

# 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 | 45  | 15   | 10    | 5      |
| 2005 | 70  | 35   | 25    | 15     |
| 2006 | 60  | 45   | 35    | 25     |
| 2007 | 85  | 65   | 55    | 45     |
| 2008 | 90  | 75   | 65    | 55     |
| 2009 | 85  | 65   | 55    | 45     |
| 2010 | 95  | 80   | 65    | 55     |
| 2011 | 100 | 85   | 70    | 60     |

# Lunch with Leaders: Coping with Yourself and Others in Stressful Times

June 18, 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.

*Please note that the session will be recorded*

# Today's Agenda

- ▶ Welcome
- ▶ What is *Lunch with Leaders*?
- ▶ Today's Objectives:
  - Create a safe space to come together in dialogue with our fellow leaders about issues around emotional health and professionalism
  - Learn how to recognize emotional red flags
  - Explore practical tips on self-care
  - Discuss how to react to incidents of unprofessional behavior in the current context



# Participate in Poll Everywhere

**#1**



**#2** What emotions are you feeling today?

# Lunch with Leaders Guest, Jody Foster, MD, MBA



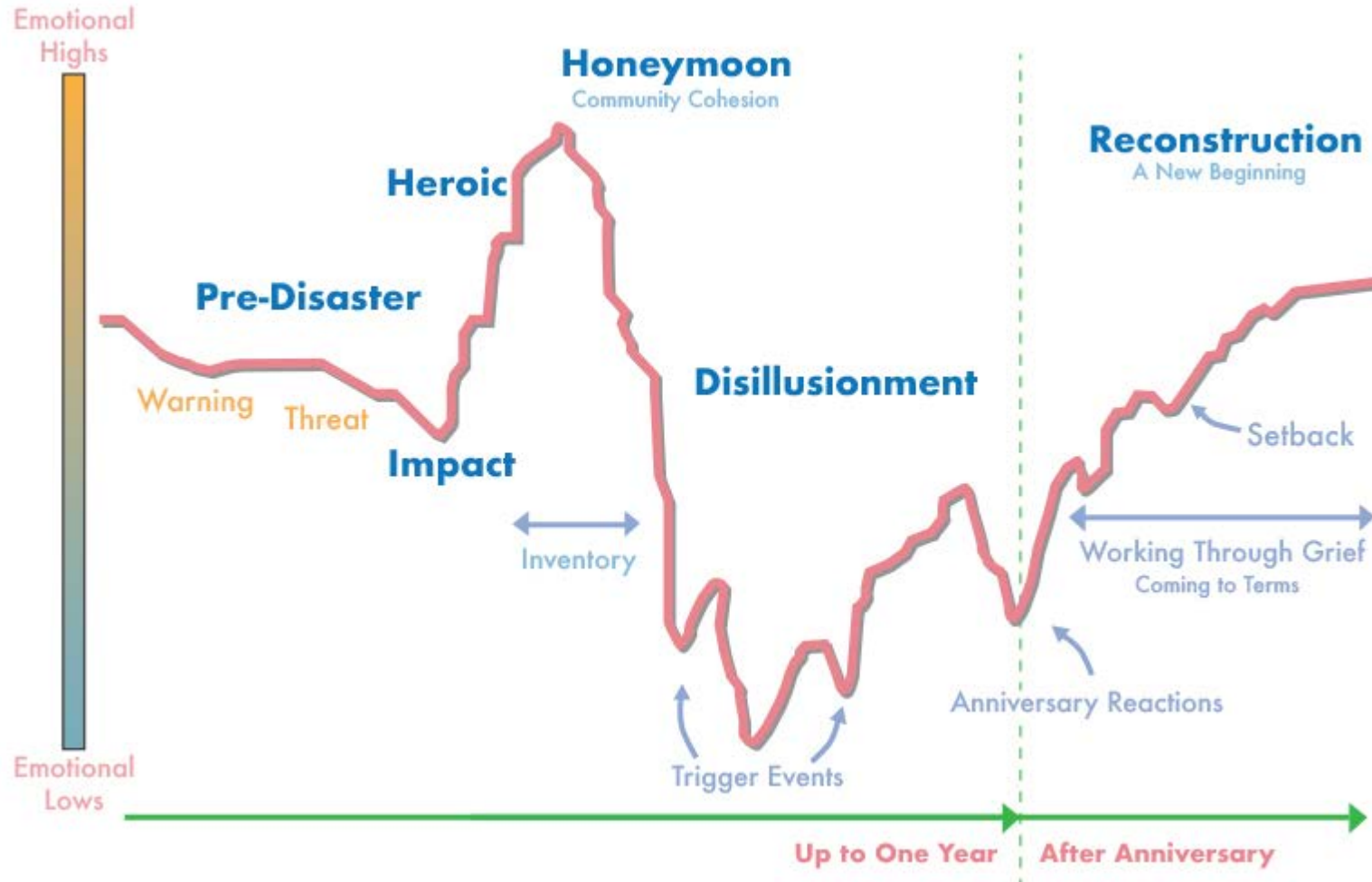
- Clinical Professor of Psychiatry in the Perelman School of Medicine
- Chair of the Department of Psychiatry, Pennsylvania Hospital
- Assistant Dean for Professionalism

