



EVENT NAME

Lead Strong LIVEcast: Lunch with Leaders

EVENT DATE: THURSDAY, 03 DECEMBER 2020

EVENT BY: MTP 4

EVENT CHAT

[2020-12-03 12:00:55] [Gretchen Kolb] We love hearing from you. Please use the chat function to add your comments and feedback

[2020-12-03 12:01:53] [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>

[2020-12-03 12:06:51] [Gretchen Kolb] text "pennmedicine918" to "22333"

[2020-12-03 12:07:05] [Gretchen Kolb] If you are on your computer, you can also click on the link on chat PollEv.com/pennmedicine918

[2020-12-03 12:07:28] [Helene Montini] on the poll I am getting a text back asking for an A B C or D

[2020-12-03 12:07:41] [Gretchen Kolb] "A"

[2020-12-03 12:08:18] [Gretchen Kolb] for the well focused holiday events:

https://www.canva.com/design/DAENyJ9IHMo/6zzbMuAzOk3j_VF8rwQ0_g/view#1

[2020-12-03 12:08:21] [Kia Newman] feeling charged

[2020-12-03 12:08:59] [zy] busy

[2020-12-03 12:08:59] [Noelle Banks] Charged? Kia Newman.. I am so glad to hear

[2020-12-03 12:09:13] [zy] Uncertain

[2020-12-03 12:09:37] [zy] b

[2020-12-03 12:09:38] [Kia Newman] B

[2020-12-03 12:09:39] [Frank Savarese] B

[2020-12-03 12:09:42] [beth] b

[2020-12-03 12:09:44] [Dan Howard] B

[2020-12-03 12:09:48] [Silvio Manfred-Vieira] A

[2020-12-03 12:09:57] [Gretchen Kolb] If you are new, please introduce yourself!

[2020-12-03 12:10:24] [Eileen Maloney] b

[2020-12-03 12:10:24] [Ethan Kannel] Ethan Kannel - Administrative Fellow

[2020-12-03 12:10:28] [Ashley Edwards] A

[2020-12-03 12:10:30] [beth] y

[2020-12-03 12:10:33] [Eileen Maloney] a

[2020-12-03 12:10:35] [KP] y

[2020-12-03 12:10:35] [Helene Montini] Helene Montini, Director of Professional Revenue Cycle Operations CPUP

[2020-12-03 12:10:36] [Crystal Hodo] n

[2020-12-03 12:10:37] [zy] b

[2020-12-03 12:10:40] [Kia Newman] b

[2020-12-03 12:10:57] [Ebony Pelzer] Ebony Pelzer-Associate Practice Manager

[2020-12-03 12:10:58] [Dan Howard] A

[2020-12-03 12:11:07] [William Welch] a

[2020-12-03 12:11:18] [Maria Parlaman] Maria Parlaman - Senior Practice Manager

[2020-12-03 12:11:23] [Courtney Summers] Courtney Summers - Administrator, Division of Community Health, Department of Family Medicine and Community Health.

[2020-12-03 12:11:28] [Erin Coonelly] Erin Coonelly- Clinical Nurse Manager Dermatology Oncology Surgery

[2020-12-03 12:11:54] [Frank Savarese] Frank savarese- Director of finance neurosurgery

[2020-12-03 12:12:25] [Gretchen Kolb] Welcome Maria, Courtney and Erin, so happy to have you at Penn Medicine!



[2020-12-03 12:13:31] [Gretchen Kolb] If you would like to learn more about The first 90 days by Michael Watkins, see the executive summary here: The First 90 Days (upenn.edu):
http://pennpointplus.uphs.upenn.edu/sites/PMA/Onboarding/Documents/The_First_90_Days.pdf

[2020-12-03 12:14:29] [Gretchen Kolb] Overachievers? Us? Never!

[2020-12-03 12:15:22] [Gretchen Kolb] PMA Onboarding site, including templates:
<http://pennpointplus.uphs.upenn.edu/sites/PMA/Onboarding/Pages/Onboarding.aspx>

[2020-12-03 12:15:55] [Gretchen Kolb] Onboarding pathway:
<https://rise.articulate.com/share/JbatEjBKKfzF238RPWo5A6Tj7aswrcMc#/>

[2020-12-03 12:16:36] [Noelle Banks] Congratulations Eboni Pelzer!!

[2020-12-03 12:16:50] [Eboni Pelzer] Thanks Noelle!

[2020-12-03 12:16:56] [William Welch] Donna Masino- Associate Practice Manager Neurosurgery

[2020-12-03 12:18:57] [Kia Newman] Donna Masimo welcome!

[2020-12-03 12:19:05] [Kia Newman] Eboni congrats

[2020-12-03 12:19:39] [Eboni Pelzer] Thanks Kia!

