

Transition Into Leadership  
Webinar Chat  
October 5, 2022

[introductions removed to reduce length of chat log]

00:45:07Olivia Peterson, NACHC: Hi all, welcome! All sessions will be recorded and we will make sure to share the links to all recordings.

00:45:10Kevin Novak: Began my leadership journey during the beginning of COVID and leadership transition that left me figuring out how to lead a team that I used to be a co-worker. Still working at being a leader than a friend. However, still wanting to be more than just a boss.

00:53:42ALamelou Radjindrin: leading-I like perspectives, least liked- personality conflicts

00:53:48Rebecca Carrico: doer-share knowledge

00:53:53ALamelou Radjindrin: doing like everything, dislike nothing

00:53:53Brandi L Wright, PhD, MPH: Getting the job done.

00:54:37Rebecca Carrico: leading -collaborate & coordinate - balance -initiate in action

00:56:00Theresa (Terry) Laine: Great concept.

00:56:31Lisa Duncan: This picture makes me uncomfortable - not safe to be on top of the guardrail.

00:56:44Regina Pastor: I like this idea 😊

00:56:47Carol Blake: don't stay on the balcony too long without visiting the dance floor once and a while. You will be perceived as disconnected by your staff when you stay up high too long

00:56:58Cindy Thomas, NACHC: great point @Carol!

00:57:09Donna Mejia: agreed with Carol

00:57:41Regina Pastor: Thanks for the advise Carol

00:58:14ALamelou Radjindrin: Time on dance floor- 0.6FTE,

00:58:31ALamelou Radjindrin: DAnce floor is engaging

00:58:59ALamelou Radjindrin: Be on the balcony but stay engaged

00:59:00Kelly Salazar: Concrete examples of balcony vs dance floor activities might be helpful here. I don't think balcony means "checked out"

00:59:34Angelia Guthrie: We're in the "Great Resignation". It's hard to stay on the balcony when there are so few dancers!

00:59:34Darlyn Contreras: about 30 minutes. The music, the vibe. Motivation

00:59:36Dr. Richard Amiss: Mix. Dance at primary location and balcony virtually.

01:00:12Donna Mejia: @angelia 🍷

01:00:16Brandi L Wright, PhD, MPH: Understanding my team and seeing their vision, also!

01:00:17Candy George: Angelia - so very true!

01:00:24CeCe Stovall: 1/2 hour. Its comfortable, but I need to spend time on the balcony I need to trust more.

01:00:25Patricia Gregor: 🍷

01:00:45Icarreno: Interesting I never thought of it that way 😊

01:00:45Christie Densmore: @Cece Same!!!

01:00:46Brandi L Wright, PhD, MPH: Trust..

01:00:50ALamelou Radjindrin: Have a set time to be on the dance floor

01:01:02Mildred Garcia: 🍷

01:01:44tina horton: Being on the Balcony and adaptable to getting on the dance floor when needed are Great traits of an effective leader/manager.

01:02:18Irene Alvarez: I like that list!

01:02:31Maddy Ranshaw: Glad you are addressing leading former peers!

01:03:02Aryn Spurgeon: Nerve-wracking...for sure

01:03:06Marci Arkin: 🙄

01:03:08Donna Mejia: boundaries

01:03:25Haley Mattison: Perception of power as a threat rather than an asset

01:03:51Alyssa Beisker: Their professional behavior/interactions towards you

01:03:54Whitney Middleton: Lack of boundaries and respect

01:03:55NANCY RYAN: Others still think of you as equal to them, they sometimes won't take you seriously.

01:04:02tina horton: I had this happen to me when I first became a leader in the org. It was extremely difficult because I was also now supervising some of the people who trained me when I started.

01:04:02Kimeka Clark: Relationships, Respect, Trust, Reprimanding

01:04:04Holly Ziegenmeyer: Separating personal knowledge

01:04:04Crisarla Houston: They still see you as a peer and not their boss.

01:04:05Mary Kay Kirgis: Understanding that friendships may change and you may have to distance yourself from conversations that you previously took part in.

01:04:10Michelle Colon: Behavior towards me , lack of boundaries, trust

01:04:11Yomaris Sanabria: Setting Boundaries

01:04:13DeJernel Adams: New relationship dynamic that may be hard for formal peers to change

01:04:14Elda Ramirez: they want to avoid you

01:04:17Vanessa Figueroa: Boundaries

01:04:19Chauntelle Randle: established relationships often blurs the lines

01:04:19Adrian Thompson: Boundaries.

01:04:20Emmanuel De Sousa: New dynamics

01:04:20Amy Dorsey: Still look at you as a peer

01:04:20Vanessa Figueroa: setting them

01:04:21Ilein Santiago: lack of respect!!

01:04:26Nadine Carroll: I don't feel like I have the authority

01:04:30Lyndsay Thorne: Lack of boundaries

01:04:32ROBERTO MORALES: knowing how to give them constructive criticism

01:04:33ALamelou Radjindrin: Always maintain the boundaries like you did before becoming the leader, but stay open to perspectives

01:04:33brenda villanueva Montalvo: boundaries

01:04:34Vanessa Figueroa: Being accountable to hold up the boundaries

01:04:35IGNACIO AMEZQUITA VASQUEZ: friendly attachments

01:04:38Nicole Jett: They have seniority over you

01:04:38Angelia Guthrie: Being too careful - trying too hard not to hurt feelings

01:04:39Donna Mejia: things taken personal instead of professional manner

01:04:39Alyssa Beisker: Staff learning that you can't share all the information that you formally could

01:04:40Lance Parker: boundaries

01:04:42Lyndsay Thorne: boudaries

01:04:42Tania Mejia: higer expectations

01:04:46tina horton: Some staff was very unhappy but it made me determined to be that much more successful and effective as a leader.

