

# 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 →

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) →

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

| Year | RED | BLUE | GREEN | YELLOW |
|------|-----|------|-------|--------|
| 2004 | 40  | 10   | 10    | 10     |
| 2005 | 60  | 30   | 20    | 20     |
| 2006 | 70  | 40   | 30    | 30     |
| 2007 | 80  | 50   | 40    | 40     |
| 2008 | 90  | 60   | 50    | 50     |
| 2009 | 90  | 70   | 60    | 60     |
| 2010 | 90  | 80   | 70    | 70     |
| 2011 | 100 | 90   | 80    | 80     |

# Lunch with Leaders LIVECast: Leading with Emotional Intelligence

June 11, 2020



**1 Nursing contact hour awarded.**

Penn Medicine Nursing is an approved provider of continuing nursing education by the Pennsylvania State Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation. Approval # 124-3-H-15.

# 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.
  - If there is time, and you would like to share your experience with audio/video, **raise your hand AND write in the Moderator Chat**.

# Today's Agenda

- ▶ Welcome
- ▶ What to expect today
  - What kind of leader are you today/do you want to be?
  - How does stress impact your leadership?
  - What kind of team climate are you creating/want to create?
  - What is the social impact you have/want to have?

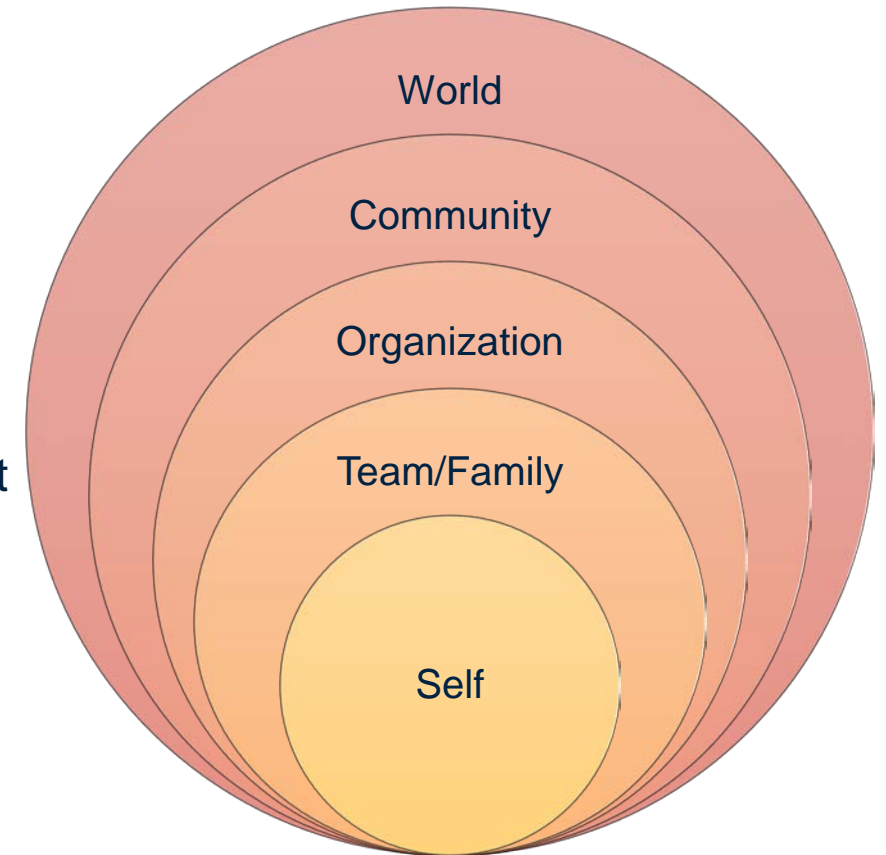


*Lunch with Leaders*

# The Current Environment

- ▶ **COVID-19** is a traumatic event that is taking place over a long and unknown duration of time affecting everyone in the entire world.
  - Many of us are adjusting to working from home and the colliding of our personal and professional lives.
- ▶ There is **social unrest** around issues of race and law enforcement in cities and small towns across the nation and around the world.
- ▶ These crises are epic in their multi-level impact.
- ▶ The impacts are asymmetrically experienced: different professions, communities and families are in differing extremes at different points in time.

