



## EVENT NAME

**Lead Strong LIVEcast: Lunch with Leaders**

**EVENT DATE: THURSDAY, 19 NOVEMBER 2020**

**EVENT BY: MTP 4**

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## EVENT CHAT

[2020-11-19 11:57:11] [Gretchen Kolb] Welcome to Lunch with Leaders! We will get started in a just a few minutes!

[2020-11-19 11:59:45] [AV Bunmi] Good Afternoon, my name is Bunmi and I will be your AV support for this meeting. If you are have connection issues please direct message me or reach me at 2678442739

[2020-11-19 12:01:05] [Gretchen Kolb] We love hearing from you. Please use the chat function to add your comments and feedback. We will address as many as we can.

[2020-11-19 12:01:24] [Anna Moran] Any chance these courses would have CME credits available in the future?

[2020-11-19 12:02:14] [Gretchen Kolb] Thanks for that thought Anna, we can look into that.

[2020-11-19 12:04:06] [Mariel Harden] I love your sweater Cindy

[2020-11-19 12:06:51] [Edna Volz] please put the #'s for the poll back up

[2020-11-19 12:07:11] [Gretchen Kolb] text "pennmedicine918" to "22333"

[2020-11-19 12:07:13] [Amy Weleski] Text pennmedicine918 to 22333

[2020-11-19 12:12:20] [Gretchen Kolb] When was the last time you were recognized at your job? What immediate feelings did you have when this happened?

[2020-11-19 12:12:56] [Kahuna] Appreciate

[2020-11-19 12:12:57] [Angie] Energized

[2020-11-19 12:13:01] [Gretchen Kolb] Was anyone recognized today? This week? Has it been longer than that?

[2020-11-19 12:13:02] [Kellie Wilson] About 5 minutes before this webinar. I felt great and appreciated.

[2020-11-19 12:13:04] [Colleen Bynum] I felt appreciated

[2020-11-19 12:13:06] [Jen Brady] Valued and motivated.

[2020-11-19 12:13:26] [Cheryl Ralph] valuable team member

[2020-11-19 12:13:58] [JoAnna] I just started here at penn, and I have felt very appreciated and my manager has given me great opportunities to advance in the organization! I am not in leadership now but am interested in finding out how I can better my skills to enter adminsitration.

[2020-11-19 12:14:05] [PMA Virtual] I got a shout out this week and it made me feel seen and valued

[2020-11-19 12:14:15] [Christine Tierney] It felt wonderful to feel appreciated! A colleague sent me a nice email last night and given my hectic day, it was SOO appreciated.

[2020-11-19 12:16:42] [Rebecca calvani] My manager expresses appreciation for all of the members of her team not only verbally but by doing small things to show that she is grateful for all the work that we do. It helps up be more engaged and present and work harder individually and as a team.

[2020-11-19 12:16:47] [Gretchen Kolb] The reminder that we need to model the appreciation we want see in the rest of the organization is a great one, thanks Laura!

[2020-11-19 12:17:15] [Robert Vonderheide] Cindy once explained to me the power of positive re-enforcement. Not just "well done" or "thank you" but also "I really like it how you did xyz. Thanks so much". Cindy, can you add more?

[2020-11-19 12:17:28] [Mariel Harden] I got very positive feedback from my providers and my manager yesterday. It felt great! I was smiling ear to ear. Appreciation can help ground you and keep things in perspective. Like ok I am doing ok at my job haha

[2020-11-19 12:17:28] [Beth Johnston] I received a farewell note from a colleague who is leaving the organization for another opportunity, thanking me for my support and mentorship over the years.. It made me feel terrific, and I was so grateful she took the time to write me

[2020-11-19 12:17:49] [jAnissa Magwood] Loved what Laura Porter said! Laura practices what she preaches.....

[2020-11-19 12:18:27] [PMA Virtual] My kids just saw Cindy on the screen and said "Mom it's your boss!"

[2020-11-19 12:18:28] [Danielle Heffner] Dr. Feinberg is an expert at this! Brief chats in the hallway and Coffee Cart about personal life things makes a big difference! He's great at this!

[2020-11-19 12:18:48] [Colleen Bynum] I'm in a new position and I appreciate the support.

