



**Lead Strong: Lunch with Leaders**  
**Creating High Performance Teams**  
June 17, 2021, 12 – 1 PM

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EVENT NAME: Lead Strong LIVEcast: Lunch with Leaders  
EVENT BY: MTP 4

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EVENT CHAT

[2021-06-17 11:52:47] [Gary Kao] I hope the Presenters will comment on the 76ers (and their catastrophic playoff 4th quarter collapses) at some point!

[2021-06-17 11:55:25] [Gretchen Kolb] @Gary, indeed!

[2021-06-17 11:56:44] [Gretchen Kolb] Thanks for joining us! We will started in just a few minutes.

[2021-06-17 12:00:49] [Gretchen Kolb] Feel free to post your comments and questions in the chat.

[2021-06-17 12:01:06] [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>

[2021-06-17 12:02:48] [Gretchen Kolb] Access the LG Health Experience Leader Meeting: Leading Through Uncertainty with Dr. Amy Edmondson:  
<https://mediasite.lghealth.org/Mediasite/Play/77c7f878220a4fb2bae49705b1b737411d>

[2021-06-17 12:03:01] [Gretchen Kolb] OMG!!!

[2021-06-17 12:03:24] [Christine Tierney] Look at those happy faces! Hi PMA friends!!!!

[2021-06-17 12:03:29] [Gretchen Kolb] #PMAforLIFE

[2021-06-17 12:03:37] [Terese Kornet] wonderful picture !

[2021-06-17 12:03:46] [Beth Johnston] We are going to miss Deb so much!!!

[2021-06-17 12:03:49] [Debbie Rosenbaum] It really was! I loved every minute of last night. Thank you so much. #PMAforLIFE

[2021-06-17 12:03:54] [Kylie Todaro] Love the picture! Going to miss you Debbie!

[2021-06-17 12:04:21] [Gretchen Kolb] For more from Dr Edmondson, check out LinkedIn Learning:  
<https://www.linkedin.com/learning/psychological-safety-clear-blocks-to-innovation-collaboration-and-risk-taking/psychological-safety-clear-blocks-to-problem-solving-and-innovation?u=2262250>

[2021-06-17 12:04:34] [Gretchen Kolb] and this: <https://www.linkedin.com/learning/leading-and-working-in-teams/effective-work-requires-teaming?u=2262250>

[2021-06-17 12:05:05] [Gretchen Kolb] Go to Penn Medicine Book Club to register and order your Adam Grant's book, Think Again, by June 18:  
[https://www.uphs.upenn.edu/employeeselfservice/LandingPages/PennMedicine\\_BookClub/index.html?\\_zs=4UFJh1&\\_zl=UmOc7](https://www.uphs.upenn.edu/employeeselfservice/LandingPages/PennMedicine_BookClub/index.html?_zs=4UFJh1&_zl=UmOc7)

[2021-06-17 12:05:18] [Gretchen Kolb] Text 72775 to 215-398-6728

[2021-06-17 12:05:29] [Gretchen Kolb] Login at <https://upenn.cloud-cme.com> and enter the event code via My CE/CME >> Claim Credit

[2021-06-17 12:05:37] [Gretchen Kolb] For questions, please contact [penncme@penncme.upenn.edu](mailto:penncme@penncme.upenn.edu)

[2021-06-17 12:05:59] [Gretchen Kolb] Register to Well-focused, employee well-being activities:  
[https://www.canva.com/design/DAEZQRhHJss/\\_BVDZ17rIBPR8ZSQZ65NUA/view?utm\\_content=DAEZQRhHJss&utm\\_campaign=designshare&utm\\_medium=link&utm\\_source=sharebutton](https://www.canva.com/design/DAEZQRhHJss/_BVDZ17rIBPR8ZSQZ65NUA/view?utm_content=DAEZQRhHJss&utm_campaign=designshare&utm_medium=link&utm_source=sharebutton)

[2021-06-17 12:07:59] [Gretchen Kolb] text "penncme918" to "22333"

[2021-06-17 12:08:10] [Gretchen Kolb] or use: <https://pollev.com/penncme918>

[2021-06-17 12:09:20] [Gretchen Kolb] Love the fantastic and excited!