*We are all living with tremendous uncertainty  
and awash in emotion.*



# Asymmetry in Experience + A Lot of Unknown = Very Unpredictable Situation

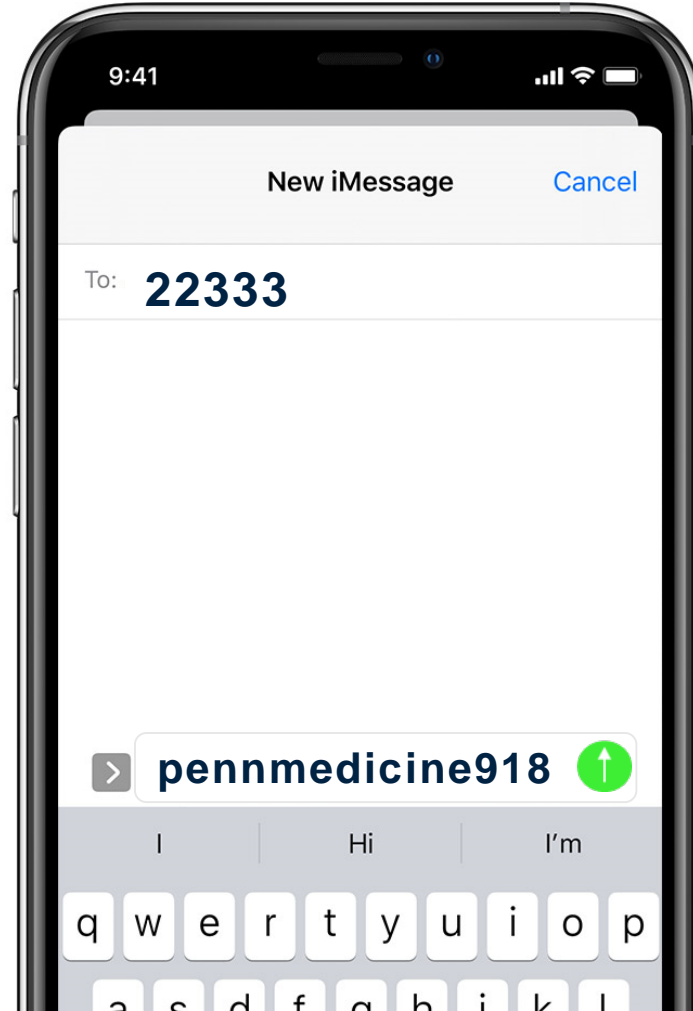
- ▶ Everyone's experience is unique
- ▶ People are intermittently stable
- ▶ We feel well and unwell simultaneously
- ▶ Please, no judgment of self or others for their emotional reactions

“Resilience is the maintenance of high levels of positive affect and well-being in the face of adversity. It is not that resilient individuals never experience negative affect, but rather that the negative affect does not persist.”

