



EVENT NAME

Lead Strong LIVEcast: Lunch with Leaders

EVENT DATE: THURSDAY, 22 APRIL 2021

EVENT BY: MTP 4

EVENT CHAT

[2021-04-22 11:51:47] [Gretchen Kolb] Thanks for joining us today! We will get started in about 9 minutes.

[2021-04-22 12:01:48] [Gretchen Kolb] If you were unable to attend the bookclub the recorded session will be available early next week.

[2021-04-22 12:01:53] [Gretchen Kolb] We love hearing from you. Please use the chat function to add your comments and feedback.

[2021-04-22 12:02:22] [Gretchen Kolb] For CMEs Text 72569 to 215-398-6728

[2021-04-22 12:02:46] [Gretchen Kolb] Or login at <https://upenn.cloud-cme.com> and enter the event code via My CE/CME >> Claim Credit

[2021-04-22 12:02:59] [Gretchen Kolb] For questions, please contact penncme@pennmedicine.upenn.edu

[2021-04-22 12:03:06] [Lisa Mills] Can you put the phone number and the code in the chat?

[2021-04-22 12:03:30] [Gretchen Kolb] Calling all superfans! The recording for this session, other resources and presentations are available via Lead Strong at: <https://www.med.upenn.edu/uphscovid19education/lead-strong.html>

[2021-04-22 12:03:34] [Dr Paul Ufberg] For CMEs Text 72569 to 215-398-6728

[2021-04-22 12:04:00] [Gretchen Kolb] @Lisa - text 72569 to 215-398-6728

[2021-04-22 12:05:01] [Gretchen Kolb] What did you think about Penn Medicine bookclub? Should we keep doing it?

[2021-04-22 12:05:09] [Jon Ark] How about Adam grant?

[2021-04-22 12:05:15] [Sherine Koshy] Bookclub was excellent!

[2021-04-22 12:05:23] [Gretchen Kolb] @Jon - on it!

[2021-04-22 12:05:23] [Eleanor Miller] Book club was fantastic- such rich info discussed!

[2021-04-22 12:05:33] [Mary] loved the book club - think it would be good to do one book every quarter!

[2021-04-22 12:05:35] [Nicole Marchesani] I really enjoyed the book club and hope it continues!

[2021-04-22 12:05:39] [Kylie Todaro] Fabulous book club, y'all! Thank you for organizing.

[2021-04-22 12:05:50] [Gretchen Kolb] • Website: Penn Medicine ACHE Leadership Program Website: <http://www.uphs.upenn.edu/employeeselfservice/LandingPages/ACHE/index.html#Eligibility-Requirements>

[2021-04-22 12:05:58] [Mary] Also - could we set up a process for the people that already read the book to get it to others?

[2021-04-22 12:06:15] [patty Inacker] Keep Penn Medicine Book Club going...

[2021-04-22 12:06:53] [Erica Waller] Really enjoyed the book and follow up book club discussion. Thank you!

[2021-04-22 12:07:57] [Gretchen Kolb] We invite you to a virtual info session on April 27, 3:30 – 4:30 PM. Register here: <https://primetime.bluejeans.com/a2m/register/xkrbjgtx>

[2021-04-22 12:08:37] [Beth Johnston] Do we have any physicians who have completed ACHE, who could participate on this panel? Might be helpful to hear how administrator v. Physician leaders benefit

[2021-04-22 12:08:41] [Gretchen Kolb] This is going to be a fantastic program for aspiring leaders, provide valuable learning and exposure to Penn Medicine leaders

[2021-04-22 12:08:43] [Susan Crow] ACHE program - yet another great benefit.

[2021-04-22 12:09:26] [Jessie] ABB!!!

[2021-04-22 12:09:32] [Kellie Wilson] Never too late!!!

