

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 →

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

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)

Year	RED	BLUE	GREEN	YELLOW
2004	10	10	10	10
2005	25	25	25	25
2006	50	50	50	50
2007	75	75	75	75
2008	100	100	100	100
2009	100	100	100	100
2010	100	100	100	100
2011	100	100	100	100

Lunch with Leaders LIVECast

Attitude of Gratitude: Recognizing and Rewarding your Team

November 19, 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.

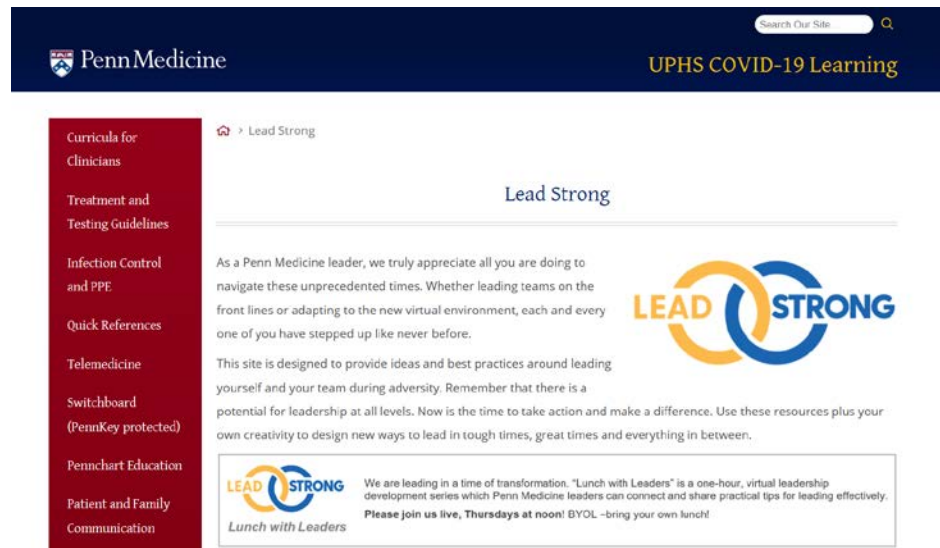
Virtual Meeting Norms

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.

Welcome to Lunch with Leaders

- Welcome
- What is *Lunch with Leaders*?



The screenshot shows the Penn Medicine website header with the logo and 'UPHS COVID-19 Learning' text. A search bar is in the top right. A red sidebar on the left contains a menu with items: 'Curricula for Clinicians', 'Treatment and Testing Guidelines', 'Infection Control and PPE', 'Quick References', 'Telemedicine', 'Switchboard (PennKey protected)', 'Pennchart Education', and 'Patient and Family Communication'. The main content area is titled 'Lead Strong' and includes a paragraph about the challenges of leading during the pandemic, a description of the site's purpose, and a 'Lunch with Leaders' section. The 'Lunch with Leaders' section features the 'LEAD STRONG' logo and text stating: '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, Thursdays at noon! BYOL - bring your own lunch!'.

Penn Medicine

UPHS COVID-19 Learning

Search Our Site

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.

LEAD STRONG

Lunch with Leaders

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, Thursdays at noon! BYOL - bring your own lunch!**

What's in the Mail?

What did you enjoy about the session on Financial Acumen at Penn Medicine?

The **enthusiasm** that all the speakers brought was outstanding. I really appreciated the insight provided and it was **presented in a very coherent manner.**

Engaging speakers with **frankness of dialogue**

Feel connected to the health system.

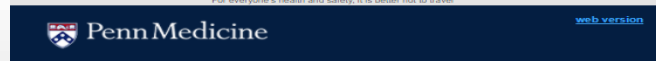
It was an excellent session. Three of my absolute Penn idols.

Paul Harrington,
Associate CNO, HUP



Anonymous comments from the evaluation survey

What's New?



With the holiday season around the corner, our thoughts naturally turn to partaking in festivities and spending time with family and friends. As COVID-19 cases continue to rise, we all share the challenge of finding meaningful ways to celebrate while keeping our patients, families, and ourselves safe and healthy.

Along with the persistence of the pandemic, we are contending with flu season, which means reducing the spread of respiratory illness is more important than ever. Together we set an example for the patients, families and communities we serve, and it is crucial that we maintain our vigilance to contain the virus in our communities. Taking the necessary precautions -- wearing masks, aggressive hand hygiene, and practicing proper social distancing -- is everyone's responsibility.

Additional areas for caution during the holiday season include:

Travel

For everyone's health and safety, it is better not to travel. As cases continue to rise across the nation, avoiding hotspots has become very difficult, and travel requires breaking your trusted circle.

