK, I can't get this to you by Friday at three.

21:09 - 21:14

Tamara

But, hey, can we adjust that a little bit to meet these needs here?

21:14 - 21:15

Tamara

I still want to be a dependable member.

21:16 - 21:20

Tamara

But how can we make this remote work for all of us here?

21:21 - 21:27

Tamara

And if I'm going to host a meeting, maybe that's not the same time that my kids also have their school team come over that afternoon.

21:27 - 21:30

Tamara

Let's kinda switch that up a little bit and make sure we've got that environment for

each other.

21:30 - 21:32

Tamara

Flexibility is the key there.

21:35 - 21:40

Tamara

Setting Boundaries of course, this is the one that came in, even More Focus with coven.

21:41 - 21:43

Tamara

And I'll dive into that in just a moment.

21:43 - 21:47

Tamara

But being sure that you consider different time zones for your colleagues.

21:47 - 21:54

Tamara

We have a number of folks that I mention that work overseas and in Japan, Asia Pacific region as well.

21:54 - 22:00

Tamara

And so trying to figure out, I'm a morning person, probably better for me to take the folks that are in Europe, 5 or 6 hours ahead.

22:01 - 22:07

Tamara

Then my colleague, who's on the West Coast, she's a late night person, anyway, so let's maybe put her as the point of contact for that.

22:08 - 22:16

Tamara

If we need to have an outside of the normal business hours meeting, then let's plan that far enough in advance that I can get my kids something to eat, Get everything

set up.

22:16 - 22:20

Tamara

And then come have that late 9 0 PM call, if that's what's necessary.

22:20 - 22:28

Tamara

But then I probably don't want to be the first one on the five AM call the next morning, So setting those boundaries that help you maintain that work-life integration.

22:31 - 22:33

Tamara

And then check in with each other and engage.

22:33 - 22:41

Tamara

It's easy sometimes when you're an office to walk by and see someone, but it's also, you can see that maybe somebody's got their headset on, and they're totally focused.

22:41 - 22:52

Tamara

You just kinda keep on walking, maybe a wave, or whatever, but this is really about talking to your employees, getting to know your colleagues and your team members, and engaging with them on a bit more personal level.

22:53 - 22:55

Tamara

And then the last one is getting to know each other as people.

22:55 - 23:03

Tamara

So those two are tied in really well together, But just this week, we had someone where we have our huddles on Monday morning.

23:03 - 23:08

Tamara

We all get together, give a little insight into what we're doing, especially since we're all remote.

23:08 - 23:13

Tamara

It's a great opportunity for us to celebrate birthdays together, those kinds of thing.

23:13 - 23:18

Tamara

Just say, hey, if I'm going to have some availability this week, I had a couple client meetings canceled.

23:18 - 23:21

Tamara

If I can be of help to anybody, let me know.

23:21 - 23:23

Tamara

Or maybe it's the exact opposite.

23:23 - 23:24

Tamara

I'm slammed this week.

23:24 - 23:30

Tamara

If anybody has some five minutes of something they can do to help me with X Y, whatever, please let me know.

23:30 - 23:32

Tamara

And that way you can really touch into that.

23:33 - 23:44

Tamara

If somebody's had a death in the family or a family member sick, we don't want to get so focused into the end result of that work product that we missing each other's

people.

23:47 - 23:52

Tamara

And that goes to the next one, which is about forging in person and virtual connection.

23:52 - 23:57

Tamara

So, over the last year, we've been forced more to do virtual connections than ever before.

23:57 - 24:02

Tamara

So, I don't know that before last year, I'd ever heard the word Zoom or even knew what does that call was.

24:03 - 24:05

Tamara

Definitely didn't own my own camera.

24:05 - 24:10

Tamara

Actually, the laptop that I have is is pretty nice, but the camera's at the bottom where the keys are.

24:10 - 24:12

Tamara

So, I'm gonna stimulate for you now.

24:12 - 24:13

Tamara

Don't freak out when you see it.

24:13 - 24:19

Tamara

But normally, if I were on my own personal camera, and I'm trying to talk to you and

type and take notes, it looks like this.

24:19 - 24:23

Tamara

And we had a number of our folks that would, you know, take a screenshot, or whatever.

24:23 - 24:33

Tamara

Like Chandra, can you please just maybe not turn on your video of we're having conversations if you're going to take notes because it's super distracting and so they're absolutely right.

24:33 - 24:41

Tamara

We had to look for creative ways to have those virtual connections and I do really look forward to forging those in person conversations.

24:45 - 24:58

Tamara

So, when we talked about creating that remote, supportive environment, it's making sure that you've got those tools that we talked about, that your Wi-Fi is solid, that you've got your headset that you've got the tools to communicate.

24:58 - 25:00

Tamara

How are you file sharing?

