



EVENT NAME

Lunch with Leaders LIVECast

EVENT DATE: THURSDAY, 23 SEPTEMBER 2021

EVENT BY: MTP 4

EVENT CHAT

[2021-09-23 11:53:40] [Gretchen Kolb] Thanks for joining us for this show on Adaptive Leadership In the Face of Adversity. We will get started in 7 minutes!

[2021-09-23 12:01:02] [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>

[2021-09-23 12:01:20] [Felicia Morrison] Thank you!

[2021-09-23 12:02:19] [Gretchen Kolb] There is no hiding from the internet

[2021-09-23 12:03:43] [Gretchen Kolb] Please complete your training in KL by Oct 31.

[2021-09-23 12:04:05] [Gretchen Kolb] Enhancing Your Presentation Skills

https://performancemanager4.successfactors.com/sf/learning?destUrl=https://upenn.plateau.com/learning/user/deeplink_redirect.jsp?linkId%3dSCHEDULED_OFFERING_DETAILS%26scheduleID%3d3759054%26fromSF%3dY&company=71508P

[2021-09-23 12:04:25] [Gretchen Kolb] Virtual Basics of Project Management

<https://performancemanager4.successfactors.com/sf/learning?destUrl=https%3a%2f%2fupenn%2eplateau%2ecom%2flearning%2fuser%2fdeeplink%5fredirect%2ejsp%3flinkId%3dITEM%5fDETAILS%26componentId%3dHS%2e30001%2eITEM%2eBASPROJMNGT%26componentTypeId%3dCOURSE%26revisionDate%3d1620665160000%26fromSF%3dY&company=71508P>

[2021-09-23 12:04:50] [Gretchen Kolb] While you cannot order a book for free, you can still participate: Book club information Registration: <https://primetime.bluejeans.com/a2m/register/qscqquqr>

[2021-09-23 12:05:17] [Gretchen Kolb] Text 73056 to 215-398-6728 if you have an account

[2021-09-23 12:05:33] [Gretchen Kolb] For questions, please contact penncme@penmedicine.upenn.edu

[2021-09-23 12:05:56] [Felicia Morrison] If I'm not able to register for the presentations will it be recorded

[2021-09-23 12:06:01] [Gretchen Kolb] Or login at <https://upenn.cloud-cme.com> and enter the event code via My CE/CME >> Claim Credit

[2021-09-23 12:07:00] [Gretchen Kolb] @ Felicia the Book Club will be recorded, however the Presentation Skills and Project Management will not. However there will be more sessions of each in 2022.



[2021-09-23 12:08:46] [Gretchen Kolb] If you are feeling Pandemic Flux Syndrome, you are not alone.

[2021-09-23 12:09:12] [Gretchen Kolb] Using your cell phone, text "penmedicine918" to "22333"

[2021-09-23 12:09:28] [Gretchen Kolb] If you are on your computer, you can also click on the link on chat www.PollEv.com/penmedicine918

[2021-09-23 12:15:28] [Gretchen Kolb] What do you think? Experience Pandemic Flux Syndrom? Having any of these stress symptoms show up for you? Or see them showing up in those around you?

[2021-09-23 12:15:30] [john sestito] definitely

[2021-09-23 12:15:45] [MaryAnn D'Amico] Yes. and it is getting more severe

[2021-09-23 12:15:45] [Jennifer Rader] absolutely

[2021-09-23 12:15:51] [Tami Montroy] definitely seeing exactly what Fran says!

[2021-09-23 12:15:53] [Stephanie Borton] I am seeing in my home life and in the clinic. If leaders do not have outlets to be metally healthy and available, then the team truly suffers

[2021-09-23 12:15:54] [Kia N] Yes and panic

[2021-09-23 12:15:54] [Kellie Wilson] Yes.

[2021-09-23 12:15:54] [Patti] yes, sx are everywhere

[2021-09-23 12:15:58] [Grace Lynam] 100%

[2021-09-23 12:15:59] [Kathy] yes, definitely

[2021-09-23 12:16:01] [Melissa Dunlop] Short tempered, numbness

[2021-09-23 12:16:03] [Bessie Mathews] yes definitely

[2021-09-23 12:16:05] [George Crowley] biggest impact and cause of stress for me is on my kids

[2021-09-23 12:16:05] [Lynn Cardona] Disengagement and withdrawl

[2021-09-23 12:16:06] [Anastasia Mylonas] yes, numbing

[2021-09-23 12:16:07] [Barbara] all of it.

