

1

00:00:00,528 --> 00:00:02,945
(calm music)

2

00:00:06,310 --> 00:00:08,770
– Welcome everyone to
the next installment of

3

00:00:08,770 --> 00:00:10,580
the conversations that I've been having

4

00:00:10,580 --> 00:00:13,240
with Indeed employees,
looking at how Indeed

5

00:00:13,240 --> 00:00:17,180
has been navigating the
global impact of COVID-19.

6

00:00:17,180 --> 00:00:19,430
Today is April 9th and we are

7

00:00:19,430 --> 00:00:22,570
on day 37 of our global work from home,

8

00:00:22,570 --> 00:00:25,130
and we know that there are
thousands of businesses

9

00:00:25,130 --> 00:00:27,120
all over the world that are
facing a lot of the challenges

10

00:00:27,120 --> 00:00:28,640
that we've been through and thought

11

00:00:28,640 --> 00:00:30,130
that it might be helpful to share some

12

00:00:30,130 --> 00:00:33,210
of our experiences that
we've learned along the way.

13
00:00:33,210 --> 00:00:36,270
So today I'm very happy
to have along with us,

14
00:00:36,270 --> 00:00:39,090
Sherrie Nguyen, our Senior
Manager of Product Marketing

15
00:00:39,090 --> 00:00:40,570
for SMB at Indeed.

16
00:00:40,570 --> 00:00:42,797
Sherrie, thanks for joining me.

17
00:00:42,797 --> 00:00:44,780
– Thanks so much for having me, Chris.

18
00:00:44,780 --> 00:00:46,350
– Great, well let's start where,

19
00:00:46,350 --> 00:00:48,180
I like to start with
everyone which is just a,

20
00:00:48,180 --> 00:00:49,500
how are you doing today?

21
00:00:49,500 --> 00:00:50,560
How are things at your house?

22
00:00:50,560 --> 00:00:52,260
How are things with your family?

23
00:00:52,260 --> 00:00:53,270
– I appreciate you asking.

24

00:00:53,270 --> 00:00:55,560

I feel like it changes every day.

25

00:00:55,560 --> 00:00:57,370

Today I'm feeling really good.

26

00:00:57,370 --> 00:00:59,410

My husband just made me a home cooked meal

27

00:00:59,410 --> 00:01:01,900

and we had lunch together,
which was so nice,

28

00:01:01,900 --> 00:01:03,050

but on most days, I feel like

29

00:01:03,050 --> 00:01:06,530

I vacillate between
feelings of joy like that,

30

00:01:06,530 --> 00:01:08,630

and just massive overwhelm.

31

00:01:08,630 --> 00:01:11,330

The situation has brought
a lot of uncertainty

32

00:01:11,330 --> 00:01:14,820

and undue stress as it has for everybody,

33

00:01:14,820 --> 00:01:16,760

but the silver lining like
I mentioned is being able

34

00:01:16,760 --> 00:01:18,970

to have lunch with my
husband, my daughter every day

35

00:01:18,970 --> 00:01:20,720
and going on family walks,

36

00:01:20,720 --> 00:01:23,630
and that's not always a norm for us daily.

37

00:01:23,630 --> 00:01:25,960
So it's teaching me to slow down,

38

00:01:25,960 --> 00:01:27,460
and really savor what's important,

39

00:01:27,460 --> 00:01:29,443
which is my family and our health.

40

00:01:30,300 --> 00:01:33,190
My husband also lost his job
right when all this started,

41

00:01:33,190 --> 00:01:35,680
'cause he worked in travel, he
worked for a travel startup,

42

00:01:35,680 --> 00:01:37,730
and they let go half of their company.

43

00:01:37,730 --> 00:01:40,660
So it's been a tough situation
for me because now I'm

44

00:01:40,660 --> 00:01:41,890
the primary breadwinner

45

00:01:41,890 --> 00:01:44,690
and sole provider for our
family during an uncertain time

46

00:01:44,690 --> 00:01:46,620

in our economy, and that stays in

47

00:01:46,620 --> 00:01:48,230

the back of my head all the time.

48

00:01:48,230 --> 00:01:50,020

I'm really grateful for my job,

49

00:01:50,020 --> 00:01:52,040

I'm grateful for Indeed Support

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00:01:52,040 --> 00:01:54,090

and just the response through all this.

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00:01:54,090 --> 00:01:55,060

And I'm really thankful,

52

00:01:55,060 --> 00:01:56,600

I've actually witnessed my husband being

53

00:01:56,600 --> 00:01:58,410

an incredible stay-at-home Dad.

54

00:01:58,410 --> 00:02:01,260

I thought I would never see
that, but he's really thriving

55

00:02:01,260 --> 00:02:03,140

and so is my daughter as a result.

56

00:02:03,140 --> 00:02:04,590

- Yeah, and I think that's been one of

57

00:02:04,590 --> 00:02:06,780

the remarkable things
about this experience is

58

00:02:06,780 --> 00:02:11,070

that while we're talking
to everyone over Zoom,

59

00:02:11,070 --> 00:02:14,090
we're seeing a little view
into people's home life

60

00:02:14,090 --> 00:02:16,210
that we don't normally get
and when you work with people,

61

00:02:16,210 --> 00:02:18,900
you get to know them personally
and you'll ask questions,

62

00:02:18,900 --> 00:02:22,270
but we're getting a view into
more and more people now,

63

00:02:22,270 --> 00:02:24,480
we're seeing kids run into Zoom meetings

64

00:02:24,480 --> 00:02:26,453
and dogs barking and things like that.

65

00:02:27,330 --> 00:02:28,430
I think actually just,

66

00:02:28,430 --> 00:02:30,837
I find myself asking
more frequently today,

67

00:02:30,837 --> 00:02:33,980
"How are you doing?" in a real way

68

00:02:33,980 --> 00:02:36,180
and getting real answers from
people than I normally do,

69

00:02:36,180 --> 00:02:38,940
so thank you for sharing
that with us today.

