

**VERIZON  
UP TO SPEED LIVE  
MAY 1, 2020  
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- >> We're always preparing.
- >> Making sure the network is working all the time.
- >> We're constantly monitoring it take that responsibility very seriously.
- >> The most rewarding thing about the work we do is whenever we see a customer able to communicate back to their loved ones.
- >> That's why we do what we do.
- >> We're relentlessly committed to the network that way in times like this America can stay connected to work, school and most importantly to each other.

[Music].

- >> Most people think of Verizon as a reliable phone company.
- >> But to businesses we're a reliable partner.
- >> We're engineers.
- >> Cloud architects.
- >> Developers.
- >> Data scientists.
- >> We keep companies ready for what's next.
- >> We do things like protect their data.
- >> With security built right into their business.
- >> We virtualize their operations with software-based network technologies.
- >> Even build AI into their customer experiences.
- >> We also keep them ready for the next big opportunities.
- >> Like 5G.

- >> It's going to make things just incredible.
- >> Almost all the Fortune 500 partner with us.
- >> Plus thousands of other companies of all sizes.
- >> No matter what business you're in, digital transformation never stops.
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[Music].

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>> I would like to express my personal thanks to you, your team, and Verizon.

>> For all of the amazing work you have delivered in the last couple of weeks.

>> For what you have done for first responders and small business.

>> I think you guys should get all of my credit and I love your truck.

>> I am a mother of two and have my elderly father who lives with me in my home.

I just wanted to say thank you.

>> I just wanted to take a moment to give accolades to Christina for her professionalism patience and uplifting attitude.

>> I just want to say thank you to our Verizon partners for bring joy and encouragement to the most vulnerable in our community.

>> I want to report to you the actions of a Good Samaritan disguised as a Verizon lineman.

>> It's always a privilege to be with you and your team. You guys are really

synchronized in your vision.

>> My thanks to all of the employees and particularly those of you who are really providing all of us in the world access to information. What you're doing is helping not just the United States but the world stay informed.

[Music].

>> JEREMY GODWIN: Saying thank you has never been so important and so meaningful in so many different ways.

I want to continue that.

Thank you to our employees who are out there keeping our customers connected and our stores, the teams in the field using solutions like FiOS in the box helping our customers our teams are giving back to the communities in so many different ways you see the shot from Detroit how we're feeding the frontline prepping and helping our Customer Service teams thank you including the Verizon Business Group, Verizon Media all of those different pieces that make up Verizon we make up one great incredible company and thank you for all that you're doing and all of the smiling faces and everything that you're sharing with us every single day it means so much and sometimes we just have to play catch through the window when you're on a business call there so I appreciate that I want to set the stage for where we are the first day of May how about that my friend Justin Timberlake said it would be May it's 12:03 on the East Coast hopefully someone gets the joke.

Here is my shirt not a Verizon shirt but thank you for all you're doing.

The attitude of gratitude around the business saying thanks is so important we want to spend the month of May celebrating things going on Military Appreciation Month Mother's Day Asian Pacific Heritage Month, Mental Health Awareness Month there are so many ways we can say thank you and share that gratitude with folks.

And hopefully you all feel that amongst your teams.

And share that on social and share it with your family and friends wanted to start with that and thank you to our team and specifically Christine Henderson celebrating a birthday today thanks for all you do to make things come to life every day happy birthday to you.

But I want to get over to Hans for an update what's good with you today Hans.

>> Thank you Jeremy hi all V Teamers.

Thank you all for doing all of the hard work you're doing and continue to bring forward the purpose of Verizon.

Thinking about the health and safety of all of us and of course keeping up the networks and support for our customers.

I think that's our main mission and I think we are executing well on that.

I also want to shoutout the world having a public holiday today at least in country Sweden it's a public holiday.

Labor Day.

Thank you very much.

That's helping us.

And this is important.

A couple of things.

First of all, we ask you again for a simple pause and this is so -- a quick pulse this is an important tool for us of course we have the tool with Up to Speed where you're sending questions and all of that.

But the policy is an -- the pulse is an important piece for us to take decisions.

And almost 100,000 of you responded again we got the insights on how to ensure health and safety what we can do more as a company we also got the insight as far as working from home what things need to be improved in order to continue with that.

Very good insights for us to draw conclusions and the Executive Team met this morning and discussed both the results but also what we can do.

And Christy will share a little bit later on both the results but also what we're doing and most importantly that this is going to all of the teams in the groups across the company and it might be a variation of course because we have sort of a summary on a high level but it might be different results on different levels.

So important that you as a leader together with your teams continue to go through this.

And tell us areas where we can improve.

There are of course things that are very positive as well.

Which I feel very proud of.

I feel very proud of the way that leaders are showing up in this company.

Because the score that we're scoring that is your manager really supporting -- is your manager supporting you in these tough times is extremely high.

That means that the leaders and the collaboration in this company continue through this critical time that we have right now.

A couple of other things.