[2020-12-03 12:19:43] [Tamara Montroy] Welcome Helene Montini!!

[2020-12-03 12:20:35] [Gretchen Kolb] What was your experience saying yes?

[2020-12-03 12:21:36] [Helene Montini] It was interesting to start and be remote from day one. Colleagues have been very helpful

[2020-12-03 12:21:50] [Gretchen Kolb] Appreciate all your willingness to say "yes" to Penn Medicine in the midst of so much uncertainty.

[2020-12-03 12:22:06] [Eboni Pelzer] Exciting but there was some anxiety.

[2020-12-03 12:22:09] [Ethan Kannel] Thankful for being employed. Challenging to miss the casual interactions in the hallways and conference rooms

[2020-12-03 12:22:14] [Gretchen Kolb] John drove his tricycle to work

[2020-12-03 12:24:06] [Courtney Summers] It was an easy yes for me. Having previously worked on the University side for four years - I knew, first hand, that the Penn enterprise had the grit to persevere through the pandemic.

[2020-12-03 12:24:59] [Erin Coonelly] Exciting, but also nerve wracking knowing the challenging circumstances Covid poses

[2020-12-03 12:25:47] [ALH] For those who moved to a new role within Penn Medicine: How much of your previous role do you still have to engage with while learning a new role?

[2020-12-03 12:27:18] [Helene Montini] I was lucky to have my in person interviews a few short days before the shut down - John was one person I met with on interview day - and I think that made a big difference for me in feeling comfortable taking on the challenge of a new position during this time

[2020-12-03 12:29:02] [Anna Moran] OF the leaders at this lunch with leaders event, have any or all had the following onboarding document implemented:

[2020-12-03 12:29:05] [Anna Moran]
http://pennpointplus.uphs.upenn.edu/sites/PMA/Onboarding/_layouts/15/WopiFrame2.aspx?sourcedoc=/sites/PMA/Onboarding/Documents/Onboarding%20Template%20for%20New%20Leaders.docx&action=default

[2020-12-03 12:29:56] [Anna Moran]
<http://pennpointplus.uphs.upenn.edu/sites/PMA/Onboarding/Documents/Onboarding%20Instructions%20for%20New%20Leader.pdf>

[2020-12-03 12:30:50] [Gretchen Kolb] @Anna - we encourage the hiring manager complete an onboarding plan for all new employees and leaders. We have slightly different versions based on the role

[2020-12-03 12:31:47] [Anna Moran] As this is encouraged but not mandated, do we know what percentage of hiring managers use these tools?

[2020-12-03 12:32:28] [Gretchen Kolb] If you just started and DO NOT have an onboarding plan, it is okay to ask your manager to work with you to build one together so you are clear on what your quick wins are, where to focus on relationship building and how to get to know the business.

[2020-12-03 12:35:03] [Gretchen Kolb] Good question, I don't think we know. However if we hear from a manager that a new employee is struggling in the first 6 month, our first question is - did they have an onboarding guide. If no, consider going back to the basics.

[2020-12-03 12:35:29] [Gretchen Kolb] If you have a new role – whether new to Penn Medicine or promoted from within, what has been your secret to your onboarding success?

[2020-12-03 12:36:01] [Ethan Kannel] Same as Dr. Yoshor, as many 1 on 1 virtual meetings as possible

[2020-12-03 12:36:44] [Caitlyn Manning] Short meet and greets with members of my team and scheduling weekly/bi-weekly check-ins with my managers. Establishing communication norms.

[2020-12-03 12:36:52] [Sindhu Srinivas] 1:1 meetings and lots of virtual meetings--that have actually allowed for more people to join than may have in person --as they are meetings with other entities

[2020-12-03 12:37:53] [Gretchen Kolb] Great point, recruitment can take even more time in COVID in order to make an informed, confident decision

[2020-12-03 12:38:03] [Erin Coonelly] As a new manager, I had never interviewed prospective staff before. I have had success by interviewing along with another manager or a physician on the team. This has helped me learn great interviewing skills and has given me confidence in my own abilities.

[2020-12-03 12:39:21] [Gretchen Kolb] PMA also has resources for interviewing, including a customizable competency-based interview guide - <http://pennpointplus.uphs.upenn.edu/sites/PMA/Talent/Pages/Interviewing.aspx>

[2020-12-03 12:39:45] [Erin Coonelly] Thank you Gretchen.

