EVENT NAME
 Lead Strong LIVEcast: Lunch with Leaders
EVENT DATE: THURSDAY, 01 JULY 2021
EVENT BY: MTP 4

EVENT CHAT

[2021-07-01 11:56:31] [Jen Rader] Welcome to Lunch with Leaders! We will be starting at 12:00. Grab some lunch and enjoy the show.
[2021-07-01 12:00:54] [Jen Rader] The recording for this session, other resources and presentations are available via Lead Strong at:
https://www.med.upenn.edu/uphscovid19education/lead-strong.html
[2021-07-01 12:02:33] [Jen Rader] • Book club:
•   You can still register for the 7/8 Adam Grant book club
here:https://primetime.bluejeans.com/a2m/live-event/awxvxvtb
•   If you are able to attend, the session will be recorded and posted on the Penn Medicine Book Club website.
[2021-07-01 12:03:51] [PMA Virtual] Just heard a podcast last night with Adam Grant and Lin Manuel Miranda.   We're hanging with some famous people!
[2021-07-01 12:03:56] [Jen Rader] • 30 Minute Coach:
[2021-07-01 12:04:05] [Jen Rader] registration links and information about the next session
•   Sessions for managers:
☐   Monday, July 12, 3:00PM
☐   Tuesday, July 13, 9:00AM
•   Sessions for individual contributors
☐   Tuesday, July 13, 3:00PM
☐   Wednesday, July 14, 9:00AM
[2021-07-01 12:04:23] [Jen Rader] For CME/CE credits:
•   Text 72828 to 215-398-6728
•   Login at https://upenn.cloud-cme.com and enter the event code via My CE/CME >> Claim Credit
•   CloudCME app using the institution code, UPENN, event code via claim credit.
For questions, please contact penncme@pennmedicine.upenn.edu.
[2021-07-01 12:04:41] [Jen Rader] Happy to be here!
[2021-07-01 12:04:51] [PMA Virtual] https://www.adamgrant.net/podcast/
[2021-07-01 12:05:50] [Jen Rader] We love hearing from you! Feel free to share your thoughts, feedback and experiences in the chat. Shoot me any questions for our guests and I'll try to ask as many as possible.
[2021-07-01 12:06:32] [Jen Rader] • Using your cell phone, text "pennmedicine918" to "22333"
[2021-07-01 12:06:42] [Jen Rader] If you are on your computer, you can also click on the link on chat PollEv.com/pennmedicine918
[2021-07-01 12:06:57] [Jen Rader] What emotions are you feeling today?
[2021-07-01 12:07:21] [shannon donahue] Happy and excited for the weekend!!
[2021-07-01 12:08:01] [Lindsay Bowler] Jen it said that 72828 isn't approved for CME/CE
[2021-07-01 12:09:12] [Jen Rader] Lindsay, I will follow up with you offline.
[2021-07-01 12:09:39] [Lindsay Bowler] Thank you!
[2021-07-01 12:10:06] [Young Un Cho] You will need to have a profile set up on the CME website, https://upenn.cloud-cme.com. You can also reach out directly to: penncme@pennmedicine.upenn.edu.
[2021-07-01 12:10:20] [Jen Rader] Thanks Young Un!
[2021-07-01 12:11:36] [Lina Sanchez] This lecture is not approved for CME. Previous ones registered without issues
[2021-07-01 12:12:29] [Jasmine Kain] 72828 is attached to Creative Problem Solving
[2021-07-01 12:12:59] [Young Un Cho] Thank you, Jasmine for confirming.
[2021-07-01 12:13:15] [Young Un Cho] We will also get in touch with the CME office to review.

