

EVENT NAME

Lead Strong LIVEcast: Lunch with Leaders

EVENT DATE: THURSDAY, 10 SEPTEMBER 2020

EVENT BY: MTP 4

EVENT CHAT

[2020-09-10 11:57:26] [Young Un Cho] Hi Mike, thanks for your help. I hope i answered your earlier question. was it to do with how you will show the recording?

[2020-09-10 11:57:41] [Moderator Mike] Yes indeed

[2020-09-10 12:01:19] [Gretchen Kolb] Thanks for joining us! We love hearing from you. Please use the chat function to add your comments and feedback.

[2020-09-10 12:02:15] [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>

[2020-09-10 12:02:44] [Gretchen Kolb] What did you do your summer vacation?

[2020-09-10 12:02:57] [Christopher Klock] LP Beach!

[2020-09-10 12:03:09] [Tim McInnes] More bike riding.

[2020-09-10 12:03:13] [Jake Moore] Time in Stone Harbor NJ

[2020-09-10 12:03:13] [Meredith Kirkpatrick] Ocean City, NJ w/ family

[2020-09-10 12:03:19] [Cassandra Melander] Boating / Fishing every weekend!

[2020-09-10 12:03:20] [Giovanna] did not get one :-(

[2020-09-10 12:03:20] [Cristina Roman] BEACH IN sEPTEMBER

[2020-09-10 12:03:23] [Andrea Bergmann, RN] Weekends at the beach

[2020-09-10 12:03:28] [Tami Montroy] Wells Beach, Maine!!

[2020-09-10 12:03:29] [Jay Bailey] Beach at a safe distance

[2020-09-10 12:03:32] [April Ennis-Pierson] enoyed time in avaln, nj

[2020-09-10 12:03:33] [Dina Amin] A lot of trails

[2020-09-10 12:03:34] [Jen Rader] Mountain and Lake! Adirondacks!

[2020-09-10 12:03:34] [Leena Alex] Biking, beach, hikes

[2020-09-10 12:03:40] [Jessie] move!

[2020-09-10 12:03:41] [Nicole Houser] mountains

[2020-09-10 12:03:42] [Mauri] Quit time at the lake

[2020-09-10 12:03:42] [Cyndi Line] cabin in the woods, hiking every day

[2020-09-10 12:03:47] [Andi] explored FL beaches (believe it or not)

[2020-09-10 12:03:49] [Debra] Lots of hiking—day trips

[2020-09-10 12:03:53] [Valerie Salmons] Cancelled

[2020-09-10 12:03:54] [Nicole Lattanzio] Fishing, camping

[2020-09-10 12:03:54] [Eleanor Miller] cottage in the mountains

[2020-09-10 12:03:55] [Andrea Bergmann, RN] Kayaking on the bay

[2020-09-10 12:03:55] [Jessica Fuller] Gardening and reading in my yard :)

[2020-09-10 12:03:56] [Alicia Brannigan] Hiking!!!

[2020-09-10 12:03:59] [Nicole Houser] ATV riding

[2020-09-10 12:03:59] [Christi Jefferson] Boating and beach :)

[2020-09-10 12:04:01] [Diane] I did nothing as exciting a boating

[2020-09-10 12:04:01] [Anastasia Mylonas] travelled to Greece! A flight of 10 hours straight flight became 24 hours flight..

[2020-09-10 12:04:01] [Andrea Croston] backpacked the Black Forest Trail loop - 42 miles

[2020-09-10 12:04:04] [Mao Pezzella] Kayaking and fishing

[2020-09-10 12:04:04] [Jodi Silow] Cancelled everything

[2020-09-10 12:04:05] [Dave] Hiking in mountains, boating, trails, bike rides

[2020-09-10 12:04:06] [David Smith] HHP operating rooms. Cool, no sunburn risk

[2020-09-10 12:04:09] [dianna kane] boating is my favorite place to be.... COVID or NON COVID! HAPPY NEW YEAR!

[2020-09-10 12:04:11] [Danielle Auxer] A week down the shore with my family

[2020-09-10 12:04:14] [Andrea Croston] lots of camping weekends

[2020-09-10 12:04:15] [Angela Miller] Ocean City, New Jersey --lots of family time

[2020-09-10 12:04:26] [Khuong Huynh] Spring Lake Beach

[2020-09-10 12:04:27] [kristen] OCNJ!