25:00 - 25:01

Tamara

Are you using Go to meeting?

25:01 - 25:03

Tamara

Are you using Teams?

25:03 - 25:04

Tamara

Do you have a secure VPN?

25:04 - 25:06

Tamara

Is everything going up to SharePoint?

25:06 - 25:13

Tamara

Do you have a content management system that you can access, where all of your records are being stored so that you can collaborate with their colleagues?

25:13 - 25:20

Tamara

These are things that we probably all help our organizations try to solve for because they're trying to figure out how to do these things as well.

25:20 - 25:26

Tamara

Now, remotely where it used to be, maybe a very heavy process for paper to walk around an office.

25:26 - 25:32

Tamara

And maybe we've tried for years as records management professionals to say, You really don't need that paper.

25:32 - 25:39

Tamara

Let's see if we can help you take that electronic and nobody was really interested, they were holding on white knuckled to that Steno pad and just saying, no.

25:39 - 25:40

Tamara

It has to stay on paper.

25:41 - 25:49

Tamara

And now, all of a sudden, eyes are open, you think, Oh, my gosh, we gotta have it

now, electronically, We need to be able to access it, so everybody can work from home.

25:50 - 26:01

Tamara

It's an opportunity for those of us in the records management industry, and to be able to tap into those colleagues and team members in our organization, who might have had that hesitancy before.

26:01 - 26:08

Tamara

But now, their mindset of a little bit different and maybe more willing to see about what other collaboration options are out there.

26:12 - 26:32

Tamara

So we talked a little bit about setting those boundaries, and for sure, anybody who works with secure data, personally identifiable information, financial data, all of that kind of thing, we've probably seen a lot of that through our organizations come across deafness is of key importance, now that we've got family members working in the home as well.

26:32 - 26:35

Tamara

Where are we going to work on that sensitive content?

26:35 - 26:40

Tamara

No longer would it be appropriate if I was home by myself, I could say at the kitchen table, but that's probably not kosher right now.

26:41 - 26:43

Tamara

You know, with everybody running around the house.

26:43 - 26:44

Tamara

So what am I going to do for that?

26:44 - 26:51

Tamara

The last thing we want is to end up with an office that looks like this and now we can't find anything rejoined that virtual session.

26:52 - 26:57

Tamara

And you're like, yes, I'm the records manager, you know, ignore all this over a year.

26:57 - 27:05

Tamara

It's totally fine, I can help you organize your records, or maybe you know, focus on that one little sliver that is the perfect spot.

27:05 - 27:09

Tamara

But at the end of the day, you wouldn't know if anything were missing from this environment anyhow.

27:09 - 27:12

Tamara

So that's definitely not what we want to focus on.

27:13 - 27:20

Tamara

We want to make sure that we're able to provide our records management expertise and help others who may be in a situation who may be overwhelmed.

27:21 - 27:26

Tamara

Take what we've learned from ARMA in other organizations, and be able to take that out and say, Let me help you.

27:27 - 27:28

Tamara

This is my job.

27:28 - 27:35

Tamara

I would love to be able to help you organize this content, so that you can get to it easier, faster, you know, better, stronger, faster, whatever that might be.

27:37 - 27:44

Tamara

If you are going to set some sort of boundary for timeframe for being online, we talked about that a little bit on crossing time zones.

27:45 - 27:46

Tamara

But maybe yours isn't so much.

27:46 - 27:51

Tamara

Maybe everybody works in your time zone, but there are service level agreements that you have to meet.

27:52 - 27:55

Tamara

Or, now that you've got family members at home, you need to work around that.

27:55 - 28:07

Tamara

It's engaging with your colleagues to see what cross training can happen, to be able to support that, perhaps, speaking to your manager, to see if there's any flexibility, and some of that, or committing yourself to say, I'm going to be here from such and such time.

28:07 - 28:11

Tamara

And the family members know that you care about them, that you're there.

28:11 - 28:18

Tamara

But that gives you the opportunity to close the door, and say, I'll come back out and

check on you, and a little while, but I need to be, you know, be here.

28:18 - 28:21

Tamara

Now, is the mentality, and that particular concept.

28:23 - 28:27

Tamara

Quiet for calls is definitely a challenge during coven.

28:28 - 28:31

Tamara

There's so many more distractions in the background.

28:31 - 28:38

Tamara

A lot of folks didn't have quality headsets and I know for a time, it seemed like they were sold out everywhere, where you're trying to find something.

28:38 - 28:51

Tamara

And, you know, so now you're trying to do earbuds and they're falling out And what you don't want to do is plan to be out running errands doing something and think, oh, I'll just take this quick call about all the sensitive information in my public coffee shop.

28:53 - 28:58

Tamara

It's really thinking about what the experiences on the end, then, because you're presenting yourself as a professional.