[2021-07-01 12:13:35] [Maggie McIntosh] Love your cognitive bias poster Roy!
[2021-07-01 12:13:39] [Jen Rader] What are the characteristics of good problem solvers?
[2021-07-01 12:13:54] [sean fitzpatrick] Roy -
[2021-07-01 12:14:13] [Jessica Lazzeri] good listeners
[2021-07-01 12:14:18] [Carl Adkins] very good listening skills
[2021-07-01 12:14:20] [Noelle Banks] good listerners
[2021-07-01 12:14:22] [Dave] Intellectual curiosity
[2021-07-01 12:14:24] [Kellie Wilson] Open to possibilities
[2021-07-01 12:14:25] [Kim Schneider] Open to ideas of others
[2021-07-01 12:14:26] [Elizabeth Wentzel] good problem solvers don't accept the status quo
[2021-07-01 12:14:29] [Carolyn D. Blaylock] Empathy
[2021-07-01 12:14:30] [Sarah Torpey] perseverance
[2021-07-01 12:14:36] [Noelle Banks] critical thinkers
[2021-07-01 12:14:36] [Christina Marchesani] thinking outside the box,
[2021-07-01 12:14:37] [Davis] Open ended questions
[2021-07-01 12:14:39] [Bob W] As a child I always ask "Why"?
[2021-07-01 12:14:41] [James Curtis] open minded
[2021-07-01 12:14:44] [Anna Volpp] Asking why
[2021-07-01 12:14:45] [Cheryl Monturo] comfortable questioning the norm
[2021-07-01 12:14:46] [Megan Advani] Able to see the big picture yet also analyze the small details
[2021-07-01 12:14:47] [Kylie Todaro] strong listener, curiosity, and checks assumptions.
[2021-07-01 12:14:52] [Cynthia Clark] listening to the people who are working at the source of the problem
[2021-07-01 12:14:53] [Amanda Williams] Empathy and Curiosity
[2021-07-01 12:15:05] [Cindy Brockway] Intensive listening and drawing others out
[2021-07-01 12:15:06] [Samantha] purposely being open minded
[2021-07-01 12:15:13] [Dr. Rachael Sampson, MD, FACOG] Agree think outside the box
[2021-07-01 12:15:15] [Andy Gordon] Looks for input from unexpected sources.
[2021-07-01 12:15:18] [sean fitzpatrick] Roy - Curious to know what led you to healthcare from technology?
[2021-07-01 12:24:26] [Jen Rader] Strategies for challenging your own thinking and keeping it fresh?
[2021-07-01 12:24:33] [Dr. Rachael Sampson, MD, FACOG] Thanks everyone for a great lunch and learn! This is a question for Dr. Srinivas:

How do you think we best innovate our approach to women's health care, particularly in terms of health equity and reduction of maternal m&m?
[2021-07-01 12:24:44] [dianna kane] do you feel a failure leads to success as knowing what doesn't work leads to opportunity and change
[2021-07-01 12:24:55] [Lester Lledo] how do suggest problem solving when faced with aggressive timelines?
[2021-07-01 12:25:47] [Carolyn] Use techniques from improv to generate ideas
[2021-07-01 12:26:20] [Cheryl Monturo] use the existing evidence as a problem solving approach
[2021-07-01 12:27:07] [dianna kane] identify need versus want and be aware of culture/habit
[2021-07-01 12:27:18] [Lester Lledo] agree work models or solutions should be nimble to adjust to need or aim/goal
[2021-07-01 12:28:23] [Dr. Rachael Sampson, MD, FACOG] HeartSafe Motherhood literally revolutionized postpartum care!
[2021-07-01 12:28:29] [donna rugh] Thinking from the end (desired result) can be a helpful technique to provide focus when faced with aggressive timelines
[2021-07-01 12:28:32] [Samantha] Look at parallels to another system that works well, but do not be afraid to re-invent the wheel. Don't be afraid to break things down in the most simplest ways and keep on the forefront what your goals are what outcomes are you looking for and why
[2021-07-01 12:29:02] [Christina Marchesani] learning what others are doing in terms of questioning the norms, I listened to an NPR podcast this morning called Transforming the Toilet... really interesting how people are questioning how to change sanitation and it was fascinating