Every quarter I always look investor meetings that was no different this time I had an investor meeting talking to our largest shareholders yesterday and talking to them in meetings virtual of course you can say the feedback that they like the transparency coming out of Verizon right now.

We have been articulating what we see.

And what we can tell them about this.

So that's good.

And then of course they are equally pressing how are you moving along you how we're executing on that and I always say we're happy and very grateful for the work that our team is doing in the field and continue to deliver on our plans and we will not give up on them even though there will be challenges and obstacles going forward.

I think that was important.

The other thing was we have a Board Meeting today.

And just to talk about -- in a little bit we talked about our branding.

And we talked about our responsible business.

And I included actually that in one and a half years the transformation we have done, how we brand, how we do and actually the result was externally, as well, it's very encouraging.

And then on the response it's just great to see how we have embedded this all over our strategy in the company in the one and a half years.

I'm really grateful because it shows the whole company about how we think of responsible business.

You can already see that in our virtual voluntary hours, there are thousands and thousands of hours that are already done on virtual voluntary.

Thank you all for doing that.

Lastly just a couple of things on small and medium businesses.

Yesterday again more than 3 million people viewing Pay It Forward viewing it live now we are giving grants to small and medium businesses, 55,000 small and medium businesses have applied for getting the grant.

We start to give our grant yesterday we have in total donated \$7.5 million that now we'll be pushing out to small and medium businesses that hardly cannot survive and they are so important for the whole economy and for our living and breathing.

So that's a little bit that I see out there right now but once again thank you for seeing that we keep us safe and healthy for all of us.

And again, the people on the frontline, employees on the front side, thank you for seeing that the network continues to happen and the customers are well served thank you Jeremy.

>> JEREMY GODWIN: Thank you so much Hans and you mention the Network Team I'm sure employees are going to love what we're going to share next so often we get the request how can we see our folks out there doing the work to keep folks connected here is your chance take a look at one of our new commercials.

>> Tell me what do you build the network for?

What did Verizon build their network for?

People.

Every wire spliced every tower raised it's for people.

And when peoples' everyday is being challenged that's when the network stands up and shows what it's made of.

Businesses are using Verizon's added capacity to keep them running and connecting with customers in entirely new ways.

When governing public health agencies ask for network resources, in more than 30 states.

And Verizon customers are making an average of over 600 million calls and sending nearly 8 billion texts a day every day.

Our connections make us all stronger.

And when you know people are depending on you for those connections, you do whatever it takes.

>> JEREMY GODWIN: Whatever it takes that's the slogan of our team so good to see that out there in the world for everybody to see Christy I know you've got a lot of updates as well talking about the pulse results.

So how is your day going?

And what news do you have to share with us today.

>> CHRISTY PAMBIANCHI: Thanks so much, Jeremy and Hans and all of the V Teamers out there.

I'm excited to share with everybody the pulse results so let me jump right into those, if I could.

The first slide I had I wanted to show you that we have 72% of you respond.

Remember the survey is only open Monday, Tuesday, Wednesday and just in those three days we got just under 100,000 responses.

Very excited about that.

And we asked you where are you working and what you can see is we have many of our employees reporting that they are working from home.

Or they normally work from home.

Or they are working from a home dispatch so we have only about 12% of our employees working outside the home right now.

We then giving a recap of the questions that we asked on the next slide, we have some really exciting results to share.

So the first question was, I'm still performing my same job duties as I was before COVID-19.

And 86% of you said that you were.

Then we asked, what barriers did you have to performing a normal workday?

And 47% of you told us that you have no barriers to maintaining a normal workday.

And then we got a number of responses that you could choose from that were barriers to your workday.

The top scores after that, 15% said that their computer, desk setup at home was not the same as at work and 11% reported that your home connectivity was not the same speed or quality as at work.

Another question we asked, if you're working outside the home was if you were taking the appropriate steps to ensure your safety.

And 86% of you agreed and felt that you were.

And as you heard from Hans, this is so important to us to keep our people safe.

We also asked if you had confidence in the leadership of the company to be successfully managing the emerging challenges that we're facing.

88% of you said yes.

Which was a 3% increase from the survey three weeks ago.

So we were very pleased to see that movement.

And finally, you heard from Hans, we asked, how supported you feel from your immediate supervisor or manager in your efforts to adapt to organizational changes.

We realize so many V Teamers are impacted by this.

And working in different ways.

So we got 88% of you said you feel supported by your supervisor and manager.

So first we want to give a huge thank you to the supervisors and managers working so hard to help their V Teamers be successful and thrive in this new normal adjusted state that we're in.

If you go to the next page, this is just a visual where we asked you what barriers you have preventing you from a normal workday.

Because we're trying really hard to take your feedback and learn how to attack these problems so we can get as many of us as possible feeling like we don't have barriers to our normal workday.

So these three are listed on the left that I highlighted already.

We also asked, what information do you feel you need that you don't currently have.

We've got a lot of communication efforts underway with our COVID web our Up to Speed briefings many of our leaders are doing live broadcast sessions at the VLC level and leaders below them.

What we heard was how to take advantage of professional development, 13% chose that.

