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: 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.

Please note that the session will be recorded
Welcome to Lunch with Leaders

- Welcome
- What is Lunch with Leaders?
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 week’s topic on best practices in running a virtual meeting. As a takeaway, 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

Adapted from HBR article, 4 Behaviors That Help Leaders Manage a Crisis (4/2/2020)
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
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

Adapted from HBR article, 4 Behaviors That Help Leaders Manage a Crisis (4/2/2020)
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

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

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

Adapted from HBR article, 4 Behaviors That Help Leaders Manage a Crisis (4/2/2020)
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