70
00:02:38,940 --> 00:02:40,440
What we're here for
and what I want to talk

71
00:02:40,440 --> 00:02:42,580
about is specifically the amazing work

72
00:02:42,580 --> 00:02:44,320
that you have been doing
with a group of other folks

73
00:02:44,320 --> 00:02:46,530
to really help and support people through

74
00:02:46,530 --> 00:02:48,030
this experience through
the last couple of months,

75
00:02:48,030 --> 00:02:49,500
but let's just back up and start

76
00:02:49,500 --> 00:02:51,140
a little bit, just tell us a little bit

77
00:02:51,140 --> 00:02:52,020
about your role at Indeed,

78
00:02:52,020 --> 00:02:54,177
what were you doing before

79
00:02:54,177 --> 00:02:57,670
the beginning of March when
all this started for us?

80
00:02:57,670 --> 00:02:59,730

– Now I've been here for
about two and half years.

81
00:02:59,730 --> 00:03:02,220
I'm on the product marketing
team for supporting small

82
00:03:02,220 --> 00:03:03,090
and medium businesses,

83
00:03:03,090 --> 00:03:06,580
so I help a ton of our clients understand

84
00:03:06,580 --> 00:03:08,840
how Indeed can help them make great hires,

85
00:03:08,840 --> 00:03:11,040
and I work with our
incredible product teams

86
00:03:11,040 --> 00:03:12,760
to launch new products and features

87
00:03:12,760 --> 00:03:15,050
and drive customer adoption.

88
00:03:15,050 --> 00:03:16,350
So that's my role at Indeed.

89
00:03:16,350 --> 00:03:20,480
My other full-time job is I'm
a Mom to a three year old,

90
00:03:20,480 --> 00:03:22,870
very fierce and independent,

91
00:03:22,870 --> 00:03:26,090
and intuitive daughter named Amaya

92
00:03:26,090 --> 00:03:28,170
and I'm also happily married to my husband

93
00:03:28,170 --> 00:03:31,770
and high school sweetheart,
we've been together for 18 years

94
00:03:31,770 --> 00:03:34,500
and we have a dog who's 14.

95
00:03:34,500 --> 00:03:36,600
So it's all of us in the house together.

96
00:03:36,600 --> 00:03:39,000
And also right before all this started,

97
00:03:39,000 --> 00:03:41,180
I submitted an application to found

98
00:03:41,180 --> 00:03:44,190
the Parents and Caregivers
Inclusion Resource Group,

99
00:03:44,190 --> 00:03:46,460
which was approved right
before the holidays,

100
00:03:46,460 --> 00:03:48,110
but we kind of soft-kicked it off at

101
00:03:48,110 --> 00:03:50,390
the beginning of this year

102
00:03:50,390 --> 00:03:53,950
and now it's kind of
come full blown during

103
00:03:53,950 --> 00:03:56,200

this time of crisis.

104

00:03:56,200 --> 00:03:59,320

- That's a great segue,
so diversity, inclusion

105

00:03:59,320 --> 00:04:02,310

and belonging is one of
the core values at Indeed

106

00:04:02,310 --> 00:04:05,040

and one of the many ways that we support

107

00:04:05,040 --> 00:04:08,110

that is through these
inclusion resources groups

108

00:04:08,110 --> 00:04:12,410

which have been around for
a few years now at Indeed.

109

00:04:12,410 --> 00:04:14,630

The new one that you just
started around parents

110

00:04:14,630 --> 00:04:18,670

and caregivers is our 10th
inclusion resource group or IRG.

111

00:04:18,670 --> 00:04:21,780

Can you just share a little bit around

112

00:04:21,780 --> 00:04:25,440

what was going on within Indeed that,

113

00:04:25,440 --> 00:04:27,377

and your personal life
that motivated you to say,

114

00:04:27,377 --> 00:04:30,460

"This was the next thing
that we think that Indeed

115

00:04:30,460 --> 00:04:33,120

should dedicate time and resources to help

116

00:04:33,120 --> 00:04:34,970

and support our employees"?

117

00:04:34,970 --> 00:04:38,410

- As a Mom, and as
somebody who finds a lot of

118

00:04:38,410 --> 00:04:43,270

her worth through work,
I define myself by all of

119

00:04:43,270 --> 00:04:46,270

these different titles that
are very intersectional, right?

120

00:04:46,270 --> 00:04:48,430

I'm a woman, I'm a Mom, a sister,

121

00:04:48,430 --> 00:04:51,720

a daughter, an advocate, an ally,

122

00:04:51,720 --> 00:04:56,160

so this value of inclusion and
belonging for me means that,

123

00:04:56,160 --> 00:05:01,160

I am able to show up exactly
who I am, with all of the mess

124

00:05:01,880 --> 00:05:06,520

that is my life as a human
and people not only welcome me

125

00:05:06,520 --> 00:05:09,090
to the table, but they're
happy to have me there,

126

00:05:09,090 --> 00:05:12,430
and to learn and embrace the
perspective that I bring.

127

00:05:12,430 --> 00:05:15,530
So I consider myself an
activist for working moms

128

00:05:15,530 --> 00:05:17,200
ever since I became a working mom,

129

00:05:17,200 --> 00:05:20,660
I've continued to have
to activate for myself.

130

00:05:20,660 --> 00:05:23,010
People kind of started to
know me for that. (laughs)

131

00:05:23,010 --> 00:05:25,690
Last year as a result I was
asked to work on a project

132

00:05:25,690 --> 00:05:29,770
with our segment team, segment managers,

133

00:05:29,770 --> 00:05:34,170
and they asked me to
help them help people who

134

00:05:34,170 --> 00:05:37,250
have taken time off for
caregiving return to work.

