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
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.
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.
Welcome to Lunch with Leaders

‣ Welcome

‣ What is Lunch with Leaders?
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?

In this issue, we discuss the importance of maintaining safety measures during the holiday season, especially as COVID-19 cases continue to rise. We highlight the need for continued adherence to health guidelines to prevent the spread of the virus.

**Travel**

For everyone’s health and safety, it is better to not 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 bus, train, or air:
- Wear a mask while waiting at stations or hubs.
- Keep a 6-foot gap between you and others.
- Note that travel by any mode is dependent on the ability to be apprised of the destination.

We fully recognize that the challenges of the pandemic are pushing 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. Restricting 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.

**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.

**Gather Round, for a Virtual Toast**

It’s 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 meeting platforms to bring everyone together.

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Link to Email from PJ Brennan, MD, and Keith Kasper
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?

To: 22333

> pennmedicine918

I, Hi, I'm

q w e r t y u i o p

a s d f g h i k l
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 Devpt. & 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)

Sources: Employee recognition: Low cost, high impact (Gallup), Harvard Business Review, Average cross industry statistics for Engagement Impact/Forbes article on key statistics
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

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<tbody>
<tr>
<td>Autonomy</td>
<td>Clear goal setting</td>
<td>Flexible work environment</td>
<td>Facilitated talent mobility</td>
<td>Mission and purpose</td>
<td>Safety and Security</td>
</tr>
<tr>
<td>Selection to fit</td>
<td>Coaching and feedback</td>
<td>Recognition rich culture</td>
<td>Career growth in many paths</td>
<td>Investment in people, trust</td>
<td>Fitness and Health</td>
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<td>Small teams</td>
<td>Leadership development</td>
<td>Open flexible work spaces</td>
<td>Self and formal development</td>
<td>Transparency &amp; communication</td>
<td>Financial wellbeing</td>
</tr>
<tr>
<td>Time for slack</td>
<td>Modern performance management</td>
<td>Inclusive, diverse culture</td>
<td>High impact learning culture</td>
<td>Inspiration</td>
<td>Psychological wellness and support</td>
</tr>
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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.

Adapted from HBR, *Recognizing Employees Is the Simplest Way to Improve Morale*
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

The best way to find yourself is to lose yourself in the service of others - Gandhi
Leader Resources to Support Appreciation

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