[2020-09-10 12:04:28] [Christopher Klock] House Renovations....I think that is more a COVID activity at home vs Summer activity

[2020-09-10 12:04:35] [Jess Jones] beach getaway with my girlfriend last weekend!

[2020-09-10 12:05:01] [Gretchen Kolb] <https://www.med.upenn.edu/PennMedicineTogether/our-families/>
<https://www.med.upenn.edu/PennMedicineTogether/child-care-resources.html>

[2020-09-10 12:05:10] [Aneira] Gardening!

[2020-09-10 12:05:54] [Floencia Polite] one week on a farm house, which was really an old plantation. Interesting to experience that as a black family. A relaxing week and a unique opportunity to discuss racism with our family.

[2020-09-10 12:07:46] [Terese Kornet] Sea Isle with family very relaxing

[2020-09-10 12:07:52] [Jen Rader] Using your cell phone, text "pennmedicine918" to "22333"

[2020-09-10 12:08:24] [Jen Rader] What emotions are you feeling today?

[2020-09-10 12:09:14] [Floencia Polite] yay welcome back Fran!

[2020-09-10 12:10:11] [Sabine] unseen

[2020-09-10 12:11:06] [Cabrina Campbell] Please repeat the number again

[2020-09-10 12:11:13] [Jen Rader] We see you Sabine

[2020-09-10 12:11:24] [kristen] 22-333

[2020-09-10 12:11:32] [Sabine] :-) Jen Rader

[2020-09-10 12:11:37] [Robert Challender] We did Christmas in June. We had two kid birthdays that month and they both wanted to celebrate "Christmas Style". We put up a tree, decorated the house, put up lights and had a tradition holiday dinner. They loved it and we left the decorations up all month.

[2020-09-10 12:11:46] [Beth] Listen

[2020-09-10 12:11:49] [Melissa Hibbs] hope and encouragement

[2020-09-10 12:11:56] [Cristina Roman] positivity. hopeful

[2020-09-10 12:11:57] [Jess Jones] friendly, personable, transparent

[2020-09-10 12:11:58] [Tami Montroy] empowerment evoking

[2020-09-10 12:11:58] [Karen Pinsky] vulnerability and honesty

[2020-09-10 12:11:59] [Noelle Banks] Knowledgeable and personable

[2020-09-10 12:12:00] [Mark Rosen] calm, steadiness

[2020-09-10 12:12:00] [Thea Dendler] Made me feel included and appreciated

[2020-09-10 12:12:00] [Andrea Croston] invest in me

[2020-09-10 12:12:02] [Mark Lari] supportive

[2020-09-10 12:12:02] [Monique Farrow] Vulnerability and honesty

[2020-09-10 12:12:06] [Jessica Fuller] encouraged and invested in me

[2020-09-10 12:12:06] [Dave] positivity

[2020-09-10 12:12:06] [Amy Brazina] willing to teach

[2020-09-10 12:12:08] [Lynn] kind

[2020-09-10 12:12:10] [Dave] energy

[2020-09-10 12:12:12] [Angela Burdick-McPhee] encouraged and verbalized belief in abilities

