

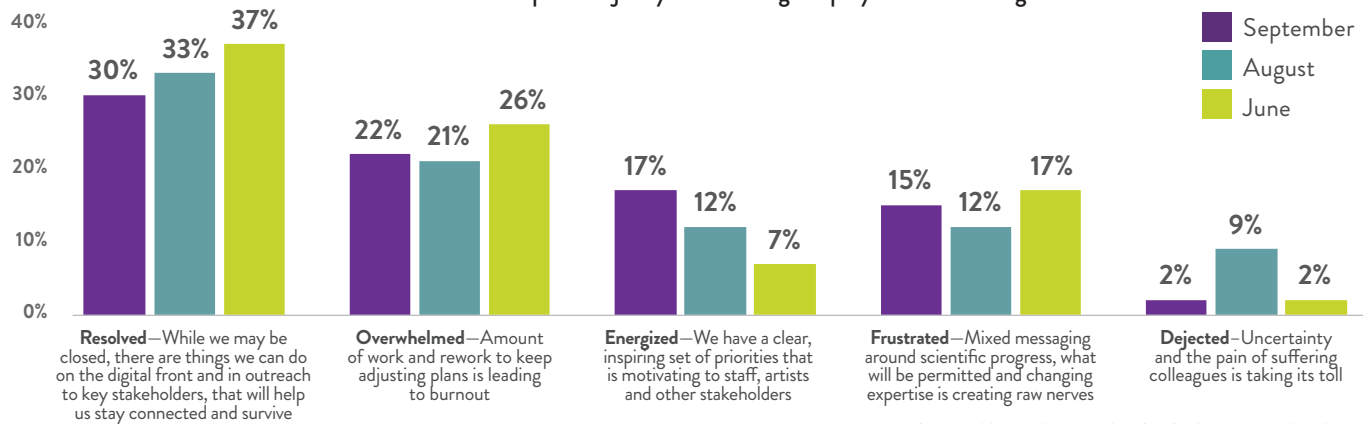
OCTOBER 5, 2020

The Advisory Board for the Arts surveyed leaders at arts organizations — including operas, symphonies, festivals, theaters, venues, schools, advocacy organizations, and museums — about the impacts of coronavirus on their institutions as well as other relevant topics of interest. This online survey was fielded **September 25–October 1, 2020**. This is the sixteenth survey of the series.

## MOTIVATING REMOTE STAFF

### Employee Resolve Flagging A Bit As Pandemic Stretches On

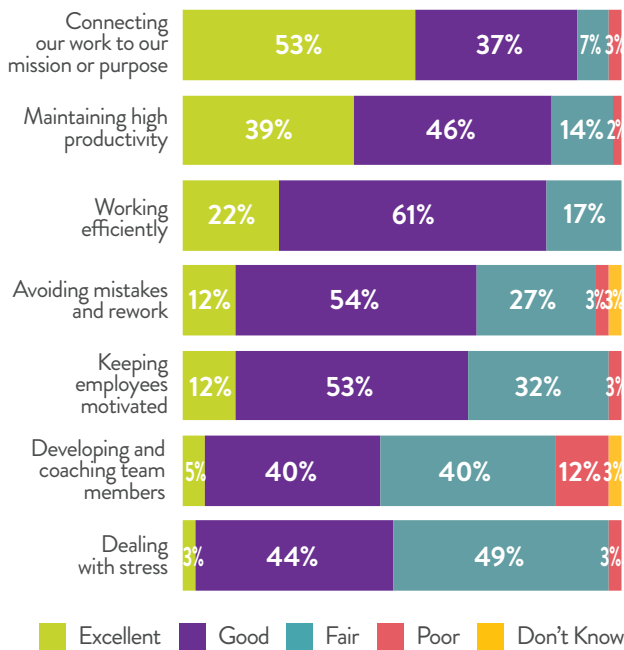
How Leaders Report Majority of Arts Org Employees Are Feeling