[2020-11-19 12:18:50] [Christine Tierney] Dan does that! He connects with us at Pennsy on a personal level! That makes a difference.

[2020-11-19 12:18:52] [Annette Tantillo] I agree Danielle!

[2020-11-19 12:18:58] [Angie] Words of affirmation that I'm meeting expectations and doing a good job

[2020-11-19 12:19:17] [Melissa] Dan cares about us personally and that authenticity matters

[2020-11-19 12:19:40] [jAnissa Magwood] The emotional connections have to be established. What do you do for someone who just doesn't "have it"?

[2020-11-19 12:19:44] [Lanyce Roldan] I prefer one on one celebrations and gratitude AND handwritten notes. Emails don't make it special.

[2020-11-19 12:19:44] [Gretchen Kolb] It is great hearing that we have a panel that practices what they preach - #Authentic

[2020-11-19 12:19:52] [Sonya Wood-Johnson] I've received hand written cards that say thank you or job well done. Also, recognition during huddles. I felt valued, appreciated, and energized to do more.

[2020-11-19 12:20:04] [Maureen Hetu] The unplanned, spontaneous recognition is really impactful for me. A simple word of thanks and/or congratulations goes a long way.

[2020-11-19 12:20:09] [Eleanor Miller] When my team calls me about one thing to problem solve, I take the opportunity to catch up just like we would in the office. Such a great way to stay connected and get a pulse on how they are doing.

[2020-11-19 12:20:17] [Jon Foley Sherman (he/him)] My manager says that because we have introverts on our team he doesn't like to give people praise in front of others. What is a good way for the team to be more aware of the praise he gives behind the scenes?

[2020-11-19 12:20:59] [Kim Hills] Agreed, need to spend time during regular meetings with team members to chat about things other than work!

[2020-11-19 12:21:35] [jAnissa Magwood] One thing I do when I have meetings with my team is do a Wellness Check....which is the first agenda item listed.

[2020-11-19 12:22:29] [Ned Haubein] Mike often recognizes IT team successes in update emails which the teams really like.

[2020-11-19 12:22:43] [Annette Tantillo] It is who Dan is, he doesn't have to work at it. He truly cares about the people who work with him and for him.

[2020-11-19 12:22:48] [Christina Salinger] Ditto on the sweater.

[2020-11-19 12:23:09] [Beth Johnston] I try to write handwritten thank you notes. I keep note cards on hand, and always try to mention the specifics of what I am thanking/recognizing. I was really touched when I saw one of my notes from 2012 posted on someone's bulletin board.

[2020-11-19 12:23:26] [JoAnna] beth i agree- handwriting notes is so special and a lost art!

[2020-11-19 12:23:27] [Gretchen Kolb] Cindy, you are getting positive recognition on the sweater dress!

[2020-11-19 12:23:30] [Tami Montroy] 1 minute manager is a GREAT resource!!

[2020-11-19 12:23:30] [Jessie] Great book!

[2020-11-19 12:23:35] [Melissa] I keep Kudos/Celebrations as an agenda item on my staff meetings. I have seen gradual recognition of each other on the meeting.

[2020-11-19 12:23:55] [Tami Montroy] I read it early in my career and have modeled my leadership style with it in mind

[2020-11-19 12:24:10] [Jessica Cooper] Beth J sent me a handwritten welcome note even before I officially started at Penn. I will always remember and appreciate that!

[2020-11-19 12:24:29] [Jovan Bennett] The health system's Hi-5 app is a cool way to recognize staff as well.

[2020-11-19 12:25:10] [Gretchen Kolb] @Jovan, do you have the link for that?

[2020-11-19 12:25:35] [Jessica Fuller] <https://www.pennhighfive.com/#!/compliments/new>

[2020-11-19 12:25:36] [Sherine Koshy] Agree. It is important to lead by example.

[2020-11-19 12:25:38] [Jessica Cooper] Do you think that availability and approachability are equally important as engagement/recognition?

[2020-11-19 12:25:51] [Kristine Renshaw] I use the High Five all the time along with personal notes mailed to their homes

[2020-11-19 12:26:03] [Gretchen Kolb] @Jessica, thanks!