[2020-09-10 12:12:13] [Tricia Bell] down to earth

[2020-09-10 12:12:13] [Khako] Charismatic

[2020-09-10 12:12:13] [Cristina Roman] compassionate

[2020-09-10 12:12:14] [Eleanor Miller] calming, feeling of security

[2020-09-10 12:12:14] [Taranae Mahmoodi] increasing confidence

[2020-09-10 12:12:15] [Andrea Bergmann, RN] inspiring

[2020-09-10 12:12:17] [Robert Challender] Listening and "hearing" me

[2020-09-10 12:12:17] [Leah Irwin] personal
 [2020-09-10 12:12:19] [Andi] driving development
 [2020-09-10 12:12:20] [Daniel Friel] Understanding, supportive, forward thinker
 [2020-09-10 12:12:20] [Dina Amin] help build confidence
 [2020-09-10 12:12:21] [dianna kane] expresses confidence and support
 [2020-09-10 12:12:21] [De Nair Role] Instilled self-advocacy, courage, and was very understanding.
 [2020-09-10 12:12:23] [Angela Burdick-McPhee] challenged me in a supportive way
 [2020-09-10 12:12:24] [Aneira] Good listener
 [2020-09-10 12:12:25] [Cristina Roman] reasonable
 [2020-09-10 12:12:26] [Lynn Cardona] Listened, challenged me, helped me grow
 [2020-09-10 12:12:26] [Debra] Energy and enthusiasm
 [2020-09-10 12:12:27] [Lynn] inspiring
 [2020-09-10 12:12:29] [Tim McInnes] Wasn't afraid to show vulnerability
 [2020-09-10 12:12:30] [Heather van Raalte] inspired by inner drive
 [2020-09-10 12:12:30] [Jessie] invest knowledge and time in me/my future
 [2020-09-10 12:12:32] [sue ley] fair, consistent, engaged
 [2020-09-10 12:12:33] [Dave] honesty/sharing
 [2020-09-10 12:12:34] [JOEL GELFAND] Cares and is able to give specific advice relevant to my particular issue
 [2020-09-10 12:12:36] [Tricia Bell] genuinely connect with me and my team
 [2020-09-10 12:12:37] [Cristina Roman] caring
 [2020-09-10 12:12:37] [Susan Wahl] was inspiring and led by example
 [2020-09-10 12:12:38] [Craig Loundas] realistic and human
 [2020-09-10 12:12:41] [Kent Bream] mission oriented
 [2020-09-10 12:12:43] [Betty] challenged, encouraged, invested
 [2020-09-10 12:12:44] [Kimberly Dinsmore] Accessibility, open mindedness, supportive
 [2020-09-10 12:12:45] [Kia Newman] creative
 [2020-09-10 12:12:46] [Susan Mazzoni] Supportive and thoughtful in their assessment of issues
 [2020-09-10 12:12:47] [Kathleen] My program director. She is one of the most phenomenal leaders I've ever encountered. She always pours positivity into me, is compassionate but tough when needed. I trust that she has my best interest in mind and admire how transparent, honest and just down to earth she is.
 [2020-09-10 12:12:50] [Karen Rosenspire] confident
 [2020-09-10 12:12:50] [Andrea Croston] praise good work in addition to giving constructive feedback when I make mistakes
 [2020-09-10 12:12:52] [Danielle Heffner] Provided structured autonomy
 [2020-09-10 12:12:57] [Jackie Augustine] allowing us to learn some independence and no micro management
 [2020-09-10 12:12:59] [Meredith Kirkpatrick] He really absorbed the pressures/stresses from above and did not let that trickle down to his staff. He was a colleague as well as a boss, and treated us w/ great respect. He knew we all had different personalities and communication styles so he was mindful of that when speaking with us individually. He was very motivating overall - in meetings and in general
 [2020-09-10 12:13:00] [Ilene Rosen] creative, sponsorship, coach
 [2020-09-10 12:13:01] [Debra] In touch with themselves and others
 [2020-09-10 12:13:02] [Danielle Heffner] Visionary
 [2020-09-10 12:13:03] [Floencia Polite] they inspired me to be my best, they trusted me and showed me to trust myself.
 [2020-09-10 12:13:07] [David Smith] Enthusiasm and being expert
 [2020-09-10 12:13:17] [Cyndi Line] excited about the work and truly believing in the work
 [2020-09-10 12:13:19] [Ilene Rosen] visionary! agree with that
 [2020-09-10 12:13:20] [April Ennis-Pierson] optimistic and energetic, positive
 [2020-09-10 12:13:42] [Thea Dendler] Created an environment where everyone belonged, no shame, honesty, humility

[2020-09-10 12:13:46] [Megan Advani] Someone from HR who was an excellent communicator and able to stay calm and collected even when facing a stressful employee situation.

[2020-09-10 12:13:46] [Christopher Klock] reminding me to be confident in myself

[2020-09-10 12:13:56] [Cyndi Line] definitely the best leaders I've had are those with lives at home - family, outside interests

[2020-09-10 12:13:58] [Silvio Manfredo Vieira] supportive, optimistic, coach, care

[2020-09-10 12:14:19] [Jake Moore] empowerment

[2020-09-10 12:14:26] [Robert W] supportive, compassionate, and inspirational

[2020-09-10 12:14:42] [Susan Wahl] everyone was a part of the team. led with compassion and willingness to engage with all members. compassionate

[2020-09-10 12:14:43] [Jessica Fuller] agree with Cindy- those who role model work-life balance

[2020-09-10 12:14:54] [Khuong Huynh] Great leader - lead by example, good listener and enable their staff to think for themselves.