135

00:05:37,250 --> 00:05:40,470

And in this project, we started
doing a ton of UX interviews

136

00:05:40,470 --> 00:05:43,800
and we found that a majority
of these people are moms,

137

00:05:43,800 --> 00:05:46,150
and so this project
started as an initiative

138

00:05:46,150 --> 00:05:48,560
to help women find jobs.

139

00:05:48,560 --> 00:05:51,100
I actually started
uncovering the whole slew

140

00:05:51,100 --> 00:05:54,370
of related problems and
caregiving and work today.

141

00:05:54,370 --> 00:05:55,960
From the gender pay gap and having

142

00:05:55,960 --> 00:05:59,970
to justify earning an income
versus paying for childcare,

143

00:05:59,970 --> 00:06:03,830
to the lack of universal daycare
available, to paid leave.

144

00:06:03,830 --> 00:06:06,090
The problem wasn't just
about getting her job,

145

00:06:06,090 --> 00:06:08,350
it was about making systemic changes

146
00:06:08,350 --> 00:06:11,270
to our culture around work and caregiving.

147
00:06:11,270 --> 00:06:13,750
And so as we started
doing these interviews

148
00:06:13,750 --> 00:06:15,670
and learning more, I
wanted to unpack like,

149
00:06:15,670 --> 00:06:18,210
why are women leaving the
work force in the first place?

150
00:06:18,210 --> 00:06:19,840
Like why are we helping
them come back to work?

151
00:06:19,840 --> 00:06:22,590
And I found this really
staggering statistic.

152
00:06:22,590 --> 00:06:26,410
43% of working women in
STEM leave their jobs

153
00:06:26,410 --> 00:06:29,030
when they have kids, and most
women said they would have

154
00:06:29,030 --> 00:06:29,930
continued working if they

155
00:06:29,930 --> 00:06:32,360
had more flexibility in their jobs.

156
00:06:32,360 --> 00:06:35,710
So I wanted to gut check

myself with Indeed parents

157

00:06:35,710 --> 00:06:36,810

and see how they felt.

158

00:06:36,810 --> 00:06:39,630

And I started talking to them, via Slack,

159

00:06:39,630 --> 00:06:42,980

hearing their stories, and
then my own experiences,

160

00:06:42,980 --> 00:06:45,730

and I have to constantly
practice discipline

161

00:06:45,730 --> 00:06:47,350

and setting boundaries for work,

162

00:06:47,350 --> 00:06:49,730

so I don't lose out on
significant time with my family.

163

00:06:49,730 --> 00:06:51,670

That means turning down happy hours,

164

00:06:51,670 --> 00:06:53,150

or sometimes when benders are in town,

165

00:06:53,150 --> 00:06:55,790

and I don't want to go to
dinner, but have to suck it up.

166

00:06:55,790 --> 00:06:57,967

It's like constantly
balancing things like that.

167

00:06:57,967 --> 00:06:59,580

And I feel like I have to work harder

168

00:06:59,580 --> 00:07:03,450
to be seen as valuable or
productive now that I'm a parent.

169

00:07:03,450 --> 00:07:05,340
That's just my personal feeling.

170

00:07:05,340 --> 00:07:06,867
But I actually had a ton of flexibility

171

00:07:06,867 --> 00:07:09,210
and a really great
relationship with my manager,

172

00:07:09,210 --> 00:07:10,800
so what I started learning was,

173

00:07:10,800 --> 00:07:13,750
it wasn't always consistent
between expectations

174

00:07:13,750 --> 00:07:15,560
for team members and certain departments

175

00:07:15,560 --> 00:07:17,560
and then just their personal relationship,

176

00:07:17,560 --> 00:07:19,310
and what they were comfortable sharing

177

00:07:19,310 --> 00:07:22,370
with their managers to try
to ask for these things.

178

00:07:22,370 --> 00:07:24,040
So as I've heard more
and more personal stories

179
00:07:24,040 --> 00:07:26,300
of work/life conflict, I just knew parents

180
00:07:26,300 --> 00:07:29,860
and caregivers needed some
advocacy, and it lead me

181
00:07:29,860 --> 00:07:33,110
to believe, like to
learn something critical.

182
00:07:33,110 --> 00:07:35,560
I don't like the idea
of work/life balance.

183
00:07:35,560 --> 00:07:36,930
I think there's no endgame to it,

184
00:07:36,930 --> 00:07:39,520
because the connotation is there's always

185
00:07:39,520 --> 00:07:42,250
this two conflicting
priorities, it's either work

186
00:07:42,250 --> 00:07:44,980
or it's life and you have
to keep them in balance.

187
00:07:44,980 --> 00:07:46,180
I really want Indeed to consider

188
00:07:46,180 --> 00:07:48,270
this idea of work/life integration,

189
00:07:48,270 --> 00:07:49,960
which is what we're
loving right now, right?

190
00:07:49,960 --> 00:07:52,670
Employees feeling empowered to present

191
00:07:52,670 --> 00:07:55,330
their whole selves authentically,
to show the messy room,

192
00:07:55,330 --> 00:07:58,300
to show their kids, without fear of bias.

193
00:07:58,300 --> 00:08:01,060
And I really wanted to
advocate with this IRG

194
00:08:01,060 --> 00:08:04,250
for things like longer
and equal paid leave,

195
00:08:04,250 --> 00:08:06,070
financial support for childcare,

196
00:08:06,070 --> 00:08:07,840
flexible work from home policies,

197
00:08:07,840 --> 00:08:10,230
regardless of department or role.

198
00:08:10,230 --> 00:08:12,350
And then the COVID-19 pandemic struck

199
00:08:12,350 --> 00:08:15,410
and all of these issues came
rushing to the forefront so

200
00:08:15,410 --> 00:08:18,253
I guess you could say, be
careful what you wish for.

