



Theo Hobbs

Client Advisor

Dad to Donavan (26) and Theo V (19) and “Top” Pop to Niylah (4)



**What was it like to completely change your career
JUST BEFORE the pandemic hit?**

My previous career as a Maryland State Trooper presented unique and life changing risks on a daily basis. Completely changing my career path and joining Deeley Insurance Group was a difficult decision. COVID-19 and its effect on the US and world economy definitely caused some concern for me in the early months. Thoughts of employment security, not knowing when/if I could find success in that environment forced me to DIG Deeper.

What has been the most challenging part?

Switching to work from home didn't allow me to ask my office mates questions by just turning around in my seat. One of the greatest challenges for me was learning from a distance. I came from a career where I was accustomed to having the answers, not questions. Accepting the fact that I would have to depend on others has been difficult. I don't like to burden anyone. I was the person people depended on.

How are you coping with and overcoming those challenges?

My family's support and understanding that although I am at home, I am working, allowed me to maintain my focus on business. I have used webinars and online training to close educational gaps. But more importantly, this pandemic has proven to me just how strong our team is, even when we are socially distanced. My colleagues and I continue to collaborate and stay in contact when issues arise. I'm not good at backing down or giving up. The additional professional challenges turned into my personal challenge. I realized that if I could succeed and survive now, I could do greater things when the business environment became more healthy.

How do you maintain interpersonal relationships with colleagues and clients while working remotely?

I care about and enjoy positive relationships with my colleagues. I try to make the day as normal as possible. The seriousness of the day can cause me to focus on the professional side of my contact. I can't always share my smile in person, so I have to use my words more often. I share the funny moments that happen to me throughout the day. In some cases, I share my blunders so we can enjoy a laugh together. Many clients receive text messages from me in the same way.



If I'm reminded of their character or have ideas that may help in a particular business situation they are experiencing, I will send a text message or phone them instead of sending a less personable email. I want to feel as close to everyone as I did before we had to maintain a higher level of safety.

Despite everything 2020 is throwing at us, you're staying positive! You're excelling in a new career, crossing your annual goal with months to spare. Why do you think you're excelling in such a challenging environment?

Deeley Insurance Group team was winning prior to my arrival. I felt like I was a free agent joining a sports team deep in the playoffs while it was on a championship run. The support from the President Laura Bren, to management to marketing, to every individual who services our client's accounts... everyone's consistency and attention to detail have allowed me to succeed, and exceed my goals. I would love to take full credit for my accomplishments. However, it takes a lot more than Theo to meet every client's needs.

Anything else you'd like to share about your 2020 experience so far?

2020 has been one of the most rewarding challenges in my professional life. Success in the face of adversity is the most fulfilling type of success. I pray that while facing cultural, racial, health, and economic adversity, our nation can come together like the Deeley Team and change hearts and minds in a way that fosters the well-being of everyone.