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: Creative Problem Solving

July 1, 2021
Welcome to Lunch with Leaders

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

Really enjoyed the conversation and engagement between the UPENN and Penn Medicine, showing how we are all connected.

I loved that we included a leader from outside of healthcare- the athletic team aspect was a good point of view.

I am not athletic or into sports but when people share motivational tips -- it is usually a positive and inspiring conversation and this was -- nice to learn about colleagues from different departments.

That the content applies to all areas of our lives and the crossover with the University.

What did you enjoy about the last session?

Post-event feedback and anonymous comments from the evaluation survey
Join the Next Book Club on July 8th!

There is more time to read the book!

Ignite your inner curiosity, interact with others and be #PennProud! Join the next installment of the Penn Medicine Book Club featuring *Think Again: The Power of Knowing What You Don’t Know* by Adam Grant, one of the world’s 10 most influential management thinkers. UPHS CEO Kevin B. Mahoney will facilitate the discussion with Adam. A description of the book is below.

**Send in your questions to Youngun.Cho@pennmedicine.upenn.edu**

JOIN US ON JULY 8, 7:30 – 8:30 p.m.

*Note date change*

The session will be recorded and posted on the Book Club website

Register to the 7/8 Book club [here](#)
Participate in 30 Minute Coach Sessions in July

You are invited to join a discussion on **building a robust growth plan.**

**Leading yourself:**
Learn how to create a personal SWOT (Strength / Weakness / Opportunity / Threat) analysis to form an actionable growth plan.  
**Monday, July 12, 3:00PM**  
**Tuesday, July 13, 9:00AM**

**Leading others:**
Learn how your collaboration, insight and feedback can help employees achieve FY21 goals and beyond.  
**Tuesday, July 13, 3:00PM**  
**Wednesday, July 14, 9:00AM**
Obtaining CME/CE Credit

To receive CME/CE credits:

‣ Text the event code to (215) 398-6728

‣ 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: 72828

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.
Today’s Objectives

- Understand key defining characteristics of creative problem solving
- Learn how to establish a strong culture of developing a growth mindset, seeking opportunities to do things differently and taking risks
- Share your own creative problem solving tips and get ideas from others
- Get inspiration from leadership experiences and career journeys
- Connect with others and share leadership tips with each other
Participate in Poll Everywhere

#1 New iMessage

To: 22333

#2 What emotions are you feeling today?
Lunch with Leaders Guests

Sindhu Srinivas, MD
Director, Obstetrical Services; HUP Vice Chair for Quality and Safety, Department OBGYN; Physician Lead, Women's Health Service Line

Roy Rosin, MBA
Chief Innovation Officer, Center for Health Care Innovation
What emotions are you feeling today?
5 why’s vs. 5 so what’s
Analogy
1. Find a wrench, towel and drain pan
2. Loosen the drain plug and wipe it clean
3. Remove the oil filter
4. Remove O-ring(s)
5. Get new oil, filter, drain plug, funnel, degreaser
6. Coat new oil rings, gasket with fresh oil
7. Re-install oil filter, making it snug but not too tight
8. If cartridge filter, reassemble and bolt back on
9. Fix new washer/ring on drain plug and tighten
10. Wipe down and degrease surfaces
11. Empty oil into container to be recycled
12. Get funnel
13. Refill motor with new oil
14. Tighten oil fill cap
15. Drive old oil to local shop

Deletion vs. improvement
Bonus for leaders: Targets! Metrics without targets allow...anything.

(examples of impairing outcomes)

1. “Do the best you can...”
2. “Every bit helps...”
3. “Make it faster...”

How good is good enough? Stretch goals challenge assumptions!
Next Lunch with Leaders LIVECast

Redefining High Potentials

July 15, 2021 at 12pm

Our guests

- **Mitch Schnall, MD**, Chair, Department of Radiology
- **Chris Tierney**, Chief Human Resources Officer, PAH
- **Michelle Weitzman-Garcia, PhD**, External expert on Talent Management and Leadership
Add the Series to your Outlook!

**Upcoming Lunch with Leaders LIVECasts**

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<td>Redefining High Potentials</td>
<td>Mitch Schnall, MD, Chris Tierney and Michelle Weitzman-Garcia, PhD</td>
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<td>July 29</td>
<td>5 Tips for Stronger Communications</td>
<td>Sean Grady, MD, Debbie Foster and Sarah Johnson</td>
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Stay tuned for more!

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