



EVENT NAME

Lead Strong LIVEcast: Lunch with Leaders

EVENT DATE: THURSDAY, 08 APRIL 2021

EVENT BY: MTP 4

EVENT CHAT

[2021-04-08 11:59:04] [Gretchen Kolb] Thanks for joining us! We will get started in a minute!

[2021-04-08 12:01:09] [Gretchen Kolb] We love hearing from you. Please use the chat function to add your comments and feedback.

[2021-04-08 12:01:33] [Gretchen Kolb] For CME: Text 72476 to 215-398-6728

[2021-04-08 12:02:02] [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>

[2021-04-08 12:02:19] [Vivianna Van Deerlin] says the series has not been approved for CME

[2021-04-08 12:02:45] [Christine Tierney RN] I just texted and the message says this has not been approved to award credit yet. Just FYI.

[2021-04-08 12:02:58] [Gretchen Kolb] We will look into that and get back you!

[2021-04-08 12:03:52] [Gretchen Kolb] Share session ideas with us!

[2021-04-08 12:04:04] [Gretchen Kolb] Congrats! You Rock!

[2021-04-08 12:04:59] [Gretchen Kolb] Please join us for the next 30 Minute Coach!
<https://www.med.upenn.edu/uphscovid19education/30-minute-coach.html>

[2021-04-08 12:05:02] [Belinda Rose] Unconscious Bias numbers, That is great news,

[2021-04-08 12:05:06] [Paul M] can u post the link to update your profile for CE credit?

[2021-04-08 12:05:45] [Gretchen Kolb] @Paul - • Login at <https://upenn.cloud-cme.com> and enter the event code (72476) via My CE/CME >> Claim Credit

[2021-04-08 12:06:23] [Gretchen Kolb] For additional CME questions, please contact penncme@pennmedicine.upenn.edu

[2021-04-08 12:06:23] [Young Un Cho] For additional CME/CE questions, please contact penncme@pennmedicine.upenn.edu.

[2021-04-08 12:06:55] [Gretchen Kolb] text "pennmedicin918" to "22333" to participate

[2021-04-08 12:09:09] [Mary Jane] very anxious

[2021-04-08 12:13:07] [Doug Kegarise] Jan has been the epitome of servant leadership - which has made her influence so powerful. She is highly respected in the entire Lancaster region!

[2021-04-08 12:14:00] [Andi] It's so good to see and hear you Jan!

[2021-04-08 12:14:19] [Amanda Williams] So excited to hear from Charmaine and Jan!

[2021-04-08 12:15:24] [susan.crow] What Doug said ^^
😊

[2021-04-08 12:15:40] [Nicole Rojas] I agree with Doug and Amanda!

[2021-04-08 12:16:12] [Taleah] I Agree with Doug and Amanda as well

[2021-04-08 12:16:53] [Laura Porter] Jan hit the nail on the head; highlighting the secret sauce of leadership. You must be authentic and instill trust of those around you. She has embraced the accountability of being not only a role model - - but an active mentor of leadership. This is evidenced by the leaders that exist at LGH; an AMAZING team and a legacy to her work.

[2021-04-08 12:17:15] [Nicole Rojas] That's great to hear as an introvert!

[2021-04-08 12:17:16] [Zenas Colt] Great advice, thanks Jan and Charmaine!

[2021-04-08 12:17:18] [Susan C] So insightful!

[2021-04-08 12:18:28] [Phil] Could not agree more with you more, Doug! Everlasting legacy, Jan!

[2021-04-08 12:20:09] [melissa] Wonderful insight. Thank you for sharing such vulnerable feelings Jan.

[2021-04-08 12:20:32] [Karen Pinsky] Charmaine is not only a great leader but a great role model. She has taught me to lead with courage and authenticity

[2021-04-08 12:20:39] [Betty White] Authentic!



[2021-04-08 12:21:02] [Laura Porter] Charmaine's comments regarding the need to define one's OWN leadership style is so important. You can't be authentic without having a strong sense of who you are. I've worked with her and she is a value driven leader who never loses sight of the work's purpose; to care for the patients and for those who CARE for the patients.