11% talked about managing stress, more information about how to manage stress.

And finally, information on how to balance my care taking responsibilities.

So these were great responses and each of the units will be able to understand how this affected their team.

Finally, we asked for verbatim write-in questions we asked you on the next slide you can see what one action, if any, could your company take that would have the most important on your efforts to adapt to your new normal.

What we were really excited to see was 80% of you wrote comments that said you felt you were adapting well to working from home and that you thought Up to Speed was helpful and that we were doing a good job responding and helping you.

And then we got comments on roadblocks that we're analyzing.

The first was consistent with the -- was the menu selection choices which was need work at home equipment, second was need team support and third was need more flexibility so we continue to analyze the write-in comments in the subteams and functions across the company to be able to understand better your input to us.

Then finally our action plan for the next few weeks captures what we heard on the left.

You feel supported by your supervisor, that you're taking safety precautions outside

your home.

That you've got some barriers to being able to work effectively around equipment and connectivity.

And you would appreciate more information on how to continue to grow and develop with career as well as how to help manage stress.

So for us what we're going to focus on for these next few weeks on the right-hand side of the slide is our action plan.

We want to ensure all V Teamers have what they need to be productive.

Whether you're working in the home or outside the home.

Second, we're going to continue to leverage communication channels.

So that we can be in touch with you where you are.

And make sure you have the information you need relevant to what you're doing every day in your work.

And then we want to continue to remain human and kind and remember that we're all in this together.

And this is a trying time for so many.

So the more we stay connected, the better we're going to be as a V Team succeeding with our customers, our connectivity mission and with keeping each other safe and successful.

So with that, Jeremy those are my big messages for today.

We're going to take this, we're going to put these action plans into place.

We love your responsiveness.

As we're here today, each VLC member is having the results for their specific organization they will be able to cascade and talk to their teams about them next week.

And we'll be also able to do more analytics on the write-in comments which are so important to us over the next week.

And we'll be back to survey you again later in May on how are we doing on all of these improvements and then what we're doing to get ready for business as usual when we return to office which we've been talking about for the last few days so I just want to give a huge shoutout to all of the V Teamers who are doing everything they can to get back to their normal performance levels and all of those supervisors out there trying to keep their teams together and with the right information to be successful.

Thank you.

>> JEREMY GODWIN: Christy thank you so much for that update and thanks to all of the employees who took the time to take part in the Pulse Survey certainly the Leadership Team appreciates that as you can hear there another part of the business we talked about are folks who work in the wireless retail channel and the work they are doing some stores remain open to serve customers as we saw pictures earlier but a lot of our employees are now redeployed into other Customer Service and telesales positions so want to thank them for stepping up for that and thanking the training team

for getting them in place let's get an update from some of those folks who have been redeployed.

[Music].

>> Thank you for calling Verizon this is Jeanette may I have your first and last name.

>> I am a solutions manager redeployed into a Customer Service position.

>> I am a solutions specialist currently working telesales.

>> I'm a solution specialist reassigned to business conference bills.

>> I'm getting used to the new -- I guess the new norm, which is working from home.

>> Especially right now with everything that's going on in the world, this is where I'm much more comfortable being.

>> So this is my son Christian.

Say hi.

Say hi.

>> I was a little excited honestly because it's something new.

Then kind of reality hit me where it's like oh I've never worked at any kind of phone job.

>> Thank you for calling Verizon how may I help you today.

>> I've been doing this for about two weeks.

>> About a week now.

>> Day 4.

>> I've been taking calls for two days now and it's been great.

>> The first day was a little nerve-racking because even though you did the training you think you got it done it's still different you have a live person there on the other end of the phone.

>> I didn't think I could sweat at home in my own house my palms were sweaty.

>> I was nervous to take the first call but then I remember I was nervous to take the first customer instore and once I did it just went like that.

>> After the first call like oh wow the training did prepare me for this I felt a little adrenaline rush I wanted to take more calls.

>> By the second day I started to get the hang of the system more and by Day 3 it was fluent it's like this is what I've always been dock.

>> Having the skill set of just being someone who speaks to people every day in the store anyway all of the skills I had come over to Customer Service.

>> I used to ask a lot of questions, show interest in the customer and just build a relationship that way and essentially I do the same thing now.

>> The team is pretty helpful.

We're already creating a bond right now sort of like a family.

Everyone is here for everyone.

Everyone is in the same predicament we're all new to this we all want to help each other succeed.

>> Change is good and I think really building the team up now to let them know it's okay for us to change be ready to embrace it I'm ready for it.

>> I'm deeply humbled I really am.

I cannot stress to my loved ones how grateful I am to still have a job, to still have income.

I feel extremely blessed.

That's the only way I can explain it.

>> I do want to wish you a good day thank you for being the best part of Verizon and you stay safe.

>>.

>> JEREMY GODWIN: It's great to see that and those folks thank you for doing that I know that pressure when the beep comes in your ear and you have a customer coming in I want to share a quick piece of feedback out of -- from Daniel out of Illinois he's working from home for retail now, super excited to see how we as a company transitioned during the time and continue to adapt.