[2021-06-17 12:09:50] [Demetrio] Excellent

[2021-06-17 12:11:10] [Gretchen Kolb] #LIFElongPENNMED

[2021-06-17 12:13:02] [Lisa J. George] An inspirational woman!

[2021-06-17 12:14:33] [Colleen Bynum] Hey Neil! Thanks for your support! I completed my MBA!



[2021-06-17 12:15:45] [Gary Kao] Offensive linesman have highest IQ's and Wonderlic scores of any field positions (even higher than Quarterbacks!)

[2021-06-17 12:15:56] [Manuj Agarwal] Thank you for your service Neil!

[2021-06-17 12:15:56] [Gretchen Kolb] Any former athletes? What sport?

[2021-06-17 12:16:12] [Colleen Bynum] Field hockey-Team work

[2021-06-17 12:16:14] [Tawnya Vernon] Thank you for your service, Neil!

[2021-06-17 12:16:19] [Beth Johnston] Such impressive resumes- both Andrea and Neil have showed their leadership early and often.

[2021-06-17 12:16:36] [Jessica Tindall] Equestrian

[2021-06-17 12:16:50] [Laura Porter] THANK YOU FOR YOUR SERVICE NEIL! I had no idea the expanse of your service to our country.....THANK YOU.

[2021-06-17 12:16:59] [Jen Rader] competitive dance

[2021-06-17 12:17:06] [Matt Dietz] Thank you for your service, Neil. College football here!

[2021-06-17 12:17:14] [Ethan Kannel] I play Ultimate Frisbee! Largely self-refereed sport so great lessons of fair play and compromise

[2021-06-17 12:17:25] [Gretchen Kolb] How did being athlete shape you?

[2021-06-17 12:17:28] [Barb] Synchronized swimming taught me discipline, dedication, and respecting the goals of the team. Also humility.

[2021-06-17 12:17:40] [Mike Posencheg] Soccer and Baseball - working together towards a common goal. Accountability and mutual respect. Being supportive of each other.

[2021-06-17 12:17:45] [Steve Buzzard] Football: Perseverance

[2021-06-17 12:18:15] [chrissy mcandrew ] Competitive dance, field hockey-team captain, lacrosse, etc, Taught me discipline, leadership, team work, commitment and perseverance.

[2021-06-17 12:18:21] [Matt Dietz] Discipline, work ethic, balance

[2021-06-17 12:18:29] [Jen Rader] Dance: discipline, trust, dedication, respect, perserverence

[2021-06-17 12:18:45] [David Steinberg] crew: teamwork

[2021-06-17 12:18:51] [chrissy mcandrew ] Incredible Andrea and Neil! Thank you!

[2021-06-17 12:18:52] [Debbie Rosenbaum] crew

[2021-06-17 12:18:56] [Michelle Holmes] Brief time in the Army instilled discipline , focus, organizational skills, and team dynamics. GO ARMY

[2021-06-17 12:18:59] [Kathy Krumenacker] speedskating

[2021-06-17 12:19:11] [Stacey Doll] Dragon boating

[2021-06-17 12:19:23] [Manuj Agarwal] martial arts- discipline. How to avoid conflct, defuse

[2021-06-17 12:19:34] [Philip ] basketball/tennis/volleyball: learned how important it is to play your role and for everyone to do their part so the team can get an outcome

[2021-06-17 12:21:09] [Marianne Ostrow] Neil is a great team leader and his athletics & military experience shine through. He brings a strong work ethic, leadership and FUN !!!

[2021-06-17 12:21:58] [Gretchen Kolb] We see so many of these features in TeamSTEPs which we use in sim based team training with clinical teams. <https://www.ahrq.gov/teamstepps/index.html>

[2021-06-17 12:23:37] [Danielle Heffner] Accountability to others and self. My role as a motivator on the team. Discipline and interpersonal skills. Focus on outcomes.

