

# #cfrresults

## How would you rate 2020?

Insights from Cross Financial, 2020

It has been quite a year. We've learned a lot and made some significant adjustments in our daily routines. Some favorable, some, maybe not so much. At the very least, we need to say it has definitely been interesting.

When you think back over the last eight months, what has changed in your life? Perhaps you can relate to a few of the following observations.

### Remember when...

- we used to shake hands?
- we could hug someone who needed comforting?
- you rode in an elevator with an entire group of people?
- the best meetings were in-person meetings?
- you had a morning routine that included showering before starting your work day?
- pajamas were not an option for your morning staff meeting?
- video chats were a challenging tech thing that few people used?
- you packed a lunch to take to work?
- running to the office was part of your daily routine?
- bring your child to work day was just once each year?

### What skills have you acquired to help manage your now normal?

- Completing three loads of laundry while at work!
- Avoiding distractions when meetings are interrupted by neighborhood activities! 'Why is my neighbor jogging at this time of day? Sorry, where were we again?'
- Muting your Zoom call so we can tell your dog to be quiet.
- Getting the yard mowed during your afternoon break.

- Acquiring helpful design tips to convert a dining room, family room, or storeroom into a functional office.
- Learning to navigate around toys, pets, and children while carrying a hot cup of coffee to your office.
- Every angle of an equilateral triangle is 60 degrees.

### What did we take for granted that we now really appreciate?

- Smiles - now hidden under a mask
- Receiving work mail the same day it arrives at the office.
- Walking down the hall to a co-worker to get an answer instead of calling them or waiting for the next Zoom meeting.
- Having every important file within arm's length.
- Eating in a restaurant instead of take-out food at the kitchen table.
- Working out at a gym.
- Grabbing a shopping cart without wiping it down first.
- Greeting office building occupants in the hallway and catching up on family, sports and current events.
- Not worrying about sanitizing the minute you leave anywhere that is not home!
- Hugging our loved ones.
- Visiting friends and family inside their homes.
- Setting up a meeting with a friend did not include organizing outdoor logistics.
- Spending holidays with the entire family in one place.

Yes, 2020 has been a challenge. Yes, there have been many changes during the last eight months. Yes, staying the course is a strategy. Yes, things will get better. COVID shouldn't be an obstacle. Let's embrace the opportunities that come with tomorrow. Keep learning and growing. When you look back at 2020, be a person that can say with confidence, you applied your best effort, every day.