If traveling by car:

- Limit passengers to those in your household.
- If driving with anyone beyond your household, wear a mask.

If traveling by air, bus or train:

- Wear a mask while walking through airports and train stations and while flying or riding on trains or buses.
- If traveling by plane, choose your seat carefully to avoid middle seats.
- Note that traveling by any mode of transport is more difficult due to the inability to be appropriately distanced from others -- even with a mask.

When returning from travel, faculty and staff should get screened. Any indication of possible COVID-19 should be reported to Penn Medicine OnCall for screening. Any indication of possible COVID-19 should be reported to Penn Medicine OnCall for screening.

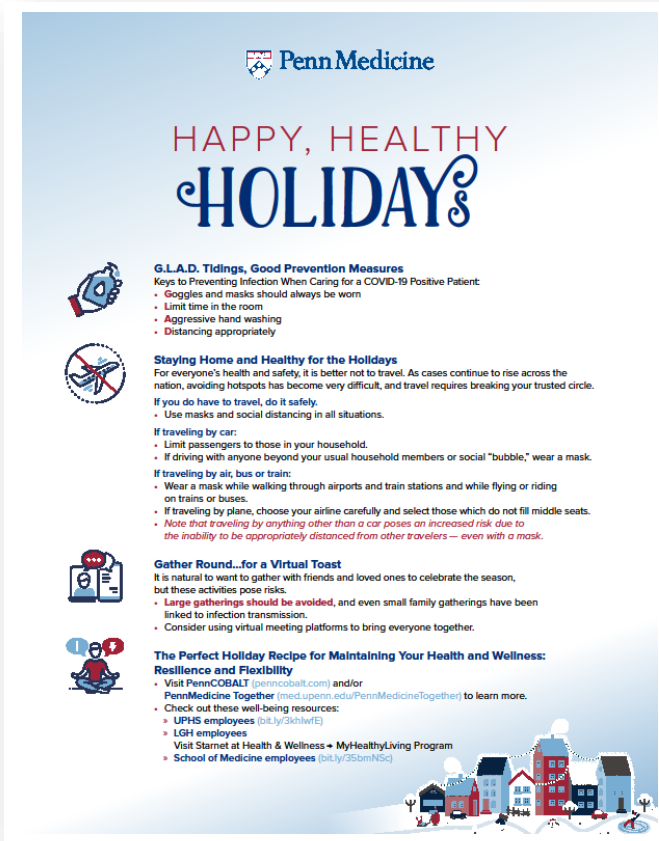
Social Gatherings

It is natural to want to gather with friends and loved ones to celebrate the season, but these activities pose risks. Large gatherings should be avoided, and even small family gatherings have been linked to infection transmission. Consider using virtual platforms to bring everyone together.

We fully recognize that the challenges of the pandemic are pressing us to adapt in ways we never imagined. Together, we have acted with resourcefulness and resolve to ensure the safety and health of our patients, families and colleagues. Reinforcing these measures now is our best chance to reverse the trend of infections in 2021 both in our communities and beyond. We know we can count on you to play your part and help us make a difference.

PJ Brennan, MD
SVP & CMO, Penn Medicine

Keith Kasper
SVP & CFO, UPHS



Today's Objectives

- ▶ Understand the importance of attitude of gratitude, appreciation and recognition
- ▶ Share ideas on how to develop a culture of appreciation where people feel seen, valued and engaged
- ▶ Learn more about tools and resources to instill deeper appreciation where employees can thrive

Participate in Poll Everywhere

#1



#2 What emotions are you feeling today?