[2020-09-10 12:15:42] [Cass] I believe an engaged team also helps to make a leaders job a little easier

[2020-09-10 12:15:43] [Gretchen Kolb] Thanks for sharing all these examples of great leaders!

[2020-09-10 12:16:58] [Amy Kleger] agree! well said.

[2020-09-10 12:17:13] [colleen bynum] servant leader

[2020-09-10 12:17:24] [Kristine Renshaw] listener and supportive

[2020-09-10 12:17:26] [Andrea Bergmann, RN] Good Listener

[2020-09-10 12:17:37] [Jay Bailey] authentic

[2020-09-10 12:17:40] [Alicia Brannigan] Authentic

[2020-09-10 12:18:03] [Nicole Houser] support

[2020-09-10 12:18:27] [Laura Scalise] Active listening...demonstrating empathy

[2020-09-10 12:18:49] [Sabine] My boss ensures that he expresses to the team their importance and how each person's role is important to the big picture.

[2020-09-10 12:19:16] [marina] Willing to admit mistakes.

[2020-09-10 12:21:13] [james browning] I've started wondering with my staff

[2020-09-10 12:21:40] [Christopher Klock] That is true!!

[2020-09-10 12:24:06] [Quinetta Lee] I love Dr. Driscoll's comment about loving your team. I think we need to know that it's ok to love those we work with.

[2020-09-10 12:24:45] [Meredith Kirkpatrick] FYI - I bought a great book on Amazon that Oprah recommended: Emotional Intelligence by Daniel Coleman

[2020-09-10 12:25:21] [Noelle Banks] Excellent point. Emotions/Attitudes are contagious. Even virtually

[2020-09-10 12:26:07] [Kia Newman] Yes the panic of others and rush from others can be overwhelming.

[2020-09-10 12:27:50] [Meredith Kirkpatrick] My boss once said to me when I asked how to handle difficult employees "show them that you BELIEVE in them, and you will start to see a change"

[2020-09-10 12:28:23] [Cyndi Line] The new book the Splendid and the Vile is a great look into leadership during WWII.

[2020-09-10 12:28:55] [Sabine] Finding a new routine. So true...

[2020-09-10 12:30:04] [Jodi Silow] A real good thing I liked was Selling Sunset!!!!

[2020-09-10 12:30:08] [Laura Scalise] Agree with finding a new routine...even a new hobby

[2020-09-10 12:30:30] [Cyndi Line] Definitely turn off the computer!

[2020-09-10 12:30:44] [Sam] I've been volunteering at the animal shelter among other opportunities. It's been so relaxing and rewarding

[2020-09-10 12:30:46] [Meredith Kirkpatrick] setting boundaries is so important in a remote world

[2020-09-10 12:30:50] [Andrea Bergmann, RN] I never email on the weekend.

[2020-09-10 12:31:00] [Debra] Leadership by example!

[2020-09-10 12:31:17] [Nicole Houser] it is extremely difficult to disconnect working from home

[2020-09-10 12:31:26] [Tami Montroy] Gabrielle

[2020-09-10 12:31:40] [Cyndi Line] Gaby Reece is Laird's wife! she's amazing!

[2020-09-10 12:31:48] [Tim McInnes] Excellent advice for work-at-home staff to have a clear end to the workday.

[2020-09-10 12:31:57] [Nicole Houser] the computer is right there. You can log in and answer an email or answer a patient's question

[2020-09-10 12:32:33] [Sam] Having a work area separate from your living space helps w boundaries

[2020-09-10 12:33:01] [Jessie] Cindy, I completely agree with your rollercoaster of emotions. Glad to know it's normal.

[2020-09-10 12:33:09] [Fern Nibauer-Cohen] YES! I am feeling this way, too. I can't seem to settle into a pace that feels stable.

[2020-09-10 12:33:21] [Anna Moran] Agree that with COVID initially it was minute to minute and it has calmed down greatly with the information and need to be plugged in constantly

[2020-09-10 12:33:26] [Ilene Rosen] I am a total "adrenaline/cortisol" addict!!!

[2020-09-10 12:33:33] [Ilene Rosen] I have to fight those tendencies daily

[2020-09-10 12:34:33] [Allen Skoranski] I saw a good quote. "We are not working from home, we are living at work."