201

00:08:19,340 --> 00:08:22,440
- Yeah so this has been
a theme I think in a lot

202
00:08:22,440 --> 00:08:24,970
of what we've seen, there
are a number of issues,

203
00:08:24,970 --> 00:08:28,530
just around the nature of work
and around how Indeed tries

204
00:08:28,530 --> 00:08:31,630
to help our clients, things
that we've been working on

205
00:08:31,630 --> 00:08:33,680
that we knew were part of the future

206
00:08:33,680 --> 00:08:35,990
and we were tryina convince
people they were important

207
00:08:35,990 --> 00:08:38,490
and suddenly overnight,
things like being able

208
00:08:38,490 --> 00:08:41,380
to do virtual interviews,
is absolutely essential

209
00:08:41,380 --> 00:08:43,280
to anyone who's trying to hire right now.

210
00:08:43,280 --> 00:08:48,280
So as you pointed out, we
have been aware of the fact

211
00:08:48,300 --> 00:08:51,100
that it's very difficult

if you've got young kids,

212

00:08:51,100 --> 00:08:55,380
or even older kids, and
you're trying to balance all

213

00:08:55,380 --> 00:08:59,070
of those things to be
able to work side by side

214

00:08:59,070 --> 00:09:01,020
with people that don't have the same set

215

00:09:01,020 --> 00:09:05,470
of responsibilities and
then, kind of overnight,

216

00:09:05,470 --> 00:09:09,910
so one March 4th, we
had 10,000 people all go

217

00:09:09,910 --> 00:09:12,040
to work from home overnight.

218

00:09:12,040 --> 00:09:14,020
And some of these challenges
came to the forefront,

219

00:09:14,020 --> 00:09:15,890
really immediately and
so that the timing of

220

00:09:15,890 --> 00:09:17,650
the work that you were doing could not

221

00:09:17,650 --> 00:09:19,740
have been more oppression.

222

00:09:19,740 --> 00:09:24,330

So tell me, what have you
and the IRG and other allies

223

00:09:24,330 --> 00:09:27,530
been able to do to help
support Indeed employees first

224

00:09:27,530 --> 00:09:30,160
and then we'll talk maybe
about some larger things for

225

00:09:30,160 --> 00:09:31,450
the entire workforce?

226

00:09:31,450 --> 00:09:34,870
- Yeah, well I feel
like, you say this a lot,

227

00:09:34,870 --> 00:09:37,250
but everybody's just really come together

228

00:09:37,250 --> 00:09:39,660
and I think there's been a ton of empathy.

229

00:09:39,660 --> 00:09:42,130
One of my superpowers is connection.

230

00:09:42,130 --> 00:09:43,250
Like connecting with others

231

00:09:43,250 --> 00:09:45,040
and being able to connect people.

232

00:09:45,040 --> 00:09:47,640
So from the moment this
started, I just really wanted

233

00:09:47,640 --> 00:09:50,757
to get a pulse on our community

and also see how people

234

00:09:50,757 --> 00:09:53,700
are doing, but honestly, it was selfish,

235

00:09:53,700 --> 00:09:55,350
I just really needed support for myself,

236

00:09:55,350 --> 00:09:57,240
'cause I didn't know how to manage this

237

00:09:57,240 --> 00:09:58,500
and I didn't know if I was making

238

00:09:58,500 --> 00:10:01,080
the right decision day to day.

239

00:10:01,080 --> 00:10:02,480
So amidst this global crisis,

240

00:10:02,480 --> 00:10:04,190
and then finding out the next week

241

00:10:04,190 --> 00:10:05,730
that all these schools were closed,

242

00:10:05,730 --> 00:10:08,550
we really just had to take
action and come together.

243

00:10:08,550 --> 00:10:12,190
So I first discovered from
our San Francisco office,

244

00:10:12,190 --> 00:10:14,240
one of our colleagues
Kenji had put together

245

00:10:14,240 --> 00:10:16,200
this incredible document.

246
00:10:16,200 --> 00:10:17,457
It's called "The Unofficial Work

247
00:10:17,457 --> 00:10:21,710
"From Home Guide For
Kids, For Indeeditians."

248
00:10:21,710 --> 00:10:23,700
And I saw that, started talking to him

249
00:10:23,700 --> 00:10:26,550
and then Lisa recommended we start

250
00:10:26,550 --> 00:10:29,210
the parents Slack channel so I did that

251
00:10:29,210 --> 00:10:31,680
and in a couple days
600 people had joined,

252
00:10:31,680 --> 00:10:33,747
and we just started hearing stories of,

253
00:10:33,747 --> 00:10:35,007
"Here's my situation.

254
00:10:35,007 --> 00:10:35,917
"I have a partner.

255
00:10:35,917 --> 00:10:36,750
"I don't.

256
00:10:36,750 --> 00:10:37,807
"I have kids this age.

257

00:10:37,807 --> 00:10:40,790

"I have elderly parents
that I have to care for."

258

00:10:40,790 --> 00:10:42,810

And everybody just
started coming together,

259

00:10:42,810 --> 00:10:45,080

supporting each other, commenting,

260

00:10:45,080 --> 00:10:46,790

posting and sharing their stories,

261

00:10:46,790 --> 00:10:50,610

of you know, messy houses
and kids all over the place,

262

00:10:50,610 --> 00:10:53,070

passing on information, useful tools.

263

00:10:53,070 --> 00:10:55,630

I saw a ton of vulnerability, empathy,

264

00:10:55,630 --> 00:10:57,270

I also just saw all the stress

265

00:10:57,270 --> 00:10:59,080

and all the different forms of stress,

266

00:10:59,080 --> 00:11:00,350

and so the biggest struggle really

267

00:11:00,350 --> 00:11:02,790

was work/life balance at the time.

268

00:11:02,790 --> 00:11:04,910

Honestly because most people
were tryina keep the old way

269

00:11:04,910 --> 00:11:06,040
of doing things.

270

00:11:06,040 --> 00:11:06,997
They're like, "I don't know how I'm going

271

00:11:06,997 --> 00:11:08,527
"to figure out 40 hours in a day,

272

00:11:08,527 --> 00:11:12,120
"on top of caring for my kids
for like, 11-12 hours a day,"

273

00:11:12,120 --> 00:11:14,960
and the magic solution was,
"Let's just not sleep."