It gives me so much pride when assisting customers on the phone Hans what do you think of these folks doing this and the employees as a whole how does it make you see -- make you feel to see what they are doing to keep us going.

>> HANS VESTBERG: You know me, I get very emotional.

It's just great to see how they are doing it for our customers, pivoting into new jobs so quickly.

No, it's emotional.

I'm feeling excited about it.

And ultimately they are -- those are the teams.

I think it just tells a lot about the culture of the company and how we're doing it together.

And I have to applaud all of those employees we trained.

The ones that are training them.

The positions we're taking.

And ultimately we're serving our customers even better.

So that's how I feel.

Emotional and a lot of gratitude.

>> JEREMY GODWIN: Thank you for that Hans and Christy this has been part of a big plan to bring these altogether what are the next steps, how do we keep the business moving for all of our employees.

>> CHRISTY PAMBIANCHI: I think the key thing is for everybody to keep working as hard as they can on the key functions of their role.

If there's something they have that they need that they think we can help them they should escalate that to their supervisors.

You can see from the results our supervisors are really working hard to help their teams acclimate and have all of the tools and the resources and the training they need to delight our customers.

And I think we heard some really exciting updates from Ronan Tami and Guru over the last week or so about how they are driving their businesses forward and I think it's a really important time that we keep that right balance.

So I just want to say thank you to all of the leaders and the V Teamers out there.

Who are helping us deliver on our mission of connecting the world and keeping people thriving.

>> JEREMY GODWIN: Yeah, a lot to be thankful for Christy thanks for all of the updates this week you have covered a lot of ground and keeping us all updated so I appreciate that.

Not wrapping up quite yet, I do want to remind folks to stick around we have Wellness Friday today Guru from Verizon he'll be joined by everyone back and -- Abby Wambach and Glennon Doyle to talk about things that are going on in their world and how they are staying connected in this new normal, Hans, though, as we are wrapping up any final thoughts here on the week?

>> HANS VESTBERG: Yeah, we are wrapping up the seventh week of this. And time is flying.

I want to start thanking all of our V Teamers for what you are doing and as Jeremy said it's time for showing gratitude for all of the work we're doing and continue to stay connected with each other.

Because that's so important.

And as I said, where I was most happy within the pulse results is that so many are responding.

Was of course that the leaders and the employees are communicating a lot in these times because it's these times when there are uncertainty when you need to communicate a lot and I think we're doing that as a company and I got a little bit of that proof point in the pulse that's why the pulse is so important.

It's so important that you answer.

I said in the beginning of this process that my job and the Leadership Team's job even how tough it is and how awful it is, we should come out stronger as a company from this crisis.

That's my ambition and the leadership ambition.

I think I got some proof points when I see that as a team we're coming together even better.

The whole Verizon, what I see in the pulse results so I think we're taking steps towards that.

I don't underestimate the problems that we see around us and in the world and some

are suffering from it even.

I don't underestimate it.

Sometimes we might forget it.

But it is a really tough time.

In our society.

We are doing a very important work in these times.

Both to see that we stay as a collective team together and seeing we are safe and healthy.

So not only that we keep the business working and the clusters of connectivity that we're doing for our customers all around the world.

That's extremely important.

Speaking of keeping things connected I'm very proud of the Finance Team exclusively reporting and -- with the annual meeting coming up tomorrow.

That's a big event.

Thousands and thousands of people will tune in if you haven't attended a shareholder meeting before, I would say this is the one to attend.

The whole Yahoo Finance team will be there to report live and it will be an enormously good experience.

So thank you, team, for that.

As we round out the weekend I want to wish you a great weekend.

Relax.

Get some energy.

I will do it.

And as a last point, Jeremy was talking about a lot of the types of things and a small bird whispered in my ear Jeremy may have his birthday this weekend so we do a big shoutout for Jeremy Godwin that is turning, I don't know how many years.

But it cannot be many.

So by that I hand it back to Jeremy.

>> JEREMY GODWIN: Oh, Hans, you got me a second time this week.

Thank you, my friend.

I appreciate that.

Yeah, here we go so birthday weekend excited to spend it with my wife and with my wife Alex we may do some things around the house and Pearl the dog is celebrating by taking a nap behind me big things to come.

Thanks to our entire team out there as was said who are doing things keeping people connected when we need you the most I want to end with one more video today another thank you before we join Guru and Abby on the other side of this you mentioned the Yahoo team.

Our small business team also helping folks to find ways to connect with customers in new and different ways using digital solutions I want to share that with you everyone

have a good weekend and Guru and team are up next.

>> My name is Irab I head up all new product development at Yahoo small business.

>> I'm Steve White I work for Yahoo small business which is part of Verizon Business Markets we've been serving small businesses for over two decades.

>> So the goal with the pandemic has been particularly tough for small businesses it's hit them hard.

>> We released our business maker platform to help small businesses last October we never envisioned anything happening like this so we have taken the business maker platform and tweaked it to basically allow small businesses to get online for free for the first year.