01:04:48Marci Arkin: boundaries

01:04:48Dr. Richard Amiss: being objective

01:04:49Lydia Nightingale: respect

01:04:49Lyndsay Thorne: Not taking everything personally

01:04:51Lorna Lee: They see you differently, but you still see yourself as the same.

01:04:51Mychelle Christian: When you were once a peer and now a leader those peers know you better in the last capacity that you held. Tense could come from you setting boundaries with your now staff

01:04:51B. Jamie Stevens, DNP: As a male nurse, I and my other male nurse colleagues are often pushed into leading peers, almost from the beginning of our careers, even when we may not be prepared to take up that mantle

01:04:52Denise Hernandez: boundaries

01:04:52Melissa Brown Hart: It can be challenging for them to view you in a leadership role over them since you were peers before

01:04:52Claudia Guevara: Setting boundaries

01:04:53CeCe Stovall: I have not led former peers. I think what i experience is being the new leader and coming in and being unaware that a person internally applied for the role and did not get it but I did. I can tell you this can be challenging.

01:04:54Cindy Thomas, NACHC: we have a session coming up on boundaries!

01:04:55Lyndsay Thorne: respect

01:04:58Jennifer Infante: being able to separate the friendship from your new role

01:04:59prasith Abshire: setting boundaries and understanding the different roles

01:05:03nia douglas: Separating Friend from Supervisor

01:05:05yanira mendoza: boundries, respect

01:05:07Samantha Ricciarsdi: boundaries

01:05:11Yane Nunez: Separating friendship

01:05:14kalsey blickley: Respect

01:05:14Ramona Fain: The boundaries change. Also lack of respect.

01:05:18Doryce Wilson: Team Prespective

01:05:20Ranna Jaber: understanding you can't do the work you used to and even help out as much as you did.

01:05:24Audrey Yalley: fear of losing friendship/relationship

01:05:24DeJernel Adams: boundaries

01:05:28Chantal F: Transparency

01:05:31Alyssa Hurt: coaching

01:05:35MARY ELLEN POWELL: separating friendship from supervising and having to correct them

01:05:37KERI BREWSTER: Going from being mentored to mentoring

01:05:37Rachel Conlin: Respect

01:05:39Casandra Robbins: Lack of respect from upper management

01:05:41Yvette Casey-Hunter: Respect for self and requiring or eliicting respect.

01:05:41Peter ketsiri: boundries

01:05:42Quinten Foster: I think as a fairly young professional I also see a lot of staff struggle with my age as a leader because they are old enough to be my parent

01:05:43Francis Tavarez: Respect and Understand everyone's Position

01:05:45Allyson Campbell: Respect. Especially if they feel they were better fit for the position.

01:05:47Christie Densmore: 

01:05:53Fundisani Mangena: dealing with my previous failurs my former peers know about.

01:05:53salvarado: communication or body language/boundries

01:05:54rgonzalez: Respect Authority

01:05:56Mary Barranco: Lack of support from leadership

01:06:10Stacie Grimes: I do not feel it would be difficult , as long as you show the same respect towards each other. I am guessing it depends on the people involved.

01:06:25LAURA GIBAU: honesty and respect

01:06:27Alyssa Beisker: Self accountability, respect and confidentiality

01:06:32Nicole Jett: YES honesty

01:06:33Marlen Bazan de Leon: loyalty

01:06:35ROBERTO MORALES: 1. honesty. 2 lie

01:06:35Ranna Jaber: you are able to talk and express your feelings without being judged. Respect what you are saying and keeping what your saying safe.

01:06:36kayla conde: not being honest,

01:06:37Brandy McCullough: Honest

01:06:38Jayapradha Nagenahalli: accountability

01:06:39Rhonda Capps: Lie

01:06:39Lyndsay Thorne: honesty

01:06:41Chantal F: HONESTY

01:06:43Maggie Carman: Honesty. Lie.

01:06:43Melissa Fisk: lying - done.