28:58 - 29:04

Tamara

You're trying to share information and trying to give them the ability to block out all of the noise.

29:04 - 29:06

Tamara

And hear and absorb what you're saying.

29:06 - 29:14

Tamara

So being able to offer that, were possible to make sure that when you're trying to present that information, that it can be received in the easiest manner possible.

29:18 - 29:22

Tamara

Now, this might seem like a strange one as far as a discussion and a corporate group here.

29:22 - 29:24

Tamara

But we're talking about boundaries.

29:24 - 29:28

Tamara

And so, most of us, I mentioned Brown Form an earlier.

29:28 - 29:31

Tamara

That's a local vendor, alcohol vendor.

29:32 - 29:38

Tamara

Often at meetings, they serve alcohol, is just a normal part of their culture, but they also do it in moderation.

29:40 - 29:49

Tamara

Having said that, outside of those kinds of situations, it's not often that you have alcohol's sitting around your office building, Um, but working from home.

29:49 - 29:51

Tamara

You've got it pretty easy and accessible.

29:52 - 29:57

Tamara

And so it's just trying to take what would have never been a team boundary before.

29:57 - 30:03

Tamara

You would have never gone to your cube mate and said, Hey, no drinking over there and you're like, I got a coffee cup.

30:03 - 30:08

Tamara

Like, I don't know, You know, now, you're at home with your entire bar available.

30:08 - 30:13

Tamara

Is that appropriate, is one drink at lunch, OK, or is you gotta wait till after hours?

30:13 - 30:16

Tamara

Or if you're taking that nine o'clock call at night, can you have a glass of wine with dinner?

30:18 - 30:20

Tamara

Figure out what those boundaries are before?

30:20 - 30:22

Tamara

And that way, there's no confusion.

30:22 - 30:23

Tamara

Let's just bring it upfront.

30:23 - 30:24

Tamara

Let's talk about it.

30:24 - 30:26

Tamara

Set some boundaries, and then we can all move on from there.

30:29 - 30:32

Tamara

Then the whole maintenance piece, there's always things that need to be done.

30:32 - 30:41

Tamara

My personal preference is to not go to the grocery on the weekend because there's so many people there, and this was pre covance, So before things were crazy.

30:42 - 30:46

Tamara

It's just so many people, and it takes so much longer to accomplish that task.

30:47 - 30:55

Tamara

I would much rather take a break in the afternoon during the week, and make up that time at work remotely from home on a weekend.

30:55 - 30:58

Tamara

I don't want to work the whole weekend, mind you, I am trying to balance that.

30:59 - 31:07

Tamara

But I would much rather go to the grocery at one o'clock on a Tuesday, grab what I need, be home, and then I can make up that time at some other point.

31:08 - 31:14

Tamara

Put myself on out of office, so it's understood, Hey, if you send me an e-mail, you're gonna get that bounce back.

31:14 - 31:19

Tamara

So you're not waiting for me on something quickly, I can do what I need to do, and then still meet whatever needs you may have.

31:22 - 31:24

Tamara

And here's the Check in and Engage.

31:24 - 31:25

Tamara

I just loved it.

31:26 - 31:34

Tamara

We've really enjoyed working together, um, but we are remote, and so we do a lot of chats.

31:34 - 31:38

Tamara

We're not zoom people, necessarily, but we do get together.

31:38 - 31:58

Tamara

We've got some folks that really love to change their backgrounds, and then for Christmas, we weren't able to get together this year, and so our president had a meeting for us that we didn't know what it was, but it was our, it was our team holiday gathering and he found us storytelling, SAMHSA, that played bagpipes, amazing.

31:59 - 32:06

Tamara

It was the funniest and strangest, but coolest kind of thing that we could do, since we all can be together, it was just kind of a stand out something.

32:07 - 32:11

Tamara

We've had a meeting that Obama attended.

32:11 - 32:19

Tamara

And the concept behind that was, my, my colleague came forward and said, hey, I heard that there's this local farm near me.

32:19 - 32:22

Tamara

And they're not getting any visitors because of Kobe.

32:22 - 32:28

Tamara

So they've decided to give somebody a camera and walk around so you can see all the farm animals and then they let you join.

32:28 - 32:31

Tamara

They'll join a meeting with you and we're like, OK.

32:31 - 32:31

Tamara

Let's do that.

32:31 - 32:33

Tamara

And so it was a 15 minute thing.

32:34 - 32:38

Tamara

But it was just enough to try and connect with each other in a little bit different way.

32:39 - 32:41

Tamara

Normally, you'd go out to lunch together.

32:41 - 32:44

Tamara

That may not be an option during coping with so many things being canceled and closed.

32:45 - 32:48

Tamara

But there are creative ways to do that, check in and engage with each other.

32:52 - 32:54

Tamara

And I mentioned to get to know each other as people.