>> The first thing that we realized when COVID-19 hit was that small businesses need to enhance their digital presence or if they don't have a digital presence, they need to get one.

So we put together an online package.

So essentially within minutes we can build a professional Website using an easy drag-and-drop Website integer that's provided.

>> We provide them their own domain five email addresses, templates to help them build their Website and we have some consulting and 24 by 7 support for them. We're seeing a strong number actually publish their Websites and get online such as Daniel from Kenmore cleaning.

>> My company is Kenmore cleaning service it's a very recent company I realized there was a need for cleaning.

Business Maker helped me to be able to take Kenmore cleaning service to the next level with minimized startup costs to pull resources together to make coding simple was one of the things the Website maker was able to do.

>> It's not just about selling products but helping them run their business we have a unified dashboard with all of those core metrics in one place as opposed to going out to several different apps from all of these vendors.

>> We were very excited when we were looking at some of the Websites that were built in literally less than a week after this offer went out.

I've been extremely proud and happy to be able to play a small role in making the life of small businesses a little easier in these tough times.

>> This is just about helping them.

And helping them communicate what's different.

Because I honestly feel like we are helping small businesses in their time of need.

>> GURU GOWRAPPAN: Hi, everyone, I'm Guru Gowrappan.

Good to be back on Up to Speed live today and Jeremy happy birthday to you.

Make sure you celebrate really well.

That was a great broadcast today to see what we just saw in terms of videos.

It's so important that we all take time to say thank you and I know there are lots of events happening this month and it's our way to say thanks to our wonderful employees around the world and their families and communities and now on to the part you all have been waiting for and I love being professor these Wellness Fridays we have two very special guests joining us today I'm a big fan of theirs.

One of our Verizon Media global advisors Abby Wambach is here with her wife Glennon Doyle.

She's the activist and leader and author of the No. 1 New York best seller "Untamed," which is part of the best seller list since March 10th and also from love warrior and carry on warrior.

She's also the founder and president of together rising and -- an all women led nonprofit organization that's raised over 25 million for women.

Then we have Abby and she's a two time medalist two time leading scorer in 2007 and 2011 World Cup tournaments and 2004 and 2012 Olympics and the author of the No. 1 New York Times best seller wolf pack and forward a memoir of Abby.

Co-founder also of a training program that's revolutionizing leadership development for women in the workplace and beyond I know we do that as Verizon Media thank you Abby and Glennon for being here.

>> Thank you how are you Guru how has this quarantine before for you and the employees.

>> GURU GOWRAPPAN: It's been a journey but as we say it's a two-way street. I know you guys are joining us sharing tips. I'm excited about it.

Before you get started I do want to point out one thing if people haven't watched I'm a big fan of yours and an avid follower on Instagram I recent saw you gave Glennon an amazing haircut tell us the secret and the best professor this haircut is the trust you both have with each other that leads to my first question is things are obviously a little different right now we have been working from home for several weeks now.

How have you and your families been adjusting to this new normal including the haircut situation that's happening.

>> Well, the important thing about the haircut is you just need to not look at the back.

>> Right.

>> It's perfect.

>> Stay focused on the front, it's fine.

It's kind of like life right now I think.

You know, we are adjusting.

It's just as you know I mean because my work with my nonprofit I know how much loss and pain is going on.

People have lost loved ones that they can't go to.

People have lost jobs.

Everyone has lost the life that they had before.

And so that's going on.

And then Abby and I talk load about the second thing that's going on which is that while we're being faced with all of this pain, we're all stuck in our house.

Right?

So that makes everything doubly tricky because we as human beings are used to distracting ourselves from pain with dizziness and social things.

Right?

So we talk a lot about it's like we are snow globes and we keep ourselves shaken up with all of the business and when the snow settles we're left with the things.

And the things are which are true we are vulnerable no one is in control and all we have at the end of the day is each other we're trying to remember that we are trying to be kinder than necessary to ourselves and our kids.

We're trying to just embrace all of our family's imperfections.

We're being easy with each other.

We're going easy on ourselves.

And on each other.

Because everybody is dealing with this grief and time differently.

>> GURU GOWRAPPAN: That's such an important message Glennon it's a gray way to see it when you talk about the snow globe and how everything settles down you have more time to think and many ways grieve when you think about it.

So when you think through that whether it's struggling with routine or not being able to turn it off at the end of the day many of us are struggling with balance right now as you can imagine how do you try to separate work and family time and personal time any tips you can share?

The reality is our home is work, home and everything, right?

That's your new universe so give us some tips on how we should manage that.

>> Well, we have an interesting situation Glennon released the "Untamed" book at the beginning of March and I was already going to be support staff is kind of what we call it.

I was going to do the odds and ends and stuff so she could focus on this book release and this launch.

And I didn't realize it was going to stay that way for the whole quarantine.

But basically Glennon is on podcasts and phone calls and doing interviews and talking about her book and whatnot.

And my job, I've become the PE teacher.

The soccer coach.

The chef.

