

**Trusting the Process: Maintaining Culture in Times of Uncertainty**  
**Part 2: Working Remotely**

Richard Gold: For us, the decisions around working remotely, etc., are going to have really important implications for our culture and our productivity for years to come. How have you modified your approach? How have your staff and your players adapted and how are things different in order to drive those things that you keep coming back to, alignment and personal accountability in particular?

Brandon Beane: Well I think it starts, Rich, with having the right people on the bus. And having the right people is so that when you deal with adversity, whether it's a 3-game losing streak, whether it's we're dealing with a bunch of injuries. And so this COVID-19, we looked at it as Find a Way. That was kind of the motto. One of our coaches, when we first started this process in late March, realizing this may be a virtual offseason, was to kind of put some people together on a Zoom call like this and talk about ideas, how we could do our offseason program in the weight room and then in the classroom. And one of our former players talked about the strike year. And he said, I knew as a player that not every player was going to work as hard being in their own environment, not being in a team setting. He said my motto was Find a Way. And so Coach McDermott kind of adopted that which was great. And that was his motto and message to the whole team was Find a Way.

Richard Gold: Nothing better than watching real leaders emerge in the middle of a crisis. If you build the environment that will allow people to sort of really learn, grow and emerge, good things happen I think for the whole organization. Kim, I know you've had to change course probably pretty dramatically, not only for the team and keeping things going for the organization, but I know you're quite involved with the league as well.

Kim Pegula: Definitely. The one thing about this pandemic is that it didn't just affect a certain area. It didn't just affect sports, it didn't just affect our country, it's really affected the whole world and pretty much across every industry. And so we were all kind of in this, in it together. So I think that did help in that we all understood the challenges that we were all facing and we all had this common bond that we were facing. So I think that really did help.