[2021-09-23 12:16:09] [Marie Devenny] absolutely...energized and exhausted at teh same time

[2021-09-23 12:16:14] [Anna Moran] Staff burnout due to short staffing. Remaining staff stretched. Numerous open positions and difficulty filling positions

[2021-09-23 12:16:30] [Sarah Winawer-Wetzel] What's hard is the it's happening to EVERYONE -- there's no relief at home, at work, social life, etc. Everyone's just worn thin.

[2021-09-23 12:16:33] [Cindy Morrisey] I see a lot of people who are tired, irritable, and feeling guilty about not being 100%.



[2021-09-23 12:16:38] [Pamela] Yes. Short tempered. Angry that people aren't getting vaccinated.

[2021-09-23 12:16:46] [Lynn Cardona] difficulty finding common ground

[2021-09-23 12:16:48] [Andrea Bergmann, RN] Divisiveness for sure

[2021-09-23 12:16:52] [Jennifer Rader] numbing, not motivated, lack of attention, making mistakes

[2021-09-23 12:16:58] [Marie Devenny] plus I have only seen my fiancé for 9 days in 19 months because he is in Ireland

[2021-09-23 12:17:35] [Jay Bailey] Our staff seem to be pretty stable. Resigned to new work environment.

[2021-09-23 12:17:36] [Gretchen Kolb] Life out of work, kids activities, etc is back to 100% so balancing that and work, unlike a year ago

[2021-09-23 12:17:38] [Zubair Baloch] Stressed out friends, colleagues and family members. Sometimes don't know how to respond to it. Found listening is the best.

[2021-09-23 12:17:56] [Stephanie Borton] I worry for our staff with kids. These kids are seeing their parents stressed over life circumstances that are close to them. I wish we had ways to manage this, so we have tools to give our kids the kind of EI focus we had.

[2021-09-23 12:18:48] [Zubair Baloch] More worried about the family who are not in USA, adds to stress.

[2021-09-23 12:18:55] [Tami Montroy] As a mom and a FT leader at this organization - it is VERY hard juggling home life and work demands. What Deb is saying is resonating with me for sure!!!

[2021-09-23 12:18:58] [Anna Moran] Penn Medicine can help by working toward flexible work options/part time options; this is an opportunity to be a leader in work-life balance for our staff and faculty.

[2021-09-23 12:19:12] [Gretchen Kolb] Are other people feeling that way? And catching themselves not being the person they want to be?

[2021-09-23 12:19:20] [Kellie Wilson] I find too that, the "work" has resumed, but we are keeping things that we started doing during the crisis of COVID. It feels as though work has piled on.

[2021-09-23 12:19:25] [Lester Lledo] I agree with Deb, people have become more defensive and reactive to situations that usually don't warrant or precipitate this kind of behaviors

[2021-09-23 12:19:53] [Anna Moran] Greater divide as there are individuals who have the luxury of work from home and others who report daily

[2021-09-23 12:20:35] [Tami Montroy] I did all the self-care last year and it's stopped. I need to make and effort to resume that with myself and my team.

[2021-09-23 12:20:37] [Lynn Cardona] Perfectly said Sheila. I can't make it better

[2021-09-23 12:20:48] [Lester Lledo] also feeling of being helpless and not being effective as Sheila is describing



[2021-09-23 12:20:51] [Stephanie Borton] I think we have to be hyper aware of who we want to be, but for sure it is harder to keep ourselves in check. I give 100% at work, and when I go home I am just exhausted. And my family suffers. Even if I am kind to them, my energy and my husband's are low. Our patience is low. Agree with Deb and Sheila completely!!!!!!

[2021-09-23 12:21:14] [dianna kane] DEB you just nailed it... it is getting difficult to stay true to who you are, and it is taking focus on self awareness to maintain ongoing optimism. TRUE EFFORT...sometimes exhausting when you CARE for people it is HARDER when it was natural prior to the last 18 months

[2021-09-23 12:21:15] [Anna Moran] High numbers of FMLA filing throughout Departments.