[2021-04-22 12:09:49] [Maggie McInotsh] Just started a grad program - at age 45! :)

[2021-04-22 12:09:53] [Gretchen Kolb] For the "Undergraduate and Graduate Programs: Selecting the Best Fit" info session on April 29, register here: <https://performancemanager4.successfactors.com/sf/learning?destUrl=https%3a%2f%2fupenn%2eplatu%2ecom%2flearning%2fuser%2fdeepink%5fredirect%2ejsp%3flinkId%3dITEM%5fDETAILS%26compone>

ntID%3dHS%2e30001%2eITEM%2eSELECTDEGREE%26componentTypeID%3dCOURSE%26revisionDate%3d1609961400000%26fromSF%3dY&company=71508P

[2021-04-22 12:10:03] [barbara morrison] I graduated from Drexel University with my Masters in Nursing Leadership at 58 years old.

[2021-04-22 12:10:39] [Susan Crow] ABL, Started grad school at age 47 :-)

[2021-04-22 12:11:36] [Gretchen Kolb] text "pennmedicine918" to "22333"

[2021-04-22 12:11:44] [Phil Landis] Same, Became "Dr. Phil" a week before my 57th birthday.

[2021-04-22 12:11:53] [Gretchen Kolb] If you are on your computer, you can also click on the link on chat www.PollEv.com/pennmedicine918

[2021-04-22 12:12:44] [Gretchen Kolb] @ Phil, Barb, Maggie and Susan, congrats! ABL!

[2021-04-22 12:13:26] [Dr Paul Ufberg] pennmedicine918

[2021-04-22 12:13:35] [Dr Paul Ufberg] Note spelling

[2021-04-22 12:14:00] [Gretchen Kolb] Thanks Dr. Ufberg!

[2021-04-22 12:14:46] [barbara morrison] Thank you Gretchen!

[2021-04-22 12:15:32] [Gretchen Kolb] The winding road makes it that much more interesting. Inspired by your power lifting records!

[2021-04-22 12:15:57] [Gretchen Kolb] #PennProud

[2021-04-22 12:18:56] [Gretchen Kolb] What mindset do you have when you are preparing for a difficult conversation?

[2021-04-22 12:19:09] [Maggie McInotsh] WOW! Great way to frame it.

[2021-04-22 12:19:19] [Andrea Bergmann, RN] Deep breathing

[2021-04-22 12:19:20] [Katie] Review the facts

[2021-04-22 12:19:49] [barbara morrison] Honesty

[2021-04-22 12:19:50] [Sarah Winawer-Wetzel] Trying to move myself to the position of observing myself so I can react less emotionally

[2021-04-22 12:20:07] [Andrea Bergmann, RN] focusing on the objectivity of the subject

[2021-04-22 12:20:17] [Steve] Plan, rehearse, think through possible options alternatives.

[2021-04-22 12:20:28] [Lester Lledo] remove the emotion from the situation as much as possible and focus on the underlying causes of the conflict.

[2021-04-22 12:20:37] [Beth Johnston] Review what I want to convey with a trusted colleague (such as an HR specialist), and role play the conversation, getting feedback and modifying my approach so as to have best chance of successful outcome

[2021-04-22 12:20:42] [Mercia] Know the facts, keep an open mind, go with an attitude to resolve the issue and give the other party the benefit of the doubt

[2021-04-22 12:20:47] [Steph Subbio] Create a discussion and situational fact outline to ensure I can stay on track

[2021-04-22 12:21:10] [Nicole Verostick] Be mindful of personality vs the issue

[2021-04-22 12:21:51] [Mercia] May we have the name of the book again, please

[2021-04-22 12:21:59] [susan] Can you share the title of the book again

[2021-04-22 12:22:14] [Karen] please share the name of the book again!!!

[2021-04-22 12:22:21] [Gretchen Kolb] Difficult Conversations, Stone, Patton, Heen

[2021-04-22 12:22:29] [Gretchen Kolb] Link in amazon: https://www.amazon.com/Difficult-Conversations-Discuss-What-Matters/dp/0143118447/ref=sr_1_1?crd=82V1PAODKK9&dchild=1&keywords=difficult+conversations&qid=1619108506&srefix=diffi%2Caps%2C299&sr=8-1

[2021-04-22 12:22:45] [Gretchen Kolb] It is currently sitting on my bedside table. . .

