



GRAB
YOUR
COFFEE
AND TURN
UP YOUR
SPEAKER
VOLUME!

A photograph of a paved path, likely a running track or a trail, with the word "START" painted in large, light-colored letters on the ground. The path is surrounded by grass and trees, and the scene is captured in a slightly dim, overcast light. The text "Where it all began" is overlaid in white, sans-serif font in the upper center of the image.

Where it all began

START

~~Plan A~~

~~Plan B~~

Plan C



We all had to
learn to
adjust and
quick..



Working
Remote



How to set up a workspace in your home

- Create a dedicated workspace.
- Make it comfortable with plenty of light. Pay attention to your eyes. Avoid eyestrain by placing your desktop or laptop monitor just above eye level and an arm's length away.
- Find a room that is quiet and with a door that closes if possible!
- Set up your computer and desk to prevent repetitive-motion injuries. Keep your keyboard and mouse level with where your elbows are when you're seated.
- Find a positive image to inspire you. One that is calming and peaceful.
- Keep the area clutter free!

A close-up photograph of a person's hands being washed in a stainless steel kitchen sink. The person is wearing a white long-sleeved shirt. Their hands are covered in white soap suds and are being rinsed under a stream of water from a modern, curved chrome faucet. In the background, a bottle of orange liquid soap sits on the white countertop. The scene is brightly lit, suggesting natural light from a window.


Make the transition to remote work as seamless as possible.

Working away from the office can present unique challenges. Even if you're working time zones apart, we hope these tips for working remotely bring you closer together. What's more, we hope they inspire you to bring your best selves to work every day—even from the comfort of your home.

Be safe, and stay healthy.



Going Virtual...
Now what?



—

We learned how
to make virtual
appointments
with our
families.

Some of us may have panicked after making a virtual appointment.



Aaaahhhh!?!



Tip and Tricks

- Practice, patience, and preparation
- Chose a video conference tool and learn to use it
- Prepare for the meeting
- Break the ice and lighten the mood
- Gather presentation materials
- Ask questions, answer questions
- Make a clear next step





But we
quickly
learned how
to navigate
our new
world...

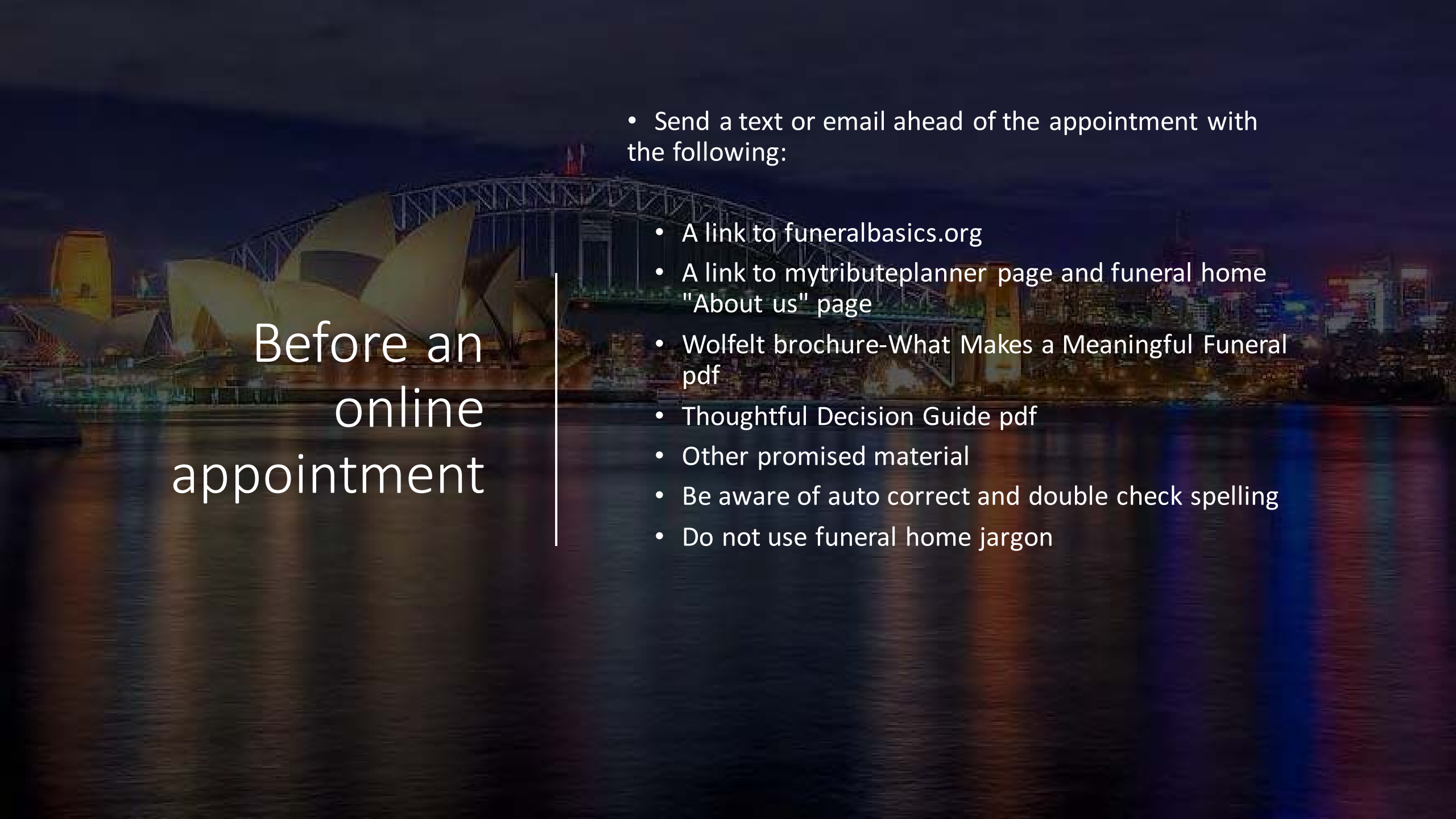
Then we
needed to
hone in on
our strenghts