32:54 - 32:56

Tamara

Here's some ...

32:56 - 32:57

Tamara

That we've created there.

32:57 - 33:04

Tamara

Just, it's a free app where you can go in and kind of decorates and take a little avatar of yourself.

33:05 - 33:11

Tamara

And so this was a fun way for our folks to have an opportunity to express a little bit of their personality.

33:12 - 33:16

Tamara

And so it's been fun to see when new folks come on board.

33:16 - 33:19

Tamara

You know, what they come up with when they turn that around as well.

33:24 - 33:27

Tamara

So, we get together three times a year, normally.

33:27 - 33:32

Tamara

We get together twice for Employee Engagement, is only That's where we celebrate our birthday.

33:32 - 33:40

Tamara

So, normally, we do January, June, and the first gathering of the year, and then July to December and the second gathering, and we call those ...

33:40 - 33:43

Tamara

Are Information First University Networking Camps.

33:43 - 33:46

Tamara

And we love the knowledge sharing that comes.

33:46 - 33:51

Tamara

Every person on our team has something to contribute, has something to share, Everybody has something to learn.

33:51 - 33:55

Tamara

And these are opportunities to really get together and collaborate.

33:55 - 34:00

Tamara

And then, while we're apart, we also have a playlist that we created on Spotify.

34:00 - 34:08

Tamara

And the idea behind that is when we go to these gatherings and now even more so that we can't, everybody's put in 10 to 15 songs that they like.

34:08 - 34:18

Tamara

And so, I might not like the same kind of music as you, but at some point, we're listening to the playlist, I'm going to hear something that I enjoy, and I may actually find something new, which I have.

34:19 - 34:27

Tamara

So, there's other creative ways to make those connections, where you can get a little bit of someone's personality, maybe to the songs that they enjoy, or whatever that may be.

34:27 - 34:29

Tamara

Just thinking about things a little bit differently.

34:29 - 34:34

Tamara

And then around the cake you'll see there are some coasters we had made of everybody's little bunco.

34:34 - 34:39

Tamara

So, when we go out to have our gatherings, I mentioned that we rent a house.

34:40 - 34:41

Tamara

Everybody can put their drink down.

34:41 - 34:42

Tamara

I know that that's theirs.

34:42 - 34:44

Tamara

They didn't have to worry about it.

34:44 - 34:47

Tamara

So, that was a kind of a fun, too, for one gift and that one.

34:52 - 35:00

Tamara

Volunteering together, that's a really important part of our culture, individuals' volunteering on their own, maybe with their families.

35:01 - 35:10

Tamara

Here we went up to Canada, a few of us and participated in a curling event, that was a fund raiser for the local deaf community.

35:10 - 35:19

Tamara

And it was so rewarding, we just really love taking the opportunity to make a difference and an impact in the areas where our team members work.

35:20 - 35:24

Tamara

And we actually participate in the giving program National Day of Giving.

35:24 - 35:32

Tamara

And so our employees contribute some of their own money to a non-profit that they have close ties to.

35:32 - 35:33

Tamara

And then we match that.

35:33 - 35:47

Tamara

And so, by even able to take something that your employees feel passionate about, and, and strong to support, and see that they're being supported through you as

well, is just really rewarding it, You know, not only doubles those dollars, but the goodwill, as well.

35:52 - 35:55

Tamara

Then there is something about sharing amelio.

35:56 - 36:04

Tamara

If there's just some conversations that are easier had over a lunch table or a dinner table, then around the boardroom table.

36:04 - 36:13

Tamara

And so, looking forward to the opportunities to be able to have these in person, again, maybe they need to be a little more socially distant for awhile.

36:14 - 36:21

Tamara

But, I'm looking forward to the opportunity to get together and, and have those discussions over meals, get to know people.

36:21 - 36:23

Tamara

And, usually a less formal environment.

36:24 - 36:27

Tamara

You're really going to savor the food, but really, it's about the company that you're with.

36:32 - 36:37

Tamara

And then, here are some opportunities that we've had actually for our folks here there, and yonder to kinda come together.

36:38 - 36:42

Tamara

We went whitewater rafting of Virginia, a couple of our folks went hiking in, Alaska.

36:44 - 36:54

Tamara

I mentioned that we get together three times a year, so the two are employee only, but the one you see on the bottom, right there, is actually where we gather together, once a year, during the holidays with our spouses, as well.

36:55 - 37:00

Tamara

Because a core part of what we do, requires a lot of support from our family members.

37:00 - 37:08

Tamara

And so we really want to take the opportunity to say thank you, to all of them, and it also gives them an opportunity to get to know each other.

37:08 - 37:17

Tamara

And so it's great that, you know, my husband will send me an image or whatever, like, wouldn't so and so on your team, you know, find that's funny.

37:17 - 37:21

Tamara

And I'd love to see those connections between people.