[2020-09-10 12:35:41] [Helene Montini] write the emails but set them to go out on the morning of the next business day

[2020-09-10 12:35:47] [Diane] I find it very difficult to disconnect even to eat lunch at times because of what is expected to be done in this microwavable atmosphere. I hear everyone needs to take a break but when you do and return there is even more to do.

[2020-09-10 12:36:07] [Nicole Houser] Diane...i completely agree!!

[2020-09-10 12:36:10] [Helene Montini] I agree with Diane - im not disconnected now since I have meetings all afternoon fter this

[2020-09-10 12:36:18] [Bessie Mathews] I agree with you Diane!!

[2020-09-10 12:36:20] [linley grandison] talking about new routines is key. because of remote learning, sometimes i have to work on the weekends to keep up

[2020-09-10 12:36:24] [Meredith Kirkpatrick] I agree, taking breaks doesn't seem like an option most days

[2020-09-10 12:36:25] [Nicole Houser] if you don't stay on top of it...it just keep piling on.

[2020-09-10 12:36:41] [Nicole Houser] it just causes more work

[2020-09-10 12:36:56] [colleen bynum] manage up

[2020-09-10 12:37:29] [Wendy Metz] I agree with Diane, it is difficult to stay on top of everything.

[2020-09-10 12:37:58] [Angela Burdick-McPhee] I think it's impossible to completely disconnect as a manager, I'm on vacation right now, however as a manager my teams are still working and need support, time doesn't stop because I'm taking a "break" its just abotu balancing

[2020-09-10 12:38:35] [Gretchen Kolb] Setting Team Norms:http://pennpointplus.uphs.upenn.edu/sites/PMA/TeamingToolkit/Shared%20Documents/Guide%20to%20Establishing%20Team%20Norms_final.pdf

[2020-09-10 12:38:49] [Gretchen Kolb] http://pennpointplus.uphs.upenn.edu/sites/PMA/TeamingToolkit/Shared%20Documents/Guide%20to%20Establishing%20Team%20Norms_final.pdf

[2020-09-10 12:38:54] [kristen] i'm with you Dr. Driscoll!

[2020-09-10 12:39:07] [james browning] Get up and walk away, the world goes on

[2020-09-10 12:39:17] [Ilene Rosen] Debbie, that is music to my ears! Sleep is critical!

[2020-09-10 12:39:22] [Christine] is it possible to disconnect at night or on the weekends when you have staff who are working?

[2020-09-10 12:39:37] [Carol Burkhead] Coping with the communication delays is very difficult. it was so much easier to walk over to a person to discuss an issue. Now it's emails and Team Meetings...

[2020-09-10 12:39:42] [Monique Farrow] Do we have to accept that some non urgent things will not get done each day.

[2020-09-10 12:40:08] [Helene Montini] when all im doing is moving from one room to the other at the end of the day it doesn't feel like disconnecting - sometimes I even forget to logoff and see emails as I walk past my desk

[2020-09-10 12:40:14] [Gretchen Kolb] Building a High Performance Team Toolkit: <http://pennpointplus.uphs.upenn.edu/sites/PMA/TeamingToolkit/SitePages/Home.aspx>

[2020-09-10 12:40:27] [Angela Burdick-McPhee] @ Gretchen thanks for the share!

[2020-09-10 12:40:37] [Gretchen Kolb] Sure thing!

[2020-09-10 12:41:13] [Carol Burkhead] I find that working at home has changed my home routine. I find that I do home chores during lunch. It seems that I have to get back to a routine that worked when my home and work life were miles apart.

[2020-09-10 12:41:37] [Bernadette Muccie] I struggle with keeping everyone on the same page and connected living in our new virtual world. There is a huge difference between sitting side by side and remote work.

[2020-09-10 12:42:15] [Khuong Huynh] agreed.

[2020-09-10 12:42:36] [Craig Loundas] One of my biggest career a-ha's was when I was in academia. I had a huge all week event that I was in charge of. Unfortunately, my mom passed away suddenly on the Sunday before it started. Guess what- the week long event continued, it was successful, my team pulled it off and told me to stay away. I was thinking I had to come in for parts of it...but it all came together.

[2020-09-10 12:42:47] [Gretchen Kolb] Here is a leadership pathway on setting remote teams up for success: https://rise.articulate.com/share/eHQwuSY_yLceprZsD4CQ2OnAra_A3-y4#/

[2020-09-10 12:42:59] [Lester Lledo] I agree with what is being discussed but this requires changes in our overall culture. We are a culture of multitasking especially in healthcare.

