



# HR Agility

Supporting the business in times of crisis

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**DELL**Technologies

# DELL Technologies

We're a technology leader with innovation at our core, fueled with sustained innovation & investment in R&D and engineering.

158,000 employees

+200K orders shipped per day

95% customer satisfaction rating

#1 virtualization, storage, servers, client

28,092 patents and applications

\$20B R&D investment in the last five fiscal years

87 technical support sites

180 countries

Fortune Most Admired Companies  
Fortune Worlds Best Workplaces  
Forbes Best Employers for Diversity  
Worlds Most Ethical Company

# Enterprise Resiliency Program Overview

The Enterprise Resiliency Team is responsible for the design, implementation and governance of the following global resiliency programs:

## CRISIS MANAGEMENT

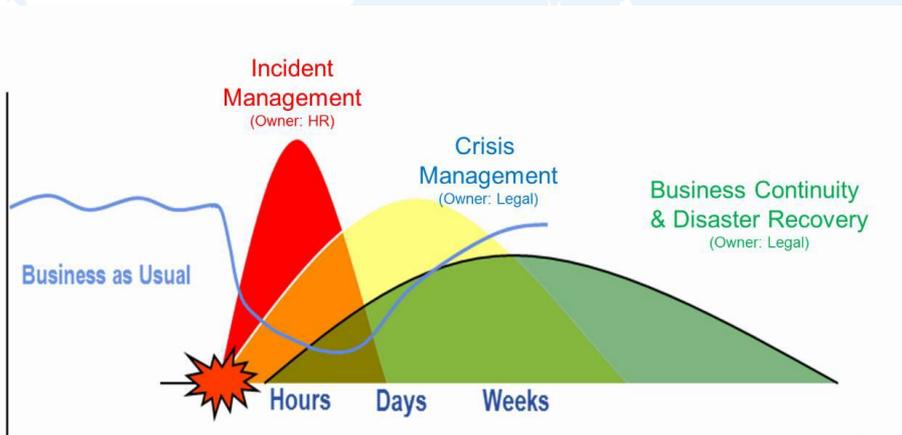
Establish a Global Crisis Management framework to effectively assess and coordinate Dell's response to major disruptive events.

## BUSINESS CONTINUITY

Establish an effective Global Business Continuity program to minimize the impact of disruptive events to critical processes.

## DISASTER RECOVERY GOVERNANCE

Establish an effective Global Disaster Recovery Governance program to ensure the timely recovery of critical IT services.





## How to Lead during Uncertainty

We have summarized the global feedback and tips from 4000 Dell Leaders globally to help support you and your teams at this time.



### 1 Tools to support us all

Don't be a hermit! Stay connected using tools like Zoom, MS Teams and Slack to collaborate and chat with workmates, WhatsApp is great for non work related chatter. Get involved! This is key for that sense of proximity and engagement with each other!

### 2 Turn on your Video!

Lead by example and show your face! Nothing strengthens personal connection like interacting with someone face-to-face, however good virtual presence is comparable. During times of uncertainty communication becomes increasingly important. It helps build trusting relationships by being able to see someone and pick up on visual cues!



### Virtual Check Ins

Use on your Team Calls -The question could help build relationships, give you an idea of areas needing help, or just show you care. Questions can be fun, serious or curious!

Embrace your new coworkers- whether they shout "Woof, Miaow, Mom or Dad!"

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Questions to Try!

- How do you feel today?
- What is the 1st thing you plan to do when restrictions are eased?
- What are your best practices to keep your morale high?
- What was the first music you bought?
- What is the funniest thing your kid did on a call this week?
- What is your biggest dream?
- Tell us something we wouldn't guess about you?



### 4 Set your Leadership Tone

- Set Expectations
- Give Trust
- Be flexible
- Demonstrate Optimism
- Show Empathy
- Encourage your Team to Share
- Open Up and Show Vulnerability
- Be patient

### 5 Maintain your 1:1s

Now more than ever 1:1s are crucial to staying connected with your team and understanding how they are managing during times of uncertainty. Remember to ask twice if you are concerned of their well being.





# Fast forwarding the strategy

- Policies remain with new normal
- Get the most productivity / effectivity of both worlds
- Our site to be hub for collaboration & innovation
- Remote leadership will continue
- Work is an outcome, not a place



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