

A portrait of Cindy Hall, a woman with blonde hair, smiling, wearing a dark blue top and a necklace with a circular pendant. The portrait is on the left side of the page, against a white background.

Cindy

Cindy Hall

VP of Sales and Client Service

Mom to Andrew, Brendan and Zachary

What was it like, managing and leading your team remotely?

The challenges of exchanges, collaboration, and feeling disconnected, for the building and each other, hit several layers of the company, and in different ways. We were very much on the front lines from an informational and supportive role to our clients, so it was not just shifting our work process.

How did your team adapt to the quarantine?

Part of the teams had to embrace new technology almost instantly. Very proud of how well we adjusted.

What was the most frustrating part of the experience for you?

Only being able to work through a computer screen; I am a people person.

When guiding a team, how do you show encouragement or empathy remotely?

We were real, understanding that everyone had another side to what a life-changing experience we were all going through. Recognizing frustration, fear, isolation and we made every effort to keep our teams informed.

How do you adjust your personal and professional goals in such an unprecedented situation?

In times that you are thrown a curve ball, adjust your stance, keep your eyes open, brace yourself, then be ready and thinking of the very next play.

Have you learned anything that will change how you manage your team, moving forward?

Just that, "We keep moving forward" (thoughtfully.)

Anything else you'd like to share about your 2020 experience so far?

Pride, a deeper appreciation, respect, broader perspective.