[2021-04-08 12:21:09] [Amanda Williams] @Karen - I agree!

[2021-04-08 12:21:39] [Jon (he/him)] Yes! We all have emotions and pretending otherwise hurts engagement so much.

[2021-04-08 12:22:12] [Rich Wender] Great leader who is bad at saying no. There is a Lunch With Leaders topic in there. The balance of saying yes, maybe, or no. Thanks Jan for sharing honest thoughts about retirement decision. Very meaningful.

[2021-04-08 12:23:10] [Ashley Cifarelli] Jan I really love that you're almost giving back to others in your retirement with your knowledge! Amazing!

[2021-04-08 12:23:35] [Gretchen Kolb] What is one thing you have learned from Jan and will miss?

[2021-04-08 12:23:50] [Lawrence Berthold] In my experience with Charmaine, one of the things that makes her a great leader is her ability to fully listen to perspective and thought, and then provide a truly considerate response.

[2021-04-08 12:24:15] [Ashley Cifarelli] I have never worked with Jan - but I really do appreciate her realistic values in leadership.

[2021-04-08 12:24:22] [Gretchen Kolb] Tune In! May 6th: Spotlight on New Executives with James Demetriades and John Herman

[2021-04-08 12:25:11] [Nicole Rojas] Her incredible interpersonal skills. She is approachable and gives you her undivided attention regardless of your position.

[2021-04-08 12:25:15] [Tawnya Vernon] No matter who were or what your title was, Jan always made time to chat and actively listened to employees.

[2021-04-08 12:25:42] [Amanda Smith] I so appreciate Jan's authenticity and accessibility in the way that she has led the organization. I'm so proud to say that I work for Lancaster General because of her leadership. My team has been able to interact with her at town hall meetings over the year, and her kindness

[2021-04-08 12:25:43] [Taleah] Jan thank you I appreciate the knowledge that you are providing us with

[2021-04-08 12:25:59] [Amanda Smith] was very memorable to them as individual contributors in the organization.

[2021-04-08 12:26:08] [Andi] I will miss Jan's demeanor when facing challenges, her ability to get alignment and engagement, but most of all...just Jan being Jan. Jan's a special person in every way and we are blessed to have had her leadership.

[2021-04-08 12:26:14] [Sheri Brunelli] I will miss Jan's authentic kindness and her passion for caring for all of her employees.

[2021-04-08 12:26:16] [Kellie Wilson] I joined LGH 3 years ago & it has been an honor to serve under Jan's leadership. Jan is authentic and approachable. She is always very responsive and will personally engage with patients.

[2021-04-08 12:26:23] [Jon (he/him)] Jan has always made me feel valued as an LGH employee. She considers executive assistants to Executive Directors and above to be part of her leadership team and she sends us all birthday cards she writes herself. I almost fell over when I learned she wrote these herself. But it says volumes about how important making people feel valued was to her. When I moved to a new role, she made sure to respond to me directly when I thanked her for her support.

[2021-04-08 12:26:38] [susan.crow] Jan always asks very thoughtful questions and she knows how to connect with individuals and make them feel valued. I have learned so much watching her lead and I'm grateful.

[2021-04-08 12:27:32] [Susan Sterkenberg] I personally so appreciated Jan and her servant leadership approach that was always present. She not only knew every employee, but appreciated their strengths, and knew when and how to tap into them as part of the broader strategy.. Such a down to earth and strategic leader at the same time. Will miss her energy, vision, and passion she brought to the organization!



[2021-04-08 12:27:56] [Grace Lynam] Jan's transparency as well as her visibility around our facilities were just some of the many qualities that she was intentional with. She makes others feel welcome and encouraged those around her to ask questions and drive change. Plus, she comes from a social work background which motivates young leaders to reach for the sky when it comes to growing as a leader!