[2020-11-19 12:26:05] [Kim Hills] It's also important to recognize people who are not on your team who are partners that always support your team.

[2020-11-19 12:26:30] [Gretchen Kolb] @Kim, good point! It is not just about those who report to us.

[2020-11-19 12:26:45] [Jovan Bennett] <https://www.pennhighfive.com/sessions/new#/compliments/new>

[2020-11-19 12:27:05] [Kay Nichols-Wolfe] Laura is very involved with COVID, and doing a great job!

[2020-11-19 12:27:23] [Jovan Bennett] at our bi-weekly manager meeting we spend the first part of the meeting doing backpats. nice way to acknowledge each other.

[2020-11-19 12:27:29] [Amy Weleski] I agree, Kay!

[2020-11-19 12:28:49] [Fern Nibauer-Cohen] Yes! This is so important and I have found that describing my own self care relating to my yoga practice and exercise has been encouraging to my team.

[2020-11-19 12:29:05] [jAnissa Magwood] Yes, agreed at her "amazingness"! She is one of a kind. @ Kay @ Amy

[2020-11-19 12:29:29] [A. Hopkins] Having Mike R. pop up at your desk to congratulate you and your partners on a job well done... Especially when you didn't know he was aware of the project.

[2020-11-19 12:29:42] [Lanyce Roldan] Thanks for bringing the self care piece forward Dan!

[2020-11-19 12:29:47] [Michael Zinni] It all starts at the top.

[2020-11-19 12:30:13] [Kay Nichols-Wolfe] The self care (for ourselves and our teams) is really a great suggestion.

[2020-11-19 12:30:20] [jAnissa Magwood] So true! @ Michael Zinni

[2020-11-19 12:30:27] [Melissa] I let people know I support PENN COBALT because I used it. I like to show I am a real person too

[2020-11-19 12:30:44] [Colleen Bynum] One on one talk goes a long way.

[2020-11-19 12:31:15] [Debra Rosenbaum] @Melissa - thank you! I think that makes a real difference.

[2020-11-19 12:31:19] [Anna Moran] Thank you to the leaders that are acknowledging our employees with families

[2020-11-19 12:31:54] [Anna Moran] The virtual schooling/hybrid schooling/childcare challenges are many for our employees.

[2020-11-19 12:31:54] [Colleen Bynum] Please keep the book titles coming!

[2020-11-19 12:31:58] [Sonya Wood-Johnson] Laura, I still use the shoves and tugs :).

[2020-11-19 12:32:19] [Melissa] @Debra - of course. Thank you for all you do in Penn Cobalt. It is a differentiator here at Penn Medicine!

[2020-11-19 12:32:31] [Tammy Seifried] What was the name of that book?

[2020-11-19 12:32:51] [Colleen Bynum] Shoves and Tugs

[2020-11-19 12:33:29] [jAnissa Magwood] Yes @ Jessica Cooper. In my opinion I do think availability/approachability is extremely important.

[2020-11-19 12:33:52] [JoAnna] off topic I know but love the city canvas in Michael's background!

[2020-11-19 12:33:55] [Gretchen Kolb] Here is a short article on Shoves and Tugs from Forbes: <https://www.forbes.com/sites/markmurphy/2015/08/14/the-secret-to-employee-engagement-is-shoves-and-tugs/?sh=4100e3213016>

[2020-11-19 12:33:56] [jAnissa Magwood] \*Opinion

[2020-11-19 12:33:56] [JoAnna] \*the

[2020-11-19 12:34:54] [Luann Ljubic] Would love to have instructions on how to use Cobalt. Maybe sent to us in email form? Would that be possible?

[2020-11-19 12:35:00] [Gretchen Kolb] Are people using technology more in this remote work environment to connect with people?

[2020-11-19 12:35:22] [Kim Hills] Yes daily...

[2020-11-19 12:35:23] [Samantha Simonsen] I asked the employees how they would love to celebrate success as we had a few months of great productivity. Keeping with social distancing and that some staff

are working remotely, we went ahead and did a small token \$ with a nice quote attached in a thank you card. It does go a long way when covid has put some additional financial strain on staff.

[2020-11-19 12:35:32] [Jessie] I think the transparency of this leadership group allows us the grace that we don't have to have it all together.