Lunch with Leaders Guests



Dan Feinberg, MD

CMO, PAH



Laura Porter

Executive Director, Sub-
Acute & Therapy
Services



Michael Restuccia

SVP, Chief Information
Officer, Penn Medicine



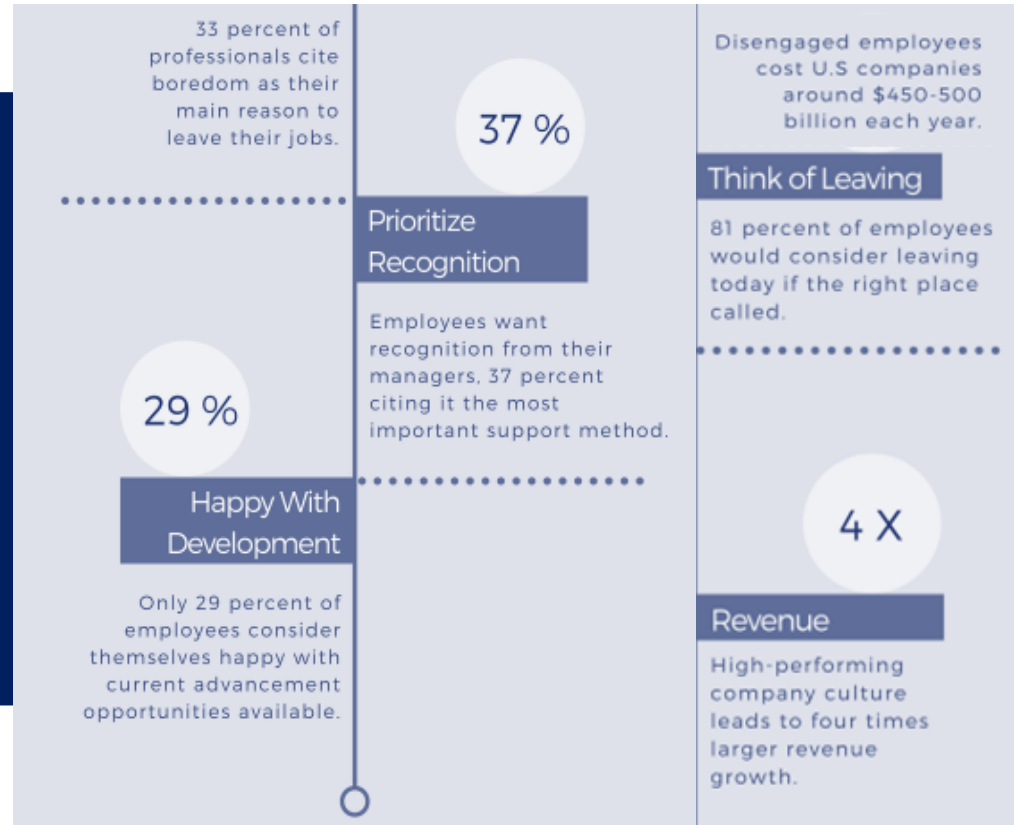
Susan Sterkenberg

Director, Talent Dvpt. &
Education, LGH

What emotions are you feeling today?

Employee Appreciation and Recognition: Why It's Critical

- **Only 1 in 3** employees agree that they receive recognition
 - Employees who do not feel adequately recognized are twice as likely to say they'll quit in the next year
- (Gallup)



81%

81% of employees would put more energy into their work if they were recognized more often (Glassdoor)

The Power of this One Thing

From surveys and research we know

***THE most powerful thing
a leader can do is to
simply appreciate.....*** a team

member. Again and again we hear from employees that the most meaningful thing their manager can do is to appreciate and recognize their hard work and efforts on a regular basis



Recognition is Key

The Irresistible Organization: A Complete Employee Experience

					
Meaningful Work	Hands-On Management	Productive Environment	Growth Opportunity	Trust in Leadership	Health & Wellbeing
Autonomy	Clear goal setting	Flexible work environment	Facilitated talent mobility	Mission and purpose	Safety and Security
Selection to fit	Coaching and feedback	Recognition rich culture	Career growth in many paths	Investment in people, trust	Fitness and Health
Small teams	Leadership development	Open flexible work spaces	Self and formal development	Transparency & communication	Financial wellbeing
Time for slack	Modern performance management	Inclusive, diverse culture	High impact learning culture	Inspiration	Psychological wellness and support

Results in more productive environment, enhanced engagement and employee experience

Ideas to Appreciate and Recognize Your Team

- ▶ **Truly appreciate them in your mind and heart** with your authentic self.
- ▶ **Show respect by sharing as much information as possible.** The more they understand, the more they'll care.
- ▶ **Ask lots of questions.** Discussions with the front line can have a huge impact to show that you really thought about their suggestions.
- ▶ **Celebrate small wins.** Publicly recognizing and rewarding small wins to keep everyone motivated over the long haul.
- ▶ **Make recognition as fun as possible.**
- ▶ **Make it personal.** According to HBR, 76% of people save handwritten thank you notes.
- ▶ **Make it timely.** Good things are happening all around you; notice them and seize any opportunity to acknowledge them.
- ▶ **Remember recognition is a privilege,** not just another item on your to-do list.



Demonstrating Empathy and Selflessness

We have witnessed our employees demonstrating **empathy** and **selflessness**



- **Employees have covered their co-workers' shifts** so that parents or grandparents can stay home to assist with online learning
- Employees have **donated food to the pantry** so co-workers can take home items they need, but can't afford right now
- **Our community has supported our hospital** by donating needed supplies and meals
- Gift cards have been donated by our employees to **help others who are experiencing hardships** during this time
- And the list goes on and on...