SEPTEMBER N=60 AUGUST N=43 JUNE N=42

### Connection to Mission is Strong; Coaching/Development Suffering

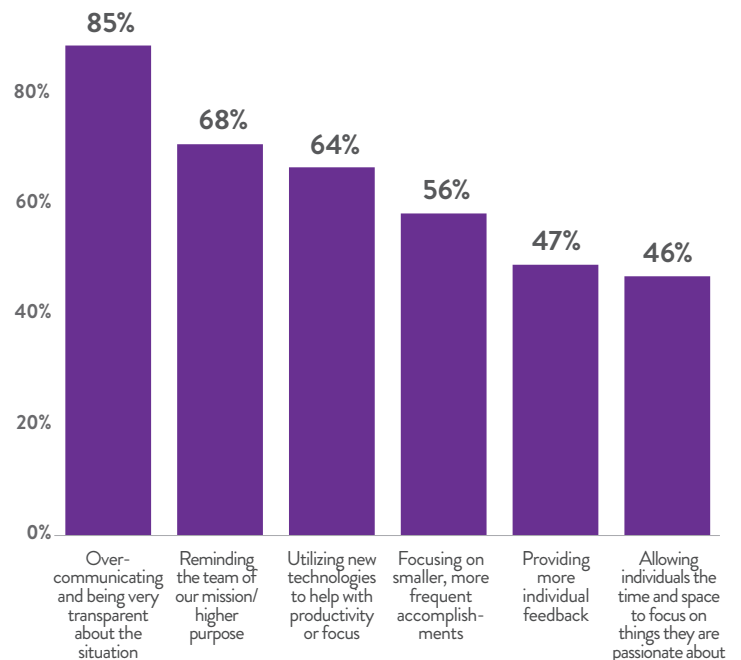
How Well Organization Staff is Doing with Elements of Remote Work



N=59

### Transparency and Connection to Purpose Most Used Motivators

Methods to Keep Remote Employees Motivated and Engaged



N=59

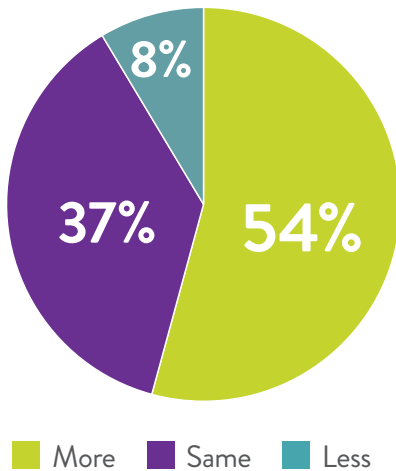
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## DELIVERING FEEDBACK IN CHALLENGING TIMES

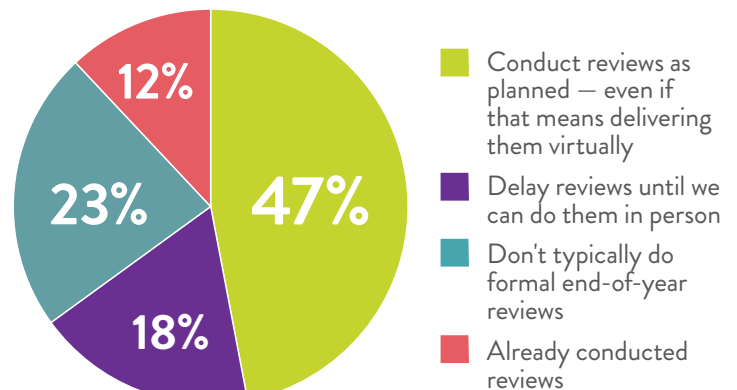
### Most Giving More Feedback

Feedback Given During Remote Work Compared to Pre-Pandemic



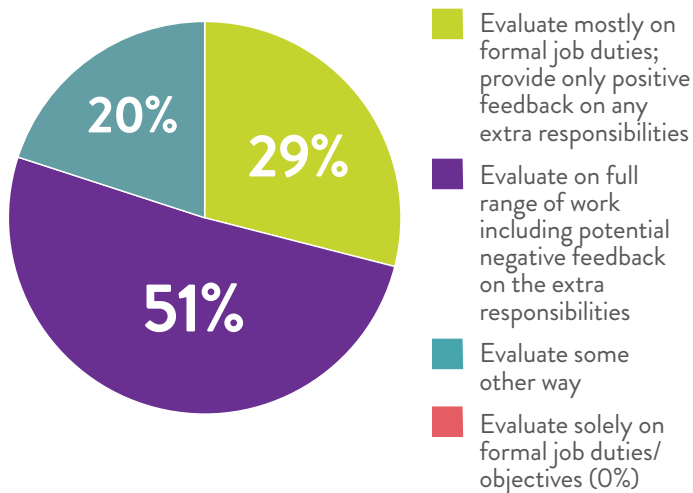
### End-of-Year Reviews to Happen As Planned

Performance Review Delivery Plans



### Performance Reviews Will Include Recent Pandemic Responsibilities

Performance Review Focus Areas



### Ways Arts Org Leaders Are Adapting Feedback for Remote Work

More frequent team meetings/check-ins

Focus on projects vs. overall performance

Focus evaluation on improvement over time

Use a more casual/conversational tone

Share six key metrics to mark reopening progress

Deliver via phone/Zoom instead of email

# Arts Organization Coronavirus Impact & Response Benchmarking

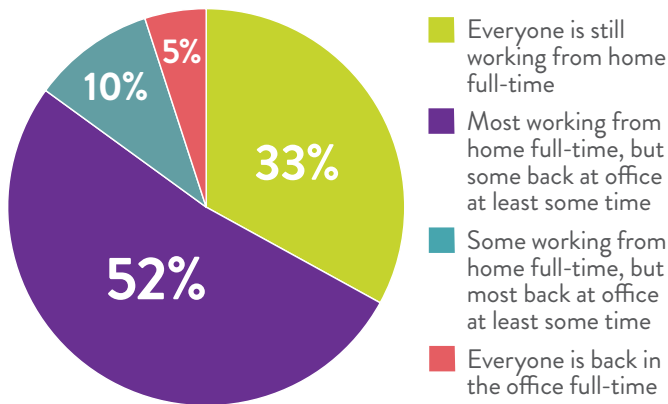
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## STATE OF THE OFFICE