[2020-11-19 12:35:33] [Lindsay Bowler] trying to use the high five more frequently

[2020-11-19 12:35:33] [Dan Feinberg] really nice!

[2020-11-19 12:35:42] [Gretchen Kolb] What creative ways you have adopted to make your team feel valued?

[2020-11-19 12:35:47] [Michael Zinni] A person's name to him or her is the sweetest and most important sound in any language. D. Carnegie (If folks hear you say thank you directly to them and use their name, it carries a lot of weight)

[2020-11-19 12:35:51] [Erin Nardella] Does anyone have any suggestions on additional recognition around the holidays, in place of our usual gatherings/holiday parties? We usually have a holiday party for our service line, which is a great place for people to connect and have fun, and I am trying to brainstorm a replacement for this in the COVID environment!

[2020-11-19 12:36:18] [Charlotte Walton-Sweeney] We mailed small gift cards with thank you notes to every employee earlier this fall.

[2020-11-19 12:36:28] [Gretchen Kolb] @luann - email me after and I can give you some direction. You can use it for individual and team support, both formal and informal counseling as needed. Plus other resources.

[2020-11-19 12:36:28] [Jessica Fuller] We have a "Thankful" board in our hallway that all staff can add too.

[2020-11-19 12:36:30] [Amy Weleski] Erin - how about a MS Teams Virtual Happy Hour?

[2020-11-19 12:36:41] [Samantha Simonsen] I love high five and use this not overly but when it matters

[2020-11-19 12:36:49] [Susan Crow] I love sending Thanksgiving cards to my team. Always write an extensive, personal note of gratitude

[2020-11-19 12:36:56] [Tara Collins] i sent my teams a self care package in April to help them focus on self care and sent a individual thank you note to all. I am sending them personalized gratitude cards for thanksgiving.

[2020-11-19 12:36:56] [JoAnna] i love the holidays so much and more so this year-- the decorations and lights will lift my spirits!

[2020-11-19 12:37:03] [Annette Tantillo] I am sad also. Hard not to celebrate with our peers and staff.

[2020-11-19 12:37:04] [Noelle Banks] Teams has become our water cooler.

[2020-11-19 12:37:07] [Luann Ljubic] Used a 'Thankful Pumpkin' = staff have written everything they are thankful for - using a sharpie marker... allows us to visually see all the things, we are thankful for during this challenging year.

[2020-11-19 12:37:37] [Melissa] I do worry about the staff not celebrating holidays this year and the depression that could follow in Jan/Feb when depression is already at an all time high.

[2020-11-19 12:37:41] [Andi] We hold a 30 min 'Water Cooler' Friday afternoons to connect with and support each other

[2020-11-19 12:37:43] [Meredith Kirkpatrick] We decided to give to charity as a group, because we are grateful to have jobs and want to give back - it's really going to be rewarding!

[2020-11-19 12:37:43] [Kim Hills] Our team meetings are Friday afternoon and we use some time at the end to vent and laugh and talk about what drink we will have at the end of the day!

[2020-11-19 12:38:12] [Kay Nichols-Wolfe] Being able to pull together to support others has been uplifting for our team

[2020-11-19 12:38:15] [Gretchen Kolb] <https://www.penncobalt.com/> PEERS, RESILIENCE COACHES, THERAPISTS, PSYCHIATRISTS, AND MORE ARE HERE TO HELP

[2020-11-19 12:38:17] [Luann Ljubic] Having a Staff Meeting with the theme - being 'Thankful', in respect to Thanksgiving, recognizing our accomplishments, as well as all we have championed, despite this virus.

[2020-11-19 12:38:27] [Kim Hills] Our team gave up giving each other gifts and we collect money and give to different charities each year.



[2020-11-19 12:38:32] [Kahuna] I regularly attend my managers' teams meeting to allow them to ask me questions directly but more importantly to say "Thank You" for all their efforts and helping to make PennMedicine successful.

[2020-11-19 12:39:04] [Young Un Cho] Go Chris Tierney!

[2020-11-19 12:39:27] [Samantha Simonsen] I don't have a large team so possible for me but I will cover some of their day to allow them just that extra time to do last minute errands. I think giving back a little extra time is helpful.