[2021-04-08 12:28:31] [Gretchen Kolb] If you have helped to offboard someone who was retiring, what tips can you share?

[2021-04-08 12:29:16] [Steve Buzzard] Remind them of their contributions and value to the organization!

[2021-04-08 12:29:26] [Christine Tierney RN] I try to NOT let great people fully retire! I try to talk them into Per Diem. If they do have to go, a story of how they impacted their team or our patients is meaningful.

[2021-04-08 12:29:29] [Susan Sterkenberg] Helped them to 'paint the picture' and imagine what might be in their future! They were retiring and didn't have a clear vision yet. After our sessions, they felt more confident and excited about their future, and ready to step into that new chapter of life...

[2021-04-08 12:30:17] [Meg] Make it fun. Leaving (retiring, or otherwise) can be stressful and bittersweet. Find the moments of levity the person has shared in and celebrate them with the employee and their team.

[2021-04-08 12:30:29] [Laurie] Hello Charmaine! Your friends at CCH miss you!

[2021-04-08 12:31:33] [Jennifer Morrissette] Jan: There must be many things that were your responsibility that were less discrete. What were the best methods for you conveying that information and for others to draw that information from you?

[2021-04-08 12:33:16] [Nicole Rojas] Agree with Cindy!

[2021-04-08 12:33:24] [Gretchen Kolb] #badass

[2021-04-08 12:33:57] [Crystal Mitchell] Jan, elegantly said. It is said that handwriting is becoming a lost art. Handwritten notes are expressions of thoughtfulness.

[2021-04-08 12:35:04] [Gretchen Kolb] What is one thing you have appreciated about working with Charmaine?

[2021-04-08 12:36:01] [Robert Bacon] Always a partner and excellent communicator.

[2021-04-08 12:36:08] [Jill Palatucci] Charmaine always take the time to listen and be a mentor. I've worked with her in my role as Administrative Director at Occupational Health at CCH

[2021-04-08 12:36:48] [Liz Blymire] Genuine, supportive, innovative, approachable, understanding.

[2021-04-08 12:37:17] [Allison P Wilson-Maher] Charmaine is amazing! She has high standards and isn't afraid to ask questions when something seems not quite right. Setting clear expectations for performance is an invaluable part of leadership.

[2021-04-08 12:37:17] [Lester Lledo] great advice Charmaine

[2021-04-08 12:37:30] [Rhonda Wrest-Haynes] Charmaine is truly missed!!! She taught me to focus more on listening, always be present and transparent.

[2021-04-08 12:37:50] [Sara Pevoto] Charmaine was willing to spend time with my daughter as she was exploring a major in accounting. She was a real inspiration to her and I'll always be grateful for that.

[2021-04-08 12:38:09] [Rich Wender] Can Charmaine and Jan comment on specifically doing succession planning? Where does that fit?

[2021-04-08 12:38:46] [Gretchen Kolb] For those transferring internally, what were you proud of about that process?

[2021-04-08 12:39:21] [Colleen Bynum] I shadowed the person I would replace, then applied for the job

[2021-04-08 12:39:36] [Rich Wender] 1. I asked my new employer for a long transition period at my old employer. That helped.

[2021-04-08 12:39:45] [Amanda Williams] I would agree with Charmaine - preparation begins in advance

[2021-04-08 12:41:30] [CV] Charmaine has taught me too much to list here, but most important is that she helped me continue on my path of being an empathetic leader that connects with people at a deep level. She sets a great example for everybody and is loved and respected by everybody that has ever worked with her.

[2021-04-08 12:41:54] [Beth Johnston] Re Jan's comments about the celebrations for her, she made the point of how grateful she was for the personal connections people made with her. Just like staff want to be 'seen' by their manager, so too do leaders want to be truly 'seen' by those they lead. I am so glad she felt the love for a job incredibly well done.

[2021-04-08 12:42:19] [Monica Heuer] haha!!! Hi! lots of love! I was developed at PMA and now am so appreciative of all I learned. I also may be the reason she has a departure happening - thank you and I'm sorry!