[2021-04-22 12:22:50] [Regina Bristow] Be mindful of your intentions

[2021-04-22 12:22:52] [Taleah] Thank you

[2021-04-22 12:26:58] [Gretchen Kolb] Have you put any of these steps into practice?

[2021-04-22 12:27:04] [Sherine Koshy] Knowing your audience and tailor-great tips

[2021-04-22 12:27:17] [Gretchen Kolb] And what was the response?

[2021-04-22 12:27:52] [Susan Crow] Powerful quote

[2021-04-22 12:28:39] [melissa dunlop] I use EI tenants to check my baggage before I go into a conversation. Its not always perfect, but it keeps me "in their shoes" a little bit more than I innately would otherwise do

[2021-04-22 12:28:46] [Deb Welsh] Wow. I can suddenly remember being on both sides of this quote

[2021-04-22 12:28:54] [Margorie Michele] I think preparing for the conversation is key. Listening is just as important as well.

[2021-04-22 12:29:25] [Jess Jones] I love this focus on the impact of the conflict on our identities. A useful approach from my cllinical social work training has been to think about "what is the story I'm telling myself about THEIR identity? how is that impacting the assumptons I'm making about their motivations and capabilities?"

[2021-04-22 12:29:54] [Gretchen Kolb] @ Jess, great point

[2021-04-22 12:29:54] [Kellie Wilson] Knowing intentions, paying attention to my stories, & paying attention to the effect on the other person. When I do these things, the outcomes are better. When I don't, results are poor.

[2021-04-22 12:30:11] [Anastasia Mylonas] I think "Crucial Conversations" should be a mandatory training for any management position! I can not tell you how many times over the years I reflected to this training and went back to the book for advice! Thank you to Craig Loundas for my training :-)

[2021-04-22 12:30:51] [Kimberly Pierce] Great point

[2021-04-22 12:30:56] [Kylie Todaro] It strikes me that is important to approach these conversations with curiosity and active listening. Both of these skills help to unearth the third story and get to a resolution. Great information!

[2021-04-22 12:30:57] [Karen] Ha!!! agree - this hould be part of every management orientation and repeatitive as a mandatory each year wiht updates and tips!!!

[2021-04-22 12:32:53] [Brooke McDonnell] @anastasiamylonas-- I agree! I use my Crucial Conversations- especially knowing "my story" and the lens I am bringing to the discussion.

[2021-04-22 12:33:24] [Bob Russell] when starting these kind of conversations, I begin by asking questions rather than making statements. It helps me understand what that person thinks is important.

[2021-04-22 12:33:25] [Gretchen Kolb] have you been putting off crucial conversations?

[2021-04-22 12:33:37] [Susan Crow] Granting even a little more grace than usual

[2021-04-22 12:33:51] [Sarah Winawer-Wetzel] Looking for increased opportunities to give positive feedback so that the harder conversations aren't unduly weighty

[2021-04-22 12:34:06] [Gretchen Kolb] For anyone interested or missed Craig's presentation of Crucial Conversations, the book is available: https://www.amazon.com/Crucial-Conversations-Talking-Stakes-Second/dp/0071771328/ref=sr_1_1?crd=1T9SWEY18BCLE&dchild=1&keywords=crucial+conversations&qid=1619109168&spreffix=cruc%2Caps%2C168&sr=8-1

[2021-04-22 12:34:43] [Kristin Weber] The lower resilience and higher anxiety is also affecting our patients with difficult diagnoses which requires more patience and listening than usual these days...

[2021-04-22 12:34:51] [Amanda Williams] Love the analogy!