[2020-09-10 12:43:16] [Cyndi Line] During lockdown, I would regularly pester my significant other to "go to the coffee shop" in the afternoon. Truth is, it's our kitchen. BUT I miss grabbing coffee with my coworkers so much that I started this at home.

[2020-09-10 12:43:39] [Ilene Rosen] My struggle is with competing priorities: to my team, to my supervisors and to myself--both scholarship related and personal I have had to reframe: I can't have 3 priorities in each space, for example. I can have 1-2 in each.

[2020-09-10 12:43:59] [Amy Brazina] I agree - also with texting and chatting with each other during the work day

[2020-09-10 12:44:32] [Meredith Kirkpatrick] LOL

[2020-09-10 12:44:37] [De Nair Role] I agree regarding the emails. I quickly glance and delete emails that are simply "noise".

[2020-09-10 12:44:37] [Sabine] Using MS Teams to connect with team members throughout the day has been very helpful.

[2020-09-10 12:44:37] [Monique Farrow] The idea of not responding to an email seems foreign and culturally unacceptable. Am I off base on that?

[2020-09-10 12:44:42] [Bernadette Muccie] There are too many Streams of communication

[2020-09-10 12:45:04] [Cristina Roman] Learning to delegate is so important

[2020-09-10 12:45:04] [Angela Burdick-McPhee] I always try to call when I can, I find written communication including text and email can be ineffective as it loses the context sometimes

[2020-09-10 12:45:07] [Tami Montroy] I agree, Fran. Crash and burn is close.

[2020-09-10 12:45:09] [Amy Brazina] I so agree, Bernadette!

[2020-09-10 12:45:14] [Helene Montini] I schedule some meetings for 45 minutes

[2020-09-10 12:45:19] [Robert W] well said!

[2020-09-10 12:45:29] [sue] most meetings are 10 minutes of business crammed into 1 hour ;-)

[2020-09-10 12:45:32] [Nicole Houser] Thank you Fran

[2020-09-10 12:45:37] [Cristina Roman] Delegation and trusting your team helps so much

[2020-09-10 12:45:39] [Nicole Houser] yes we will crash and burn.

[2020-09-10 12:45:40] [Tami Montroy] Helene, I do too! Great idea! 45 min meetings and making them efficient.

[2020-09-10 12:45:43] [Meredith Kirkpatrick] Makes me feel better too - but I do believe everyone needs to be on that same page and perhaps be more gentle w/ each other

[2020-09-10 12:45:46] [Bernadette Muccie] text, email, staff message, telephone encounters, phone calls, skype, person to person, etc.

[2020-09-10 12:45:46] [colleen bynum] Zoom burnout

[2020-09-10 12:46:50] [Jennifer] I lost the audio

[2020-09-10 12:46:50] [Susan Weinstein] Excellent point, Fran! Culture is created by people and with good communication we can always renegotiate the culture.

[2020-09-10 12:46:52] [Carol Burkhead] I have back to back meetings that don't allow time to 'work' on emails and issues. it's stressful to keep all expectations in check and feel good about the accomplishments of the day. Add to that keeping staff in a good place too.

[2020-09-10 12:47:03] [Angela Burdick-McPhee] These leadership meetings are so helpful and supportive for managers - thank you!!

[2020-09-10 12:47:11] [Bernadette Muccie] agree

[2020-09-10 12:47:19] [william lane] Good Idea to pick the most important person in your life and make sure to keep at least one very important enjoyable perpetual event. This will refresh your ability to do anything. i am able to do ball room dancing one day per week with my wife. Not only does it help me cope and be able to accept any challenge but it helps her too.

[2020-09-10 12:47:21] [Eleanor Miller] There's this feeling/expectation of constant availability now that we are always at our desks/phones/email, when we could previously be in a meeting, in someone else's office and at least not realize the things that were building up. patients/staff and peers all feel the urgency and pressure

[2020-09-10 12:48:00] [Angela Burdick-McPhee] agreed Eleanor and well said William - so important!!

[2020-09-10 12:48:09] [Leela Morrow] I was recently at a meeting and someone recommended meetings to be 45 minutes to allow for breaks in between meetings. I really like that idea!