[2021-04-08 12:44:27] [Young Un Cho] Here is the link to the transition and offboarding pathway: <https://rise.articulate.com/share/DVqwl6bNWHlmkyrcvJvjkvq5M0PALus#/>

[2021-04-08 12:45:44] [Young Un Cho] You can find all the leadership pathways here: <http://pennpointplus.uphs.upenn.edu/sites/PMA/leadershiptools/SitePages/Landing.aspx> (You will need VPN to access)

[2021-04-08 12:47:19] [Jennifer Morrisette] Thanks, that was helpful!

[2021-04-08 12:48:22] [Robert Bacon] What about keeping existing staff calm with leadership transition?

[2021-04-08 12:48:47] [Christine Tierney RN] Great pathway! I am excited to share with our managers. Thanks to our PMA team.

[2021-04-08 12:49:34] [Gretchen Kolb] The stay interview: <http://pennpointplus.uphs.upenn.edu/sites/PMA/Talent/Documents/Planning%20for%20and%20Conducting%20a%20Stay%20Interview.pdf>

[2021-04-08 12:49:42] [Andi] Agree...it's a sense of 'loss' or 'grief' when key staff or leaders leave Penn Medicine

[2021-04-08 12:51:17] [Gretchen Kolb] And special thanks to George Crowley, Joann Crowley and Amy Scheid who provided great input into the pathway!

[2021-04-08 12:54:35] [Susan Sterkenberg] ...such a wonderful call out about the changes to the team dynamic- so very true. Team charters, revisiting what makes the 'secret sauce' of the team - really benefits to revisit when those transitions occur. Thanks for calling out Jan....

[2021-04-08 12:54:38] [Gretchen Kolb] We also have a pathway on "Setting and New Team Up for Success" <http://pennpointplus.uphs.upenn.edu/sites/PMA/leadershiptools/SiteAssets/leadership-pathways/setting-up-a-team/index.aspx#/>

[2021-04-08 12:55:23] [Gretchen Kolb] One recommendation on something that has brought you JOY!

[2021-04-08 12:56:06] [Beth Johnston] Long run over the Ben Franklin bridge on a sunny day

[2021-04-08 12:56:12] [Grace Lynam] I couldn't love this session more. Thank you Jan and Charmaine for your vulnerability and "realness" today—such strong female leadership that makes me feel energized and super motivated!

[2021-04-08 12:56:17] [Debbie Rosenbaum] Listening to Armchair Expert with Dax Shephard (he just had Daniel Goleman on)

[2021-04-08 12:56:31] [Eboni Pelzer] I would love to learn how to crochet.

[2021-04-08 12:56:34] [Quinetta Lee] I love crocheting and will get back to it after I finish my MBA program in May!

[2021-04-08 12:56:36] [Susan Sterkenberg] Painting, painting, and more painting! absolutely soul soothing....

[2021-04-08 12:56:49] [Nicole Rojas] The intentional Advantage is great too

[2021-04-08 12:56:52] [melissa] Dare to Lead Brene Brown!

[2021-04-08 12:56:53] [Meg] This session has been really wonderful

[2021-04-08 12:56:53] [susan.crow] We love Brene

[2021-04-08 12:56:59] [Lester Lledo] great speakers this week and wonderful advice and pearls, really like Brene Brown as well

[2021-04-08 12:56:59] [Eleanor] The Lazy Genius Podcast- lots of life hacks and she's pretty funny too

[2021-04-08 12:57:06] [Taleah] Walk down boat house row with my children and puppy

[2021-04-08 12:57:07] [Kellie Wilson] Love Brene Brown!!!

[2021-04-08 12:57:08] [Barbara LAmoreaux] Mind on Mental Health is Princeton House's podcast and it's got great self care tips!

[2021-04-08 12:57:12] [Zenas Colt] Great session today, thanks!

[2021-04-08 12:57:20] [Rich Wender] CONGRATULATIONS!! And thanks for amazing leadership!