37:22 - 37:26

Tamara

It's just really enjoyable to be able to build and foster those relationships.

37:30 - 37:35

Tamara

During coven, we took it a little bit differently, because we couldn't gather.

37:35 - 37:38

Tamara

We had folks pick things that were in their local areas.

37:38 - 37:43

Tamara

And then we sent cobie care packages to our team members.

37:43 - 37:53

Tamara

It didn't have to be anything fancy or super expensive necessarily, um, but it was just a way for us to keep those connections, which were super important.

37:53 - 38:02

Tamara

It was so easy to feel isolated and unsure and nervous about what was happening with all of the pandemic.

38:02 - 38:08

Tamara

And so, be a part together, hashtag started going around from other things, especially here in Kentucky.

38:09 - 38:16

Tamara

But we really took that and ran with it for our team as well, because we really wanted to be able to support each other, even if we're not in the same space.

38:21 - 38:23

Tamara

So these are some pre coded numbers as well.

38:23 - 38:29

Tamara

But, if you'll notice, the top, It's easy to glance and think, it says team building, but it doesn't, it's team bonding.

38:30 - 38:35

Tamara

And, so, if you look at that, that's really a critical component that we're looking to

foster on our teams as well.

38:35 - 38:38

Tamara

We like the building of skillsets, absolutely.

38:38 - 38:39

Tamara

We want to enable you to do your job.

38:39 - 38:53

Tamara

We want to get you some professional development, but all of these things also are happening because we want to talk about bonding, the team members, making the team stronger, making us more reliable, having those in person connections.

38:53 - 38:56

Tamara

And so, you can see here, all the things when I found this.

39:00 - 39:05

Tamara

Was just to try and point out all the things that we're already doing and reinforcing that.

39:05 - 39:08

Tamara

The one that made me kind of laugh the most was the sports related.

39:08 - 39:09

Tamara

There's a few folks on our team.

39:09 - 39:19

Tamara

They wouldn't be able to tell you a basketball from a baseball, but that doesn't stop them from participating when everybody's talking about, Hey, so and so's daughter

played soccer and did this, or whatever.

39:19 - 39:26

Tamara

Generally, the joke in our group is then, yay, sports ball, because they don't know if it's a goal, or a unit, or whatever.

39:26 - 39:33

Tamara

So, it's just funny to see how those people can still participate in some of these, but maybe a little bit differently.

39:34 - 39:41

Tamara

Maybe when we do a team bonding activity, we've got a group of folks doing puzzles or crafts over here, instead of, you know, outplaying, Cornhole or whatever.

39:42 - 39:46

Tamara

You're giving folks the flexibility to be themselves And that's really refreshing.

39:51 - 39:54

Tamara

One of the things we feel very strong about is appreciation.

39:55 - 40:05

Tamara

It's so super important, both from the management level, but what's really critical, I think, even more than that, is the peer-to-peer recognition, and so we use a tool called Bonus Leap.

40:05 - 40:14

Tamara

Again, I don't get any of, you know, kickbacks from them, but this is an example of the hashtags that we've used in our online portal.

40:14 - 40:16

Tamara

It's where you can go out and give recognition.

40:16 - 40:19

Tamara

We've got info box that we give to users.

40:19 - 40:25

Tamara

And the idea behind it is, if we work together in an office, I'd probably you'd help me out on something.

40:25 - 40:26

Tamara

I'd say, Hey, I'm going out for lunch.

40:27 - 40:31

Tamara

Can I bring you something back or I'm going to grab a coffee or you know, frosty from Wendy's?

40:31 - 40:31

Tamara

Would you like one?

40:32 - 40:35

Tamara

As a way to say, Thanks for helping me out on that project or that task.

40:35 - 40:38

Tamara

Well, being remote, we don't have that opportunity as much.

40:38 - 40:43

Tamara

And so we're using this online portal where we can go in and give specific recognition for a team member.

40:43 - 40:52

Tamara

Then, maybe somebody who works down in Tampa, for example, doesn't have a chance to work with the person that lives out in Seattle, but they can congratulate them.

40:52 - 40:57

Tamara

They can participate in this remote recognition, which is really helpful in building that teamwork.

41:00 - 41:04

Tamara

Then part of that program is it takes and builds these word clouds of things that have been done.

41:04 - 41:07

Tamara

And so, it's fun to see how this morphs and changes.

41:07 - 41:14

Tamara

But I love that you see words like fun and awesome, and teamwork and strong, come out of this.

41:14 - 41:22

Tamara

Because we really do want to find our work fulfilling, And then you'll see that the company itself builds off of that.

41:24 - 41:28

Tamara

Here's an example of our Culture Champion Award.

41:28 - 41:29

Tamara

We've given it out.

41:29 - 41:32

Tamara

There's more pictures here, but you can see we're pretty laid back and casual.