[2021-06-17 12:24:27] [Gretchen Kolb] We also use RACI in projects and tasks to ensure role clarity: [http://pennpointplus.uphs.upenn.edu/sites/PMA/ChngMgmntPenn/\\_layouts/15/WopiFrame.aspx?sourcedoc=/sites/PMA/ChngMgmntPenn/Tools%20and%20Resources/Responsibility%20Assignment%20\(RACI\)%20Matrix.docx&action=default](http://pennpointplus.uphs.upenn.edu/sites/PMA/ChngMgmntPenn/_layouts/15/WopiFrame.aspx?sourcedoc=/sites/PMA/ChngMgmntPenn/Tools%20and%20Resources/Responsibility%20Assignment%20(RACI)%20Matrix.docx&action=default)

[2021-06-17 12:25:15] [Gretchen Kolb] More RACI tools on the PMA Change Site: <https://pennpointplus.uphs.upenn.edu/sites/PMA/ChngMgmntPenn/SitePages/Home.aspx>

[2021-06-17 12:26:12] [Gretchen Kolb] Have you been on a high performance team? What is / was it like? How did that influence the actions you've taken to create your own high performance team?

[2021-06-17 12:26:48] [Colleen Bynum] PCAM Radiology-can be stressful. Rehearsal works! Get clear feedback.

[2021-06-17 12:27:11] [Lester Lledo] role modeling is important and yes I am surrounded by high performers



[2021-06-17 12:27:21] [Stephanie Borton] Absolutely. It was with a leader that values collaboration and listened to team members and then acted on those suggestions. Recognizing them, valuing them; even if the idea was not always used.

[2021-06-17 12:27:54] [Steve Buzzard] Emergency Medicine: Accountability builds trust in each team member.

[2021-06-17 12:27:56] [Stephanie Borton] Also, effective teams come from leaders that follow through, do what they say they will and close loops.

[2021-06-17 12:28:00] [Demetrio] US Marine Corps Force Recon is a high performance team. Proud to be one..

[2021-06-17 12:28:02] [Damian] Former Team USA athlete. It's shaped my outlook on stress. I work better under pressure as a result of constant training from my youth.

[2021-06-17 12:28:09] [Barb] Working for an outstanding high performing leader taught me that it's valuable to prepare for every meeting in advance--never wing it. I often spend much more time preparing than being in a meeting. (That leader was a Penn physician/Wharton grad!)

[2021-06-17 12:28:11] [George Crowley] building confidence through practice and preparation

[2021-06-17 12:28:37] [Calvin Jordan] I can tell you that I can confidently speak for my team and myself that Neil inspires us to be better and think differently. Many of us would follow him into war- given the past year, I'd say we did just that and are better for it.

[2021-06-17 12:28:39] [Jen Rader] Empowering the team members to do what they do best. Help and support them. Provide feedback. Collaboration, asking for multiple perspectives. Task conflict is OK!

[2021-06-17 12:28:42] [Lester Lledo] agree with Andrea that there must be a balance when being a high performer or high performing team

[2021-06-17 12:29:05] [Barb] Thanks, Demetrio, for serving, especially at such a high intensity level.

[2021-06-17 12:29:33] [Anastasia Mylonas] Know Thyself. Work on weaknesses/Perseverance

[2021-06-17 12:29:36] [Lester Lledo] FAIL = first attempt in learning

[2021-06-17 12:29:37] [Hannah Lacko] Teams made up of high performers with different backgrounds and strengths - Neil is an expert in building teams where everyone brings a different perspective to the table, and setting a vision that we can all follow cohesively.

[2021-06-17 12:29:42] [Michelle Holmes] I have a High performance team presently. They come into work, they look at the day ahead and adjust as needed to serve the patients. They all worked throughout the pandemic in the department when others departments closed or worked from home.