[2020-11-19 12:40:47] [Dan Feinberg] PAH is also sending out Thanksgiving cards to our staff. We want our colleagues to understand how much we care about them as people

[2020-11-19 12:41:14] [Luann Ljubic] Giving a ceramic mug with our unit name and the word 'Hero' to my staff after the staff meeting. Including 'International Year of the Nurse'- an initiative that where I supported 2 front line nurses who led the Nightingale Challenge across Penn Medicine and globally.

[2020-11-19 12:41:29] [Fern Nibauer-Cohen] In radiation oncology, we hold an annual basket raffle with proceeds going to a local charity. This year, it's virtual and we have some amazing baskets. Teams enjoy working on their virtual baskets together.

[2020-11-19 12:41:30] [Gretchen Kolb] Go Joe!

[2020-11-19 12:41:30] [Barbara] PMPH-Princeton House Behavioral Health distributed lawn signs to employees that both give an uplifting message to the community (YOU ARE NOT ALONE) and thanking mental health professionals. I can share photos!

[2020-11-19 12:41:50] [Dan Feinberg] Joe Oester and his family rock!

[2020-11-19 12:42:03] [Christine Tierney] We are sending out a "grateful" card around Thanksgiving to our Pennys staff from the executive leadership team too, along with the other activities Dan described. And are still planning some more!

[2020-11-19 12:42:03] [Young Un Cho] Very inspiring Joe!

[2020-11-19 12:42:21] [Jean Moore] We are doing a virtual happy hour. Providing sparkling cider, cheese & crackers, nuts, and have some fun games to play. All the practice, providers and staff are participating.

[2020-11-19 12:42:23] [Dan Feinberg] His son is going to be a tremendous physician some day and we will recruit him to Penn Medicine

[2020-11-19 12:42:39] [Kia Newman] Yes! Joe O is great

[2020-11-19 12:42:41] [Luann Ljubic] Proud of my team and how Penn Medicine tackled the virus this year!

[2020-11-19 12:42:42] [Craig Loundas] shout out to Joe Oaster!

[2020-11-19 12:43:02] [kim grosch] This website has great products. I gave each member of my team a "love your people" mug. <https://www.inspireyourpeople.com/shop/love-your-people/>

[2020-11-19 12:43:07] [Michael Zinni] We are lucky to have known someone like Joe O.

[2020-11-19 12:43:29] [Gretchen Kolb] Virtual PMA Party with "Name that Tune" - Cindy Morgan is the song master!

[2020-11-19 12:44:11] [margaret gagliardi] I have a small team so I will look to do eGift cards for the holiday

[2020-11-19 12:45:10] [Tami Montroy] @Gretchen - we have done Family Feud at a team fun gathering, but I LOVE "Name that Tune!!!"

[2020-11-19 12:45:11] [Rhonda West-Haynes] We adopted families from the OB Clinic and Community Center to assist for the holidays. We are doing a virtual paint class as a department.

[2020-11-19 12:45:17] [Gretchen Kolb] Wont mentioned who won that game. . .

[2020-11-19 12:45:46] [Kim Hills] Hi Rhonda, good to 'see' you!

[2020-11-19 12:46:25] [Dan Feinberg] We all want to hear Mike Restuccia sing!

[2020-11-19 12:46:26] [Gretchen Kolb] Thanks to Craig and Jen from the PMA Team who organized us to support a family for the holidays.

[2020-11-19 12:46:49] [lisa mills] The dinners at PAH were always fantastic. It was especially nice to be served by the leaders.

[2020-11-19 12:46:53] [Andi] @Dan, no you really want to watch him dance! :)

[2020-11-19 12:47:15] [Kay Nichols-Wolfe] Samantha O'Hara is great - really appreciate her creativity and energy

[2020-11-19 12:47:25] [Dan Feinberg] not sure about that. Think Elaine on Seinfeld

[2020-11-19 12:47:29] [Andi] Mike's entertaining skills are phenomenal!

[2020-11-19 12:47:34] [Gretchen Kolb] All these tools will be available on the Lead Strong site, thanks to our LGH team for their great ideas!

