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2020 Year in Review: Harrison Klein, Marcus & Millichap

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What was the most difficult part of working during the pandemic of 2020? My team got back into the office as soon as mayor Walsh allowed us to. I'm simply not a work from home kind of guy. In the spring we were dealing with so much uncertainty. My network was incredible as we all looked to figure out our next moves.

What was your greatest professional accomplishment or most notable project? deal, or transaction in 2020? Getting two new agents on my team to their first closings and helping them learn the business. In April, I remember talking to colleagues and clients, thinking that this could be a repeat of 2008. There was a real possibility that CRE brokers would not make any money for a year or two. I am proud of our team for keeping a long-term focus throughout the spring. The calls we made during the spring when nobody was transacting helped cement relationships with new and existing clients. Those calls resulted in thirteen exclusive sale assignments since July.

What aspects of working from home have you enjoyed most? Spending time with my wife and our new dog was certainly a highlight. During quarantine, I also finally committed to daily meditation which has kept me sane.

What are your predictions for commercial real estate in 2021? I expect to see some distressed deals coming to the market in the second quarter. I don't expect a widespread downturn, however. We are keeping an eye on tax policy as a driver in 2021. My contrarian view is to think that suburban office, particularly small spaces, will see increased tenant demand in 2021.

What is the best advice you have received, and who was it from? "You can have anything that you want if you can help enough other people get what they want." This is a Zig Ziglar quote that my first mentor introduced me to.