



Lessons Learned from COVID-19 – a Business Response

Panel Discussion

September 22, 2020

Thank you to our Panelists:

- Morgan Odum from Mosaic
- Mark Shapiro from Citizens Bank
- Richard Dames from Central Florida Health
- Chelsea Young from the City of Mulberry

Some highlights from the panel conversation included:

- Be sure we care for the most vulnerable in our community.
- Have patience with employees and customers – they too are going through a lot.
- Enhance 2-way communication with both employees and customers.
- Review your mission statement and stay on mission.
- Working from home can be very productive but it does have its limitations – especially with respect to socialization. Find a way for people to connect.
- Reduced travel may be the new normal as we have learned that we can accomplish a great deal using technology.
- Be an advocate for change. We all must adopt to the new normal.
- The challenge for all businesses is to stay connected.

To enjoy the full lunch and learn experience using the link below:

https://us02web.zoom.us/rec/share/l_Nxhb9EYIj2g4xKvcTILPzu3-F7-8Zn3vXgvzgjgfYrQ23c25hbYCoX5aKxXiem._DQsMhDW5L-meGGC

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