—



Honing Your Communication Skills

A photograph of a long, straight asphalt road stretching into the distance. The road has a dashed yellow center line and solid white edge lines. It is flanked by dry, rocky terrain with sparse green and brown shrubs. In the background, a range of rugged, brown mountains is visible under a clear, deep blue sky. The overall scene conveys a sense of journey and direction.



Before an online appointment

- Send a text or email ahead of the appointment with the following:

- A link to funeralbasics.org
- A link to mytributeplanner page and funeral home "About us" page
- Wolfelt brochure-What Makes a Meaningful Funeral pdf
- Thoughtful Decision Guide pdf
- Other promised material
- Be aware of auto correct and double check spelling
- Do not use funeral home jargon

And that we could still help our families in a positive way.



You can still have
great conversations
and create a
meaningful funeral





But then
things went
on a little
longer than
anyone
expected



So with everything
going on. . .

is it hard to really listen?

Everybody is home with me. . .

and it's a lot!



take
care
of
your
self
♥





What does
relaxing look
like for you?

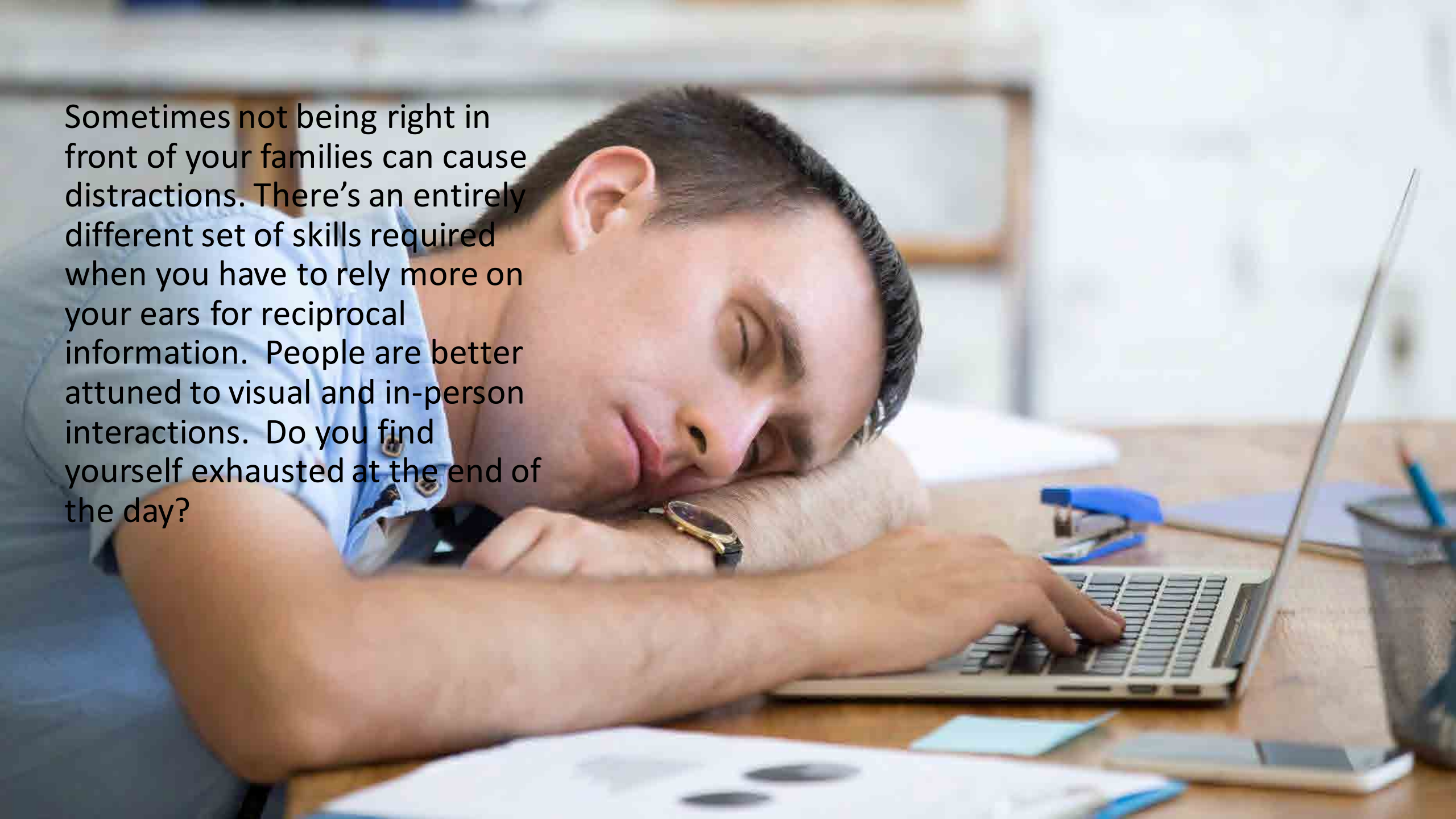


**FEEL LIKE I'M ALREADY
TIRED TOMORROW**



It was
exhausting!

Sometimes not being right in front of your families can cause distractions. There's an entirely different set of skills required when you have to rely more on your ears for reciprocal information. People are better attuned to visual and in-person interactions. Do you find yourself exhausted at the end of the day?





But we pulled
together and
depended on
each other

We got a little help from our....



Andrea Thornburg

Question and
Answer Session



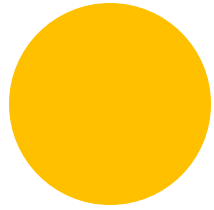
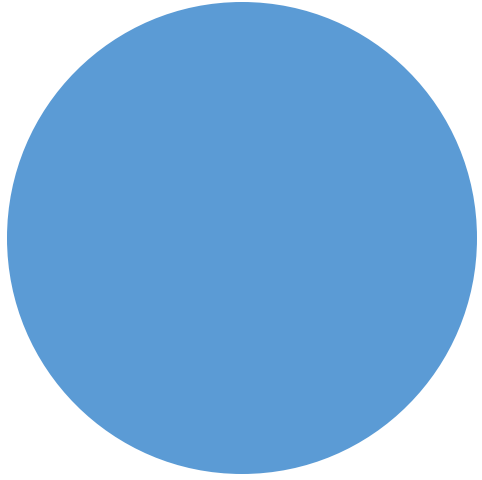
Andrea guided us...

- Learning how to create a blog
- Working the aftercare
- How to get the appointment
- Keeping in touch with prospects

Andrea taught us she really had to think outside the box..

- Using snail mail was working
- Dropping off contracts at homes
- Doing whatever to make it happen





Let's talk about some
of your best practices.

Share a few with us.

Andrea's best practices

Change Your Mindset

Keep the relationships going

Going back and working some old files in PLD

Families need our direction and help right now

Get uncomfortable

Keep motivated