

# Arts Organization Coronavirus Impact & Response Benchmarking

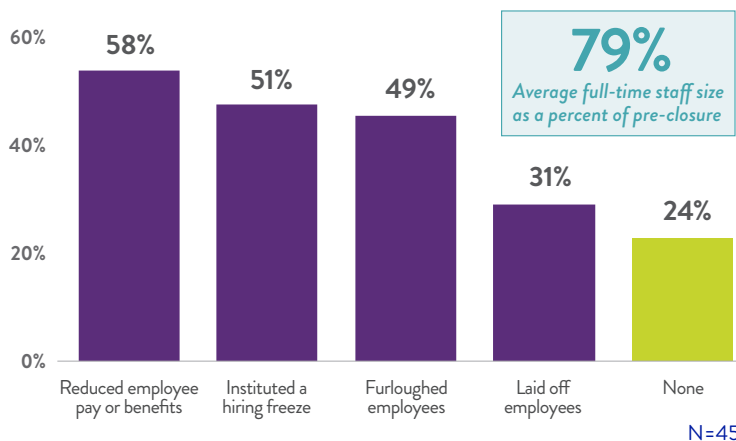
AUGUST 24, 2020

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 **August 10–19, 2020**. This is the fourteenth survey of the series.

## STAFF IMPACT

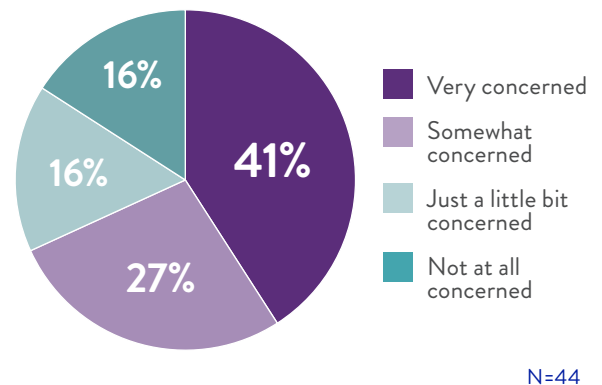
### Most Have Made Painful Cuts

Org Actions As a Result of Coronavirus Closures



### High Anxiety About Future Cuts

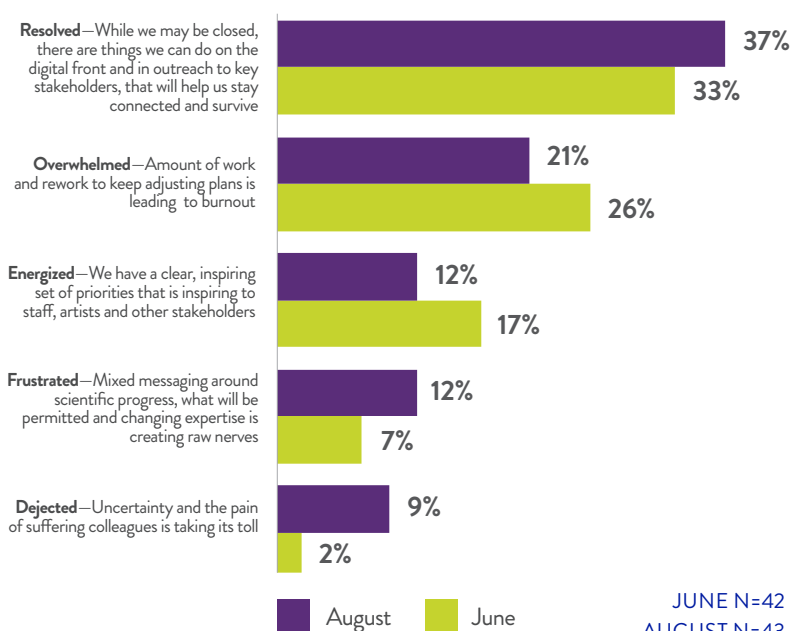
Concern About Future Lay-Offs, Furloughs, or Pay/Benefit Reduction in 2020



## MOOD & MOTIVATION

### Strong Resolve Among Arts Employees

How Majority of Employees Are Feeling June vs. August



### Ways Orgs Are Engaging and Motivating Employees

*“Giving people permission to take risks and pursue passion projects where possible.”*

*“More frequent staff meetings and trying to tackle larger issues, such as becoming an anti-racist organization.”*

*“Surprise gift baskets sent personally by Managing Director and Artistic Director.”*

*“Clear, transparent, consistent communication is the key.”*

*“We’re leaning into innovation and having the freedom to try new formats and programs that we wouldn’t be able to try amidst normal operations.”*