I mean I've always been the chef but I'm just like really exploring those avenues even

more.

I don't know.

I think that -- and I'm conscious that we have a few people in this house, two adults, that are managing two careers and that makes it a whole heck of a lot easier.

A lot of times we just have to overcommunicate.

That's really and truly like the No. 1 thing that before the day starts it's like, what do you have today?

And if we do have overlap, then we have children that can handle dealing with maybe some of the stuff, keeping the house quiet.

You know they are not small children.

They are decent sized children.

>> Support staff they are also support staff.

>> They are assistants to the support staff.

>> GURU GOWRAPPAN: I like the support staff system I want to talk about overcommunication the geography is very timely we're in one home is communication always pleasant in a way?

Or what's the kindness meter on the communication there?

>> We have this phrase called quarantime.

Guru at what point have we been this close for this long?

It's a lot of family togetherness.

And I think there's a huge opportunity because all of those little cracks in our relationships that we normally can ignore throughout the course.

>> Or go for a drive.

>> Yes.

>> Or go somewhere.

>> Yeah, now it's just like sitting next to you on the couch.

I mean we have long philosophical questions like do you really have to chew ice like that?

(Chuckles).

>> Like is it crucial to you?

These are things that we're working out, Guru on a regular basis and I think our mean meter -- we're pretty kind to each other.

We're still in the honeymoon phase.

>> We're very kind.

We actually like each other.

So that's a totally different world.

But I think early on in this whole situation we were like, listen, we've got to be easy with each other so we actually have gotten into crazy fights like we'll get annoyed and then

separate into different rooms for ten minutes and come back and make a joke like this isn't a time to do that right now.

>> Right.

>> GURU GOWRAPPAN: You know, that leads to actually a very important question.

What advice do you have for parents out there who are feeling overwhelmed or like they aren't doing enough given there's more time together.

That means there's more doing, as well.

Taking care of kids.

Of course as you said different age group and all of that matters.

Give us some tips on that.

>> Well, first of all, just a moment of silence for all people who have small children.

>> Small children.

>> I mean --

>> This is an unbelievable time to have small children in the home.

And I would say this I was a teacher I was an elementary school teacher that's how I started my career and I know teaching children is a specific skill that people go to school for and get degrees in and additionally, I was also a very good teacher who could not teach my own children for crap.

Okay?

It's different to try to teach your own children.

They don't -- so I've been saying a lot to my friends with small children you have to lower your expectations completely.

Right?

Just I mean my friend was talking about TV time the other day.

As if there's any such time as TV time during quarantine.

TV time is all the time during quarantine.

Let's like just really be -- be easy with ourselves as parents.

I know we're grieving some for our kids because they have lost a lot.

But also we talk to our kids a lot about how this is a call to greatness.

Like our kids aren't used to sacrificing a lot we talk them a lot about no we're staying home for the greater good this is a sacrifice you can make in your young life to help people.

And phrasing it in a way where actually it's service and not just loss I think it's been -- it will shape this generation in different ways.

>> Yeah, PE, the girls go run and Chase goes to run.

Check. It's like if people need another tip mute the television, turn on the closed captions, reading lesson.

Check.

(Chuckles)

>> GURU GOWRAPPAN: That's a great tip but now let's think about I think you mentioned earlier we are still in the honeymoon period in a way.

You've seen of course schools, some of the states being shut down for longer. And how do you now -- have you started thinking ahead or giving advice to others in terms of, hey this is longer how do you start reshaping your mindset a little bit around kids being at home.

>> We actually -- I don't know.

I think that our kids are 12, 14 and 17.

So they pretty much are taking care of themselves with the school bit.

They do eLearning for two, three, four hours a day.

Our older son Chase, he'll be on it for the whole day.

It's crazy how much time he has to spend on eLearning online.

But for us, we're just trying to like get through this week.

You know.

>> A week at a time.

>> I actually don't think -- because none of it is really in our control.

Like for me thinking about what our Government and Administration is doing and then giving the local governments and state governments mandates to deal with the situations themselves.

I don't really know what is going to happen tomorrow.

Things change hourly.

So for this week we're just trying to get -- we're just trying to get through Friday actually.

>> It's shifting our parenting strategy and philosophy.

Like we are -- we have been taught to have all of the answers for our kids to never let our kids have any pain to pretend to our kids that we know everything.

Things are certain.

And right now it's a different -- I mean, I think it's okay to tell our children, we don't know.

>> We don't know, yeah.

>> We don't know.

But we do know we're going to do our best every single day.

We're going to take care of each other and keep adjusting and our kids will finally know the truth.

Which is that we really don't know.

>> Right.

>> And it's okay.

It's okay for our kids to be a little uncomfortable it's okay for them to have some uncertainty and just keep showing up for each other.

>> GURU GOWRAPPAN: That's a very strong and honest message and I think this is where a lot of us struggle.

Because you always compare to the perfection level and then you take it on yourself more harder saying oh I didn't keep up with that or I feel bad for the kids and all of that. I think you reset the baseline.

I like how you said it.

