



Case study – “Becoming Comfortable with Being Uncomfortable”

Are you prepared to lead your team remotely? Is your sales team ready to approach their customers with new technical skills and sales philosophy?

In the midst of the Global Coronavirus Pandemic, we face daily challenges as we plan to gather food, care for our families and continue to support our customers.

Currently I am working with a local company facilitating their monthly Leadership Development Accountability Meetings. To allow for more personalized coaching we broke the group into three teams, six members on each team. We launched the Leadership Development program in December 2019 and have a schedule to complete the 12-Course curriculum in 12 months.

Here is the background:

In January we covered Course 1: Time Management. I met with the team in a small conference room where we reviewed their Application Activities and discussed how they personally would apply what they had learned to their daily routine. February was Course 2: Project Management. Our face-to-face meetings were more comfortable this second class, and the material learned was applied to a specific project each team member was working on. What was most interesting to me was that there were projects happening that others in the room were not aware of. As with many companies, employees tend to stay in their “silos” and not all information is shared with others. When the three teams were initially formed, we were very intentional in aligning cross-functional team members.

March’s topic was Course 3: Change Management, and our Application Accountability meetings were scheduled for March 18 & 19, 2020. On Friday March 13th I received an e-mail from one of the team captains stating *“we have been informed that beginning 16 Mar 2020 and tentatively ending on 30 March 2020, we will not be allowing any visitors into our facility. With that being said, how would you like to handle our meetings for next week?”* After a short discussion, we determined a conference call-in number would be established and I would call in remotely and the teams would gather in the conference room.

On Monday, 16 Mar 2020, I received a second e-mail, *“Execs are discouraging us from being physically in meetings. We will all be participating via phone from our desks. It may be challenge but we will make it work.”* My initial thought was to schedule a ZOOM call so that we could all see each other, however many of the team members are based at the manufacturing facility and do not have cameras on their computers. We proceeded with a conference call-in and access code, took a quick roll call, and continued to learn together.

Our topic, Class 3: Change Management was never more appropriate! We all shared a story as to how COVID-19 was affecting our lives, our customers, how we conduct business, how we are communicating to our employees, customers and vendors. The Change Management course begins with Section 1. Understanding Change, with the following definition: *Change is the end result of realigning culture, people and resources. People are the most critical factor in change transition and need to be groomed to deal with continuous changes as a way of life. “Become Comfortable with Being Uncomfortable”*

CHART’s Blended Learning Solutions and Training Accountability Platform allowed all members of the Leadership Development Team to continue, as planned, without missing a beat in the midst of much chaos in the world. We are on schedule to meet in April to review Course 4: Mentoring/Coaching, and it remains to be seen if we will be together physically, or remotely. We are flexible.

There is no better time for companies to invest in continuous learning for their employees. Our world has changed very quickly over the past few weeks as we have watched on-line retailers and small businesses offering creative on-line solutions in the midst of a Global Pandemic. This is our new normal.

Are you ready to Lead your team remotely? Is your sales team ready to meet the challenges in selling remotely? CHART LEARNING offers many solutions in the areas of Sales, Service, Team Building and Leadership. Let’s work together to educate us for the new world!

Thank you!

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