[2021-04-08 12:57:23] [Allison P Wilson-Maher] Congrats, Jan and Charmaine! Love you both.

[2021-04-08 12:57:27] [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>
[2021-04-08 12:57:27] [Amanda Williams] Wonderful session! Thanks all
[2021-04-08 12:57:31] [susan.crow] Great session 🙌
[2021-04-08 12:57:31] [Doug Kegarise] Great to get to know Charmaine more - thankful to have her at LGH! Thanks to both of you for sharing with us today!!!
[2021-04-08 12:57:32] [Debbie Rosenbaum] Loved hearing these words of wisdom from such inspirational leaders!
[2021-04-08 12:57:41] [Mark Famador] Thank you for both your testimonies.
[2021-04-08 12:57:41] [Nicole Rojas] Charmaine if you need a tour guide let me know!
[2021-04-08 12:57:47] [Lester Lledo] thanks Gretchen for the information you provided today also
[2021-04-08 12:57:48] [Andi] Thank you Jan and Charmaine! You're both inspirational.
[2021-04-08 12:57:50] [Gretchen Kolb] Difficult Conversations? Us? No way!
[2021-04-08 12:57:57] [Christine Tierney RN] Congratulations Jan! and thank you Charmaine!
[2021-04-08 12:58:11] [kristine Renshaw] Great show- Wishing both Charmaine and Jan Good Luck!
[2021-04-08 12:58:12] [Amanda Smith] So grateful to have the opportunity to see Jan and Charmaine share their thoughts today!
[2021-04-08 12:58:27] [Gretchen Kolb] Please type in "leave" on your phone to exit Poll Everywhere. You will receive a response that says "you have now left"
[2021-04-08 12:58:31] [Cristine Hutchinson] great session! thanks
[2021-04-08 12:58:48] [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/s3/4-8-Lead-Strong-Lunch-with-Leaders-Transition-and-offboarding>
[2021-04-08 12:58:54] [Gretchen Kolb] Thank you Penn Medicine Leaders!
[2021-04-08 12:58:55] [Grace Lynam] Can't wait to see the scoop on the next session👉
[2021-04-08 12:59:02] [Kellie Wilson] Thank you all for your authentic, compassionate, vulnerable, inspirational, & effective leadership.
[2021-04-08 12:59:29] [Shawn Reynolds] Thank You!!
[2021-04-08 12:59:32] [Taleah] Thank you I will tune in to the next show
[2021-04-08 12:59:38] [Blessy] Great session. Thank you.

PRIVATE CHAT

CHAT WITH: Jan Bergen

[2021-04-08 11:22:16] [Kyle Albasi - Media Tech] <https://www.bluejeans.com/downloads>

CHAT WITH: Vaughn

[2021-04-08 12:07:42] [Vaughn] Young Un...credit texting should be working now

CHAT WITH: Young Un Cho

[2021-04-08 11:22:24] [Young Un Cho] ownload the BlueJeans EVENTS app. (Different than the regular BlueJeans Meeting app)

☐ PC: https://swdl.bluejeans.com/events/release/beta/downloads/BlueJeans_Events.exe

☐ Mac: https://swdl.bluejeans.com/events/release/beta/downloads/BlueJeans_Events.pkg

[2021-04-08 12:08:38] [Kyle Albasi - Media Tech] I got a message from Vaughn saying the text code is working now

[2021-04-08 12:08:58] [Young Un Cho] thanks

[2021-04-08 12:10:26] [Young Un Cho] also just a note, i know you were super efficient last time but it would be great if you could send me panel/participants list, chat and recording this afternoon as soon as available. person responsible for post communication is out tomorrow. Thanks again!

[2021-04-08 12:13:50] [Kyle Albasi - Media Tech] Ok, yeah I can send you that as soon as possible.

[2021-04-08 12:15:54] [Young Un Cho] Thank you!

MODERATOR GROUP CHAT



MODERATOR PRESENTER GROUP CHAT