When poll is active, respond at [Pollev.com/pennmedicine918](https://Pollev.com/pennmedicine918)

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

# What emotions are you feeling today?

# Community Phases: Where We Are Now





# R.I.S.E. at Penn Medicine



# Red Flags For Potential MH Concerns

| BEHAVIORAL                                    | EMOTIONAL                                    | PHYSICAL                              | COGNITIVE                                                           |
|-----------------------------------------------|----------------------------------------------|---------------------------------------|---------------------------------------------------------------------|
| Maladaptive coping                            | Acute stress reactions                       | Sleep difficulties                    | Difficulty concentrating and/or completing usual tasks              |
| Self-injurious behaviors                      | Sadness, tearfulness                         | Headaches, stomach aches              | Difficulty remembering                                              |
| High risk or violent behavior                 | Irritability, anger, interpersonal conflicts | Difficulty eating                     | Difficulty making decisions                                         |
| Social withdrawal                             | Fearfulness, extreme anxiety                 | Fatigue, exhaustion                   | Preoccupation with death or destruction, lack of future-orientation |
| Regressive behavior, including poor self-care | Despair, hopelessness, suicidality           | Severe agitation                      | Intrusive thoughts or images                                        |
| Disorientation                                | Feelings of guilt or shame                   | Moving more slowly, difficulty moving | Distressing dreams or nightmares                                    |
| Evidence of intoxication                      | Feeling emotionally numb or disconnected     | Worsening of health conditions        | Apparent inability to cope with crisis                              |

# Addressing The Situation

#1 - Check Yourself

#2 - Name The Beast

#3 - Try To Empathize

#4 - Call Out The Behavior

#5 – Keep It Short And Be Direct

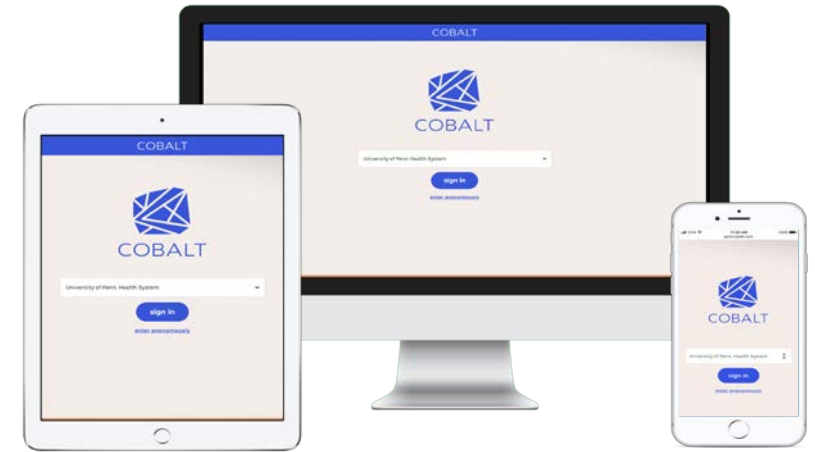
# PennCOBALT



PennCOBALT is a web-based platform that curates mental health and wellness content, and provides access to live group and individual support.

After answering a few questions, users receive personalized recommendations on the articles and exercises that are most relevant to them, can reserve their seat in sessions focused on mindfulness and anxiety reduction, as well as schedule time with Penn's mental health coaches and clinicians.

With evidence-based assessments embedded in the platform, it provides real-time feedback on a user's mental health symptoms and takes a proactive approach to connecting them to convenient and effective care.



PennCOBALT.com

Individual Support:

Peers, Resilience Coaches, Psychotherapy, Psychiatry

Group Support:

Coping Strategies, Mindfulness, Critical Incident Debriefings, etc.

Wellness Content:

Interactive Blog, common concern resources, worksheets, etc.



# Penn Medicine Together

The site includes a comprehensive resources including blogs, activity schedule for family care, gratitude wall, etc.

Penn Medicine Together  
<https://www.med.upenn.edu/PennMedicineTogether/>

# Resources

Penn Medicine UPHS COVID-19 Learn

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.

**NEW!** 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, every Thursday at noon! BYOL - bring your own lunch!

**First session**  
Engaging your virtual team  
May 28, 2020, 12 - 1 PM

Whether you are managing employees remotely for the first time or are a pro, engaging your team has never been more important. Join us to discuss how to motivate your employees and drive results. Hear experiences from leaders around

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

Wharton Work

NANO TOOLS FOR LEADERS®

BUILDING RESILIENCE: "REAL" WAYS TO THRIVE DURING TOUGH TIMES

**Nano Tools for Leaders®** are fast, effective leadership tools that you can learn and start using in less than 15 minutes — with the potential to significantly impact your success as a leader and the engagement and productivity of the people you lead.

