

Welcome to our virtual waiting room!

While you wait for the session to start, please take time to:

1. Familiarize yourself with BlueJeans
2. Check your name- update first and last if incorrect
 - 1 in the picture
3. Visit the chat window
 - 2 in the picture
4. Visit the question & answers window
 - 3 in the picture

BlueJeans Participant Screen

Attendee View

(David Lee)

Entry banner alerts Attendee that nobody will be able to see or hear them.

Event title → Sales Kickoff

Speaker Volume →

Mute Speaker →

Full Screen →

Slider bar – drag to change the size of video and content

Exit the event

Main (roster) view 1

Chat w/ everyone 2

Chat w/ Moderator

Questions & Answers 3

Expand side navigation (display Presenter roster)

Settings (choose which speaker to use)

The event is live - You are in a view only role and can not be seen or heard DISMISS

Year	RED	BLUE	GREEN	YELLOW
2004	10	10	10	10
2005	40	30	20	10
2006	70	40	30	20
2007	70	50	40	30
2008	80	60	50	40
2009	80	60	50	40
2010	90	70	60	50
2011	90	80	70	60

Lunch with Leaders LIVECast: **Managing Difficult Conversations Now**

April 22, 2021



Virtual Meeting Norms

Actively participate to make this engaging! You have several opportunities:

- Respond to all polls using your phone.
- Ask the facilitator questions in the **Q&A window** unless directed otherwise.
- Share your experience, add a comment, or ask for clarification using the **Chat feature**. A moderator will monitor the chat.

Obtaining CME/CE Credit

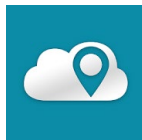
To received CME/CE credits:



Text the event code to (215) 398-6728 (NEW!)



Login at <https://upenn.cloud-cme.com> and enter the event code via My CE/CME >> Claim Credit



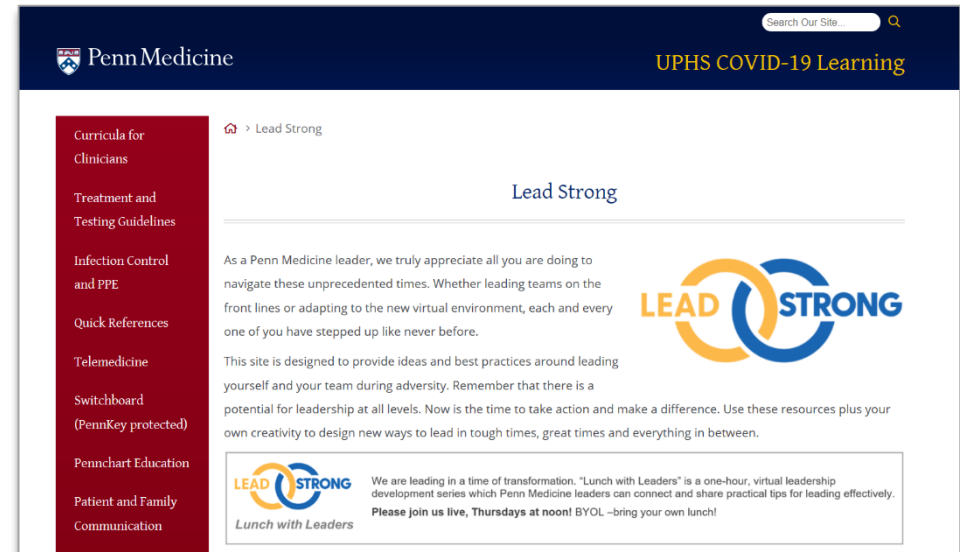
CloudCME app – Institution Code UPENN; enter the event code via Claim Credit

Event Code:
72569

*You must have a profile in the system,
<https://upenn.cloud-cme.com>,
to get credit*

Welcome to Lunch with Leaders

- ▶ Welcome
- ▶ What is *Lunch with Leaders*?



The screenshot shows the Penn Medicine UPHS COVID-19 Learning website. The header includes the Penn Medicine logo and a search bar. The main content area is titled 'Lead Strong' and features a red sidebar with navigation links: Curricula for Clinicians, Treatment and Testing Guidelines, Infection Control and PPE, Quick References, Telemedicine, Switchboard (PennKey protected), Pennchart Education, and Patient and Family Communication. The main text welcomes Penn Medicine leaders and describes the 'Lunch with Leaders' program as a one-hour, virtual leadership development series. The 'LEAD STRONG' logo is prominently displayed.

Penn Medicine

UPHS COVID-19 Learning

Search Our Site...

Curricula for Clinicians

Treatment and Testing Guidelines

Infection Control and PPE

Quick References

Telemedicine

Switchboard (PennKey protected)

Pennchart Education

Patient and Family Communication

Lead Strong

As a Penn Medicine leader, we truly appreciate all you are doing to navigate these unprecedented times. Whether leading teams on the front lines or adapting to the new virtual environment, each and every one of you have stepped up like never before.