[2020-09-10 12:48:10] [JOEL GELFAND] I think we need to think of these issues from a systems level. PSOM and UPHS put a HUGE amount of burden on faculty and staff

[2020-09-10 12:48:18] [Nicole Houser] agreed Eleanor

[2020-09-10 12:48:19] [Lester Lledo] controlling our culture is more manageable but the more challenging part is how we are impacted by our stakeholders and priorities they set and how we can successfully negotiate this with them.

[2020-09-10 12:48:52] [Nicole Houser] Lester, yes i feel a lot of our expectations come from our stakeholders

[2020-09-10 12:48:56] [Helene Montini] im taking your advice and disconnecting 10 minutes early so I can prepare for my 1pm meeting

[2020-09-10 12:50:19] [Carolyn Vachani, RN] Helene, yes! We need to walk the walk. Cindy, we need to make these "lunches" 50 mins!

[2020-09-10 12:50:26] [Tim McInnes] Concur with Helene!

[2020-09-10 12:53:24] [Cristina Roman] Love that!

[2020-09-10 12:53:31] [Lynn] YAAS! Positive emotions are contagious too!

[2020-09-10 12:53:34] [Robert W] well said!

[2020-09-10 12:53:52] [Sabine] I encourage coworkers to video call me just as if they would walk into my office. Rather than sending an email.

[2020-09-10 12:53:56] [Angela Burdick-McPhee] where can we obtain certificates for these courses?
thanks angela

[2020-09-10 12:54:13] [colleen bynum] this was great!!!!

[2020-09-10 12:54:29] [Meredith Kirkpatrick] I love these - thank you!

[2020-09-10 12:54:30] [Susan Weinstein] This was rejuvenating! Thank you

[2020-09-10 12:54:31] [Dave] Really grateful for these sessions! It's good to hear from other in the chat as well!

[2020-09-10 12:54:34] [Jodi Silow] 2 years closer to retirement

[2020-09-10 12:54:35] [Toni] Loved this discussion! Thank you!

[2020-09-10 12:54:35] [Angela Burdick-McPhee] can we get copies of the ppts?

[2020-09-10 12:54:42] [Anna Moran] Excellent sessions. Thank you Penn Med

[2020-09-10 12:54:44] [dianna kane] this was a confirmation we are not losing our minds but need to work to maintain our spirit and purpose

[2020-09-10 12:54:45] [linley grandison] such a great session - thank you!!!

[2020-09-10 12:54:46] [Tami Montroy] This is a great presentation!!! Fran is an amazing speaker. Thank you for continuing to invite her. Dr. Driscoll's perspectives are extremely helpful as well!

[2020-09-10 12:54:46] [Robert W] this is an amazing series!

[2020-09-10 12:54:53] [Leena Alex] A relevant discussion. Thank you

[2020-09-10 12:54:59] [Gretchen Kolb] For more information and these PP visit the Lead Strong website:
<https://www.med.upenn.edu/uphscovid19education/lead-strong.html>

[2020-09-10 12:55:04] [Eleanor Miller] Thank you for this! Fantastic and just what I needed to hear

[2020-09-10 12:55:10] [Noelle Banks] I enjoyed today's topic.

[2020-09-10 12:55:12] [Angela Burdick-McPhee] Thanks Gretchen!!

[2020-09-10 12:55:18] [Gretchen Kolb] Also more resources at:

[2020-09-10 12:55:25] [Gretchen Kolb] Leadership pathways:
<http://pennpointplus.uphs.upenn.edu/sites/PMA/leadershiptools/SitePages/Landing.aspx>

[2020-09-10 12:55:26] [Michelle Holmes] Thank you for the encouraging words and reminders I think we really needed this.

[2020-09-10 12:55:38] [Fern Nibauer-Cohen] I am so glad I literally "dropped everything" to attend this presentation. It was so helpful for me to hear today and has completely reset my energy. THANK YOU!

[2020-09-10 12:55:45] [Cristina Roman] Thank you!

[2020-09-10 12:55:46] [Lynn] Thank you!!

[2020-09-10 12:55:51] [Dina Amin] Thank you!

[2020-09-10 12:55:52] [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/s3/9-10-Lead-Strong-Lunch-with-Leaders-Resonant-Leader>

[2020-09-10 12:55:52] [Mary Jane] Thanks all! It was great. I really enjoyed

[2020-09-10 12:55:54] [Robert W] thank you so much for this!

[2020-09-10 12:55:56] [Monique Farrow] Thank you!

[2020-09-10 12:55:57] [Kathleen] thanks this was great!!