41:32 - 41:42

Tamara

One of those was in Marco Island, the other was in Gatlinburg, um, and so it's just an opportunity for us to really focus on the recognition.

41:42 - 41:47

Tamara

It's not a participation award, as you see there, it's, it's specific.

41:47 - 41:52

Tamara

Because it's sometimes easy to just think, oh, I'm gonna say, thank you for doing a great job, and then kinda leave it at that.

41:52 - 42:03

Tamara

But the more specific you can get on that, just say, man, you took the time to be, no intentional with me, help guide me through this issue, show me what the error fixed was, opera, brainstorming solution.

42:04 - 42:07

Tamara

That really helped take this forward, and make that project successful.

42:07 - 42:12

Tamara

And so, anytime you can give just that little bit effort of recognition, it's very much appreciated.

42:15 - 42:17

Tamara

And it doesn't have to cost you anything.

42:17 - 42:24

Tamara

Here's some examples of some fun, pretty free options that we've done, whether it's birthday recognition cards.

42:24 - 42:28

Tamara

We don't actually, you know, all getting them in a room and sign cards to happy birthdays and such.

42:29 - 42:32

Tamara

Um, but we've done some fun things together.

42:32 - 42:36

Tamara

And so it's neat to see how team members can exchange these with each other.

42:36 - 42:40

Tamara

And just as another way to say, Thank you, you see our astronaut up there.

42:40 - 42:43

Tamara

You know, he was doing something none of us had ever done before.

42:43 - 42:44

Tamara

We're an innovative company.

42:44 - 42:52

Tamara

They were always trying something we'd never done, but taking the knowledge that we have from before to try and make that successful, and he really stepped out and did something.

42:52 - 43:02

Tamara

And so it's really fun to see how you don't know that it's Photoshop faces in arrows, although you can probably tell, but it's just fun that people would take the time to do that as another way to say thank you.

43:14 - 43:17

Tamara

My goal every day is to strive to be the best that I can be.

43:18 - 43:23

Tamara

And I love that I have the opportunity to recognize my colleagues who helped me along that path.

43:24 - 43:29

Tamara

None of us are strong enough able enough to do all the things ourselves that's part of being on a team.

43:29 - 43:39

Tamara

And so recognizing each other and your family members for the support that they provide is something that I find absolutely crucial and critical to everyday life.

43:42 - 43:44

Tamara

This is a fun one, I think.

43:45 - 43:54

Tamara

If you've not had an opportunity to work in an office where there's lots of drama, maybe this isn't interesting to you.

43:54 - 43:55

Tamara

But my goodness.

43:56 - 44:01

Tamara

It can be draining when there's just so much of the gossip or whatever going on in the background.

44:01 - 44:09

Tamara

And so I encourage managers, team members, keep each other accountable on that when something starts to go a little sideways.

44:10 - 44:13

Tamara

Kinda bring it back together and let's get back to what the issue is here.

44:14 - 44:21

Tamara

Let's try to solve what that is, so that we can get back to working hard and having fun enjoying the folks that we have the opportunity to work around.

44:23 - 44:29

Tamara

The key piece here I think in the Times of Kobe, that would change is going back to that flexibility.

44:29 - 44:36

Tamara

But also giving grace it's so hard to do some of the things during Koven right now.

44:36 - 44:42

Tamara

You're trying to do your best at all the things and we have to recognize that amongst each other, we may be exhausted.

44:42 - 44:47

Tamara

We may not be doing the most productive, most efficient, most perfect job that we could have before.

44:48 - 44:50

Tamara

But let's help each other to get through that.

44:51 - 44:57

Tamara

And so, we're gonna wrap up here talking about the team, and I'm going to click my little button here to let it go on down.

44:57 - 45:02

Tamara

There it really is about these words that you've heard me say over and over and over.

45:02 - 45:07

Tamara

You have to be able to engage with your team, and it's all built around your culture.

45:08 - 45:13

Tamara

Give that flexibility, give that grace have accountability to do what you say you're going to do.

45:16 - 45:18

Tamara

Now, I've given you a look into our culture.

45:19 - 45:20

Tamara

Ours isn't the only one.

45:20 - 45:21

Tamara

Of course, there's others out there.

45:21 - 45:26

Tamara

There's lots of places that you can go for resources to try and see.

45:26 - 45:33

Tamara

How can you take your team Who's now remote, virtual, maybe a little bit disconnected and kinda give some redirected focus?

45:33 - 45:37

Tamara

It may not be applying for corporate culture concepts like we've done.

45:38 - 45:43

Tamara

But there are lots of resources out there for you to be intentional about.

45:43 - 45:56

Tamara

Making those connections with your colleagues, so that you can provide better support to your team members, to your family members, ultimately to your customers, whether that's folks that you work with or support in person or remote.