[2021-07-01 12:29:11] [Jen Rader] Have you ever had a creative idea go south? Tell me story about something that didn't work and what did you learn?
[2021-07-01 12:29:37] [Dave] Hahahaha getting it wrong happens all the time - it's how we learn!
[2021-07-01 12:31:25] [Bob W] A 3M scientist made the mistake of making a glue that would not stick and her staff turned it into post-it notes!
[2021-07-01 12:31:58] [Jessie] I love how Roy talks so freely about failure. So many times peopole see failure as a end of something and a reflection of who we are. "we didn't fail but we invalidated a hypothesis." Love this
[2021-07-01 12:32:07] [Jen Rader] @Bob W Love this fun fact and post-it notes
[2021-07-01 12:35:07] [Jen Rader] PIIA=Performance Improvement in Action
[2021-07-01 12:35:36] [Kylie Todaro] Love the PIIA shout out :)
[2021-07-01 12:35:45] [Steve Hyland] Identifying the appropriate issue is the biggest hurdle for our teams. Getting to the root of what you are trying to solve, instead of starting with a solution or jumping to quickly to a solution
[2021-07-01 12:36:02] [Jen Rader] Change and doing things differently can be a challenge for many people, especially if things are working relatively well. Sometimes trying new things can be met with resistance. Advice on how you've successfully overcome resistance to innovation?
[2021-07-01 12:36:14] [Kylie Todaro] Holding on to your hypothesis loosely and with a curious eye.
[2021-07-01 12:37:11] [dianna kane] "Think Again" is intriguing and supportive of risk taking. being a change catalyst
[2021-07-01 12:37:53] [Kylie Todaro] Preparing people for what is and is not changing, Telling a story about change in a way that is impactful to your stakeholders
[2021-07-01 12:38:23] [Angela Miller] I always lean on the early adopters but make sure to continue to engage late adopters at various intervals
[2021-07-01 12:39:09] [Cynthia Clark] Engage the resistors in discussions about how the problem is impacting them and the patients that they care for.
[2021-07-01 12:39:14] [Ilene Rosen] communicate, communicate, communicate. this is the "why" the change, this is the "how", and here are the check ins as to what is working and what isn't.
[2021-07-01 12:39:56] [Kim] I think saying - let's just try it and see how it goes and indicate that you want their feedback early and often on how things are going...
[2021-07-01 12:40:08] [Dave] Active listening and analysis of empirical evidence using a "Just Culture"
[2021-07-01 12:40:14] [Kellie Wilson] I ask questions about the resistance to better understand. I try to find a mutual goal & then ask them fir suggestions as well. It makes it into a conversation. I also ask what is the worst that could happen.
[2021-07-01 12:41:24] [Carolina Cerino] Communication
[2021-07-01 12:42:00] [Lester Lledo] also important to involve nay sayers opinions because they may valid reasons for not always agreeing to change
[2021-07-01 12:42:10] [Lester Lledo] have*
[2021-07-01 12:42:11] [Kylie Todaro] Empathy and trust
[2021-07-01 12:42:21] [Samantha] Don't dismiss resistance. Instead, reframe it that this is positive to think about what could happen if we make change and what would we do if the change didn't work
[2021-07-01 12:42:28] [Jen Rader] When you are hiring someone, how can you assess their ability to think creatively and be a strong problem solver?
[2021-07-01 12:43:26] [Elizabeth Wentzel] Wow--that's a great idea, Sindu. Gives you a real sense of what you might have in a team member once hired.
[2021-07-01 12:46:03] [Jen Rader] PMA Interview Guide
http://pennpointplus.uphs.upenn.edu/sites/PMA/Talent/Pages/Interviewing.aspx
[2021-07-01 12:46:46] [David Weinstein] shout out to the PMA....the interview resources have made a huge difference in our ability to assess candidates consistently and equitably
[2021-07-01 12:46:54] [Catherine Bartola] Identifying if someone is a conscious competent in their area of expertise is helpful; can they explain what and how they do work in a manner that others can understand.
[2021-07-01 12:50:26] [Bob W] Smart man
[2021-07-01 12:54:17] [Jen Rader] Love that!