01:06:43Hannah Saulsbury: 1. Honesty 2. Be dishonest or lie

01:06:43Maria Bustamante: Lie

01:06:44Denise Hernandez: Lying

01:06:45Beojeda:their communications, and hard work

01:06:45Vanessa Figueroa: honesty

01:06:46MARY ELLEN POWELL: honesty

01:06:46Dr. Richard Amiss: lie

01:06:47IGNACIO AMEZQUITA VASQUEZ: 1. guidance  
01:06:47Lyndsay Thorne: Lie  
01:06:49Marci Arkin: do what they say. Respect, honesty and accountability  
01:06:49Stephine Mendez: Lying  
01:06:49Stacie Grimes: lie  
01:06:50Vanessa Figueroa: communication  
01:06:50Ranna Jaber: letting people know what we talked about.  
01:06:51Deanna Padilla: open communication and honesty  
01:06:51Mildred Garcia: Honesty  
01:06:52cynthia smith: Disrespectful  
01:06:54Fabiola Rodriguez: Lying will brake my trust.  
01:06:55LAURA GIBAU: Definitely confidentially and accountability  
01:06:56brenda villanueva Montalvo: 1. Honestly, communication  
01:06:57Suzanne McEachron: discreetness and reliable  
01:06:58Mary Kay Kirgis: Understanding, listening, not sharing your secrets  
01:06:59pbaca: Honesty  
01:06:59Adrian Thompson: 1. Confidentiality. Providing a safe non judgmental space.  
01:06:59Mary Kay Kirgis: :)  
01:07:00wendy romero: honesty  
01:07:00Beojeda:observation countable  
01:07:01Margie: Honest, have best interest in mind  
01:07:02Ana Barrios: breaking confidentiality  
01:07:02Nadine Carroll: they are honest and not to afraid to say what they mean, are genuine.  
01:07:02brenda villanueva Montalvo: 2, lies  
01:07:04Brandy McCullough: Lying  
01:07:04Brenda Carter-King: lack of dependability  
01:07:04Maria Bustamante: Honesty is the most important thing, along with clear communication  
01:07:06Yane Nunez: Honesty  
01:07:07Carol Sumanth: Build relationships, have one on one meetings.  
01:07:07Christine Tennant: Honesty  
01:07:08Tania Mejia: their commitment to your standards  
01:07:08Mario Dimas: selective omission  
01:07:09Audrey Yalley: honesty, openminded,  
01:07:09MARY ELLEN POWELL: woooo disrespect is a good one!  
01:07:09IGNACIO AMEZQUITA VASQUEZ: 2. lies, and not communicating  
01:07:11Andrea Flores: degrading  
01:07:11Ranna Jaber: betraying my trust.  
01:07:11Maria Bustamante: transparency  
01:07:13Abby Sanchez: Lies and hiding things  
01:07:13Nadine Carroll: 2) lying or being nefarious  
01:07:13Vanessa Figueroa: If someone is disrespectful, then the honesty and loyalty are gone  
01:07:14Paulina Cecilia Avila-Martinez: Honesty  
01:07:14Tarsheema Copeny: communication  
01:07:15Diana Barron: Honesty and communication  
01:07:16Yolanda Gibson: Their honest, dependable, and respect me as a person  
01:07:16Eva Villas-Boas: Backstabing  
01:07:16Viridiana Sigala: 2- no team effort  
01:07:17Sonia Villicana: Honesty for trust. Lies would break trust.  
01:07:17Sandy osborne: lying  
01:07:17Audrey Yalley: lack of respect  
01:07:20Chantal F: DISENGENUOUS  
01:07:20ncontreras: lying  
01:07:21Tarsheema Copeny: dishonesty  
01:07:22Adrian Thompson: 2. Lack of understanding/empathy.  
01:07:23Viridiana Sigala: -disrespect  
01:07:24Doryce Wilson: Honest feedback  
01:07:28Venus Roschi: person is reliable and sees things from many different angles, plays devils advocate, is reliable

01:07:28Yvette Casey-Hunter: Their track record- their history of reliability and honor and keeping their word/promises

01:07:28Ramona Fain: They are honest and trust worthy

01:07:30Chantal F: DISHONESTY

01:07:30Christine Tennant: Lying

01:07:30Josie Urrea: honesty and lack of communication

01:07:33Andrea Thompson: 1. Honesty and Transparency

01:07:34nia douglas: Loyalty, respect & honesty...to break a trust would be lack of those traits

01:07:34Francis Tavarez: Take advantage of superiors flexibility

01:07:35Lupe Rocha: honesty, respect

01:07:36Crisarla Houston: 1. honest, sincere, fair, has integrity, tries to do right

01:07:37Semiko Jacobs: dishonesty

01:07:37Reginald McCoy: dishonesty and lying

01:07:39prasith Abshire: connection/dishonest

01:07:43Casandra Robbins: transparent willing to tell you the truth even if they chance hurting your feeling

01:07:44Andrea Salcedo: gas lighting

01:07:44Carol Sumanth: Honesty, transparent.

01:07:46Vazgen Tervardanyan: Honesty, transparency

01:07:46Valerie Turnbull: Undermining authority

01:07:46Anita Leung: Transparency. Respect

01:07:47ALamelou Radjindrin: Good outcomes increase trust, bad ones break trust

01:07:50Brandi L Wright, PhD, MPH: negative behavior

01:07:51Lupe Rocha: breaking confidentiality

01:07:52Crisarla Houston: 2. If they did something that did not seem honest or fair

01:07:52Suzette: honesty, lying

01:07:54LiTasha Lacks: dishonest

01:07:54Chantal F: SILENTLY COMPETING

01:07:56Yolanda Gibson: 2. Dishonesty

01:07:57Candy George: honesty, straight forward, no hidden agendas. Trust is broken when the hidden agenda is revealed.

01:07:59Andrea Thompson: 2. Dishonest behavior and poor communication

01:08:01Ashley Wallace: communication, transparency

01:08:01ALamelou Radjindrin: When the intent is good, outcome is good

01:08:01Fundisani Mangena: Compromised confidentiality

01:08:03Mariela Verar: dishonest

01:08:03Bernice Wright: Trait - integrity

Break trust - lack of integrity or untruthful

01:08:03Ramona Fain: the trust would be broken if that person lied to me.