[2021-09-23 12:21:26] [Felicia Morrison] I love the transparency of the speakers! Thank you #ValueAdd

[2021-09-23 12:21:54] [Gretchen Kolb] Can we all give each other a break and agree we are all just trying the best we can. I have wanted to say that to people several times.

[2021-09-23 12:22:08] [Reina Fleury] Excellent, Sheila!

[2021-09-23 12:22:28] [Anna Moran] Severe supply chain issues continuing

[2021-09-23 12:22:36] [Anna Moran] PP218839

[2021-09-23 12:22:38] [Melissa Dunlop] Thank you to Sheila and Deb for your transparency.

[2021-09-23 12:23:06] [Lynn Cardona] My daily mantra: stay positive and productive what ever that looks like today....

[2021-09-23 12:23:12] [Anastasia Mylonas] Agree Dr. Driscoll! it seems that I have short fuses that were not there before. I'm putting my focus on my staff but feel that there is no consideration from staff towards the managers that our needs are no different.

[2021-09-23 12:23:19] [Melissa Dunlop] To know the kids can get everything taken away in a second without notice provokes so much anxiety.

[2021-09-23 12:23:25] [Edna Volz] What is senior leadership able to do to "take the foot off of the gas" a little, to give breathing room?

[2021-09-23 12:24:25] [Kyle Garrett] Giving 100% doesn't always result in 100% flow, meaning the effort is there, our time is there, but the output varies. Some days go so smoothly while others are hard to find focus, and often without any specific reason.

I've heard this from so many others too.

[2021-09-23 12:24:41] [Brandy Jenkins] OMG! I just went blonde for that very reason! haha ... the only thing I have control over !

[2021-09-23 12:25:02] [Jean Moore] Edna, I agree, there are so many new processes that we have to learn and add to our already busy day, not that these are not important changes, but we NEED a break!

[2021-09-23 12:25:41] [Larissa] I recently read an article that spoke that black women don't want to return to the workplace



[2021-09-23 12:25:57] [MaryAnn D'Amico] Not a surprise at all.

[2021-09-23 12:26:19] [Kia N] Workplace behavior has decreased! Due to panic and stress, the mental shutdown is real

[2021-09-23 12:26:36] [Pamela] Within the Lancaster area, we are seeing a lot of staff moving from one hospital to another.

[2021-09-23 12:26:48] [Kyle Garrett] I wonder how many people are "looking for a fresh start"... it may seem like a healthy way to reset the crowded mind... albeit perhaps with a "grass is greener" misconception.

[2021-09-23 12:27:09] [Lynn Cardona] That's a sweet idea Shelia.

[2021-09-23 12:27:29] [Lester Lledo] I think a lot of people are just feeling out of control and unsafe because the pandemic is superimposed with political unrest

[2021-09-23 12:27:40] [Jean Moore] I push EAP all the time and share my experiences with the staff that this is real and not a shortcoming.

[2021-09-23 12:27:48] [Gretchen Kolb] @ Edna and Jean, much to your point about taking a pause

[2021-09-23 12:27:54] [Jennifer Rader] Sheila, isn't your penny gratitude activity a form of self-care?

[2021-09-23 12:27:57] [Stephanie Borton] What happens when the free items of gratitude have all been used. What more can we do? I feel like we need tangible ways to help our staff.

[2021-09-23 12:28:09] [Gretchen Kolb] Are you seeing the great resignation in your unit/entity?

[2021-09-23 12:28:17] [Brandy Jenkins] YES 100%%%

[2021-09-23 12:28:17] [Lynn Cardona] Yes...

[2021-09-23 12:28:19] [Susan Weissman] It is a flood of resignations!

[2021-09-23 12:28:34] [Anastasia Mylonas] yes!

[2021-09-23 12:28:42] [Jay Bailey] Yes, we have lost two employees

[2021-09-23 12:28:44] [Lester Lledo] fortunately not in our unit

[2021-09-23 12:28:44] [Sarah Winawer-Wetzel] People are reevaluating -- commute, work location (home vs on site), hours, FTE %, etc.

