



EVENT NAME

Lead Strong LIVEcast: Lunch with Leaders

EVENT DATE: THURSDAY, 25 MARCH 2021

EVENT BY: MTP 4

EVENT CHAT

[2021-03-25 11:57:39] [Gretchen Kolb] Welcome to Lunch with Leaders! We will get started in a few minutes.

[2021-03-25 12:01:16] [Kylie Todaro] OHH I love the haircut, Young Un!

[2021-03-25 12:01:18] [Gretchen Kolb] We love hearing from you. Please use the chat function to add your comments and feedback.

[2021-03-25 12:01:20] [Craig Loundas] Looking great Young Un!

[2021-03-25 12:01:24] [Kellie Wilson] Love it!!

[2021-03-25 12:01:43] [Caitlyn] Looks amazing Young Un!!

[2021-03-25 12:02:03] [Gretchen Kolb] To received CME/CE Credits:

Text event code 72289 to (215) 398-6728

Log in <https://upenn.cloud-cme.com> and enter event code 72289 via My CE/CME >> Claim Credit

[2021-03-25 12:02:11] [Kylie Todaro] Vaughn is awesome :)

[2021-03-25 12:02:37] [Gretchen Kolb] To review the CME Handouts:

<https://www.med.upenn.edu/uphscovid19education/assets/user-content/documents/leading/lunch-with-leaders-3-25-21-handout.pdf>

[2021-03-25 12:03:01] [Belinda Rose] Hi Kylie.

[2021-03-25 12:03:17] [Kylie Todaro] Hi Belinda!! :)

[2021-03-25 12:03:17] [Gretchen Kolb] As is Belinda Rose!

[2021-03-25 12:03:25] [Kylie Todaro] Second that, Gretchen!

[2021-03-25 12:03:36] [Gretchen Kolb] The recording for this session, other resources and presentations are available via Lead Strong at:

<https://www.med.upenn.edu/uphscovid19education/lead-strong.html>

[2021-03-25 12:03:39] [Vaughn] If you have any questions please contact the CME office at penncme@pennmedicine.upenn.edu or (215) 898-8005

[2021-03-25 12:03:52] [Young Un Cho] Yes, Vaughn is awesome!

[2021-03-25 12:04:13] [Kathleen Montone] Ever since the session, the Outsiders has been on Sundance!

[2021-03-25 12:04:44] [Danielle Heffner] Tom's Diner!

[2021-03-25 12:04:59] [Cindy Morrissey] Love you Cindy!!

[2021-03-25 12:05:14] [Kellie Wilson] Breakfast Club anniversary was yesterday!!

[2021-03-25 12:05:24] [Gretchen Kolb] If you have not seen the 80s photos of our colleagues, check them out! https://www.tintup.com/t/lunch_with_leaders?personalization_id=1059729

[2021-03-25 12:06:47] [Gretchen Kolb] Can we get to 90% by April 1? YES WE CAN!

[2021-03-25 12:07:16] [Jen Rader] Yes we can, Gretchen!

[2021-03-25 12:07:37] [Gretchen Kolb] Book Club: Over 500 of your colleagues will be there, so don't be left out!

[2021-03-25 12:08:55] [Kari Mastro PhD RN] Hi Gretchen, Can you attach the link to the Book Club registration in this chat?

[2021-03-25 12:09:49] [Gretchen Kolb] text "pennmedicine918" to "22333"

[2021-03-25 12:10:41] [Gretchen Kolb] To register for the Book Club:

<https://primetime.bluejeans.com/a2m/register/kvdaekrh>

[2021-03-25 12:11:02] [Demetrio] Great

[2021-03-25 12:11:03] [Gretchen Kolb] Once you register you will receive the link to order the book for FREE

[2021-03-25 12:11:46] [Gretchen Kolb] #PennProud

[2021-03-25 12:15:00] [Kari Mastro PhD RN] Thank you, Gretchen!

[2021-03-25 12:15:34] [Lina Sanchez] Unable to register

[2021-03-25 12:16:26] [Gretchen Kolb] @ Lina - reach out to me via email and I will assist - gretchen.kolb@pennmedicine.upenn.edu

[2021-03-25 12:21:16] [Jessie] totally agree!