[2021-04-22 12:34:57] [Anastasia Mylonas] @BrookeMcDonnell and @BobRussell--Agree 100%

[2021-04-22 12:35:03] [Karen] being mindful of emotions so ..yes being a bit more lenient wiht challenging conversations. Find that i am also delivering more complimentary praises to thanks staff for all that they have done and continue to do for our patients!

[2021-04-22 12:35:04] [cristine hutchinson] I found the reality of the pandemic has made dealing with issues in real time best, and staff seem to understand the need for balance and pragmatism. I agree timing is everything!

[2021-04-22 12:35:10] [Dr Paul Ufberg] Timing is so important. You need to prep your fruit. It's an active process

[2021-04-22 12:36:10] [Mercia] Right time, right words, right attitude - grace means giving underserved favor to the other party

[2021-04-22 12:36:23] [Robin] Loved' Ripe not rotten"

[2021-04-22 12:36:25] [Laura Porter] Love that Mercia

[2021-04-22 12:36:48] [Brooke McDonnell] Egg timers for everyone!

[2021-04-22 12:36:49] [Susan Crow] Chronic avoidance vs. strategic avoidance, yes!

[2021-04-22 12:37:37] [cristine hutchinson] I encourage staff to bring their solution ideas when they present a problem

[2021-04-22 12:38:10] [Susan Weinstein] what questions do you ask to help determine if the conflict is not yet ripe? How can you determine if it's too personal an issue and that person is not yet ready to "give it up"?

[2021-04-22 12:40:41] [patty Inacker] I am grateful for the focus on relationships and circling back after a difficult conversation .

[2021-04-22 12:41:06] [Gretchen Kolb] We do have great materials - check out this pathway on building a feedback rich environment:
<http://pennpointplus.uphs.upenn.edu/sites/PMA/leadershiptools/SiteAssets/leadership-pathways/feedback-rich-environment/index.aspx#/>

[2021-04-22 12:41:40] [Kellie Wilson] Pressing the pause to listen....that is such great advice. If we are all geared up for the conversation, that can be really hard to do. But soooo important.

[2021-04-22 12:41:55] [Gretchen Kolb] This is one of many ways to build a strong team:
<http://pennpointplus.uphs.upenn.edu/sites/PMA/leadershiptools/SiteAssets/leadership-pathways/setting-up-a-team/index.aspx#/>

[2021-04-22 12:43:04] [Gretchen Kolb] I love the way Catherine frames these phrases to make the other party feel valued

[2021-04-22 12:44:06] [Lisa Mills] That is so respectful and mindful of an approach!

[2021-04-22 12:44:45] [Kristin Weber] I may be biased but Catherine is one of the very best out there on this topic (and on negotiation). We are incredibly lucky to have her take the time to join us. Kristy Weber :)

[2021-04-22 12:44:57] [Sarah Winawer-Wetzel] Would love a tip sheet with some of these phrasings!

[2021-04-22 12:44:57] [Deb Welsh] What advice do you give to someone who does not feel safe to have a 1:1 conversation bec of concern for repercussions?

[2021-04-22 12:46:01] [Gretchen Kolb] @Sarah - here are some of our suggestions. We may need to add some of Catherine's!
http://pennpointplus.uphs.upenn.edu/sites/PMA/Talent/SiteAssets/Giving%20Feedback_Final.pdf

[2021-04-22 12:47:16] [Gretchen Kolb] On the flip side, here are some suggestions about how to most productively receive feedback:
http://pennpointplus.uphs.upenn.edu/sites/PMA/Talent/SiteAssets/Tips%20for%20Receiving%20Feedback_Final.pdf

[2021-04-22 12:51:15] [Gretchen Kolb] I agree, bring Catherine back!

[2021-04-22 12:52:08] [Andrea Bergmann, RN] Definitely bring Catherine back for a Part 2

[2021-04-22 12:52:47] [Lina Sanchez] yes please

[2021-04-22 12:53:09] [Anastasia Mylonas] Bring Catherine AND Craig!