01:08:05Samantha Ricciarsdi: honesty and commitment

01:08:07Elizabeth Pacheco: 1. dependable

01:08:07Angelia Guthrie: purposeful omission

01:08:09Suzette: being able to take ownership of mistakes

01:08:12Samantha Ricciarsdi: dependable

01:08:12Reginald McCoy: Breaking trust

01:08:13Diana Barron: Dishonesty

01:08:13Rachel Conlin: lack of communication and lying

01:08:16NANCY RYAN: They are trustworthy, and respectful.

01:08:17Irene Martinez: break confidentiality

01:08:17DeJernel Adams: Lying

01:08:18Yvette Casey-Hunter: Break trust- their malalignment or move away from priitiities and mission and respect for patients.

01:08:18Chantal F: SNEAKY

01:08:20Lance Parker: repeat confidential information

01:08:22rgonzalez: 1. Communication , Work ethics 2. Lies, dishonesty

01:08:24Eliza Carmean: If that person lied

01:08:25Donna Mejia: not being accountable

01:08:31Carol Sumanth: Break trust-not being responsible, disrespectful

01:08:35Stephine Mendez: Work ethic



01:21:26Donna Mejia: 🤔

01:21:33Suzette Ansay: 🤔🤔

01:21:33Regina Pastor: 🤔

01:21:39Leah Lopez: 🤔

01:21:41Vanessa Martinez: 🐶

01:21:43KERI BREWSTER: 🤔

01:21:46Cindy Melton: LOL

01:21:58Stephine Mendez: How would you identify strengths, if they are unsure? and you do not work directly with them ? Or ideas to identify these

01:22:01Megan Brown: Do you have a form or do you recommend creating a form to have employees fill out that asks things such as how they learn best, what motivates them, things they enjoy, etc?

01:25:08Nadine Carroll: Would you recommend an employee fill one out about themselves as well

01:26:53Candy George: Megan/Nadine - I love the idea of having the employee fill this type of form out for themselves. Great tool for management's use and also for training.

01:27:15Gayatri Ankem: How to address self-Orientation in oneself ? how to address perception of others that we have self-orientation, which may not be true?

01:27:18Charise Atiba: "What motivates employee" is probably the most difficult question to answer

01:27:26Anne Sanderson: also goal a setting tool

01:27:43Dana Scott: ok thank you

01:28:01VICKIE LUFF: what happen with an employee and boss have words and now the trust has taken a deep dive

01:28:02Tiah Barnett: the last column was hard for me, I can say my trust level but is that to be answered based off of theirs and not mine ?

01:28:07Selenita Delgado: Each staff member is different they can not be treated or address equally

01:28:09Cindy Thomas, NACHC: @Cherise, a great place to have a conversation

01:28:22Jane Walmsley: Interestingly, this is providing a lot of insight into my experiences with leadership above me.

01:28:35Cindy Thomas, NACHC: @Tiah, a good place for a conversation with that employee

01:29:22Blanca Escobar: Where we supposed to receive a workbook?

01:29:57Nicole Jett: How often do you suggest 1 on 1

01:29:58Sean Johnson: My moments of self orientation have to do with saving face and trying to prevent uncomfortable interactions. Which is selfish.

01:30:22NANCY RYAN: What type of questions or conversations would be included in one on one meetings?

01:30:41Kimberley McCoy: I totally thought of remaking this spreadsheet to have my employees fill it out and see if their responses align with what I observe.

01:31:34Bethlehem Muleta: Could you provide an example of what it meant address awkwardness earlier?

01:31:36Andrea Jergensen: Kimberly McCoy that's a great idea!

01:32:03Trenton Cordova: What if you have been very kind and empowereful but still feel like you aren't being taken seriously?

01:32:24Angelica Arevalo: I think also giving people positive feedback also help promote a good relationship

01:32:46Liana Torres: What if the pressure and respect is coming from the top down and not from below or the people you began to lead?

01:32:51Marci Arkin: I am their guide to success, I will talk on the team's behalf with upper management and other departments

01:32:51Vilma Galindo: Agree @angelica!

01:32:52Carol Blake: in my experience, sometimes things take time. long time sometimes. change is hard for people

01:33:15Charise Atiba: Thanks, Cindy- great point

01:33:29Carol Blake: when I went from peer to manager, it felt like almost a year to feel "back to normal"

01:33:36Gayatri Ankem: Trent great question: I too have the same question: Kindness is sometimes mistaken as self-orientation. how to manage other perceptions in such situations.

01:33:46Chantal F: This is deep, Jennifer!!

01:33:52Chantal F: Well said!

01:33:56EVELYN CRUZ: This is really practical thank you!!

01:33:58Angelique Torres: We can only manage our commitments, We Do Not Manage Time. !!!

01:34:03nia douglas: Delegating duties has been my hardest task in this role...

01:34:06Angelique Torres: WOW

01:34:40Kevin Novak: thank you for the thoughts so far. Have to leave early to do "leader" stuff.

01:34:50Theresa (Terry) Laine: I love this!!!!!!!!!!!!!!!!!!!!

01:35:42DENEEN ROBBINS: There is not enough room on that screen for all my duties (personal and professional).!!!

01:35:47Crisarla Houston: I am usually a rules follower, but I am too stressed out right now to do a word dump of all that is on my to do list. I am in weekly therapy. :(

01:35:56Cindy Thomas, NACHC: @DENEEN - I hear you!