[2020-12-03 12:40:02] [Erin Nardella] Having one on one virtual meet and greets (with video) with all of my new coworkers when I initially started helped me to establish personal relationships with those I work with regularly

[2020-12-03 12:40:24] [Gretchen Kolb] We also include tips for conducting virtual interviews:

<http://pennpointplus.uphs.upenn.edu/sites/PMA/Talent/Documents/Leveraging%20Competencies%20for%20Interviewing.pdf>

[2020-12-03 12:42:17] [Gretchen Kolb] Like Mike is mentioning, these one on one sessions are important. We have some suggestions about questions to ask in these initial meet and greets: <http://pennpointplus.uphs.upenn.edu/sites/PMA/Onboarding/Documents/New%20Leader%20Onboarding%20Data%20Collection%20and%20Synthesis.docx>

[2020-12-03 12:45:20] [Beth Johnston] Mike is expressing such a universal emotion- I think if you DON'T feel this, your new role is probably not much of an advance over your previous role. Just knowing this is normal should help people let up on themselves a bit.

[2020-12-03 12:45:42] [Gretchen Kolb] LinkedIn Learning (accessible via Knowledge Link) also has some great resources for working in a virtual environment, including virtual onboarding: <https://www.linkedin.com/learning/what-s-next-reinventing-work-in-the-new-normal/what-s-next-onboarding-your-employees-virtually?resume=false&u=2262250>

[2020-12-03 12:46:02] [Gretchen Kolb] Love the authenticity!

[2020-12-03 12:47:01] [Gretchen Kolb] How have you made your new team members feel welcome and supported?

[2020-12-03 12:47:09] [Nichelle Bennett] John Sestito - well said

[2020-12-03 12:47:10] [Debra Foster] It's deeply reassuring to hear leaders share their authentic experiences moving into new roles. Thank you for sharing.

[2020-12-03 12:47:12] [Silvio Manfredo Vieira] Agreed, John Sestito

[2020-12-03 12:47:31] [Danielle Heffner] Peer mentors

[2020-12-03 12:47:42] [Gretchen Kolb] It is especially hard without the welcome donuts and face time

[2020-12-03 12:48:13] [ALH] As leaders: Who do you solicit feedback from to understand how you're performing in your role?

[2020-12-03 12:49:32] [Kay Nichols-Wolfe] I gave my employee a list of people I wanted her to meet. Key ones I scheduled for her, others I had her schedule for herself so that she could get used to navigating that process and the systems.

[2020-12-03 12:51:37] [Gretchen Kolb] @Kay that is definitely and important part of the onboarding process. Especially when those interactions might not arise naturally.

[2020-12-03 12:51:40] [Moderator Mike] please turn up your volumes on your computers if it's hard to hear the speaker



[2020-12-03 12:51:52] [Angela Miller] I recall John having a conversation with me when i was new to my role. Such comforting advice--"give yourself time to learn the business" "it take s time" "this is a totally new role"

[2020-12-03 12:53:03] [Angela Miller] During my interview with Regina Cunningham I asked what was something that helped with her success and she replied "Humility"

[2020-12-03 12:54:36] [Gretchen Kolb] Please type in "leave" on your phone to exit Poll Everywhere. You will receive a response that says "you have now left"

[2020-12-03 12:54:46] [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/s3/12-3-Lead-Strong-Lunch-with-Leaders-Onboarding-New-Leaders>

[2020-12-03 12:54:52] [cris hutchinson] thank you ! very insightful

[2020-12-03 12:54:54] [Zenas Colt] Great session and speakers, thank you!

[2020-12-03 12:54:55] [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.

[2020-12-03 12:55:18] [Gretchen Kolb] Join us Dec 17 - it will be fun and full of surprises!

[2020-12-03 12:55:21] [Eileen Maloney] Thank you everyone !! Great hour of 'getting to know you' !!

[2020-12-03 12:55:37] [Kia Newman] Thank you! I really enjoyed this session

[2020-12-03 12:55:51] [Jessica Fuller] This was great. Thank you to all of the speakers!

[2020-12-03 12:55:51] [beth] these sessions are always so good an duplifying and thank you all for your insight!!

[2020-12-03 12:55:56] [Gretchen Kolb] Thanks to the new managers for joining us and making Penn medicine even better!

[2020-12-03 12:55:57] [April] Thank you this was wonderful

[2020-12-03 12:56:14] [Cheng Peng] Thank you. Very helpful!

[2020-12-03 12:56:22] [Silvio Manfredo Vieira] Thank you!

[2020-12-03 12:56:24] [Debra Laumer] Thank you! I appreciate the sharing of these leadership insights!

PRIVATE CHAT

CHAT WITH: Gretchen Kolb

[2020-12-03 12:50:33] [Gretchen Kolb] Is there anyway to turn up his volume?

[2020-12-03 12:51:14] [Moderator Mike] We tried to earlier

MODERATOR GROUP CHAT