[2021-04-22 12:53:33] [Jennifer Shryock] Yes, please, a Part 2!

[2021-04-22 12:53:40] [Karen] Yes... part 2 wiht tips and tricks... tell stories about the most difficult conversation and how she handled it!

[2021-04-22 12:53:55] [Susan Crow] Opera - somebody always dies :-)

[2021-04-22 12:53:57] [Tawnya Vernon] Agreed, we need more of Catherine's tips and tricks.

[2021-04-22 12:54:13] [Mercia] Thanks for practical tips

[2021-04-22 12:54:16] [Florence Vanek] Thank you Catherine. This was a great presentation, going to watch it again.

[2021-04-22 12:54:31] [Barb Todd] Great information

[2021-04-22 12:54:34] [juliane jablonski] Thank You Catherine. You are amazing

[2021-04-22 12:54:35] [Lina Sanchez] Great tips! Thank you!

[2021-04-22 12:54:44] [Gretchen Kolb] Please type in "leave" on your phone to exit Poll Everywhere. You will receive a response that says "you have now left"

[2021-04-22 12:54:46] [Kimberly Pierce] Lots of helpful tips. Thank you.

[2021-04-22 12:54:50] [Susan Weinstein] Thank you, Catherine and PMA!! So much greatness!

[2021-04-22 12:54:51] [cristine hutchinson] thank you very much! great session today.

[2021-04-22 12:54:53] [Mary Jo Baldino] thank you, invaluable information.

[2021-04-22 12:54:54] [Peggy Kenny] Thank you Catherine! So much great information!

[2021-04-22 12:55:11] [Nicole Verostick] Thank you! Such *reassuring* advice
[2021-04-22 12:55:13] [Jeffrey Henne] Great job today, well done! Have a great job. thank you
[2021-04-22 12:55:18] [Kim] Really good session - thank you!
[2021-04-22 12:55:24] [Gretchen Kolb] Please don't forget: 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.
[2021-04-22 12:55:25] [Karen] love the idea of the book as a gift for those who have attended this lecture! LOL
[2021-04-22 12:55:27] [Taleah] Thank you, this was a great session
[2021-04-22 12:55:39] [Stacey Drant] Thank you this was really great. Thanks, Stacey
[2021-04-22 12:55:41] [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/Lead-Strong-Lunch-with-Leaders>
[2021-04-22 12:55:45] [Lester Lledo] thank you Catherine....great presentation
[2021-04-22 12:55:45] [Jen Rader] Thank you Catherine. So much great information! Can't wait for part 2!
[2021-04-22 12:55:47] [Robin] Thank you Catherine
[2021-04-22 12:55:55] [Anastasia Mylonas] would love the free book too :-)
[2021-04-22 12:56:02] [Lisa Mills] Thanks for this wonderful session. Lots of pearls.
[2021-04-22 12:56:04] [Regina Bristow] Another great show! Thank you.
[2021-04-22 12:56:05] [Lucy klodarska] Thank you Catherine. This was awesome.
[2021-04-22 12:56:06] [Christine Tierney] Thank you!!!!
[2021-04-22 12:56:10] [Susan Crow] Thank you!
[2021-04-22 12:56:10] [M] Thanks
[2021-04-22 12:56:11] [Carmen Guerra] Great session. Thank you!
[2021-04-22 12:56:11] [Carol Burkhead] thank you
[2021-04-22 12:56:18] [Andrea Bergmann, RN] thank you
[2021-04-22 12:56:38] [Jennifer Shryock] Many thanks to Catherine and all at PMA!
[2021-04-22 12:56:54] [Kellie Wilson] Great session!! Thank you Catherine, Cindy, Young Un, & Gretchen!!!

PRIVATE CHAT

CHAT WITH: Young Un Cho
[2021-04-22 12:56:01] [Young Un Cho] can you stop broadcast?

MODERATOR GROUP CHAT

MODERATOR PRESENTER GROUP CHAT