**Richard Davidson**



# Participate in Poll Everywhere



When poll is active, respond at **PollEv.com/pennmedicine918**

Text **PENNMEDICINE918** to **22333** once to join

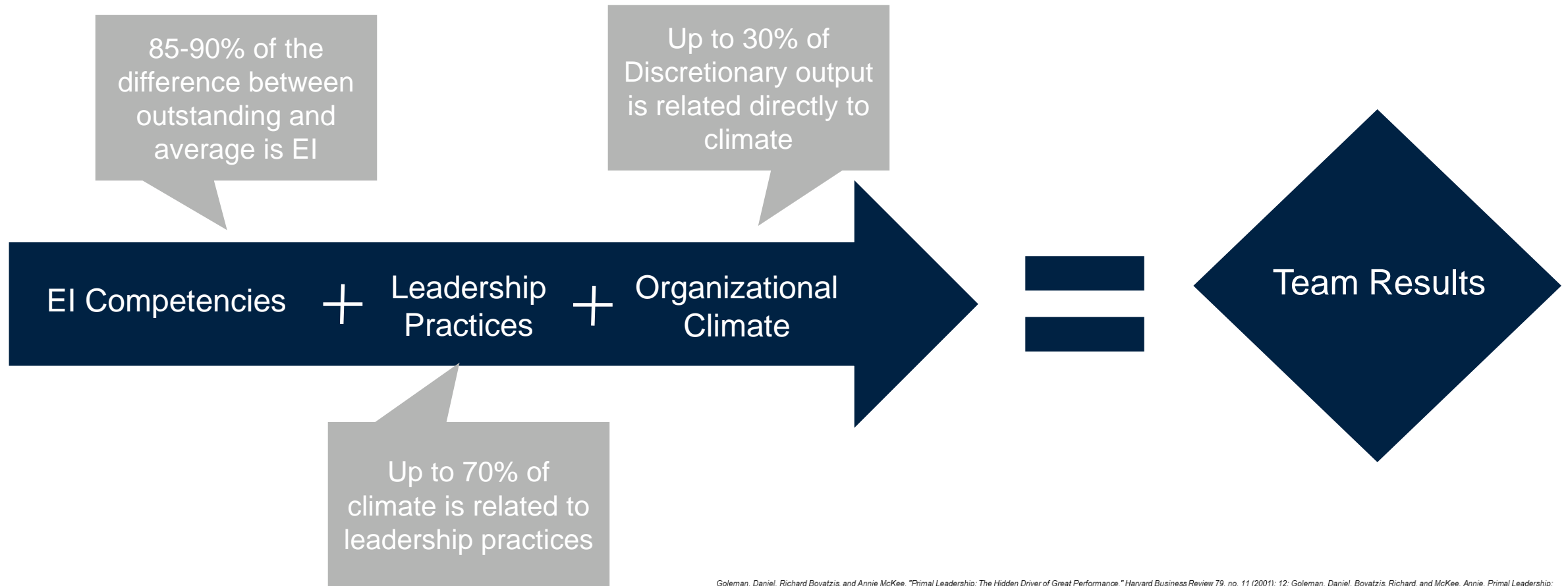
# What emotions are you feeling today?

Start the presentation to see live content. For screen share software, share the entire screen. Get help at [pollev.com/app](https://pollev.com/app)





# Case for Emotional Intelligence



Goleman, Daniel, Richard Boyatzis, and Annie McKee, "Primal Leadership: The Hidden Driver of Great Performance," Harvard Business Review 79, no. 11 (2001): 12; Goleman, Daniel, Boyatzis, Richard, and McKee, Annie, Primal Leadership: Realizing the Power of Emotional Intelligence, Boston, MA: Harvard Business School Press, 2002; McKee, Annie, Boyatzis, Richard, Johnston, Fran, Becoming a Resonant Leader: Develop Your Emotional Intelligence, Renew Your Relationships, Sustain Your Effectiveness, Boston, MA: Harvard Business School Press, 2008; McKee, Annie and Johnston, Frances.