45:58 - 46:10

Tamara

So I left a few minutes here at the end for us to have an opportunity to share any ideas, any particular insights, that you have come across through working from home, or remotely over the last little bit.

46:10 - 46:15

Tamara

I welcome that knowledge sharing, that information, sharing amongst each other, so I'm going to pause here.

46:15 - 46:16

Tamara

Say thank you.

46:17 - 46:19

Tamara

My info is there, if you have any questions.

46:19 - 46:21

Tamara

I appreciate the opportunity.

46:21 - 46:29

Tamara

Like I said, to come to you virtually today, I would have loved to have done an in person, but let's call that a rain check and we'll see each other again hopefully soon.

46:29 - 46:40

Tamara

I'm gonna stop sharing, and open the floor here to see what values, you know, what pieces of information that you found helpful during this cover that you could share with your other colleagues here.

46:46 - 46:48

Mark Conrad

There was a question in the chat.

46:48 - 46:48

Mark Conrad

I don't.

46:48 - 46:48

Tamara

Know if you see.

46:48 - 46:51

Mark Conrad

The icon to open it up and do now.

46:52 - 46:55

Tamara

Let's see, the remote application.

46:55 - 46:59

Tamara

I'll type it in there because I think it keeps your chat, but it's called Bowness Lee.

46:59 - 47:04

Tamara

You pay by the employee for access.

47:04 - 47:10

Tamara

And what we do as a company is we contribute a dollar amount every month.

47:11 - 47:12

Tamara

Into that is a pool.

47:12 - 47:22

Tamara

It would be if we were in person, it would be what you'd probably spend on, you know, buying the birthday cake or whatever, taking folks out to lunch for somebody's birthday and that kind of recognition.

47:23 - 47:35

Tamara

But since that's not our situation, we've redirected those dollars into this online portal, one of the things we really enjoy about it is that it allows each employee to take that bonus leave cash, turn it into a gift card.

47:35 - 47:39

Tamara

So Home Depot, Amazon Pay Pal, even.

47:39 - 47:44

Tamara

There's so many things to choose from that even our folks that are international are able to find something on that list.

47:45 - 47:47

Tamara

That can be beneficial to them, so maybe Starbucks's your jam.

47:47 - 47:49

Tamara

Or maybe you're never a coffee person.

47:50 - 47:54

Tamara

Me giving you a \$10 Starbucks card isn't really the recognition that you would have appreciated.

47:55 - 47:59

Tamara

But now, through bonus, Lee, you can go on and be, like, actually, I need a new screen for my back door.

47:59 - 48:01

Tamara

I'm going to use that at Home Depot.

48:01 - 48:04

Tamara

And so we contribute as a company.

48:05 - 48:13

Tamara

Put a dollar amount out there, and then folks can cache that in, and if they don't use all of their bonus lead books, by the end of the month, we don't get that fee.

48:13 - 48:18

Tamara

It's only when users are our employees cash that in that the company actually pays for that.

48:23 - 48:32

Mark Conrad

I just wanna encourage people, you have a question, you can unmute and ask, or, if you're more comfortable, just go to the Chat button, and you can type your question

in there as well, or comment.

48:34 - 48:45

Tamara

Absolutely, I'd love to hear anybody who, you know, maybe you were also a virtual worker before this, but maybe not, if you have any tips or tricks that that the rest of us could benefit from.

48:45 - 48:47

Tamara

I'm always looking to learn new things for sure.

49:05 - 49:05

Tamara

Well, maybe not.

49:05 - 49:16

Tamara

Maybe the best gift we can give to each other is eight minutes until your next meeting and give yourself a chance to go for a walk around the block or a nice hydration break with, you know, coffee or water or whatever your preference would be.

49:16 - 49:19

Tamara

So, Mark, I'll turn it over to you and see how you'd like to handle.

49:21 - 49:26

Mark Conrad

Well thank you very much for joining us and presenting we all appreciated it.

49:26 - 49:36

Mark Conrad

Um, and if you're able to e-mail your slideshow to me or some version of it, I can put it on our website for people to be able to look up.

49:36 - 49:37

Mark Conrad

Some of the details again.

49:37 - 49:37

Mark Conrad

You.

49:37 - 49:38

Tamara

Bend.

49:38 - 49:43

Mark Conrad

I'll turn it over to Janice, who's getting ready to join us as well, who's our president.

49:45 - 49:50

Redman, Janice J (janice.redman)

Ok, very excited that, that's not correct to everyone.

49:53 - 49:53

Tamara

Jana.

49:54 - 49:59

Redman, Janice J (janice.redman)

Presentation, Looks like so much fun and the travel traveling.

50:01 - 50:03

Tamara

We do have a good time, that's for sure.

50:03 - 50:06

Tamara

I have to say that there was a trip that we did.