Now taking the other question around health and wellness, Abby I know you normally have a very strict workout regimen what have you been doing to staying healthy are you working out as a family together or a routine.

Talk us through that.

>> ABBY WAMBACH: We live by a park I was training for a marathon the national marathon at the end of April that obviously got postponed/cancelled now I'm hoping the New York City marathon happens but November might be too soon so I've been running long mileage I've been able to keep that up.

And for me it was early on that I decided I wanted to like actually grow during this time. So especially physically I know if I do something physical that is going to completely positively affect every other part of my life.

I'm happier.

I'm not as grumpy.

Which I think sounds like the same thing but it's not.

>> GURU GOWRAPPAN: I see a reaction on Glennon's face right now.

>> I'm more efficient and get other stuff done it's just doing something physical every day and getting the girls our two youngest daughters they both play soccer the 14-year-old will be trying out for her high school team next summer -- this summer. And getting them into the swing of really training, training kind of like a high school athlete should train.

I mean I'm kind of killing them.

Like do all the national team workouts.

And having them starting to learn how to lift and learning how their bodies move and seeing our 14-year-old completely transition.

It's been one of the most gratifying things I've ever experienced as a person.

>> Awww.

>> Yeah I mean just watching her grow into this -- she's just bad ass and I'm so proud of her and I'm proud she stuck through this because it's not easy.

It's not easy to go outside and it's not easy to not be near friends.

It's not easy to run by yourself and work out by yourself.

Or like with your parents.

Like it's not all that fun.

About your they are doing it.

And they are making games.

So yeah, our family has kind of --

>> And I read early on, Guru that it's important to maintain consistency during

quarantine.

>> GURU GOWRAPPAN: Right.

>> So I have consistently not run.

[Technical difficulties]

>> If I had one motto it would be like be still and if she had one it would be hustle. So if you can combine those two that's what life is. It's like having enough rest and having enough go because they completely affect each other if you are go, go, go, you burn out if you rest without the go you --

>> I think our steady state like what you would prefer doing is to just go. It's like how you were born.

>> With art. Not with my body.

>> Right. But that's why it's important for you to work on and have it in your daily practice that you have to be still in order to be the best artist. For me I'm lazy as hell. You don't know this. But I am lazy.

So the discipline of working out every day and having that be like doing this, doing this first, that sets me up for success. So it's like knowing where our blind spots or our weaknesses are.

>> Yeah.

>> It's like we fool ourselves into being better people.

>> GURU GOWRAPPAN: The reality is you always trick your mind. That's what it comes to. And I think a good segue Glennon for you related to mental health type question many of us as you both said are dealing with anxiety and disappointment as we sacrifice our plans whether it's vacations, weddings, more, we stay at home Glennon you were meant to be on a media tour untamed New York Times best seller I would say everyone should get the book it's amazing congratulations first of all I know it must have been hard for you to have to cancel the tour can you talk about how you're dealing with that and any advice you can share for those struggling with the same disappointment.

>> Yeah it's such a hard thing to put a -- to have a project you put your whole heart into and your whole team puts their whole heart into I know there are so many people involved struggling with that especially when you lose it at a time when other people are losing so much more because then you feel a little bit of shame on top of the loss that you shouldn't even feel. So I can tell you when everything got canceled it was devastating and sad for us.

We had this moment where the team came together.

And it was clear that we were in promotion mode.

For this book. That is my heart.

That we've been just everything that I've been wanting to say since I was ten-year-olds we have been working together and we said okay we're switching to service. This is this book has felt like the most important thing. It's not anymore.

Like our people are going to be suffering, the people we work with the people we

speak to they are all going to be separate so all in this moment we have switched everything and for us that meant doubling down. It meant I just started showing up each day doing these morning meetings online.

Just trying to give people a place to each day come back together.

And the funny thing is, Guru, that somehow because of those morning meetings I don't know what happened but this book just went crazy anyway. Which is just so interesting. Like when we put service and people first it's just --

>> Yeah.

>> I always forget, I always panic and think it's over and my -- it's over and done.

But every time that I actually with intention put people first the project just raises up.

>> GURU GOWRAPPAN: Right.

>> And I never felt closer to my community. I've never felt so much tenderness and connection to them than I do during this time. So you know it's almost like the amount -- we should always just switch to service. All the time. Because the other things seem to take care of themselves.

>> GURU GOWRAPPAN: Does it almost -- it looks like at the core if you think about having a purpose or mission in some way how you get there you don't do a tour but still reaching your community in many ways that's kind of the style that we should all approach saying don't worry about the method right now.

[Technical difficulties]

>> In times like this you just have to figure out a small way that you are good at standing up.

>> Tell your crisis story what crisis means.

>> We're in crisis and I love the word crisis when you study the Latin form of crisis it means to sit like a child who goes up to a beach and you hold up a plastic shovel and everything goes away and a treasure happens this is what happens during the crisis is you sit and what's left are the people and little gifts that seem insignificant that are actually world changing so it's a back to basics time where we just start with gratitude for what we have and next with our people and we show up with tiny gifts and say is this enough and it always is.