[2021-06-17 12:31:52] [Kim] Agree lead by example is key

[2021-06-17 12:31:59] [Annamarie Horan] Neil is amazingly calm under pressure. Always attentive to his staff. Always person-focused. Never lets on whatever might be going on for him. I never experienced better.

[2021-06-17 12:32:18] [Christine Tierney] When I have worked with Neil, I find him to be a very active listener, respectful of others' opinions, but decisive when he needs to be. Very collaborative! He sets the right tone!

[2021-06-17 12:33:09] [Gretchen Kolb] Great reminder to recognize and appreciate it when you are part of a high performance team. It is magical!

[2021-06-17 12:33:40] [chrissy mcandrew ] Neil is an exceptional leader who embraces his team and continually strives for the growth of his team. His positive attitude pushes all to want to do their best! Thanks to Neil is for his exceptional leadership!

[2021-06-17 12:34:04] [Carolina] Most people forget that the bigger the chair you sit in, the more work/responsibility.

[2021-06-17 12:36:00] [Gretchen Kolb] What do you do to maintain a high performance culture? Secrets to your team's success?

[2021-06-17 12:36:02] [Silvio Manfredo-Vieira] 👍

[2021-06-17 12:36:48] [Barb] Recognize hard work of team members within the team and with higher-ups.

[2021-06-17 12:37:06] [Sherine Koshy] Giving the team autonomy

[2021-06-17 12:37:15] [Andrea Croston] Practice active listening

[2021-06-17 12:37:56] [Maureen Hetu] Help the team see how their contribution matters to the larger picture - connect the dots.

[2021-06-17 12:38:00] [Anou Ayene] Leading by example. Team follows. Being considerate and understanding as situations warrants. Earning respect.

[2021-06-17 12:38:10] [Jen Rader] Celebrate success! Learn and grow from mistakes.

[2021-06-17 12:38:53] [Kim] Retention is an excellent measure

[2021-06-17 12:38:55] [Lisa J. George] Can one of the leaders comment on "A goal without a plan is just a wish." Competition is great, but wondering how HP teams operationalize goals.

[2021-06-17 12:38:57] [Lester Lledo] the definition of high performer may vary among individuals within a team so providing the opportunity to everyone on the team to contribute, as Andrea emphasized, is important

[2021-06-17 12:39:53] [Lester Lledo] I truly feel the value in being a part of a high performing team is the encouragement and role modeling for growth and development

[2021-06-17 12:42:26] [Cristine Hutchinson] the value of Debriefing!

[2021-06-17 12:43:33] [Gretchen Kolb] What techniques have you used when working with a struggling team?

[2021-06-17 12:44:02] [Lisa J. George] Data transparency. Let the data tell the story.

[2021-06-17 12:44:22] [Manuj Agarwal] taking the team out for fresh air- walk, or a meal. Team building in disguise.

[2021-06-17 12:44:27] [Lester Lledo] set very clear expectation and make sure that team members have all the appropriate tools to succeed

[2021-06-17 12:44:57] [Cristine Hutchinson] try to help team members see each other perspectives, from each others shoes so to speak. and really listening!

[2021-06-17 12:45:31] [Nathaniel Maloney] Discussing the goal. Teams are not motivated if they don't understand the point or get too caught up in the tasks not the goal

[2021-06-17 12:45:45] [brigid mcCreary] communication, understanding expectations and knowing when to ask for help

[2021-06-17 12:46:01] [Stephanie Borton] Give a safe space for feedback

[2021-06-17 12:48:38] [Gretchen Kolb] Love "be where your feet are"

[2021-06-17 12:48:49] [Lester Lledo] agree - high performers may not be good at compartmentalizing....need a balance as Andrea mentioned earlier

[2021-06-17 12:48:56] [Lisa J. George] So thrilled to hear Andrea speak on mindfulness. I use the 10% Happier App by Dan Harris

[2021-06-17 12:49:41] [Barb] It's especially hard to take a moment when working remotely. I find that surprising, but true for the last 15 months.