### Most Workers Still at Home

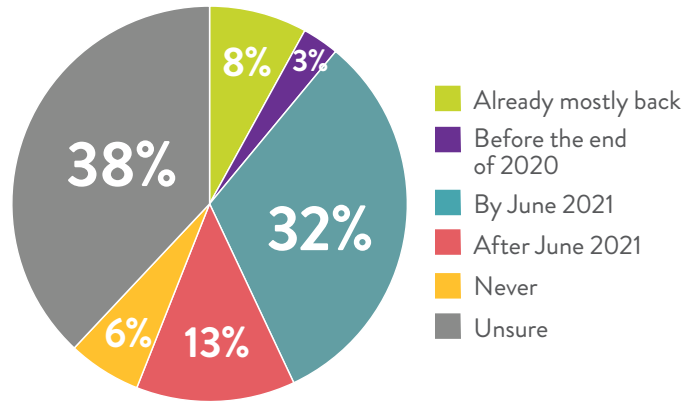
Current Remote Work Balance



N=63

### Office Return Still Unclear

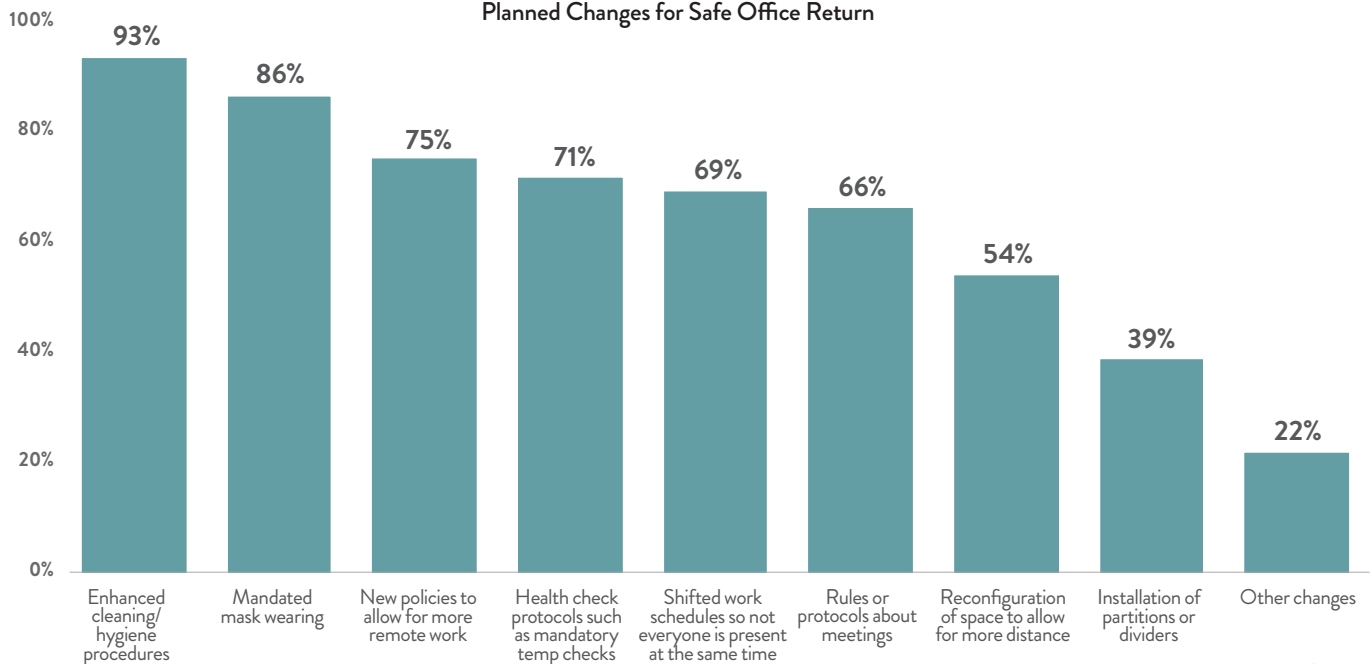
Plans for Full Return to Office



N=63

## Lots of Changes to Improve Office Safety & Hygiene

Planned Changes for Safe Office Return



N=59