[2021-09-23 12:28:45] [CALEY BRITTON] clinical jobs leaving for non-clinical industries with flexible work options

[2021-09-23 12:28:46] [Kate Lowry] Yes! So many people I know - coworkers, previous coworkers and friends are all asking me for references. Just had another this morning!

[2021-09-23 12:28:49] [Tami Montroy] The GREAT RESIGNATION!!?? Yes. on both sides. Some leaving our department and some joining us from other organizations.



[2021-09-23 12:28:51] [Kyle Garrett] Leading with our own vulnerability... allows others to see us as human too.

[2021-09-23 12:29:15] [Barbara] The great resignation hasn't hit my department, but it does make us all feel like the health system is vulnerable. Without staff, we can't do our mission.

[2021-09-23 12:29:33] [dianna kane] yes is it is being said to be a result of lack of being valued?

[2021-09-23 12:29:49] [Jean Moore] yes , for the first time, we had multiple RN's leave our practice, both for other jobs within Penn and to move away from Penn all together

[2021-09-23 12:30:48] [Brandy Jenkins] I'm having trouble with daily stuff--I keep taking on what they are dealing with. Does that make sense?

[2021-09-23 12:31:03] [MaryAnn D'Amico] Not resigning but moving away from being a team to more individual contributors. They have reduced communication and want to communicate by email.

[2021-09-23 12:31:28] [Brandy Jenkins] I had to contract a staff member for safety over the phone last night prior to giving her the EAP number ... that's a lot to manage personally.

[2021-09-23 12:31:55] [Gretchen Kolb] @ Brandy, absolutely. I hope you have the support you need too.

[2021-09-23 12:32:33] [Demetrio] Not currently in my area.

[2021-09-23 12:32:43] [Lynn Cardona] But as leaders, many of us are wired all the time and we care for staff and want to be there for them. Heard to find balance

[2021-09-23 12:33:17] [Gretchen Kolb] Great point Sheila. We all know the mantra that employees don't leave their jobs they leave their managers.

[2021-09-23 12:33:33] [Kyle Garrett] I saw this a lot in the field of EMS... those struggling with significant trauma find another similar job in hope that they'll find peace. Lots of job hopping in that field.

[2021-09-23 12:33:54] [Lester Lledo] I think Penn is a great place to work during the pandemic because they are managing the dynamic environment more effectively than other organizations.

[2021-09-23 12:35:22] [MaryAnn D'Amico] There are also many people thinking about retiring early or now because they don't want to deal with the stress.

[2021-09-23 12:35:29] [Demetrio] Leading but also listening and providing feedback.

[2021-09-23 12:36:22] [Anastasia Mylonas] I would love to have a dinner for my team!

[2021-09-23 12:36:32] [Brandy Jenkins] yes. but cancelling them is worse.

[2021-09-23 12:37:14] [Jean Moore] I would too, but \$ constraints and it's hard to take out of your own pocket all of the time.

[2021-09-23 12:37:23] [Anna Moran] For those that cannot work from home, can Penn Medicine add days off?



[2021-09-23 12:37:27] [Belinda] great comments in chat. agree with most. department heads should be more aware that staff are struggling at home and remote work can continue to work effectively. Senior management wanting to see "my face" isn't a good enough reason for us to be in the office and deal with commuting issues and family issues. if we don't interact in person with colleagues or students, we can continue f/t remote work. we would feel more appreciated and listened to. management has heard us.

[2021-09-23 12:37:55] [Anna Moran] PP218829

[2021-09-23 12:38:39] [Stephanie Borton] We can only do breaks if we have staff coverage. Managers are trying to hire with no applicants, and that means asking more of our staff with us.

[2021-09-23 12:38:51] [Gretchen Kolb] Here some simple, low cost ways to recognize your teams:
<http://pennpointplus.uphs.upenn.edu/sites/PMA/PennMedicineExperience/SitePages/PMXWeek.aspx>

[2021-09-23 12:39:17] [Gretchen Kolb] What are you doing to ensure engagement and commitment of your staff?