# Emotionally Intelligent Leadership



# The Consequences of Stress

- ▶ Physical consequences: ulcers, heart disease and high blood pressure
- ▶ Behavioral consequences: absenteeism, loss of appetite, increased smoking and alcohol consumption
- ▶ Psychological consequences: loss of motivation, increased apathy (decrease in empathy), withdrawal, negativity and even depression

*Stulberg, B. (2016, Dec. 8). The United States of burnout. Thrive Global. Retrieved from <https://medium.com/thrive-global/the-united-states-of-burnout-98b9418b0c95>.*

# Self-Awareness Check-in



**EMOTIONAL**



**RELATIONAL**



**MENTAL**



**PHYSICAL**



**SPIRITUAL**

# Five practices that don't take time and are like multi-vitamins

1. Breathing – three deep breaths
2. Gratitude – being appreciative
3. Mindfulness – paying attention, noticing
4. Compassion – for self and others
5. Hope – a guiding, inspiring vision

McKee, Annie. *Management: A Focus on Leaders*. 2012 ©Pearson/Prentice Hall

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Text **PENNMEDICINE918** to **22333** once to join

# What emotions are your teams feeling?

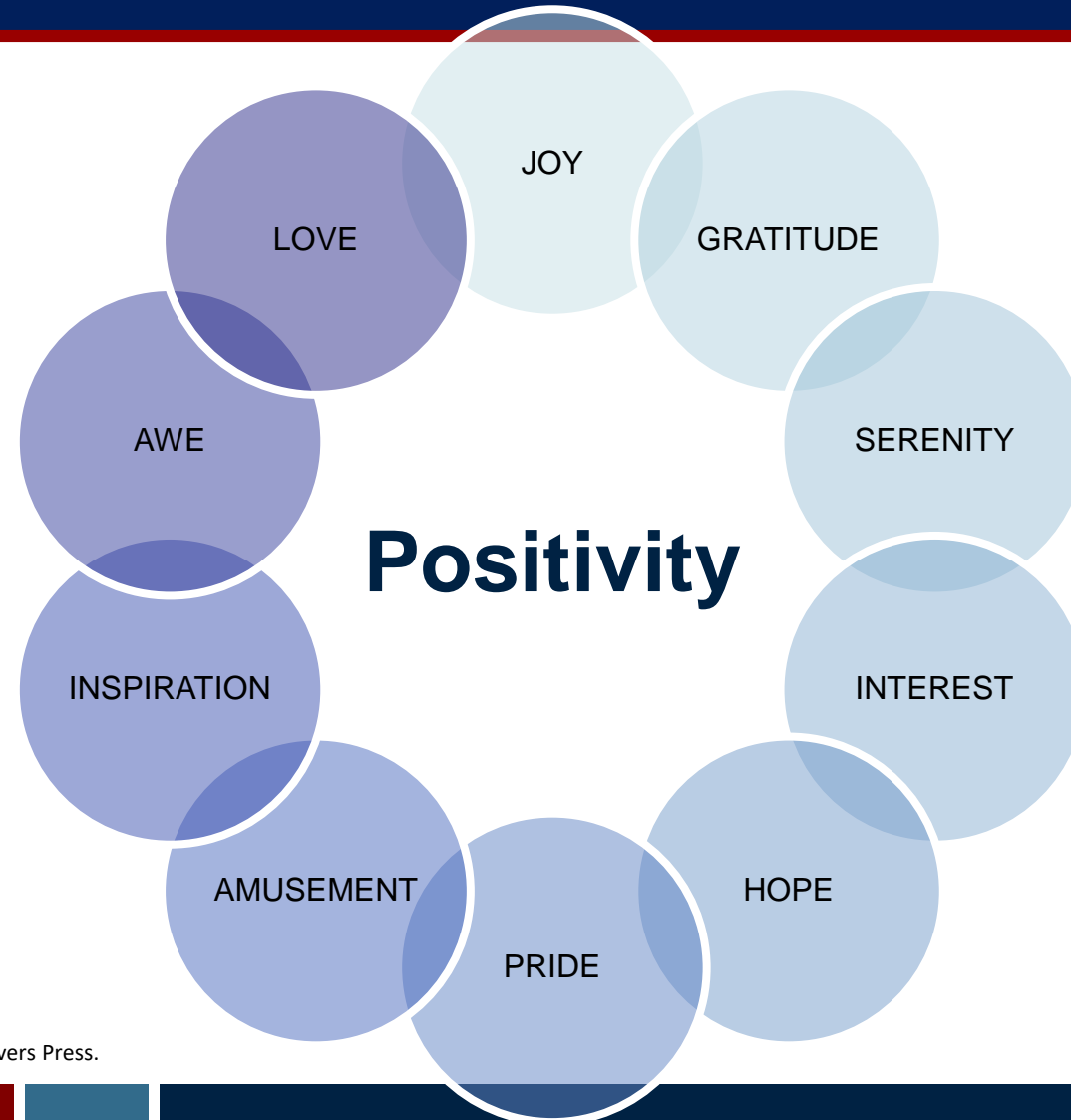
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# Focus on your Team: Relationship Mapping