274

00:11:14,960 --> 00:11:16,870
And I knew that was
going to lead to burnout.

275

00:11:16,870 --> 00:11:20,060
So it was something I wanted to address

276

00:11:20,060 --> 00:11:23,370
and I just started sending
information to you,

277

00:11:23,370 --> 00:11:25,300
to the staff and just
helping them understand,

278

00:11:25,300 --> 00:11:26,760
these are the stories
we're hearing and these are

279

00:11:26,760 --> 00:11:28,290
the stories that we have to mitigate.

280

00:11:28,290 --> 00:11:30,510

You know there's a diverse
range of caregivers.

281

00:11:30,510 --> 00:11:32,600

There are parents with autistic children,

282

00:11:32,600 --> 00:11:36,880

and they have to start their
learning for them every day,

283

00:11:36,880 --> 00:11:38,740

like turn on the camera, things like that.

284

00:11:38,740 --> 00:11:40,700

We've adoptive parents who are struggling,

285

00:11:40,700 --> 00:11:42,910

we have single parents
who don't have a partner

286

00:11:42,910 --> 00:11:46,160

or anybody else in the house
to share responsibilities with.

287

00:11:46,160 --> 00:11:47,900

We have people taking care of the elderly

288

00:11:47,900 --> 00:11:51,810

who are so so highly
vulnerable at this time,

289

00:11:51,810 --> 00:11:55,160

maybe ill spouses, so this
IRG really needed to see

290

00:11:55,160 --> 00:11:57,410

all these people for who

they are and advocate

291

00:11:57,410 --> 00:11:59,060
for all their needs.

292

00:11:59,060 --> 00:12:01,470
I was doing little things like
putting together messaging

293

00:12:01,470 --> 00:12:05,540
for the Q&A that you run
weekly, email communication

294

00:12:05,540 --> 00:12:07,200
that went out to our managers on how

295

00:12:07,200 --> 00:12:09,620
to give guidance during this time.

296

00:12:09,620 --> 00:12:12,137
Honestly, the biggest
thing we could say was,

297

00:12:12,137 --> 00:12:15,757
"Take PT0, be understanding,
start conversations,

298

00:12:15,757 --> 00:12:18,650
"know that people are going
to pop in and out of Zoom."

299

00:12:18,650 --> 00:12:20,270
It was just really a time to get real,

300

00:12:20,270 --> 00:12:22,003
and there was honestly
the biggest call to action

301

00:12:22,003 --> 00:12:24,020

that I saw was taking care of yourself

302

00:12:24,020 --> 00:12:25,640
and your mental health first.

303

00:12:25,640 --> 00:12:29,020
So we've been tryina do that
just by supporting each other.

304

00:12:29,020 --> 00:12:32,590
- We have been at this
now for a little while,

305

00:12:32,590 --> 00:12:34,700
and we've seen some of the things,

306

00:12:34,700 --> 00:12:37,400
there's the "How do you
make the shift overnight?"

307

00:12:37,400 --> 00:12:39,810
But then some of these things
start to sink in over time.

308

00:12:39,810 --> 00:12:42,300
It's one thing to say, "What
can we do for a couple weeks?"

309

00:12:42,300 --> 00:12:44,930
Now we don't know if we're
settling into a new normal

310

00:12:44,930 --> 00:12:47,390
for something that could
last several months.

311

00:12:47,390 --> 00:12:49,830
We don't know what's going
to happen over the summer

312
00:12:49,830 --> 00:12:51,390
when kids might not but in school

313
00:12:51,390 --> 00:12:53,490
but they're going to
need other activities.

314
00:12:53,490 --> 00:12:56,730
What do you think that
parents and caregivers need

315
00:12:56,730 --> 00:13:00,020
from their employers just
everywhere right now?

316
00:13:00,020 --> 00:13:03,490
- I'd say the top thing is empathy.

317
00:13:03,490 --> 00:13:08,490
It's reassurance, it's
reassurance that we are.

318
00:13:08,970 --> 00:13:12,380
I guess it's too much to say
like, "It's going to be okay,"

319
00:13:12,380 --> 00:13:15,390
is a thing, but it's maybe
just knowing I'm here

320
00:13:15,390 --> 00:13:18,150
to help you and we're here
to support each other.

321
00:13:18,150 --> 00:13:19,820
And that we're all going
through the same thing

322
00:13:19,820 --> 00:13:21,760

even though we may have
different circumstances,

323

00:13:21,760 --> 00:13:24,680
so we all deserve a
little bit more empathy.

324

00:13:24,680 --> 00:13:27,140
I think we need a little bit
of trust and autonomy too

325

00:13:27,140 --> 00:13:30,467
to make hard calls like,
"What should I stop working on

326

00:13:30,467 --> 00:13:32,880
"so that I'm only focused
on what's critical?"

327

00:13:32,880 --> 00:13:36,360
And we need the flexibility to
set and reset our schedules,

328

00:13:36,360 --> 00:13:39,470
sometimes weekly, sometimes even daily,

329

00:13:39,470 --> 00:13:42,270
I would say we need consistent
check ins from our managers,

330

00:13:42,270 --> 00:13:45,590
you know right now when you
can't physically see someone

331

00:13:45,590 --> 00:13:47,690
and say, "You're looking
kind of down today."

332

00:13:47,690 --> 00:13:48,850
You have to reach out, right?

333

00:13:48,850 --> 00:13:51,480

It takes over communication
a little bit more effort,

334

00:13:51,480 --> 00:13:53,970

and it takes each person
practicing some vulnerability

335

00:13:53,970 --> 00:13:56,470

to speak up and say, "I need help."