50:07 - 50:09

Tamara

It was six weeks overseas.

50:09 - 50:11

Tamara

We actually had one of our folks live in Paris for a year.

50:11 - 50:18

Tamara

I was in England for awhile, we rented a house in the Netherlands for awhile and one of the folks at my husband's job.

50:20 - 50:27

Tamara

It's like, wait, your wife's going to live in an apartment overseas with two of the guys, she works with, and he's like.

50:30 - 50:32

Tamara

He knows them, he knows you know.

50:32 - 50:35

Tamara

And it was just so crazy to that person.

50:35 - 50:37

Tamara

But for us, it was just like, Of course.

50:37 - 50:43

Tamara

My husband knows them, He knows, you know, it's just one of those, like, let's, let's do our jobs and have fun.

50:43 - 50:45

Tamara

And, yeah, I think it comes through that.

50:45 - 50:46

Tamara

We really love what we do.

50:46 - 50:52

Tamara

And the people that we have the opportunity to work with, in our organization and our customers.

50:52 - 50:57

Tamara

So it's really, um, I think your best productivity happens when you're a happy camper.

50:58 - 50:59

Redman, Janice J (janice.redman)

Agreed.

51:00 - 51:07

Redman, Janice J (janice.redman)

So that's something that I'd say my company, they probably would raise eyebrows when.

51:08 - 51:09

Tamara

We don't share hotel rooms.

51:09 - 51:13

Tamara

Let me just be clear that, and that's one of the reasons, honestly, that we read the houses.

51:14 - 51:19

Tamara

Is, because even if you, and I, Janice were on a trip together, we want to have a conversation.

51:19 - 51:22

Tamara

And we're coming to sit in your hotel room on your bed.

51:22 - 51:24

Tamara

Like this is just awkward, right?

51:24 - 51:29

Tamara

And so, giving folks that opportunity to say, OK, let's meet over here in the lobby, or whatever.

51:29 - 51:30

Tamara

Well, that's fine, when it's maybe a couple of people.

51:30 - 51:39

Tamara

But now that we're up to 21 kind of need a place where we can hang out on a couch somewhere and have a conversation and give everybody the space and privacy that they need.

51:39 - 51:41

Tamara

But foster that connection.

51:41 - 51:46

Tamara

And so, yeah, I can see the few eyebrows raising kind of concept.

51:46 - 51:49

Tamara

But, no, it's all coming from a good place.

51:51 - 51:57

Redman, Janice J (janice.redman)

So are there any other Quest, any more questions, from anyone?

52:02 - 52:09

Redman, Janice J (janice.redman)

It looks like no questions, no comments, so other than the ones that we did receive in the chat.

52:09 - 52:10

Redman, Janice J (janice.redman)

So.

52:10 - 52:11

Tamara

I want.

52:11 - 52:13

Redman, Janice J (janice.redman)

To thank you, Tamara, to.

52:13 - 52:14

Tamara

My.

52:14 - 52:14

Redman, Janice J (janice.redman)

Pleasure.

52:14 - 52:18

Tamara

It's like I told you earlier, Janice, I've been called worse, so we are so fine.

52:19 - 52:20

Tamara

Good, thank you.

52:20 - 52:23

Tamara

I appreciate the opportunity for sharing Perry, yeah.

52:23 - 52:24

Tamara

Hi, to you from Eric.

52:24 - 52:31

Tamara

He was adamant that I make sure I say hello and shout out to you, so it was good to chat with you all virtually, for sure, and thank you for the opportunity.

52:31 - 52:33

Tamara

I wish you a fantastic afternoon.

52:34 - 52:35

Redman, Janice J (janice.redman)

Ok.

52:35 - 52:35

Tamara

Thanks so much.

52:35 - 52:36

Redman, Janice J (janice.redman)

Safety.

52:36 - 52:37

Redman, Janice J (janice.redman)

You, everyone.

52:38 - 52:54

Redman, Janice J (janice.redman)

Else, bye-bye, everyone else, thank you again for joining us this afternoon, and I'm sure you've been receiving our marketing e-mails on our spring seminar, which is, next month.

52:54 - 53:00

Redman, Janice J (janice.redman)

They have great speakers that will be presenting on great topics.

53:01 - 53:06

Redman, Janice J (janice.redman)

So, if you have not registered, be sure to you plan to attend.

53:06 - 53:17

Redman, Janice J (janice.redman)

Be sure to take the time and register or our seminar in this dramatic, or like, about maybe 4 or 5 weeks away, from the sun, We're looking forward to it.

53:20 - 53:24

Redman, Janice J (janice.redman)

Ok, I think that concludes our meeting today.

53:27 - 53:28

Tamara

Have a great afternoon.

53:28 - 53:29

Redman, Janice J (janice.redman)

Ok.