01:36:03Chantal F: Same!

01:36:18Ryan Wenger: Trip to Buffalo with my son for a Bills game this weekend!

01:36:21DENEEN ROBBINS: Working full time and planning daughter's wedding in 4 weeks!!!

01:36:28Samantha Fixmer: I'm with you, Crisarla. The idea of even trying to list it all is overwhelming

01:36:33Donna Mejia: Hang in there @Crisarla! You got this!

01:36:48Sherece Dyer Hill: it's amazing how many things DONT get done smh

01:37:10Zayra Trejo: 🌀 same  
schedules  
inventory  
meetings  
cooking meals  
help my son with homework  
set time for my partner and son  
and much more lol

01:37:10Jamie Beiler-Courtade: Unfortunately I do not have the time or the energy to write that out - I would be here for a week LOL

01:37:25Chauntelle Randle: kids, house cleaning, school, work projects, meetings, watch sports, travel, emails, annual reporting, pay bills. Now I have a headache. lol

01:37:31Charise Atiba: the struggle is real

01:37:38Ryan Eller: Were gonna need a bigger page

01:37:43Tina Andersen: Well this is depressing. . .

01:37:47Mariela Verar: @charise same

01:37:49Abby Sanchez: writing it out is stressful, its like facing everything needed of you

01:37:54Lanitra Harris: Audits, family time, reports, emails, emails, and emails

01:37:55Suzanne McEachron: I'm putting my head on my desk....

01:37:59Erica Cruz: homeschoolwork

01:38:05Yane Nunez: House cleaning, kids, projects, pay bills.....

01:38:07Leyly Velasquez: Working full time, school, home, helping my kid w. homework, I have a lot on my plate now.

01:38:12nia douglas: Practice Manager w/50+ staff, dealing w/death & grief...son lost his dad & grandmother within 7 months of each other, I lost a friend yesterday & still have to come to work, leaving all personal issues in the parking lot....

01:38:12Marcie Battle: I just took out my planner. Easier to just copy it.

01:38:13Andrea Ockert: i'm so new to my position I don't even know what I need to get done. lol

01:38:14Charise Atiba: have to reframe this- look at all of those achievements

01:38:19Ranna Jaber: theres so much between work and personal

01:38:20Staci O'Kelley: I need another plate :(

01:38:22Carol Sumanth: Deadlines

01:38:25Vanessa Figueroa: Meetings, reports, a lot of follow up, and personal commitments especially now that my mother is living with me

01:38:26Ranna Jaber: it really is overwhelming

01:38:27Sally Hackmann: we all have responsibilities

01:38:30Adrian Thompson: Clinical Supervision, creating department workflows, creating department procedures, managing employee time off/timesheet, several weekly meeting, data analysis and reports, seeing clients 3 days out of the week, documentation, and more. And this is only a list of work commitments only.

01:38:33Angela Rivera: Could write a book, look for it on the best sellers list!

01:38:37Suzanne McEachron: platter, please?

01:38:46IGNACIO AMEZQUITA VASQUEZ: how can we manage our plate when it feels overwhelm, can you give us some tips

01:38:46kalsey blickley: fulltime job, fulltime school, fulltime wife, keeping husband in line lol meetings , audits, retraining, new department set up oh so so much more

01:38:51Evan Taylor: Someone said I need another plate! I know that feeling!

01:38:52prasith Abshire: work, family time, kid soccer practice

01:38:54Theresa (Terry) Laine: ok. This illustrates a lot!

01:38:57Koolsee Xiong: Meetings, training new staff, emails, checking in with staff.

01:38:58Teresa Vice: I could go on and on

01:39:00Jane Walmsley: ugh - overwhelming :D

01:39:00Venus Roschi: billing  
work log  
education projects  
returning voicemessages  
handling tasks via email  
handling tasks via snail mail  
scanning docs to RCM  
nails afterwork  
meet and greet dinner at 7p  
hem bridesmaid dress for Sat wedding  
bills  
managing 3yr old and 14 yr old  
supporting spouse recent admission to college  
grocery shopping  
one income household

01:39:01Lyndsay Thorne: Too many to list at work, aside from teenage son playing on two baseball teams!

01:39:03Carol Sumanth: multiple deadlines and not enough time.

01:39:08Maria Bustamante: office meetings, partner meetings, grants and contracts, strategic planning  
homework, emails, house cleaning, son college applications, sooo many other things

01:39:23KERI BREWSTER: How can you manage your work commitments when leadership changes your work responsibilities often?

01:39:27Monifa Roberts: This is a great exercise!

01:39:30Thamary Correa: Work, Church, College for my oldest, High school with my youngest, Ill parents out of State, etc.

01:39:30Theresa (Terry) Laine: This is a great exercise!

01:39:38cynthia smith: Meeting, audits, refills, referral claims, sch ordering, inventory

01:39:38Omar Alba: A plate? I need the whole tableware

01:39:39Elizabeth Pacheco: Meetings, monthly report, primary care taker, hiring event, Dr. appts, Wife, Mom, senior student, Emails, finance,

01:39:47Theresa (Terry) Laine: Strategic NO!

01:39:51Tiah Barnett: right.