336

00:13:56,470 --> 00:13:58,330

We also need to feel empowered to care

337

00:13:58,330 --> 00:14:00,100

for our children during this scary time

338

00:14:00,100 --> 00:14:02,300

because that's really what's
most important, right?

339

00:14:02,300 --> 00:14:04,150

It's like normalizing this new situation,

340

00:14:04,150 --> 00:14:05,970

which takes a lot of patience and a lot

341

00:14:05,970 --> 00:14:08,190

of being present with them.

342

00:14:08,190 --> 00:14:10,000

We also need to acknowledge
new expectations

343

00:14:10,000 --> 00:14:11,980

for productivity amidst this crisis 'cause

344

00:14:11,980 --> 00:14:13,870
I think that a lot of parents are trying

345
00:14:13,870 --> 00:14:16,793
to maintain this same level
of productivity or the same.

346
00:14:17,800 --> 00:14:19,570
They're tying that up in their worth too,

347
00:14:19,570 --> 00:14:22,020
and so it's hard to make that trade-off.

348
00:14:22,020 --> 00:14:24,500
Mostly I just our leaders
and our colleagues need

349
00:14:24,500 --> 00:14:27,660
to really live our value
of diversity inclusion

350
00:14:27,660 --> 00:14:30,020
and belonging at this time because,

351
00:14:30,020 --> 00:14:32,210
for those of us specifically
managing this crisis

352
00:14:32,210 --> 00:14:34,260
with kids at home, we
just need a strong sense

353
00:14:34,260 --> 00:14:37,253
of community now more than
ever and need to feel seen.

354
00:14:38,981 --> 00:14:40,858
- So of all of the different challenges,

355

00:14:40,858 --> 00:14:43,220
what do you think is the
hardest part right now,

356
00:14:43,220 --> 00:14:45,970
being a working parent
with young kids at home?

357
00:14:45,970 --> 00:14:48,620
- Every night when I tuck
my daughter into bed,

358
00:14:48,620 --> 00:14:50,510
she tells me that she's scared,

359
00:14:50,510 --> 00:14:52,670
and that's incredibly hard to hear.

360
00:14:52,670 --> 00:14:54,500
She says she scared of ghosts and monsters

361
00:14:54,500 --> 00:14:56,810
and I'm usually like, she
says "Halloween things,"

362
00:14:56,810 --> 00:14:58,560
I'm like, "Oh my God, we're
so far from Halloween!"

363
00:14:58,560 --> 00:14:59,920
Like, "Why are you thinking about that?"

364
00:14:59,920 --> 00:15:02,680
But it's the cover-up to the reality,

365
00:15:02,680 --> 00:15:04,847
so I ask her, "Are you
scared because you're not

366

00:15:04,847 --> 00:15:08,017
"in school anymore, due to Coronavirus?"

367
00:15:08,017 --> 00:15:10,127
"Is it 'cause you miss your
friends and your teachers

368
00:15:10,127 --> 00:15:11,360
"and you can't see your family?"

369
00:15:11,360 --> 00:15:13,010
and she says, "Yes."

370
00:15:13,010 --> 00:15:15,550
So the hardest part for me
is that I have to hear this

371
00:15:15,550 --> 00:15:16,950
and I feel the same way,

372
00:15:16,950 --> 00:15:19,670
and I have to tell her
she's secure and she's safe

373
00:15:19,670 --> 00:15:22,300
and she's protected and I
have to repeat that daily.

374
00:15:22,300 --> 00:15:23,460
That's really the hardest thing,

375
00:15:23,460 --> 00:15:26,970
is to try to guarantee
what you can't in a world

376
00:15:26,970 --> 00:15:30,090
that's so uncertain, but
my only guarantee to her is

377

00:15:30,090 --> 00:15:34,020
that I'm here for her
and that's the crux of

378
00:15:34,020 --> 00:15:38,460
this whole work/life integration,
right, is that I can't be.

379
00:15:38,460 --> 00:15:40,210
I can't guarantee that to her and

380
00:15:40,210 --> 00:15:41,250
the other minute turn around

381
00:15:41,250 --> 00:15:43,260
and say "I'm too busy doing other things."

382
00:15:43,260 --> 00:15:45,160
That is my priority and that's what's been

383
00:15:45,160 --> 00:15:46,750
the hardest thing.

384
00:15:46,750 --> 00:15:49,390
- I have two girls who are 22 and 24,

385
00:15:49,390 --> 00:15:51,240
and it's actually not that different.

386
00:15:52,260 --> 00:15:55,650
You know they're not
worried about nightmares

387
00:15:55,650 --> 00:16:00,400
but my youngest daughter is
22, just graduated from college

388
00:16:00,400 --> 00:16:04,050
in December and literally

entered the workforce in

389

00:16:04,050 --> 00:16:06,080
the beginning of February,
moved to Los Angeles

390

00:16:06,080 --> 00:16:11,080
to pursue a career and lost
her temporary job in March

391

00:16:11,550 --> 00:16:14,190
when all of this went
down and is back home now

392

00:16:14,190 --> 00:16:18,320
and has no idea what her future
is going to look like right now

393

00:16:18,320 --> 00:16:23,040
and I think helping
people navigate through

394

00:16:23,040 --> 00:16:25,470
that uncertainty is really challenging,

395

00:16:25,470 --> 00:16:28,140
especially when we're all
experiencing uncertainty at

396

00:16:28,140 --> 00:16:29,460
the same time too, so.

397

00:16:29,460 --> 00:16:32,660
What advice do you have
for other working parents

398

00:16:32,660 --> 00:16:34,480
and what are the things
that just personally

399

00:16:34,480 --> 00:16:37,000
for you are working strategies?

400

00:16:37,000 --> 00:16:39,500
- There's a saying that
parents always pass around

401

00:16:39,500 --> 00:16:42,550
and joke about, it's "Doing
it all, having it all."

402

00:16:42,550 --> 00:16:44,927
And so I'll say like, "You can't do it all

403

00:16:44,927 --> 00:16:46,267
"and don't even try.