# Impact of Positive Emotions



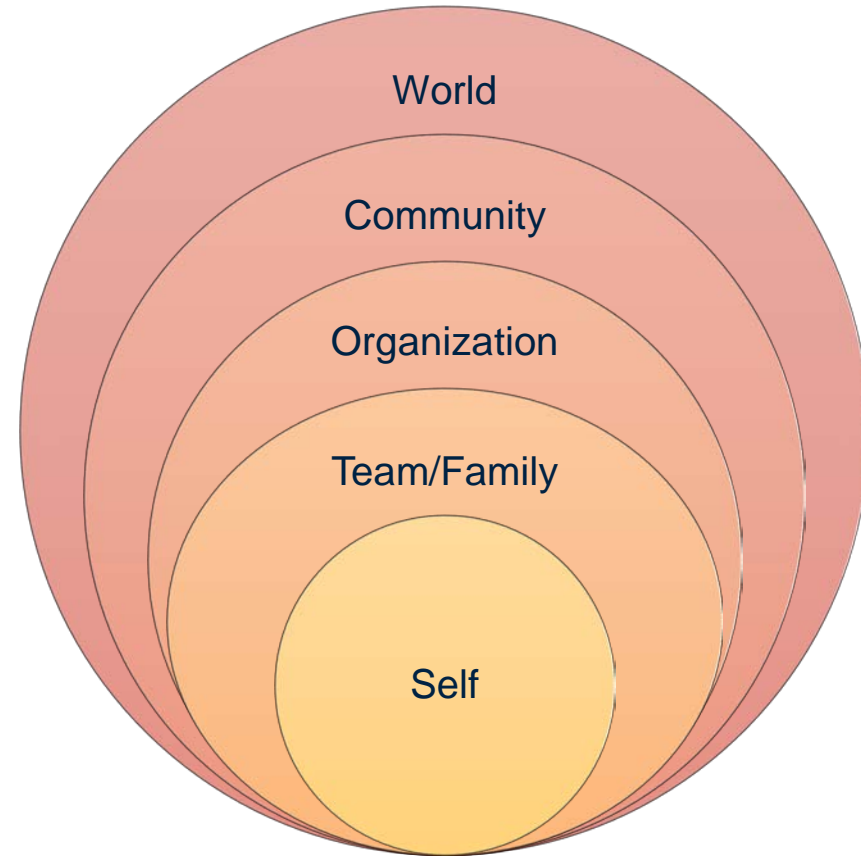
Fredrickson, Barbara L (2009). Positivity. New York: Three Rivers Press.



# This is a Time of High Relationship

## **We need each other...**

- In times of crisis, we are dependent on one another
- We need to adjust together to new realities
- We need to care for each other



# Empathy

- ▶ Seeking to understand people's needs, desires, and point of view
- ▶ Feeling real concern, then *acting on it*
- ▶ Connecting with others on a deeper level, which results in calming physiological effects

Empathy starts with self-compassion:

- ▶ Overworking is a cyclical stress trap

McKee, A. & Wiens, K. (2016). *Why some people get burned out and others don't*. Retrieved from [hbr.org](#); McKee, A. & Wiens, K. (2017). *Prevent burnout by making compassion a habit*. Retrieved from [hbr.org](#).