[2020-09-10 12:55:57] [Andrea Bergmann, RN] Thank you, speakers!

[2020-09-10 12:55:58] [Kathleen] as always

[2020-09-10 12:56:03] [Kia Newman] Thank you! This was great!!!

[2020-09-10 12:56:03] [Angela Burdick-McPhee] this was great self care on my vacation thank you!

[2020-09-10 12:56:04] [sue ley] nice job, informative, thank you

[2020-09-10 12:56:05] [Jane McKinney] Thank you! Great session

[2020-09-10 12:56:13] [Diane] loved this session. thank you all

[2020-09-10 12:56:19] [Lori Ehrich] Wonderful and informative session. Thank you!

[2020-09-10 12:56:33] [April Ennis-Pierson] thank you! great sessio.

[2020-09-10 12:56:34] [Gretchen Kolb] Don't struggle alone: • PennMedicine Together and Penn Cobalt with newly released options for childcare: <https://www.med.upenn.edu/PennMedicineTogether/child-care-resources.html> and <https://www.penncobalt.com/>

[2020-09-10 12:56:35] [james browning] Merci

[2020-09-10 12:56:35] [Timothy Prior] Thank you!

[2020-09-10 12:56:37] [George Iyob] Another great session! I pick up great tips each session. Thanks!

[2020-09-10 12:56:43] [Jodi Silow] Thanks so much!!!!

[2020-09-10 12:56:44] [Alicia Brannigan] This was an excellent session. Thank you!

[2020-09-10 12:56:46] [Monica] Loved the session! Great info and chat feedback!

[2020-09-10 12:56:48] [Dawn Macmillan] Thank you!

[2020-09-10 12:56:55] [Nicole Houser] thank you!

[2020-09-10 12:56:55] [Silvio Manfredo Vieira] Thank you! Have a good rest of the week!

[2020-09-10 12:57:13] [Gretchen Kolb] We See You!

[2020-09-10 12:57:13] [Bessie Mathews] thank you!

[2020-09-10 12:57:14] [fred squires] Thank you

[2020-09-10 12:57:24] [Christopher Klock] Thank you

[2020-09-10 12:57:25] [maia wrice] thank you

[2020-09-10 12:57:27] [Erin Nardella] Thank you for this session! Let's all remember to be kind to ourselves, and to others

[2020-09-10 12:57:28] [Dave] Thank you!

[2020-09-10 12:57:34] [Robert W] bravo!



[2020-09-10 12:57:38] [Shawn M. Hoch] Thank you. Taking an hour to learn to lead better is paramount over other tasks right now for ourselves and our team most importantly.

[2020-09-10 12:57:42] [Debra] Thanks!

[2020-09-10 12:57:46] [Megan Advani] thank you!

[2020-09-10 12:57:49] [Shanna Reed] Would be nice to also discuss and incorporate the national race crisis currently underway and how leaders can balance the stress of it for themselves and, staff.

[2020-09-10 12:57:55] [Laura Scalise] Excellent presentation

[2020-09-10 12:58:12] [Danielle Hoffman] Thank you

[2020-09-10 12:58:14] [Aneira] Thank you!

PRIVATE CHAT

CHAT WITH: Casey O'Neill

[2020-09-10 11:57:22] [Moderator Mike] Click the hide button on the sharing Screen title bar

[2020-09-10 12:13:42] [Casey O'Neill] where is that at?

[2020-09-10 12:21:12] [Moderator Mike] whenever you share a slide, you'll see a white bar that says that you are sharing your screen. Next to the stop sharing button is the hide button

[2020-09-10 12:39:45] [Casey O'Neill] thx got it

CHAT WITH: Jen Rader

[2020-09-10 12:02:11] [Jen Rader] Mike, can you hide the Blue Jeans Events is sharing entire screen bar at the top? thanks

[2020-09-10 12:21:45] [Moderator Mike] I can't, the person who can do that is the person sharing the icon

[2020-09-10 12:22:02] [Moderator Mike] I sent Casey a message earlier and I think she has the hang of it now

[2020-09-10 12:22:46] [Jen Rader] got it. thanks!

CHAT WITH: Jen

[2020-09-10 12:12:16] [Jen] Unconditional support

CHAT WITH: Lester Lledo

[2020-09-10 12:18:40] [Lester Lledo] ethical leadership is very important

MODERATOR GROUP CHAT