[2020-11-19 12:47:40] [Young Un Cho] All the resources are available at <https://www.med.upenn.edu/uphscovid19education/lead-strong.html>

[2020-11-19 12:47:55] [jAnissa Magwood] Shout out to Sonya Wood and Jean Romano! Joe Oaster too...for adding all the Penn Chart classes for us!

[2020-11-19 12:48:16] [Gretchen Kolb] Leadership pathways: <http://pennpointplus.uphs.upenn.edu/sites/PMA/leadershiptools/SitePages/Landing.aspx>

[2020-11-19 12:48:42] [Gretchen Kolb] Leadership pathways: <http://pennpointplus.uphs.upenn.edu/sites/PMA/leadershiptools/SitePages/Landing.aspx>

[2020-11-19 12:49:01] [Rich Wender] Thanks all!

[2020-11-19 12:49:07] [Kellie Wilson] Thank you, this was great!!!

[2020-11-19 12:49:08] [Gretchen Kolb] She is not kidding!!

[2020-11-19 12:49:54] [jAnissa Magwood] Great panel today.....bring them back in January!

[2020-11-19 12:50:09] [Danielle Heffner] Good topic!

[2020-11-19 12:50:21] [Dan Feinberg] Janissa and all of you,

[2020-11-19 12:50:25] [kristen] Great panel!! Thank you

[2020-11-19 12:50:26] [nitkina] This was so great and my first lunch with leaders. Thank you! I can't wait for Dec 3rd!

[2020-11-19 12:50:27] [Kia Newman] Agreed! This was great

[2020-11-19 12:50:28] [Dan Feinberg] thanks for calling in

[2020-11-19 12:50:37] [Samantha Simonsen] Topic so appropriate for this time...

[2020-11-19 12:50:39] [kim grosch] wll the slides be available after this mg?

[2020-11-19 12:50:48] [Young Un Cho] @kim, yes!

[2020-11-19 12:50:59] [Maureen Hetu] Always appreciate these sessions - great content!

[2020-11-19 12:51:09] [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/s3/11-19-Lead-Strong-Lunch-with-Leaders-Attitude-of-gratitude>

[2020-11-19 12:51:13] [Young Un Cho] We will share after the session. They will also be posted on the Lead Strong site

[2020-11-19 12:51:19] [Karen] Thanks to all in the panel. This was definitely a great time.

[2020-11-19 12:51:19] [JoAnna] thank you so much cindy!

[2020-11-19 12:51:20] [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>. You can also download the event series to your outlook calendar from the website.

[2020-11-19 12:51:24] [kim grosch] ty!!

[2020-11-19 12:51:26] [Fern Nibauer-Cohen] Thank you so much. As always, such a helpful and hopeful hour!

[2020-11-19 12:51:36] [Luann Ljubic] Thank you, love this support! You are amazing!

[2020-11-19 12:51:36] [Sonya Wood-Johnson] Yes, great panel!! Thank you Laura for being the genuine leader you are :)!!

[2020-11-19 12:51:37] [Susan Crow] Thank you 🙏

[2020-11-19 12:51:38] [Al Jankaitis] Great presentation. Thank you all

[2020-11-19 12:51:41] [Christine Tierney] THANK YOU!!!!

[2020-11-19 12:51:42] [Carolyn Vachani, RN] Great presentation - thank you!

[2020-11-19 12:51:43] [Blessy George] This was great. Thank You so much!

[2020-11-19 12:51:45] [Sherine Koshy] thank you!

[2020-11-19 12:51:46] [Melissa] This series is so helpful! Thank you!

[2020-11-19 12:51:49] [Tammy Seifried] Thank you

[2020-11-19 12:51:51] [Gretchen Kolb] Be sure to let us know if there are other topics you would like us to cover!

[2020-11-19 12:52:02] [Bob Weidner] Thanks



[2020-11-19 12:52:05] [christine dos Reis ] Thank you. This was wonderful. Looking forward to the upcoming events!

[2020-11-19 12:52:06] [Daniel Friel] Thanks

[2020-11-19 12:52:22] [margaret gagliardi] Great session. Thank you to the panel.

[2020-11-19 12:52:24] [Andi] Thank you for honoring feedback to give us a few minutes before next meetings!

[2020-11-19 12:53:43] [kevin pollock] Thank you for taking the time to do this. Very uplifting.

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