# Make Time to Connect in a Different Way

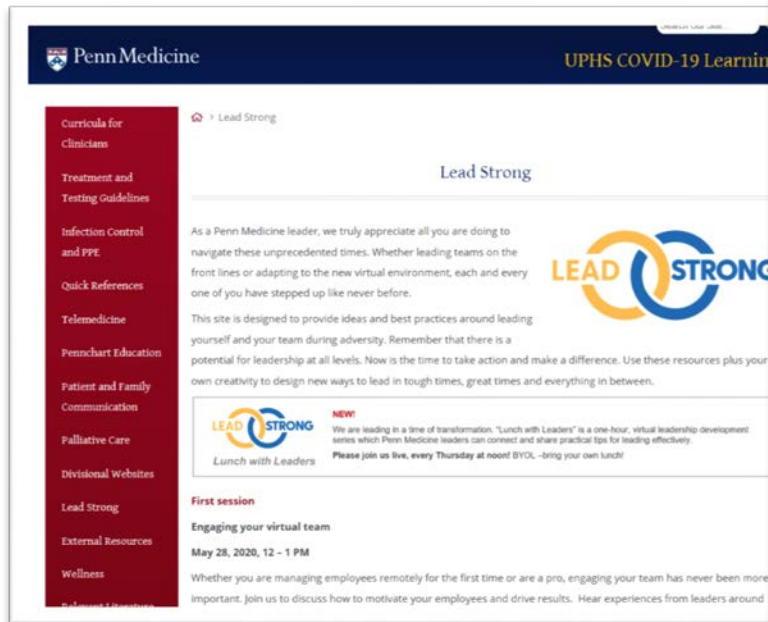
- In times of stress, and in this time of “virtual” relationships, people need to feel seen, heard and that they matter to other people. Conversations that matter now:

“You Matter”

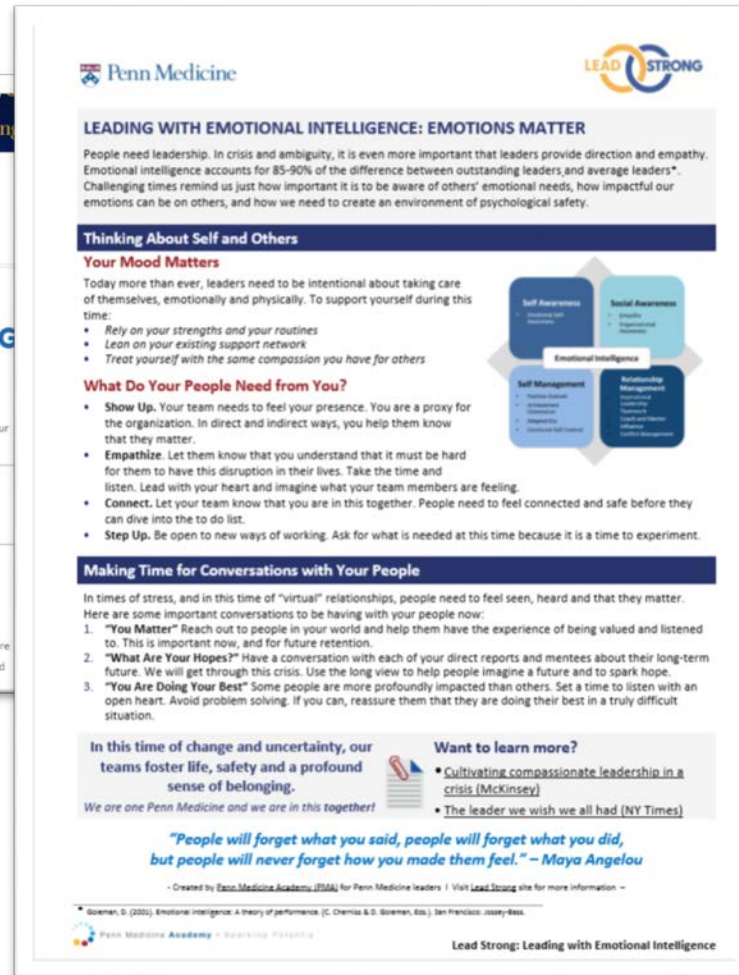
“You Are Doing Your Best”

“What Do You Imagine for Your Long-Term Future? What Are Your Hopes?”