01:39:52Crisarla Houston: compliance and equity program duties -- a lot for two staff members at an organization of our size, church, community service, family illness, my illness

01:39:52Jennifer Dill: My family and myself

01:39:53Nancy Curd: church, kids activities, kids school responsibilities

01:39:54Yvette Casey-Hunter: My organizational tools are not staying consistently reliable now whereas they dud in the past.

01:39:56Omar Alba: I wasn't aware of how much...wow

01:39:58Fatima Naeem: I discovered the PlannerPad type of planner which makes you funnel what all you have to do and it's been so helpful.

01:40:01Crisarla Houston: i am saying no to me now. I am working on it in therapy.

01:40:02Shamicka Jones: No to self-care

01:40:03Semiko Jacobs: meetings,children games,motherhood

01:40:04Deanna Padilla: Such great advice, sometimes we aren't even aware of all that we are doing.

01:40:05Angie Schlanger: We say no to ourselves more than to others

01:40:08LaShawnda Tilley: working 7 days a week, being a lead, son/ helping with school work, meetings, family, love life, self care

01:40:09Adrian Thompson: Saying no to things that benefit our own mental/emotional well-being

01:40:11Sehrish mahasaniya: Payer websites, clinic projects, rounding, grants, emails, kid's after school activities

01:40:13Liana Torres: It's never ending. how can you stop this??? it is so true!!

01:40:16Yane Nunez: No- to self care.

01:40:23Crisarla Houston: I am saying no to self care, and I am working on that.

01:40:28Krista Tharp: I'm saying no to myself

01:40:28Keshia Rooks: Organizational leadership, Data management, monthly reports, community relationships, meetings, grants, emr troubleshooting, hiring, staff development, staff management, grandchild, children, husband, grandmother,

01:40:34Sandy osborne: 👍

01:40:36nia douglas: "No" feels like you're being noncompliant, no a good friend, parent, fam member

01:40:43Crisarla Houston: I know you have a reason for this. This session is great. Isn't this in the 7n habits of highly effective people?

01:40:59Suzette Ansay: Love this matrix! One of the most helpful things my boss has ever shown me

01:41:07Mariela Verar: @nia douglas agree!!

01:41:25Stacie Grimes: 8 hour shift referrals diagnostic reports, Clinic working, workflows train home is wash and dry clothes , cook take care of dogs Not enough time in a day

01:41:31Ranna Jaber: most of my time is at work

01:41:55KERI BREWSTER: Most of my time at work - data entry, paperwork

01:41:58Omar Alba: at work = most / at home=should

01:42:46Vilma Galindo: I quit social media five years ago and it was the best decision I've ever made :)

01:42:48Themedial Buffaloe-Wyche: I really like this matrix

01:43:06Charise Atiba: we're like Pavlov's dogs when we hear the email chime

01:43:10Leyly Velasquez: good way to sort the plate

01:43:12Maryisa Washington: I also quit social media about 3 years ago and haven't looked back!

01:43:25avalosm: Vilma Galinda.... I did also, best thing Ive ever done for myself!

01:43:30CRYSTAL WASHINGTON: what was the name of the book you just mentioned

01:43:33Regina Pastor: All my emails are important since they are only sent to me.

01:44:11Crisarla Houston: urgent and important - work deadlines, family time, self care.

01:44:22Gail Finazzo: Need to add instant messages to the list.

01:44:42Crisarla Houston: urgent, not important for me - complaints staff file that need to be addressed by someone in another department.

01:44:51Andrea Jergensen: For me it's Microsoft Teams replies, I had to turn down the notification sound because of all the replies to group chats

01:45:00Semiko Jacobs: important-Family,mental health,me

01:45:01Stacie Grimes: I have a meeting I will have to attend I will go back over recording

01:46:11Shelly Santa Cruz:can you show your example again please?

01:46:20Monifa Roberts: Please explain not important but urgent.

01:46:47Sherece Dyer Hill:have a hard time determining what's considered important... cuz it is to me... but is it really...

01:46:54Shelly Santa Cruz:Yeah, that is the one I am having some difficulty on too @Monifa

01:47:12Stephanie Morton: I find all my items are in urgent and important.... I am so overwhelmed...

01:47:14Crisarla Houston: important, not urgent - work projects - investigations that are not time sensitive

01:47:15Chris Campbell: @ Crystal Washington - the book is <https://www.franklincovey.com/the-7-habits/>

01:47:34Bernalda (Bernie) Delgado: hmmm everything I have is important but half half in non urgent vs urgent

01:47:45B. Jamie Stevens, DNP: importance completely depends on whose perspective

01:47:50Andrea Salcedo: nail appointment

01:47:50Tiffany Burdick: I don't understand the second ox down from the left. Urgent and non important?

01:47:52Crisarla Houston: not important, not urgent - stressing over work duties that are too much for me to manage; suggested material that someone sends that is relevant to my job but that I do not have time to read

01:47:56Tiah Barnett: urgent means is approaching and cant be pushed back ? important, needs to be done but could wait

01:47:57Kimberley McCoy: I cannot come up with anything that is not urgent on my particular plate.

01:48:04Carl Green: Everything on my list seems to be Important whether urgent or non urgent

01:48:16Shelly Santa Cruz:Thanks Jennifer

01:48:18Georgia Rising: nothing seems not important

01:49:05B. Jamie Stevens, DNP: washing my car is the only thing I can think of as being not urgent and not important

01:49:05Sherece Dyer Hill:oh it only work things

01:49:11Sherece Dyer Hill:is it\*

01:49:23Kimberley McCoy: I am the only one who does specific tasks. So I cannot pass them on to anyone else.