[2021-09-23 12:39:28] [Anna Moran] Part time work options for faculty and staff would help retention, recruitment

[2021-09-23 12:39:52] [Gretchen Kolb] Reset Interview:
<https://www.med.upenn.edu/uphscovid19education/assets/user-content/documents/leading/planning-for-and-conducting-a-reset-interview-interactive.pdf>

[2021-09-23 12:40:36] [Terese Kornet] I had a member of my team who lost her home and car to a tornado during the Ida storm. We started a collection for her and i was overwhelmed by the generosity of many people who wanted to donate !! Was so happy to provide the support this employee and with everything we have gone through these last 18 months people were still able to give.

[2021-09-23 12:40:37] [MaryAnn D'Amico] Working remotely, I send each team member a card periodically thanking them for all they do and include a \$5 Dunkin Donut gift card.

[2021-09-23 12:40:41] [Tami Montroy] IT IS NOT just you Cindy!! I'm the same!!

[2021-09-23 12:40:48] [Jean Moore] Sharing the PMX feedback to staff and providers, recognizing birthdays, having babies, etc. Rounding just to check on how they are doing, not just when you need to check on things.

[2021-09-23 12:41:35] [David Weinstein] A big challenge I hear from my team and their staff, that has factored into their wellbeing, is increasingly aggressive behavior from patients -- I have been told from a few departing staff, this was a factor in their decision to leave

[2021-09-23 12:41:36] [Kate Lowry] I'm hosting my team at my house for s'mores one evening in October with spouses and kids. Just a way to connect with each other outside of work.

[2021-09-23 12:41:56] [Grace Lynam] @Jean Moore- I love the idea of rounding on staff to check on how they are doin and not just when you need to check on things.

[2021-09-23 12:42:11] [Heidi Irwin] Great idea Kate!

[2021-09-23 12:42:20] [Stephanie Borton] I love that Kate!!!



[2021-09-23 12:42:36] [Anastasia Mylonas] We formed a staff social committee and they are planning different games. We took an hour break in our lunch time and had our first fun game. It was sad to see that it was difficult for most staff to loosen up...We are working on our second fun game.

[2021-09-23 12:42:37] [Jean Moore] Love the smores idea Kate!

[2021-09-23 12:42:37] [Kyle Garrett] Thank you for the shout out for PMX Feedback, Jean. I've heard from dozens of leaders who love being able to send positive patient feedback directly to their team. It's great to see how much our patients appreciate our work.

[2021-09-23 12:43:03] [Barbara] What about staff who won't get vaccinated....who leave so that they don't have to do it.

[2021-09-23 12:43:35] [Reina Fleury] We have to look at the humanity of each person. That helps with extending compassion and empathy.

[2021-09-23 12:43:37] [Stephanie Borton] I LOVE LOVE LOVE PMX. I include in all of my summary emails to our staff. It is wonderful!

[2021-09-23 12:43:45] [Jean Moore] Deb, I hear you, and then you have the guilt that you responded that way!

[2021-09-23 12:44:24] [Christine Gasperetti] baffling!!

[2021-09-23 12:44:54] [Sam Simonsen] Today I forgot my cell phone and it was the best train ride I have had. It gave me time for headspace.

[2021-09-23 12:44:56] [Gretchen Kolb] Do you have strategies when you start to feel "crispy" whether with patients, colleagues or family?

[2021-09-23 12:45:03] [colleen] Today is one of those days. Just made it.

[2021-09-23 12:45:15] [Stephanie Borton] That is soooo true Cindy!

[2021-09-23 12:45:23] [Sarah Winawer-Wetzel] It seems like one of the most tangible things we can give our staff is time or money. Money is hard. Time, of course, has a cost, but may be easier. We don't have a culture of taking occasional "mental health" sick days to cope with things like COVID-related burnout or those exceptionally difficult patient care days. Wonder if this is something we could look at.

[2021-09-23 12:45:23] [Moderator Mike] "Sheila is the consummate diplomat!"

[2021-09-23 12:45:31] [Tami Montroy] I also think picking up each other's spirits isn't just the job of their manager or supervisor. As leaders, we all CAN lift up other staff as we see there's a need.

[2021-09-23 12:46:25] [dianna kane] I was on that Talk Fran cant wait to hear you again!!!