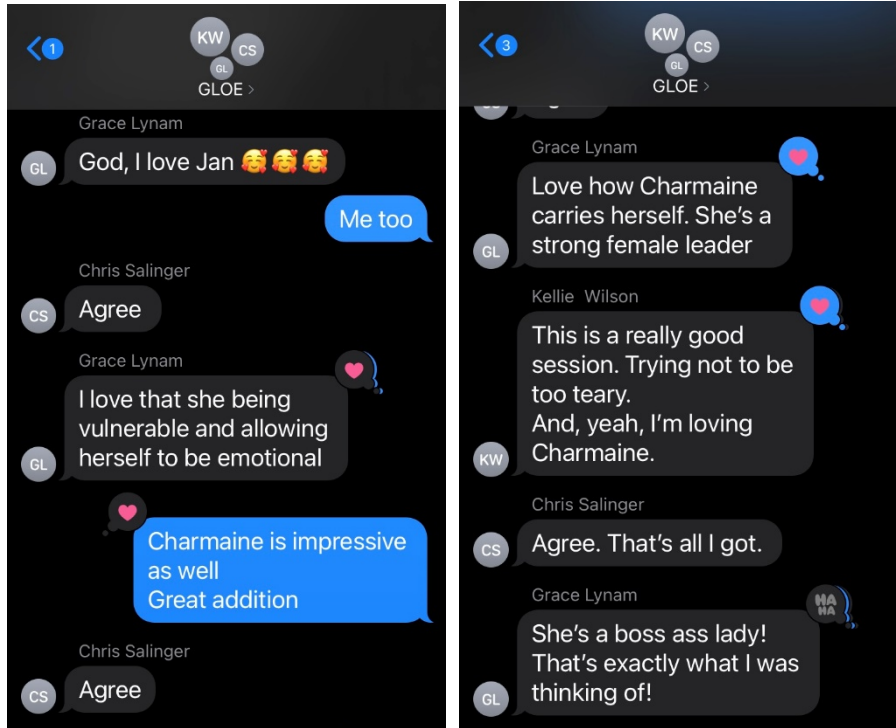
This site is designed to provide ideas and best practices around leading yourself and your team during adversity. Remember that there is a potential for leadership at all levels. Now is the time to take action and make a difference. Use these resources plus your own creativity to design new ways to lead in tough times, great times and everything in between.

LEAD STRONG

We are leading in a time of transformation. "Lunch with Leaders" is a one-hour, virtual leadership development series which Penn Medicine leaders can connect and share practical tips for leading effectively. **Please join us live, Thursdays at noon! BYOL –bring your own lunch!**

Lunch with Leaders

What's in the Mail?



GLOE (Gorgeous Ladies of Experience), LGH:
Grace Lynam, Kellie Wilson & Chris Salinger

What did you enjoy about the last session?

This was the best one yet.



Loved how real they were. Love that Jan shared her anxiety about retirement- no one talks about that.

Getting to see leaders share vulnerabilities authentically.

Anonymous comments from the evaluation survey

Penn Medicine ACHE Leadership Program

Objectives:

- Provide targeted development for a diverse cohort of high potential physician and administrative leaders with a goal of attaining Fellow of ACHE credential.
- Use leaders as teachers model to build leaders in the Penn Medicine Way.
- Provide the 36 hours of continuing education content required to meet the ACHE fellowship eligibility.

Target Audience:

- Up to 40 physician or administrative leaders (manager level and above) self-nominated for participation
- Experience: Hold **healthcare management position** and have at least **4 years of healthcare management experience**
- Education: Master's degree or other post-baccalaureate degree

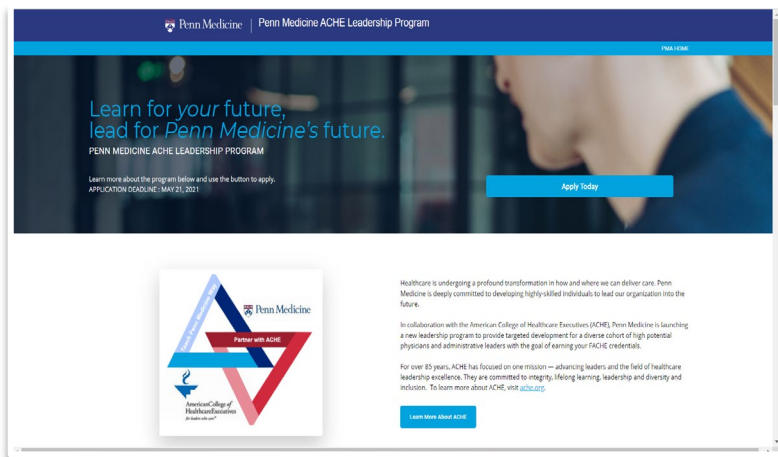
Format:

- Approximately two to three-hour, virtual sessions per month on leadership development content over the course of 12 months
- Consideration for one in-person session plus cohort based volunteering experience (COVID permitting)

Requirements:

- Participants must commit to complete remaining requirements to achieve FACHE
- Final selection by senior leadership team

Invitation to an info session!