01:49:28Vickylynn Cotter: Urgent: Patients in office asking to see me for complaint, Important: Email responses to supervisors

01:49:46Tiah Barnett: yes we use a priority list

01:50:15Yvette Casey-Hunter: Handling others urgent and important interfering with my own Q.2 and Q1 activities and priorities.

01:52:15Tiah Barnett: burn out

01:52:20Aldeir Sotelo: Body breaks down

01:52:21Adrian Thompson: Likely die.

01:52:23Samantha Fixmer: Burnout is already here

01:52:25Lisa Ramos: we need load management

01:52:29Omar Alba: Burnout is real.

01:52:39Regina Pastor: burn out/ have a major break down

01:52:45Eileen McFadden: burn out is definite something that happened to me

01:53:01Selenita Delgado: We need to take care of ourself before we can take care of anyone else

01:53:04Patricia Gregor: YES

01:53:14Omar Alba: YES!

01:53:14Cindy Thomas, NACHC: @Selenita YES!!!

01:53:37Paula Panikowski Preset: I am going to therapy to learn to say NO, I say YES to everything

01:53:41Kaylee Calitto: As Practice Admin , it often feels to me like its never the right time to take a break.

01:53:45Rudy Fuentes: Yep. Truth.

01:53:53Yvette Casey-Hunter: When we start to say no and set boundaries, people do not accept it because they are not used to it.

01:53:53Eileen McFadden: That is very true. I did that as well.

01:53:59Yolanda Gibson: We should only give to others from our over flow. Something I'm learning daily

01:53:59Angie Schlanger: I feel like I'm not a team player if I say no.

01:54:05Adrian Thompson: With regard to delegation. Some organizations have incentives for staff who take on responsibilities/duties that management would otherwise take on. What are some non monetary incentives that we could offer for buy in?

01:54:05Regina Pastor: I need to learn how say "NO"

01:54:07Andrea Jergensen: I was told IN THERAPY that no is a full sentence

01:54:08Lisa Ramos: agree even when I work from home to catch up it feels like I get more calls than usual

01:54:08Cindy Thomas, NACHC: we have a boundaries session coming up!!!

01:54:19Carl Green: I think we all need to learn to say NO.

01:54:21Cindy Thomas, NACHC: @ANDrea, I love that

01:54:25Denise Kelly: Causes physical side effects, hair loss, weight gain, unhealthy eating and just being grumpy from lack of good sleep.

01:54:30Chris Campbell: Important = long-term consequences if it doesn't get done. Urgent = severe consequences if it doesn't get done today/soon. Important to be honest with yourself about where these tasks truly reside on your matrix.

01:54:34Charise Atiba: No is a full sentence.

01:54:38Patricia Gregor: Hard part is learning to know when and what you can say no to

01:54:51Selenita Delgado: PTO is essential to have a work/life balance. And DONT touch your work computer or phone while you are on PTO recharging

01:54:52Vanessa Figueroa: This slide is so helpful. I have to learn to delegate more and not take on every task given to me. Especially if it doesn't have to be done by me

01:54:52Amanda Radford: Need the boundaries session !!!

01:54:53Carl Green: Great training!

01:54:57Jessica Ritchie: We all need to learn how to respect hearing "no" from someone as well... that's the key to allowing ourselves to be okay with saying no

01:55:06Amber Anyanwu: Thank you for this. I do this balance pretty well if I am not in a stressful season but I have noticed that when stress comes I move everything to the urgent and important category and forget I am to manage people NOT tasks

01:55:11Carl Green: It will only work if we apply

01:55:12Cindy Thomas, NACHC: @Jessica YEEEESSSSS

01:55:14Charise Atiba: @Selenita- absolutely true!

01:55:15Audra Davidson: Can I download these chats? So much good information here too

01:55:23Angie Schlanger: We get into the habit of doing something we've always done for sure.

01:55:28Stephen Brooks: @charise - that's a good one lol

01:55:40Sam Zimmerman:Understand my team's skillset

01:55:42Omar Alba: Prioritize and delegate when possible.

01:55:49Crisarla Houston: I have mastered the art of delegating. I will slow down and say no more.

01:55:52Leslie Pou: I am going to share this with my supervisor. I think we overwork too often. Thanks so much for this presentation

01:56:04Crisarla Houston: I mean slow down on nondelegable tasks at work

01:56:10kalsey blickley: Set boundaries for myself

01:56:13ncontreras: but if you say no your coworker may get upset

01:56:17Crisarla Houston: I will also make self care urgent and important every day of the week

01:56:19Christine Tennant: Prioritize

01:56:24Vanessa Figueroa: I will meet with my team to review action items from meetings and assign them as needed. The chart will definltey help with that

01:56:25Venus Roschi: the Eisenhower Matrix

01:56:26nia douglas: confidence in knowing that the Team can handling the task

01:56:28Leslie Pou: have more trust of my coworkers

01:56:29Yvette Casey-Hunter: Empower them to complete the delegated task wihtout micromanaging them.

01:56:30Sandy osborne: Prioritize,

01:56:31Margie: Really evaluate whether it is something I have to do or if someone else is just as capable or more capable.

01:56:32Tarsheema Copeny: Look at the priority level.