[2021-09-23 12:46:29] [elan] RSA Short: Empathy | Brené Brown (brenebrown.com)

[2021-09-23 12:47:12] [elan] I just dropped in a link to a short video on Empathy vs Sympathy. It's a quick watch, but worth the time

[2021-09-23 12:47:27] [Gretchen Kolb] @ Elan, thanks, that is a good one.



[2021-09-23 12:47:43] [Kellie Wilson] Our team loves this video!!

[2021-09-23 12:48:01] [elan] I have watched it several times and shared it with everyone around me, both work and personal

[2021-09-23 12:48:12] [Brandy Jenkins] elan ... Brene?

[2021-09-23 12:48:41] [elan] Yes, brenebrown.com

[2021-09-23 12:48:49] [Brandy Jenkins] great video!

[2021-09-23 12:48:57] [Patty Inacker] Teams are the key to resilience

[2021-09-23 12:49:18] [Gretchen Kolb] She has a lot of good stuff: <https://brenebrown.com/>

[2021-09-23 12:50:22] [Stephanie Borton] I feel lucky too. And I feel of sense of duty to advocate for my team who trust me. I never want to do wrong by them.

[2021-09-23 12:51:24] [Anna Moran] <https://www.healthline.com/health-news/health-benefits-of-shorter-workweek>

[2021-09-23 12:51:27] [Stephanie Borton] Ha!!!! Sheila that is so good!

[2021-09-23 12:51:49] [Kyle Garrett] The Penn Medicine Listening Lab is another great website to visit... stories from patients and staff, quick link available on our intranet home page.

[2021-09-23 12:51:53] [Reina Fleury] Love that! Insecure overachiever

[2021-09-23 12:52:01] [Stephanie Borton] That is also so true and so appreciated!

[2021-09-23 12:52:26] [Kate Lowry] So very true, Sheila! Great perspective.

[2021-09-23 12:52:30] [Stephanie Borton] Its Empathizing, not commiserating.

[2021-09-23 12:52:41] [Tami Montroy] I love that, Sheila. Adam Grant may call that imposter syndrome. Where you are great enough and even better in reality than you think you are at something.

[2021-09-23 12:53:08] [Gretchen Kolb] It is ok Sheila, we all need many reminders these days to get through!

[2021-09-23 12:53:38] [Jennifer Rader] agree. We all need the reminders!

[2021-09-23 12:54:23] [Kellie Wilson] I love that thinking Fran!!

[2021-09-23 12:54:27] [Gretchen Kolb] We have talked about the great resignation. If you need help with onboarding or offboarding we have tools to help: Onboarding: <http://pennpointplus.uphs.upenn.edu/sites/PMA/leadershiptools/SitePages/Landing.aspx> Offboarding: <https://rise.articulate.com/share/DVqwl6bNWHImkyrcvJvjkvq5M0PALus>

[2021-09-23 12:54:30] [Jennifer Rader] Love that Fran!

[2021-09-23 12:54:44] [Lester Lledo] great optimistic POV Fran



[2021-09-23 12:55:12] [Gretchen Kolb] Thanks Deb and Fran, we all could use some more optimism these days!

[2021-09-23 12:55:42] [Stephanie Borton] Thank you for taking the time to do this. These sessions are so wonderful!

[2021-09-23 12:55:51] [Jennifer Rader] more self care Sheila!

[2021-09-23 12:55:55] [Elizabeth Wentzel] A fellow irish dancer, Sheila! A great hidden talent!

[2021-09-23 12:55:58] [Kate Lowry] Thank you all! This was really encouraging and helpful!

[2021-09-23 12:55:59] [Gretchen Kolb] Reset interview if you missed it:
<https://www.med.upenn.edu/uphscovid19education/assets/user-content/documents/leading/planning-for-and-conducting-a-reset-interview-interactive.pdf>

[2021-09-23 12:56:03] [Lynn Cardona] Daring Leadership Manifesto:
<file:///C:/Users/washinly/Downloads/DaringGreatly-LeadershipManifesto-8x10.pdf>

[2021-09-23 12:56:08] [Lynn Cardona] b

[2021-09-23 12:56:11] [Cristine Hutchinson] thanks all for sharing ! great show !