**Contributor:** Katherine Klein, PhD, Edward H. Bowman Professor of Management, Vice Dean, Wharton Social Impact Initiative, The Wharton School

**THE GOAL:**  
Build resilience in yourself and your team.

**NANO TOOL:**  
Resilience — the capacity to bounce back from setbacks or to thrive during times of challenge or change — is not a fixed trait. It actually grows out of a set of "learnable" behaviors with results that interact to make you and your team less vulnerable to stress. Whether you're dealing with the acute stress of sudden challenges, or the chronic stress of daily life, simple daily actions can increase your resilience.

We are all resilient to varying degrees, yet everyone can become even more resilient to help people — and teams, and organizations, and countries — deal stress. The acronym REAL serves as a mnemonic: Relationships, Efficacy, Ability of these factors can significantly improve individual and team performance.

**R = relationships.** We are far more resilient when we are engaged and support others to others make us stronger, happier, more creative — and more resilient to stress.

**E = efficacy.** Believing that we make a difference, that we have control and the ability to do what we want to do, and that we are confident that we can do it, makes us more resilient.

**A = (positive) affect.** When we experience positive emotions (such as happiness, peace, and humor), our bodies relax. Our physical stress, including blood pressure, heart rate, and breathing, decreases. We are more creative and better able to find solutions and cope with stress.

**L = learning.** When we find lessons — meaning and peace — in our traumas, we are more resilient. We learn from our experiences, and we grow, mature, and strengthened as a result.

Penn Medicine

LEAD STRONG

COPING WITH YOURSELF AND OTHERS IN STRESSFUL TIMES

We are being challenged during these unprecedented times — both as leaders and as individuals. Following periods of high stress, disillusionment and emotional exhaustion can set in. Left unchecked and unaddressed, these symptoms can manifest as behavior which can be deemed unprofessional. As leaders, it is important for us to encourage self-care, recognize emotional red flags and react effectively to incidents of unprofessional behavior.

**Focus on Self-Care**

Occurrences of heroic community response and cohesion are commonly followed by a period of disillusionment and emotional loss. During these phases, it is essential to focus on self-care, one of the organizing principles of our professional code of conduct.

Take responsibility for your own self being by making time for:

- Exercise, sleep, healthy diet
- Deep breathing, yoga, meditation
- Check in with ourselves and our teams
- Time with our families and friends
- Dedicated time away from work

**Recognize Emotional Red Flags**

Take a moment daily to review how you are feeling. Ask team members about their own coping. Be aware of the behavioral, emotional, physical and cognitive red flags that could indicate that you and/or others are in need of mental health first aid such as: social withdrawal, emotional instability, worsening of health conditions or difficulty completing normal tasks. If you encounter these signs, explore further to determine whether an intervention is needed. Consider scheduling a facilitated, individual or team-based group support session through PennCOBAL.

**Address Unprofessional Behavior**

When we don't make time for our own well-being, times of stress can also manifest as unprofessional and/or nonproductive behavior. When you encounter such behavior, it is important to:

**Check yourself**

- Understand yourself and your reaction. Is your response objective or based upon a more personal reaction?

**Name the issue**

- Define the specific behavior that is causing the difficulty in order to respond appropriately.

**Try to empathize**

- Take a step back and try to understand what the other party is experiencing that might make them act this way.

**Call out the behavior**

- Intervene early, even when it is uncomfortable. The longer the behavior goes unchecked, the more likely it is to continue.

**Keep it short and be direct**

- Provide clear feedback. Be as concise as possible and make the message easy to understand. If these steps are not effective and the unprofessional behavior continues, you may need to contact your HR partner.

**In this time of change and uncertainty, our teams foster life, safety and a profound sense of belonging. We are one Penn Medicine and we are in this together!**

**Want to learn more?**

- PennCOBAL
- Penn Medicine Together

Created by Penn Medicine Academy (PMA) for Penn Medicine leaders. Visit Lead Strong site for more information.

Penn Medicine Academy • Training Partner

Lead Strong: Practice with Yourself and Others to Thrive in Tough Times

## Useful articles/guides/websites:

- [Coping with Stress \(CDC\)](#)
- [Wellness script for managers \(Penn Medicine\)](#)

## [Building Resilience: "Real" Ways to Thrive During Tough Times \(Wharton Executive Education\)](#)

## [Mental Health and Wellness Offerings \(Cobalt\)](#)

## [Healthy Coping Skills for Uncomfortable Emotions \(Very Well Mind\)](#)

## [Build Your Resilience in the Face of a Crisis \(HBR\)](#)

# Upcoming Lunch with Leaders Livecast

Next week, we will discuss:

## Top Tips for Meaningful Performance Reviews During Challenging Times

June 25, 2020 at 12pm

### Other upcoming topics include:

The Five Secrets to Successful Virtual Meetings and Trainings (July)



*Lunch with Leaders*



# Exit Poll Everywhere

