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
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.

*Please note that the session will be recorded*
Obtaining CME/CE Credit

To receive 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.

For further assistance, please contact penncme@pennmedicine.upenn.edu.
Welcome to Lunch with Leaders

- Welcome
- What is Lunch with Leaders?
What’s in the Mail?

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

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

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

Link to American College of Healthcare Executives (ACHE)
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

New iMessage

Cancel

To: 22333

#2

What emotions are you feeling today?

pennmedicine918
Lunch with Leaders Guest

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 ≠ problem solving
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.

“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