404

00:16:46,267 --> 00:16:48,147
"Your top priority right
now is your health,

405

00:16:48,147 --> 00:16:50,037
"your mental health, your physical health,

406

00:16:50,037 --> 00:16:52,797
"and your family's safety
so upmost importance,

407

00:16:52,797 --> 00:16:53,730
"top of the list."

408

00:16:53,730 --> 00:16:55,490
I mentioned my husband
isn't working right now,

409

00:16:55,490 --> 00:16:57,500
he's a full-time stay
at home dad but he needs

410

00:16:57,500 --> 00:16:59,400
a mental break because
full-time caregiving

411

00:16:59,400 --> 00:17:03,430
was not his norm and I also want that time

412

00:17:03,430 --> 00:17:05,640
to help normalize the
situation for my daughter,

413

00:17:05,640 --> 00:17:07,003
to really be there for her.

414

00:17:07,910 --> 00:17:10,180
I think that that could
change if he gets a job,

415

00:17:10,180 --> 00:17:11,940
so he's a software engineer
and he might actually get

416

00:17:11,940 --> 00:17:12,980
a job during this time

417

00:17:12,980 --> 00:17:15,480
and then I would have to
make those changes again.

418

00:17:16,600 --> 00:17:17,550
The other thing I'm trying to do

419

00:17:17,550 --> 00:17:19,470
is vocally communicate my top priorities.

420

00:17:19,470 --> 00:17:22,427
I sent an email to my team weekly and say,

421

00:17:22,427 --> 00:17:24,117
"Here's what I'm focusing on

422
00:17:24,117 --> 00:17:27,907
"and here's what's fallen
off my plate as non-critical

423
00:17:27,907 --> 00:17:30,520
"and asking for help when I need it."

424
00:17:30,520 --> 00:17:33,360
The most important thing is I meditate,

425
00:17:33,360 --> 00:17:34,930
or take deep breaths,

426
00:17:34,930 --> 00:17:37,830
or do the virtual yoga
classes Indeed provides,

427
00:17:37,830 --> 00:17:40,670
or just get out take a
walk if it's a nice day.

428
00:17:40,670 --> 00:17:44,080
And then through Etna, my
therapy sessions have moved

429
00:17:44,080 --> 00:17:46,130
to Telehealth and I've kept those.

430
00:17:46,130 --> 00:17:48,280
I do an hour session weekly.

431
00:17:48,280 --> 00:17:51,710
So I would say that have
given me some mental fortitude

432
00:17:51,710 --> 00:17:54,160

and a little bit of space
during this tough time.

433

00:17:55,030 --> 00:17:57,760
- Yeah, it's that old analogy
of when you're on an airplane

434

00:17:57,760 --> 00:17:59,650
and they are giving you the warnings,

435

00:17:59,650 --> 00:18:02,190
they say, "Put on your oxygen mask first."

436

00:18:02,190 --> 00:18:07,050
And as a parent, that's always
the hardest advice to take,

437

00:18:07,050 --> 00:18:10,330
but it's actually probably
the most useful, so.

438

00:18:10,330 --> 00:18:15,330
As you look back over
this time and think about,

439

00:18:15,450 --> 00:18:17,980
not maybe what you would do differently,

440

00:18:17,980 --> 00:18:20,350
but I think of it maybe more in terms of,

441

00:18:20,350 --> 00:18:23,100
knowing everything that you
know now about all of the stuff

442

00:18:23,100 --> 00:18:26,420
that we've learned over
the last couple of months,

443

00:18:26,420 --> 00:18:30,290
if you could go back and
talk to February Sherrie

444
00:18:30,290 --> 00:18:32,670
and give you some advice.

445
00:18:32,670 --> 00:18:35,040
What have you taken from
this that would be helpful,

446
00:18:35,040 --> 00:18:36,840
to have known at the beginning?

447
00:18:36,840 --> 00:18:40,120
- Honestly, I would have
taken time off right away,

448
00:18:40,120 --> 00:18:42,670
maybe for like, a week
or two weeks straight,

449
00:18:42,670 --> 00:18:46,110
and just use that time to
create a sense of security

450
00:18:46,110 --> 00:18:49,623
and safety in my home, and
maybe create a little fun.

451
00:18:50,670 --> 00:18:52,800
Because I've been reading stuff lately,

452
00:18:52,800 --> 00:18:56,790
just from people who've
experienced times like war, right?

453
00:18:56,790 --> 00:19:00,710
And there's a necessity
to create space to accept

454

00:19:00,710 --> 00:19:02,400
and process the current situation,

455

00:19:02,400 --> 00:19:03,610
'cause what I think happened to me

456

00:19:03,610 --> 00:19:06,760
is I immediately went into
work productivity mode

457

00:19:06,760 --> 00:19:09,300
and then I just distracted
myself from dealing

458

00:19:09,300 --> 00:19:11,700
with reality until a couple weeks later,

459

00:19:11,700 --> 00:19:13,100
where I was already feeling stressed

460

00:19:13,100 --> 00:19:16,160
in so many other ways and then
everything caught up to me,

461

00:19:16,160 --> 00:19:19,670
and I would have used that time
to work on my mental health,

462

00:19:19,670 --> 00:19:22,900
and basically just try to
avoid being productive.

463

00:19:22,900 --> 00:19:25,070
I think that's an easy
crutch to fall back on,

464

00:19:25,070 --> 00:19:28,950
because it's something that

gives me a sense of worth.

465

00:19:28,950 --> 00:19:31,010

I would have also asked for help sooner,

466

00:19:31,010 --> 00:19:34,510

and also in doing that,

adjust my own expectations

467

00:19:34,510 --> 00:19:37,480

of what I can and can't do,

and talk to my manager about

468

00:19:37,480 --> 00:19:40,560

that and just get some

understanding and support.