*“Weekly Staff Zoom Lunches with no agenda — just social time.”*

*“One of our mottos is ‘humans first.’ We make an effort to check-in with our people and how they are doing personally.”*

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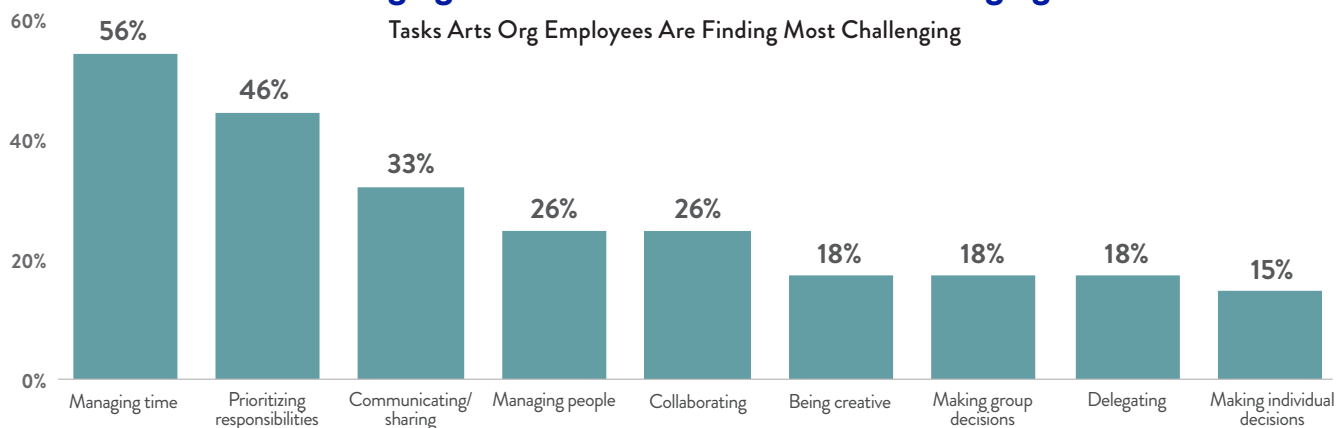
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## CHALLENGES & OPPORTUNITIES

### Managing Time and Priorities Proves Challenging

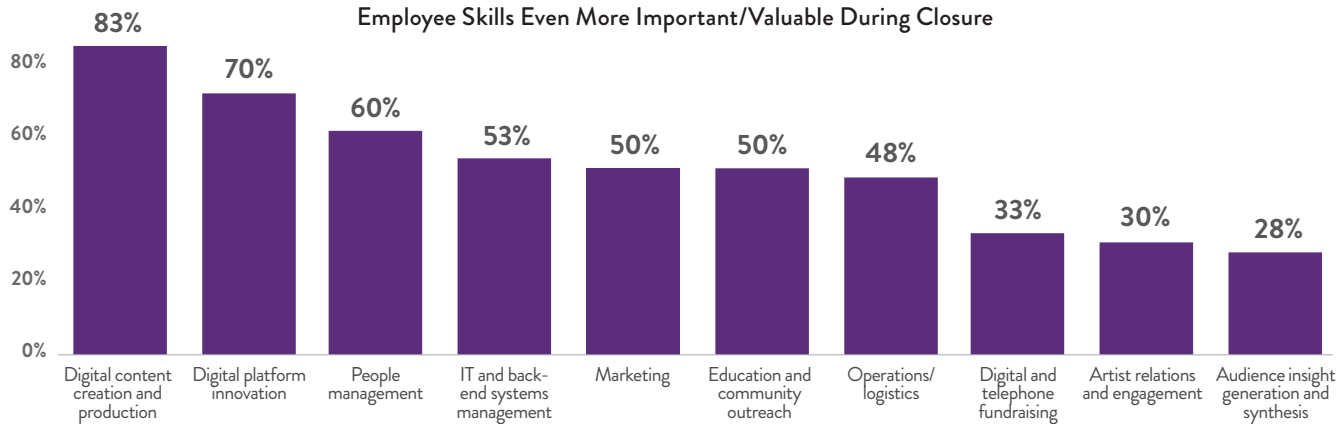
Tasks Arts Org Employees Are Finding Most Challenging



N=39

### Digital Skills Increasingly Vital

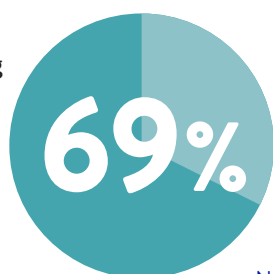
Employee Skills Even More Important/Valuable During Closure



N=40

### Many Have Time for Training

Orgs That Have Used Closure for Staff Training or Skill Development



N=39

### Focus of Training and Skill Development