>> This is why I married her, ya'll. She's happy in a crisis.

>> GURU GOWRAPPAN: That's actually -- that leads to a good segue to next.

What's the new biggest learning during this extended time at home. Abby?

>> ABBY WAMBACH: I think that no matter what, I think the lesson that I have to keep learning for whatever reason is that no matter what's happening out here I can still grow. You said it was great -- you called it something good you'll think of it in a second it was a good phrase for it I forgot what you said because we were talking about this earlier I just never want to lose a moment to get better or grow. And I think that there's so much out there that's out of our control. And who knows when life gets back to normal. Who knows -- my job is completely stopped. I don't travel. I'm not speaking.

I'm a professional speaker. So I have to like completely reorganize my set over that. I've become a C minus to possibly a D handyman in my house I'm basically making the housework trying to fix it.

But I'm trying, you know. Like I just want to keep working towards being better every day and when this is over I want to look back and say okay that wasn't worthless. It had worth and I have grown in some way.

>> GURU GOWRAPPAN: Which I think -- I don't know, probably you said it Abby or Glennon the desire to want to grow has nothing to do with circumstances I think that's how I've heard it from you guys before.

>> Yeah and I think that's such a great lesson. Like it doesn't matter. And I understand that we have privilege by having two parents in our household, by having internet, by having things that make our life better. But I think that every person on the planet can decide to make their life better, no matter what their circumstances are. And I think that's the case for me. And every lesson of my life. That's the basic theme.

>> GURU GOWRAPPAN: Wow. With that deep thought, a fun one what's the first thing you both will do when you can start transitioning back and relaxing in our physical distancing world, when that changes.

>> I think I'm going to get a massage.

>> Oh, you miss like being able that close contact that makes sense to me yeah.

>> I wish my wife would do it.

>> Moving right along. Now I'll tell you mine.

I would like to take my kids to see their friends. I feel like they have really -- you know, kids and their friends, it's just sad. It's sad for them not to be able to connect with each other I'm excited to take them to see their friends one so they can be united and two so they can get the hell out of our house.

(Chuckles).

>> I thought I was self-serving but now --

>> Godspeed.

>> GURU GOWRAPPAN: So I know we're up on time here but if you had to summarize again I know you're saying -- have some discipline depends on which spectrum you want to be in what would be both of your tips for families, everybody, like to maintain that strong mindset -- if you were to summarize a few things.

>> I think that early on I -- it's interesting. Because Glennon she would tell you this but she deals with anxiety and then the rest of us kind of jumped in her world through this pandemic. We just needed this virus for the rest of us like living like this is like.

>> How do you like me now.

>> In the early days I was like uncomfortable and not happy and she would just look at me and she would go, go take a nap. Like you need to just go take a nap. And I've gotten a little bit more comfortable. But seeing each other, like really watching and

observing somebody else and seeing what they might need and anticipating what other people might need, when you're in close proximity, you got to clean up after yourselves. Right? You got to close the cabinet doors.

>> Right.

>> I'll speak for me. Either -- or don't do it at all be respectful of the people around you when you use something put it back so everybody can share in it the next time they want to use it just be easy with each other.

>> I hear that; I hear that.

>> I -- Guru, I just think that in many ways, in many ways everything has changed and in some ways nothing has changed. What is true now has always been true. People are in a lot of pain. That we never know what's going to happen next. That we are very, very vulnerable.

Right?

And so what I know right now is that one of the reasons why it's hard, it reminds me of being in urban -- you know the snow has settled and all of our distractions have gone and we're feeling all of the feelings and we're facing things that have all of the things that have always been true about ourselves about the world about our relationships. So while I appreciate and believe in the hustle message, I feel adamant that people take very tender care of themselves right now. If we're not easy on ourselves now during a pandemic we will never be easy on ourselves what we find what we know to be true is the more tender care we take of ourselves and our people the more productive and better and creative we always will be anyways so we can learn once and for all during this and take that new found self-care and tenderness to each other into the after. We will all be better for it lower expectations and higher self-care and tenderness.

>> It's been awesome watching you and Hans from Verizon and Verizon Media and all of the things you have been doing for your communities and connecting people.

>> That's right.

>> And the money you've been donating to the causes around the Coronavirus pandemic. I just am appreciative of your leadership.

>> GURU GOWRAPPAN: Thank you.

>> It really means a lot to us.

>> I just tried to weasel myself into -- my way into this Verizon family for so long and I feel so happy now.

>> GURU GOWRAPPAN: Well, thank you. But I'll tell you guys, the powerful message about hustle but more about self-care and being tender because this is the found we all want to have whatever world we go into this is a marathon as we all know thank you for sharing that I couldn't think of a better way to end and dig into the weekend Friday. I know we have many thousands of employees watching this live I know they have taken something from it we wish you both the best of your family I'll keep watching those fun Instagram videos we learn a lot in that moment, right? I'm

definitely back to being back soon. Thank you everybody. Thank you all for tuning in.  
Thank you. Bye.