Penn Medicine ACHE (American College of Healthcare Executives) Leadership Program Website: includes program overview, eligibility criteria, application form (Open until May 21) and FAQs



Click here to register to the virtual info session, April 27, 3:30 – 4:30 PM!

With current Fellows of ACHE

- **Allison Wilson-Maher**, Vice President Real Estate and Architecture, Corporate
- **Aron Berman**, Assistant Executive Director, HUP
- **John J. Herman**, CEO, LGH
- **Michele Volpe**, CEO, PPMC

The session will be recorded and posted on the website.



Undergraduate and Graduate Programs: Selecting the Best Fit

Objectives:

- Provide overview of the tuition assistance program
- Enhance participants ability to select the undergraduate or graduate program best suited to advance their career at Penn Medicine

Format:

- 45 minute virtual quarterly informational session
- Includes information on the tuition assistance program, Edcor, considerations when selecting a program and Q&A
- Supported by PMA and Benefits Team

Audience:

- Any employee considering using the tuition assistance program

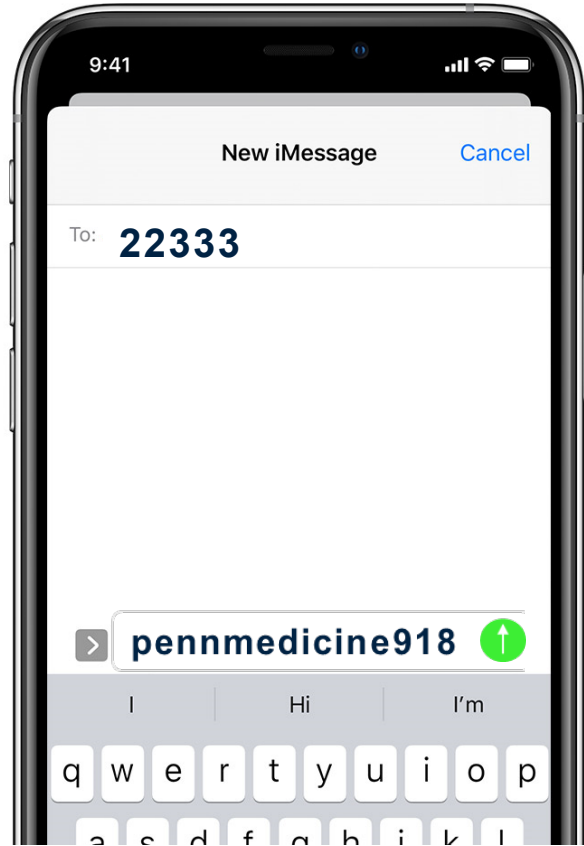
[Register Here](#) for April 29, 12 noon session!

Today's Objectives

- ▶ Learn how to approach and plan for difficult conversations – in person or virtually
- ▶ Identify key principles and tips for navigating conflict while taking people's lowered resilience into consideration
- ▶ Connect with others and share experience on how to manage your conversations to develop ideas and strengthen relationships

Participate in Poll Everywhere

#1



#2 What emotions are you feeling today?



Catherine J. Morrison, JD

A negotiation and conflict management expert who helps leaders become more capable at resolving conflicts and negotiating effective change

What emotions are you feeling today?

Remember....



Message delivery \neq
problem solving

Difficult Conversation Steps

1. Prepare - sort out the three conversations.
2. Check your intentions, then decide whether to raise the issue.
3. Start from the “third story.”
4. Explore their story and yours.
5. Engage in problem-solving.



**“ In conversations, respect is like air;
if you take it away,
it’s all people can think about. ”**

Kerry Patterson

Spotlight on Our New Executives

May 6, 2021 at 12pm

**Our
guests**

- **James Demetriades**, CEO, Penn Medicine
Princeton Health
- **John J. Herman**, CEO, Lancaster General Health



Add the Series to your Outlook!

Upcoming Lunch with Leaders LIVEcasts



May 6

Spotlight on New Executives
with James Demetriades and John Herman

May 20

Growing Up Penn Medicine
with Peter Quinn, MD, and Lori Gustave

Stay tuned for more!

Click [here](#) or visit [Lead Strong Site](#) to add the event series to your Outlook calendar.

Exit Poll Everywhere