[2021-07-01 12:56:01] [Jen Rader] The recording for this session, other resources and presentations are available via Lead Strong site at:
[2021-07-01 12:56:14] [Jen Rader] https://www.med.upenn.edu/uphscovid19education/lead-strong.html
[2021-07-01 12:56:20] [Jen Rader] You can also download the event series to your outlook calendar from the website.
[2021-07-01 12:56:28] [Jen Rader] We value your feedback. Please complete this brief survey to let us know how we could improve these sessions.
[2021-07-01 12:56:38] [Gary Gionsberg] So why can't the Phillies figure this out
[2021-07-01 12:56:42] [Jen Rader] https://survey.pennmedicine.org/s3/Lead-Strong-Lunch-with-Leaders
[2021-07-01 12:56:47] [Silvio Manfredo-Vieira] Great session! Happy 4th of July!
[2021-07-01 12:56:47] [Sherine Koshy] Thank you Sindhu & Roy! Great session!
[2021-07-01 12:57:18] [Charmaine] Another great program! Thanks Roy and Sindhu
[2021-07-01 12:57:19] [Lester Lledo] thanks for a very informative session...have a great July 4th weekend
[2021-07-01 12:57:33] [Jen Rader] Don't forget to leave the poll!
[2021-07-01 12:57:34] [Kylie Todaro] Great session today!
[2021-07-01 12:57:38] [Ryan Quinn] Thank you. This was a great session.
[2021-07-01 12:57:43] [dianna kane] this was great TY Hope to get selected to go to innovation center in 2021 BRAIN STORMING...
[2021-07-01 12:57:52] [James Curtis] Great session, thank you all!
[2021-07-01 12:58:06] [Barbara Schrader] Thank you, great session!
[2021-07-01 12:58:08] [Kellie Wilson] Thank you!!!
[2021-07-01 12:58:20] [Elsie DeJesus] Great Session . Thank you!
[2021-07-01 12:58:37] [Carolyn D. Blaylock] Thank you! Have a safe and wonderful 4th of July holiday weekend!

PRIVATE CHAT

CHAT WITH: Jen Rader
[2021-07-01 12:48:56] [Jen Rader] Hi Terrance. Why is it that sometimes when I paste a URL in the chat is a blue Link and sometimes not?
[2021-07-01 12:50:33] [Terrance (AV Support)] I am not sure. Is it the same link?
[2021-07-01 12:51:26] [Jen Rader] different links. Some work some don't. But I am copying from a word doc the same way.
[2021-07-01 12:52:39] [Terrance (AV Support)] I wonder if there isn't a space before the URL?
CHAT WITH: Johanna Kim
[2021-07-01 12:29:41] [Johanna Kim] I'm getting the same thing about the CME response with "sorry but activity id 72828 lung with leaders creative problem solving 070121 has not been approved to award credits at this time due to one or more missing pieces of documentation. please contact your coordinator for more information"
CHAT WITH: Young Un Cho
[2021-07-01 12:37:47] [Young Un Cho] is it freezing at times? seems ok now..
[2021-07-01 12:40:18] [Terrance (AV Support)] it may be your connection. Haven't experienced any issues.
[2021-07-01 12:41:23] [Young Un Cho] Oh good!
[2021-07-01 12:41:28] [Young Un Cho] thanks for checking

MODERATOR GROUP CHAT

MODERATOR PRESENTER GROUP CHAT

[2021-07-01 12:16:39] [Young Un Cho] Slides working great now!

[2021-07-01 12:17:04] [Casey O'Neill] oh good