[2021-09-23 12:56:25] [Jean Moore] This was a great session. Thank you.

[2021-09-23 12:56:25] [MaryAnn D'Amico] Thank you! This session was very informative.

[2021-09-23 12:56:30] [Kellie Wilson] Thank you. Such a great & timely subject.

[2021-09-23 12:56:31] [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.

[2021-09-23 12:56:34] [Jennifer Rader] Great session with amazing women leaders! Thank you for your transparency and authenticity.

[2021-09-23 12:56:36] [Lynn Cardona] Brene Brown's to Daring Leadership Manifesto:
<file:///C:/Users/washinly/Downloads/DaringGreatly-LeadershipManifesto-8x10.pdf>

[2021-09-23 12:56:36] [Anastasia Mylonas] Thank you so much!!!!

[2021-09-23 12:57:01] [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>

[2021-09-23 12:57:05] [Reina Fleury] Great job! Thanks for being vulnerable and honest

[2021-09-23 12:57:14] [Christine Gasperetti] thank you--there are such wonderful people here!! cg

[2021-09-23 12:57:21] [MAUREEN GINNANE] Thank you. Great session!

[2021-09-23 12:57:24] [Lynn Cardona] Sorry link is not working. Google it... its is great



[2021-09-23 12:57:30] [Gretchen Kolb] Big shout out to Young Un for being a great host while Cindy had technical issues!

[2021-09-23 12:57:35] [Tawnya Vernon] @lynn https://brenebrown.com/wp-content/uploads/2019/06/Daring_leadership_manifesto.pdf

[2021-09-23 12:57:43] [Barbara] Thanks for this hour...it's self care for me!

[2021-09-23 12:57:45] [Cindy Morrisey] Thank you Cindy, Deb, Sheila, and Fran- excellent session today and perfect timing!

[2021-09-23 12:57:55] [Grace Lynam] Fist bumps to all! Thanks again for another great session!

[2021-09-23 12:57:58] [Barbara Todd] great show

[2021-09-23 12:57:59] [Gretchen Kolb] Stay in it for each other!

[2021-09-23 12:58:01] [Andrea Bergmann, RN] Fantastic presentation!

[2021-09-23 12:58:01] [Kyle Garrett] Thank you so much... great conversation today!

[2021-09-23 12:58:02] [colleen] Thanks Cindy!

[2021-09-23 12:58:11] [Stephanie Borton] Hang in everyone!

[2021-09-23 12:58:14] [Meg] Thank you!!!

[2021-09-23 12:58:20] [Joanne Amand] Thank you

[2021-09-23 12:58:22] [Patti] thanks!

[2021-09-23 12:58:22] [Eileen Maloney] Thank you

[2021-09-23 12:58:23] [Aneira] Thank you PMA and guest speakers!

[2021-09-23 12:58:27] [Kia N] This was great! Thank you for the support, ideas, comments

[2021-09-23 12:58:28] [Nicole L] Thank you!

[2021-09-23 12:58:30] [Gretchen Kolb] Be safe, be well

[2021-09-23 12:58:31] [Tawnya Vernon] Thanks!

[2021-09-23 12:58:32] [dianna kane] thank you for everything this hit home! OPTOMISM will prevail

[2021-09-23 12:58:32] [Lester Lledo] thank you for another great session...have a great day and stay strong

[2021-09-23 12:58:35] [Larissa] Thanks all

[2021-09-23 12:58:47] [Brooke McDonnell] Thank you for another great session!

[2021-09-23 13:01:33] [Lynn Cardona] Here try this one: <http://www.discovertheother.com.au/daring-greatly-leadership-manifesto/>

PRIVATE CHAT

CHAT WITH: Young Un Cho

[2021-09-23 11:59:28] [Young Un Cho] would you do it now? so cindy can go live at 12?

[2021-09-23 11:59:42] [Moderator Mike] Sure thing

[2021-09-23 11:59:48] [Young Un Cho] THank you!

CHAT WITH: elan

[2021-09-23 12:43:46] [elan] Sheila is the consummate diplomat!

MODERATOR GROUP CHAT

MODERATOR PRESENTER GROUP CHAT