[2021-03-25 12:22:25] [Sam Simonsen] What a journey... that is great. I am sure Jim Rush appreciates it as well.

[2021-03-25 12:23:24] [Melissa Dunlop] What is a DDA? (sorry if it is obvious!)

[2021-03-25 12:23:32] [Craig Loundas] Division Administrator

[2021-03-25 12:23:39] [Melissa Dunlop] thank you!

[2021-03-25 12:25:53] [Gretchen Kolb] What made you select your manager/partner?

[2021-03-25 12:26:35] [Robert Challender] Entrepreneurial spirit

[2021-03-25 12:26:44] [Barbara LAmoreaux] My boss had the same management philosophy as I do: hire and work with people who are better than you at what they do, and you will be successful in all ways.

[2021-03-25 12:26:49] [Eileen Maloney] honesty, availability, trust-

[2021-03-25 12:26:55] [James Tarver] mission, character of people, quality of leadership

[2021-03-25 12:26:58] [Amanda Williams] Common vision and connection to community

[2021-03-25 12:27:03] [Carol Burkhead] I felt that I had found a home that I could grow and contribute.

[2021-03-25 12:27:10] [Tami Montroy] My managers are relatable and collaborative. They are humble and kind. They're both VERY smart but make our work environment so enjoyable.

[2021-03-25 12:27:21] [Maggie] The leadership of Penn and Chester County Hospital are inspiring and caring - that's what makes me loyal and engaged

[2021-03-25 12:27:23] [Jesse Zlatsin] can definitely related to Tom's comment about finding a place where i could help. i felt exactly that when i joined Penn Medicine 12 years ago--this is a place that will use and develop my skills further

[2021-03-25 12:27:25] [Sam Simonsen] Futuristic vision to trail blaze

[2021-03-25 12:27:27] [Kellie Wilson] Similar values and vision. Felt the connection.

[2021-03-25 12:27:32] [Gretchen Kolb] Dedication to my development and personal growth

[2021-03-25 12:27:42] [Kari Mastro PhD RN] Wanted to work with someone who wasn't afraid of allowing me to be innovative, take risks and fail...

[2021-03-25 12:27:47] [John sestito] integrity

[2021-03-25 12:27:49] [PMA Virtual] Authenticity

[2021-03-25 12:28:17] [Ilene Rosen] mission and shared vision, leadership success, committed to growth of the team

[2021-03-25 12:28:24] [Rich Wender] Someone I can learn from, who would be honest with me, and who shared my vision and commitment.

[2021-03-25 12:30:30] [Quinetta Lee] That makes so much sense! Define the structure, the position, then find the person

[2021-03-25 12:32:37] [Grace Lynam] love how the GEMBA is used to shadow physicians to gain more of an understanding of what is needed from a first hand view

[2021-03-25 12:36:16] [Rich Wender] We sometimes look at conversations that are not directly related to our jobs as nice stuff that is separate from the work. Tom really emphasizes that these conversations are part of the work.

[2021-03-25 12:38:25] [Sam Simonsen] That system is across many levels.

[2021-03-25 12:38:29] [Gretchen Kolb] How do you build your relationship with your physician or administrative leader?

[2021-03-25 12:39:23] [Cindy Morrissey] Agree with Tom and Rich- it's invaluable to get to know each other as people, beyond the formal role we each play.

[2021-03-25 12:39:25] [Craig Loundas] Cindy has been my longest boss ever---almost seven years! Open honest conversations, supportive, challenges thinking in a good way, sets the direction with me.

[2021-03-25 12:39:41] [Eleanor] I care about them as people first.

[2021-03-25 12:39:48] [Alison Maurer] Communication is definitely #1

[2021-03-25 12:40:17] [Maggie] Expectation setting up front, honesty and caring

[2021-03-25 12:41:05] [Sam Simonsen] Timing of communication.... knowing when your boss can listen and participate.

[2021-03-25 12:43:31] [Erin Nardella] Leadership can be isolating - it's so important to have someone you can be completely transparent with and bounce ideas off of. I think being completely open in your communication is key to fostering a good relationship

[2021-03-25 12:43:59] [Rich Wender] Agree Erin!