[2021-06-17 12:50:10] [Gretchen Kolb] But it needs me!!

[2021-06-17 12:50:45] [Manuj Agarwal] The energy and mood of the morning carries you through the day. Making life more meaningful starts there.

[2021-06-17 12:50:50] [Gretchen Kolb] What is your morning routine? Coffee is part of mine!

[2021-06-17 12:51:01] [Christine Gasperetti] double

[2021-06-17 12:51:08] [Jessica Tindall] Iced Americanos!

[2021-06-17 12:51:13] [Mike Posencheg] exercise. and a few minutes to walk the dog....

[2021-06-17 12:51:15] [amy] Headspace app and COFFEE!!

[2021-06-17 12:51:19] [Caitlyn] Morning walk/workout/yoga

[2021-06-17 12:51:21] [Noelle Banks] Prayer and Exercise

[2021-06-17 12:51:27] [Tawnya Vernon] black coffee and meditation

[2021-06-17 12:51:36] [Cristine Hutchinson] coffee, and classical music in the car on the way in, focus the mind at the start of the day

[2021-06-17 12:51:40] [brigid mcCreary] Exercise and/or mini crossword. Always coffee

[2021-06-17 12:51:45] [Manuj Agarwal] I fill my morning time with T.I.M.E- Thankfulness, Insight, Meditation, Exercise

[2021-06-17 12:51:54] [Stephanie Borton] SO funny, Neil nailed it on the head. My husband has been forcing the entire family to take walks at our local park first thing in the morning. We are liking it. Hopefully growing to LOVE it.

[2021-06-17 12:52:02] [Gretchen Kolb] GO Quakers!



[2021-06-17 12:52:08] [Christine Gasperetti] ggreat!  
[2021-06-17 12:52:15] [Colleen Bynum] THANKS!!!!!!!!!!!!  
[2021-06-17 12:52:20] [Stephanie Borton] Thank you for doing this  
[2021-06-17 12:52:23] [Laurie Downing] Thank you  
[2021-06-17 12:52:25] [Jessica Tindall] This was a great session. Thank you Andrea and Neil!  
[2021-06-17 12:52:26] [Lester Lledo] great panel on this forum...thanks  
[2021-06-17 12:52:35] [Sherine Koshy] Great feedback! Thank you!  
[2021-06-17 12:52:43] [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.  
[2021-06-17 12:52:43] [Barb Prior] Thanks Neil and Andrea  
[2021-06-17 12:52:52] [Beth Johnston] There is so much we can learn from Penn Athletics- love the collaboration with Penn Medicine that Andrea is helping to lead. Great session, thanks to both Andrea and Neil  
[2021-06-17 12:52:56] [Dave C] Great show! thanks to all!!  
[2021-06-17 12:52:56] [Carolina] My dog wakes me up. I drink a glass of water, take my dog out, play fetch with him for 20 min.  
Come back, wash face, make coffee and start work.  
[2021-06-17 12:53:00] [Lisa J. George] Thank you so much!  
[2021-06-17 12:53:08] [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>  
[2021-06-17 12:53:11] [Charmaine Rochester] Neil and Andrea, thank you for sharing your wisdom with us. Neil- go Air Force, beat Army :)  
[2021-06-17 12:53:22] [Gretchen Kolb] Don't forget to leave the chat!  
[2021-06-17 12:53:26] [Carolina] Thank you all  
[2021-06-17 12:53:31] [Andrew Kanoff] Thank you! Great discussion and great hearing someone I work closely with and respect immensely (Neil) provide this insight!  
[2021-06-17 12:53:34] [Cristine Hutchinson] thanks for another great show!  
[2021-06-17 12:53:41] [Marianne Ostrow] Thank you Penn Team  
[2021-06-17 12:53:47] [Lester Lledo] Have a great day and weekend.  
[2021-06-17 12:53:48] [Megan Advani] Thank you!  
[2021-06-17 12:54:07] [Silvio Manfredo-Vieira] Thank you!