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: 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.

*Please note that the session will be recorded*
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?
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
What emotions are you feeling today?
Case for Emotional Intelligence

85-90% of the difference between outstanding and average is EI

Up to 70% of climate is related to leadership practices

Up to 30% of Discretionary output is related directly to climate

EI Competencies + Leadership Practices + Organizational Climate = Team Results

Emotionally Intelligent Leadership

- **Self Awareness**
  - Emotional Self-Awareness

- **Social Awareness**
  - Empathy
  - Organizational Awareness

- **Self Management**
  - Positive Outlook
  - Achievement Orientation
  - Adaptability
  - Emotional Self-Control

- **Relationship Management**
  - Inspirational Leadership
  - Teamwork
  - Coach and Mentor
  - Influence
  - Conflict Management
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

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
What emotions are your teams feeling?
Focus on your Team: Relationship Mapping
Impact of Positive Emotions

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

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