[2021-03-25 12:44:52] [Gretchen Kolb] Do you have any fun rituals between your physician or administrative partner to strengthen your relationship?

[2021-03-25 12:44:55] [Melissa Dunlop] Keeping it simple is sometimes the best answer!

[2021-03-25 12:44:57] [Ilene Rosen] Working on this team, I can speak to the value of the clearly articulated vision of Leadership.

[2021-03-25 12:45:11] [Maggie] I ask my staff what they want to do next all the time! Helps them feel I care about them and I believe in them

[2021-03-25 12:46:28] [Melissa Dunlop] I tend to lead by showing my vulnerabilities. I struggle with people who don't show they are real people too.

[2021-03-25 12:47:11] [Eileen Maloney] we are all on site--leadership is on-site. Patient management on site---adjusted to bluejeans and teams/miss our collaborative in-person faculty and grand rounds and essential committees--the hardest part of COVID.

[2021-03-25 12:50:49] [Eileen Maloney] yes--COVID let us all think differently !!

[2021-03-25 12:52:39] [Vaughn] The Office of CME has experienced a bit of a re-birth over the last year+ all with the same people in place doing tremendous work. This "re-birth" has primarily been because as the Manager I allow my staff to step forward and take leadership roles of their own. I make sure they understand that they have say in how they do their jobs.

[2021-03-25 12:52:58] [Gretchen Kolb] By failing to prepare, you are preparing to fail

[2021-03-25 12:53:21] [Eboni Pelzer] Failure to plan is a plan for failure.

[2021-03-25 12:53:29] [Vaughn] One of my favorite sayings Gretchen

[2021-03-25 12:53:42] [Lisa Mills] By failing to prepare, you are preparing to fail

[2021-03-25 12:55:28] [Gretchen Kolb] tell us what brings you joy!

[2021-03-25 12:55:44] [Maggie] Best leadership lunch so far! Thanks guys!

[2021-03-25 12:55:59] [Gretchen Kolb] Mine is new orange mandarin Thymes candle - thanks JRad!

[2021-03-25 12:55:59] [Sebastian Haines] Thank you!

[2021-03-25 12:56:12] [Eboni Pelzer] Sunshine brings me joy. Excited about warmer weather.

[2021-03-25 12:56:13] [Amanda Williams] Thank you for giving up a glimpse into your relationship

[2021-03-25 12:56:20] [Gretchen Kolb] woot woot

[2021-03-25 12:56:26] [David Weinstein] thank you both, very meaningful and valuable

[2021-03-25 12:56:36] [Kellie Wilson] Starting to see family more with the warmer weather & vaccine!!

[2021-03-25 12:56:42] [Gretchen Kolb] We value your feedback. Please complete this brief survey to let us know how we could improve these sessions.

<https://survey.pennmedicine.org/s3/3-25-Lead-Strong-Lunch-with-Leaders-Powerful-Pairs>

[2021-03-25 12:56:55] [Cindy Morrissey] Thank you Tom and Mike- really enjoyed your discussion!!

[2021-03-25 12:56:55] [Gretchen Kolb] The recording for this session, other resources and presentations are available via Lead Strong site at: <https://www.med.upenn.edu/uphscovid19education/lead-strong.html>. You can also download the event series to your outlook calendar from the website.

[2021-03-25 12:57:06] [Kellie Wilson] Can't wait for next time 😊

[2021-03-25 12:57:20] [Amanda Williams] Can't wait to hear from Jan and Charmaine!

[2021-03-25 12:57:22] [Gretchen Kolb] Having Difficult Conversations? Join us April 22.

[2021-03-25 12:57:37] [Rich Wender] Thanks Mike, Tom, and Cindy!

[2021-03-25 12:57:49] [susan.crow] Thank you!!!

[2021-03-25 12:57:52] [Sam Simonsen] Thank you Mike and Tom! Really enjoyed hearing your stories.

[2021-03-25 12:57:55] [colleen bynum] thanks!

[2021-03-25 12:58:11] [Gretchen Kolb] Don't forget to exit the poll so we don't get your grocery list!

MODERATOR GROUP CHAT

MODERATOR PRESENTER GROUP CHAT