

## RESEARCH UPDATE: November 2020

- McKinsey identifies a more mindful Australian consumer post-pandemic. In a context of chaos due to lockdown and changing regulations, consumers exert control where they can and they are seen to be making more deliberate choices about brands, value and values [McKAusconsumers](#)
- 41% of Americans say their mental health has suffered during lockdown. Businesses should invest in training to help staff and managers identify and address signs of distress. They should find ways to deepen relationships to provide mutual support – teams can help [Covidmentalhealth](#)
- Analysis of more than 2,400 asset management investment teams globally found that diverse teams outperformed those with no gender or ethnic minority employees by 20 basis points a year on average. Time to kick out the male and pale crowd says the Financial Times [FTdiversitypays](#)
- Working from home has gone from a perk to a full-time reality for many. Research by Monster found that WFH burnout is real and CEOs are recognising this. Both Cisco and Google urged staff earlier this year to take a day off (paid) to take care of their mental health [taketime](#)
- CLO Magazine found three leadership challenges have emerged through the pandemic crisis: the ability to pivot quickly, build a sense of purpose and belonging, and leading innovation. Focus on new leaders to define the culture early and develop behaviours not skills [leadbetter](#)
- BCG defines a new source of business value to come out of the WFH transition brought on by the covid-19 crisis: relational productivity. They say WFH has released leaders from the complicated processes of organisations and forced them to engage directly with others [BCGvalue](#)