469

00:19:40,560 --> 00:19:43,170

- So one common theme in a lot of

470

00:19:43,170 --> 00:19:45,770

the conversations we've been having is

471

00:19:45,770 --> 00:19:47,170

that there are a set of things

472

00:19:47,170 --> 00:19:49,970

that are happening because of this crisis

473

00:19:49,970 --> 00:19:54,287

that are really just not great,

474

00:19:55,380 --> 00:19:57,140

and we're looking forward

475

00:19:57,140 --> 00:19:58,870

for this to all be over so we can get back

476

00:19:58,870 --> 00:20:02,170
to whatever we think
normal life looks like.

477
00:20:02,170 --> 00:20:05,200
But there's a set of things
also that we've been forced into

478
00:20:05,200 --> 00:20:07,250
that are giving us new perspective

479
00:20:07,250 --> 00:20:10,700
and new ideas about how
we might work and live.

480
00:20:10,700 --> 00:20:13,350
What are the things that
you think in terms of

481
00:20:13,350 --> 00:20:16,150
what has changed, from your thinking

482
00:20:16,150 --> 00:20:19,003
and how you want to be
in work moving forward?

483
00:20:20,096 --> 00:20:21,240
- I think everything has changed.

484
00:20:21,240 --> 00:20:23,083
I mean, what I've realized through this is

485
00:20:23,083 --> 00:20:27,590
there's a long time crisis
of parents and caregivers

486
00:20:27,590 --> 00:20:29,560
that's come to the forefront,

487

00:20:29,560 --> 00:20:31,550
that really no one can ignore now.

488
00:20:31,550 --> 00:20:35,530
Things like universal
childcare and paid leave,

489
00:20:35,530 --> 00:20:38,290
we're just seeing it across
all types of businesses

490
00:20:38,290 --> 00:20:40,250
and across all spectrums.

491
00:20:40,250 --> 00:20:43,650
You know the reality for
parents and caregivers is that

492
00:20:44,680 --> 00:20:48,120
we face these small little
crises all the time,

493
00:20:48,120 --> 00:20:50,180
with school hours, they end at three

494
00:20:50,180 --> 00:20:51,490
and the work day doesn't,

495
00:20:51,490 --> 00:20:54,930
with holidays, with summers,
when somebody falls ill

496
00:20:54,930 --> 00:20:57,230
like your parent, even a sick day.

497
00:20:57,230 --> 00:20:58,980
When there's no childcare,
people have always had

498

00:20:58,980 --> 00:21:01,000
to juggle work and caregiving

499
00:21:01,000 --> 00:21:04,390
and often times there's a
trade-off between the two,

500
00:21:04,390 --> 00:21:08,070
so I have a fear that we
revert to our old ways,

501
00:21:08,070 --> 00:21:11,160
where we feel a bit more
disconnected to ourselves

502
00:21:11,160 --> 00:21:13,900
and our ability to make good decisions.

503
00:21:13,900 --> 00:21:16,740
Also just kind of being
caught in a frenzy like,

504
00:21:16,740 --> 00:21:19,400
everything is important
and then nothing is, right?

505
00:21:19,400 --> 00:21:21,710
I think this virus is
showing us that our old way

506
00:21:21,710 --> 00:21:23,490
of living is unsustainable,

507
00:21:23,490 --> 00:21:25,220
and so I don't want to
forget these lessons.

508
00:21:25,220 --> 00:21:28,670
I want to make sure we practice
and we support each other

509

00:21:28,670 --> 00:21:32,010

to continue integrating
work and life going forward.

510

00:21:32,010 --> 00:21:33,840

- Well, Sherrie, thank you so much

511

00:21:33,840 --> 00:21:36,840

obviously for the time
today but really everything

512

00:21:36,840 --> 00:21:39,680

that you do for Indeed,
both in your day job

513

00:21:39,680 --> 00:21:44,680

and in this role and helping
get this IRG off the ground.

514

00:21:45,230 --> 00:21:50,230

It's been really one of
the most profound, I think,

515

00:21:50,320 --> 00:21:52,700

illustrations of why we need to do

516

00:21:52,700 --> 00:21:55,020

the work that we're
doing around diversity,

517

00:21:55,020 --> 00:21:55,980

inclusion and belonging.

518

00:21:55,980 --> 00:21:59,640

We had this immediate overnight change

519

00:21:59,640 --> 00:22:02,630

that really disproportionately

affected one part

520

00:22:05,300 --> 00:22:06,460

of our company.

521

00:22:06,460 --> 00:22:09,040

And to be able to have a group of people

522

00:22:09,040 --> 00:22:12,900

who can help raise awareness
around those issues,

523

00:22:12,900 --> 00:22:15,770

but then also really just
create the support network

524

00:22:15,770 --> 00:22:19,420

and it doesn't in any way mean that we

525

00:22:19,420 --> 00:22:22,310

as leaders abdicate responsibility
for doing that as well,

526

00:22:22,310 --> 00:22:25,040

but just to see how quickly

527

00:22:25,040 --> 00:22:30,040

the groundswell of
grassroots support for all of

528

00:22:30,160 --> 00:22:31,590

the people who were going through

529

00:22:31,590 --> 00:22:35,740

these challenging
experiences at the same time,

530

00:22:35,740 --> 00:22:39,120

it was really amazing just

to see how everyone was able

531

00:22:39,120 --> 00:22:41,987
to lift each other up
and yet that concept of

532

00:22:41,987 --> 00:22:45,560
"We're all in this together,"
that really is the answer

533

00:22:45,560 --> 00:22:47,410
that we've seen just so
beautifully play out here,

534

00:22:47,410 --> 00:22:50,210
so thank you so much again
for, really for everything

535

00:22:50,210 --> 00:22:54,010
that you have been doing,
it's been really amazing.

536

00:22:54,010 --> 00:22:57,050
– Thank you, thanks so much
for your support, Chris.

537

00:22:57,050 --> 00:22:59,550
(calm music)