

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

Lunch with Leaders Livecast: Managing Throughout a Crisis

July 30, 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.

Click [here](#) to obtain your contact hours.

Virtual Meeting Norms

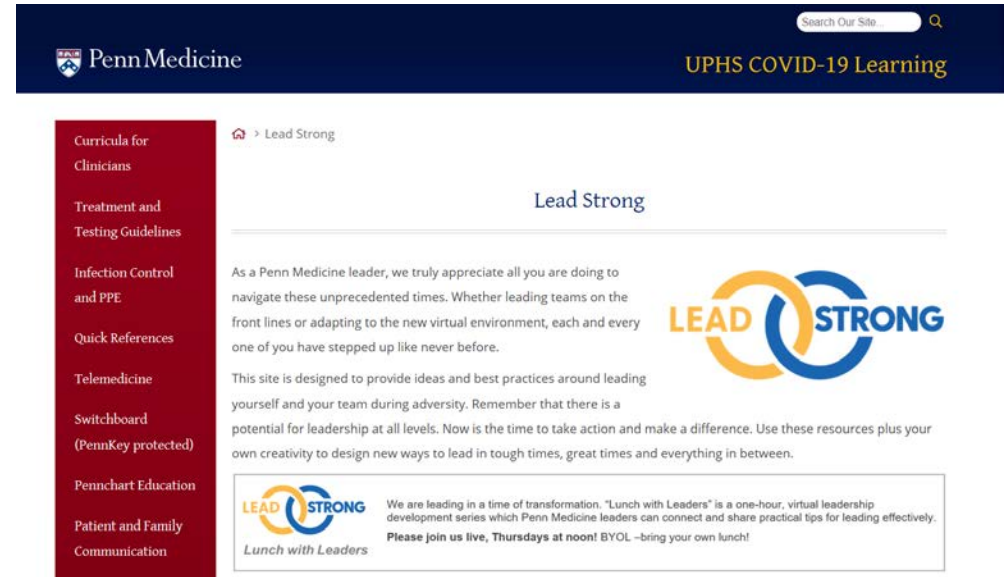
Actively participate to make this engaging! You have several opportunities:

- 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 appreciating leaders, a paragraph about the site's purpose, and a box for 'Lunch with Leaders' which mentions a one-hour virtual leadership development series on Thursdays at noon.

Penn Medicine

UPHS COVID-19 Learning

Search Our Site

Curricula for Clinicians

Treatment and Testing Guidelines

Infection Control and PPE

Quick References

Telemedicine

Switchboard (PennKey protected)

Pennchart Education

Patient and Family Communication

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!**

Viewer “Fan Mail”

...I have already begun using one best practice by ending meetings 10 minutes early.

Danielle Heffner, Director Program Development and Service Line Integration, Heart and Vascular Services

... I kept waiting for you to go say, “And here’s Jen with the weather...”

Joe Oaster, Manager, IS Education Corporate Information Services



I enjoyed last weeks topic on best practices in running a virtual meeting. As a take away, I made transferable photos of people that make me smile to post near my laptop camera during meetings to remind me to look into the camera, to soften my facial feature and mostly - to smile. You may see a familiar face or two in there.

Tami Montroy, Associate Director, Central Fee Abstraction

Today's Objectives

- ▶ Understand what it takes to successfully lead in times of crisis
- ▶ Share challenges
- ▶ Discuss tips and best practices



Participate in Poll Everywhere

#1



#2 What emotions are you feeling today?

Lunch with Leaders Guests



Dr. Jason Christie

Division Chief, Pulmonary and
Critical Care Medicine



Dr. Nina O'Connor

Chief Medical Officer for Penn Medicine at Home and
Chief of Palliative Care Program

What emotions are you feeling today?

Tips for Managing a Crisis

1. Decide with speed over precision

- Define priorities
- Make smart trade-offs
- Empower the front line and clarify the decision makers
- Embrace action and do not punish mistakes



Tips for Managing a Crisis

2. Adapt boldly

- Decide what not to do
- Throw out yesterday's playbook; adjust quickly and develop new plan
- Strengthen or build direct connection to the front line



Tips for Managing a Crisis

3. Reliably deliver

- Stay alert and aligned on top priorities
- Set success measures to measure performance
- Establish self-care to keep mind and body in fighting shape



4. Engage your team for impact

- Connect with individual team members
- Dig deep into engage your teams
- Ask for help as needed
- Focus on patients/customers and employees
- Collect and amplify positive messages



Tips for Managing a Crisis



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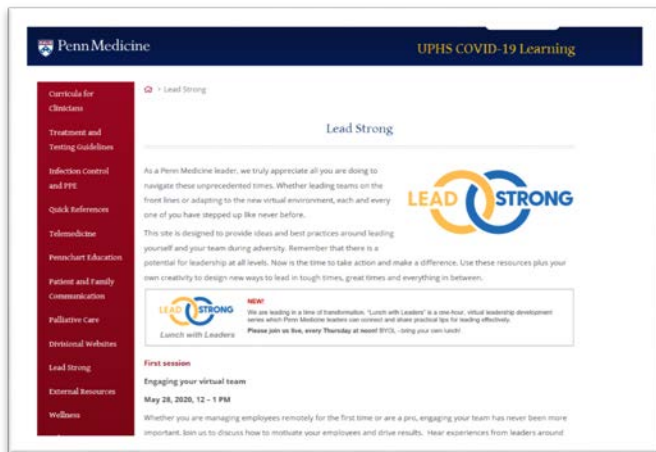
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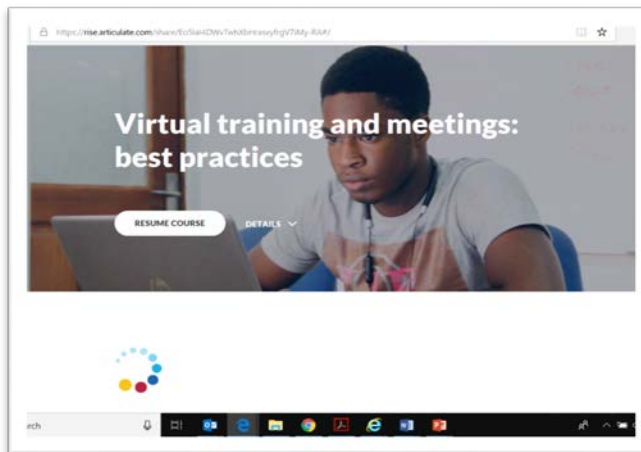
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Resources



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



Check out our [Leadership pathways](#) on:

- [Virtual training and meetings](#)
- [Leading a virtual team](#)



Visit the [PennCOBALT](#) for

- Individual support
- Group support
- Wellness content



Exit Poll Everywhere