# Other Resources



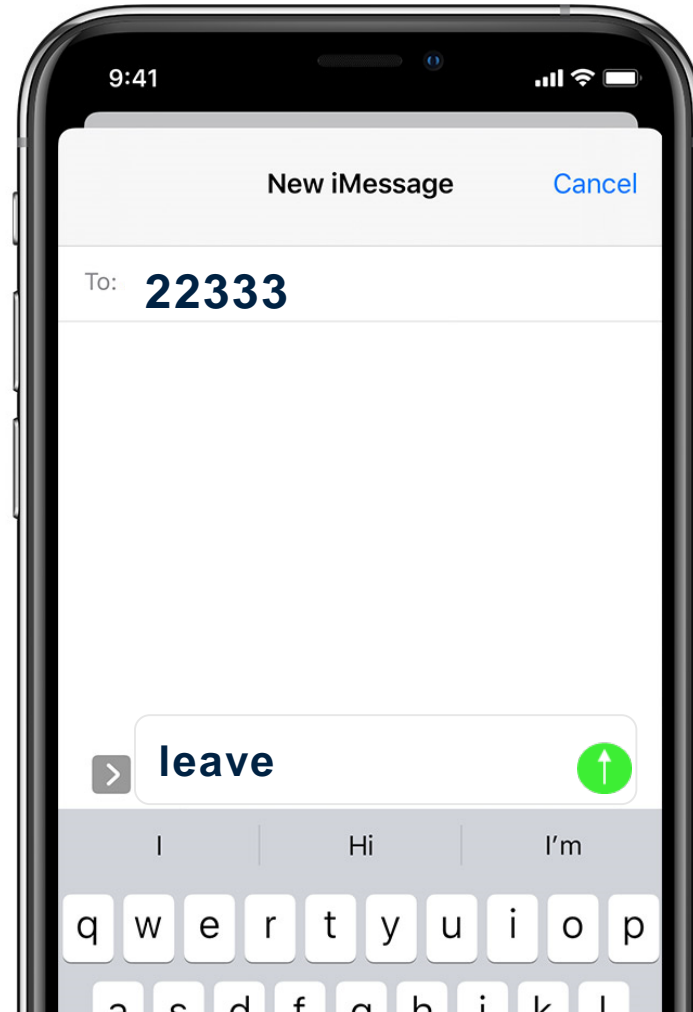
Visit the [Lead Strong site](#) with curated leadership articles, resources and weekly tips.



## Useful websites, articles and blogs

- [PennCobalt](#)
- [PennTogether](#)
- [Leading with Emotional Intelligence \(PMA\)](#)
- [Leaders, feel that shift? It is your best self emerging \(Teleo Leaders\)](#)
- [Tuning in, turning outward: Cultivating compassionate leadership in a crisis \(McKinsey\)](#)
- [How health care workers can take care of themselves \(HBR\)](#)
- [A few thoughts for leaders and manager \(Patrick Lencioni, Tablegroup\)](#)
- [Designing an effective employee listening strategy for COVID-19 \(Mercer\)](#)

# Exit Poll Everywhere



# Upcoming Lunch with Leaders Livecast

Next week, we will discuss:

**Coping with yourself and others  
during stressful times**  
*June 18, 2020 at noon*

**Upcoming topics include:**

The Five Secrets to Successful Virtual  
Meetings & Training 6/25