Spirit of Generosity





This holiday season, we want to continue with this **spirit of generosity** in a **different way.**



- Donate items to local food pantry
- Donate Blood
- Write a note of appreciation
- Purchase a toy for Toys for Tots drive
- If you know of an employee in need, ask that employee how you could support him/her
- Seek an Adopt a Family program through your religious organization, Salvation Army, etc.
- Assist a child, who is struggling with online education, with homework
- Offer to babysit for a co-worker
- Support the Fundraising efforts
- Donate items to our Social Work Department for the Clothing Closet
- Adopt a pet for the Holiday through the SPCA, or just volunteer to walk dogs
- Donate Clothing to [Green Drop](#)
- Volunteer in your neighborhood, church or community

Leader Resources to Support Appreciation

DELIVERING APPRECIATION

In a survey conducted by Psychology Today, 70% of respondents reported their most meaningful recognition "had no dollar value." Many identify consistent, face-to-face interactions, particularly between an employee and their direct supervisor, as the preferred platform for providing positive recognition.


The best recognition is **specific and descriptive**. Sure, any show of appreciation is better than none, but a specific comment is typically more meaningful than a general one.

Think about it, which would you rather hear from a colleague?

- "Joe, great work today!"
- "Joe, excellent work on that report! The data you compiled was exactly what we needed."

Next time you want to recognize a teammate for a job well done, **try this formula**:

• I saw/heard you did [insert thing], here's what it meant for me/my team [insert impact], and this is what it says about you [insert positive trait/what to do more/less of in the future].


 **Want to learn more?**

- [Giving Real Time Feedback](#)
- Visit the [PMA Talent Development Site: Ongoing Feedback](#)

Adapted from LGH Talent Development Team resources

SHOW THANKS



A little appreciation goes a long way. In fact, according to a Globeforce survey, **78% of employees said being recognized motivates them in their job**. Take some time to show thanks for your peers or staff by sending a **personal email message**. Here's how...

- Right click on the graphic you like below and select copy.
- Open a new email draft and paste the image into the body of the message.
- Add a personal message. The most meaningful messages are specific and descriptive, so explain why you are thankful and how specifically they are making a difference!



Developed by LGH Talent Development Team.


 

Employee Appreciation Ideas



- 1. Celebrate those happy birthdays.**
If your staff doesn't mind (some may want to fly under the radar on their birthday), celebrate their birthdays!
Cater in a meal or get a cake as appropriate. Be creative if virtual. Birthdays are for gifts; what would your staff appreciate the most?
- 2. Cheers from peers.**
Make it easy for your staff to show appreciation for each other. Coworkers are aware of more than you might think during the day-to-day activities. Give them a chance to call out the positive things people are doing so they come to your attention, as well as everyone else's attention.
- 3. Ask your employees what they would like.**
Talk with your employees to find out what type of recognition they prefer to receive. The best way to show you appreciate an individual is to find out what they really like, what they'd be interested in, their hobbies, or what they want the most. Ask if they prefer to receive recognition in private, small group/team celebration, large group/public setting or has no preference. Find out if they prefer verbal words of thanks, written note, email acknowledgement, opportunity to work with others or expand knowledge or skill. Personalization is key.
- 4. Have a trophy.**
In professional sports, the grand champion trophies travel from one year's winner to the next. Create a trophy of sorts (an actual trophy, or something more humorous) that is recognized as a symbol of

Adapted from LGH Talent Development Resources

 | **HR Advancement Center and Survey Solutions**

The Manager's Guide to Engaging Staff

Toolkit for helping your team feel inspired to do their best work

The best practices are the ones that work for you.™

research technology consulting

Available on [Lead Strong Site](#)

Upcoming Lunch with Leaders LIVECast

Onboarding New Penn Medicine Leaders

December 3, 2020 at 12 pm

- Our guests:
- Elizabeth Howell, MD, Chair, Obstetrics and Gynecology
 - Michael Posencheg, MD, Chief Medical Officer, PPMC
 - John Sestito, Executive Director, CPUP
 - Daniel Yoshor, MD, Chair, Neurosurgery



Add the Series to your Outlook!

Upcoming Lunch with Leaders LIVEcasts



- Dec 3** *Onboarding New Penn Medicine Leaders*
- Dec 17** *Year in Review with Lunch with Leaders*
- Jan 14** *Interview with Kevin Mahoney*
- Jan 28** *Next Steps for Eliminating Racism, Bias and Inequity*
- Feb 11** *The Updated Penn Medicine Blueprint*

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

Exit Poll Everywhere