01:56:33salvarado: provide a step by step/workflow on how to do the work

01:56:34Aryn Spurgeon: Take the time to train up others to do some of the tasks I do within reason.

01:56:35Koolsee Xiong: Not take on tasks that aren't in within my job design. Set boundaries when it comes to working past clinical hours.

01:56:36Andrea Welsh: Work to understand what I can handle and not take on more.

01:56:39Donna Strickland:prioritize

01:56:41KERI BREWSTER: Work with my supervisor to determine which tasks are truly mine alone and which I can delegate.

01:56:42Sarah Boggess: trust in co workers

01:56:47prasith Abshire: trust my co worker

01:56:48Marc Strudwick: Prioritize and set boundaries.

01:56:51Crisarla Houston: When one sets boundaries, the person who has formerly overstepped boundaries will often get upset. The boundaries must still be set.

01:56:54Sehrish mahasaniya: To let my team see my perspective and trust them with the process

01:56:59Semiko Jacobs: I have improved a lot on knowing what to delegate and when

01:56:59Brenda Carter-King: Offer to my Team, what help is needed and ask for volunteers when it is appropriate.

01:57:00Hieu Pham: Feeling no need to reply to all text messages or emails when they are not important or urgent

01:57:04Venus Roschi: sorry, I meant, use the Eisenhower matrix

01:57:05Omar Alba: Trust in my co-worker's abilities = that's a good one

01:57:06Jennifer Dill: Setting boundries

01:57:16Carol Sumanth: Definitely prioritize and make a time line.

01:57:17Raquel Berberena: Fill out this quadrant - self first, then team in order to strategically meet our goals as a team., get buy-in and then delegate.

01:57:21Carl Green: Complete Eisenhower Matrix

01:57:21Samantha Fixmer: Acknowledge that we are all "busy," but that doesn't mean that I need to continue to take on the additional on my own

01:57:22Semiko Jacobs: Setting boundaries as well

01:57:24Tiffaney Burdick: Try to categorize tasks to be delegated in a structured way according to importance and urgency, delegate tasks appropriately based on the employee landscape.

01:57:29Margie: In terms of job review - could saying NO have a negative impact ?

01:57:32Lisa Ramos: prioritize and set boundaries

01:57:36Sharon Martin: Thank you, this has been great!

01:57:38Lora Ressler: Be honest about my ability to handle it (on an already full plate) and trust those around me to pull thier own portion of the duty. Empowering others (let them take the task) and myself (allowing me to let go or not take hold at all).

01:57:39KERI BREWSTER: @hieu Love this! Our team has so many non urgent, non important group texts!

01:57:41Brittney Lewis: Thank youuuuuuu Ms. Jennifer!!!

01:57:41Theresa (Terry) Laine: Great session.

01:57:42Melissa Fisk: Thank you!

01:57:44Andrea Jergensen: I think it's also very beneficial to set boundaries early on. When I've communicated about where I stand and where I am able to flex. I also found it great to learn about myself through the Predictive Index that was given at my work about my learning and communication style

01:57:44Angie Schlanger: Meet with my team to come up with a plan of who does what, spell out expectations, implement timelines and check back often to see what's working/what's not working.

01:57:46Margie: And how do you counteract that result

01:57:50Bernalda (Bernie) Delgado: this was GREAT! wish I had this before I was made supervisor

01:57:51Lisbeth Carpio: Meet with my staff individually & know their strengths (use what you thought is today ) Thank you ❤️

01:57:53Theresa (Terry) Laine: Plate tool is a great tool

01:57:57Ramona Fain: This was so helpful to me. I really needed this

01:57:59Mariela Verar: Thank you I needed this!!!

01:58:03Dorcas Hagerty: How do you set boundaries with your own supervisor/boss?

01:58:07Patricia Gutierrez: This was a wonderful session. I need to learn to delegate more. Thank you!!!

01:58:13LESLIE LAKE: Thank you for the tools and the reminder that we deserve to work as hard on ourselves and staff as we do for work

01:58:13Stephanie Pharr: Thank you. I will use these strategies in my personal and professional life. Very informative

01:58:34Carl Green: Thank you a much needed training!!!

01:58:36Heather Gillock: Awesome information. It helped me understand my work style and why I struggle to desire to move towards a leadership role.

01:58:45Angelique Torres:informative. Thank you. take away lots of soul searching ...

01:58:48Michelle Welch: Thank you! This was not time wasted :)

01:58:48Mariela Verar: Wow very informative and needed in this time where nothing seems to be enough or appreciated. Being a leader has been very difficult POST COVID.

01:59:03Brandon Currie: Hello, I have a question. How do I delegate when my team and I have a high workload, but our team is small? I don't want to overwork them, make dissatisfied with their job, or make them think I am doing less work.

01:59:03Tynia Waller: Thank you all this has been super helpful, looking forward to next sessions

01:59:04Rudy Fuentez: The Workbook was excellent! Very helpful!!

01:59:18Charise Atiba: This was a great way to reset! Thank you

01:59:23michelle hopkins:Excellent information. Thank you. Trust Equation very helpful. great visual!

01:59:23Sophia Harrison: Thank you!!

01:59:36Aryn Spurgeon: As a new leader, I've been looking forward to this for a long time!

01:59:36Brenda Carter-King: Thank you, this has been and will be valuable to put into use with my team!