

Mickey Cannon

From: Mandee Romero
Sent: Thursday, June 5, 2025 12:49 PM
To: Alexander Heard; Douglas Sutherland; Caitlin Margitan; Mallory Schweitzer, DPM
Cc: Mickey Cannon
Subject: RE: Week 2 write up

Thank you so much, Dr. Heard!

Mandee Romero, MS | Physician & APP Experience Consultant
MultiCare Health System | Physician & APP Well-Being Program
Cell: 253-222-6880 | **Email:** maromero@multicare.org
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From: Alexander Heard <Alexander.Heard@multicare.org>
Sent: Thursday, June 5, 2025 12:24 PM
To: Mandee Romero <Mandee.Romero@multicare.org>; Douglas Sutherland <Douglas.Sutherland@multicare.org>; Caitlin Margitan <Caitlin.Margitan@navos.org>; Mallory Schweitzer, DPM <Mallory.Schweitzer@multicare.org>
Subject: Week 2 write up

Mandee, in week 2 which was Influence and Trust;

1. Key learning(s): Inside out feedback and Extending smart trust
2. Lead: Alex Heard
3. Combo of the Key learnings – how to follow the “What do you want to do differently going forward?” with extending smart trust.

Alexander Heard, MD, MBA
Chief Medical Officer, Deaconess Hospital & Valley Hospital
MultiCare Health System
Phone: 509-603-7582 | **Mobile:** 774-487-6119
Mailing Address: 800 West 5th Ave., Spokane, WA 99204
Email: Alexander.heard@multicare.org

Debi Seier | Executive Assistant

509-603-7965

Debi.seier@multicare.org

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Week 2 | FPAL Follow Up | Tuesday May 20th

Group Objectives:

- Boost your leadership capabilities in **self-awareness, influence, trust, team building, and management** through weekly group discussions and storytelling.
- Share key insights and highlight course learnings in action to **enhance** your **collaborative leadership** skills and **creativity**.

Topic: Influence and Trust

1. **Key Learning:** Discuss a key learning about **Influence and Trust** and share how each member has applied it.
2. **Class Sharing:** Work together to decide on **one key learning outcome** for the Lead Spokesperson to present and discuss with the larger class on **June 13**.

TABLE 3 KEY LEARNING: An effective and kind tool used to build trust is to ensure you prioritize your team's individual success. Ask your team what they need to succeed and advance their career.

APPLICATION:

- Jenna – Recognized the influence of a single individual on the team can have. “The influence of a “bad apple” . Specifically, there is an individual in Jenna’s group who is actively looking for other jobs and the lack of commitment and lack of respect for their current role is apparent. To a point, where some staff will take PTO in order to avoid working with this individual. Jenna is planning to have a 1 on 1 conversation with this individual and may need to pull in assistance from her supervisor.
- Jack – He is still working to build trust within his team, slowly but surely. He has been in his position since September of last year. There is a group that trusts another group’s director more since the other director has been in the role for 20 years. Jack recognizes and understands that he needs to work to gain trust in the group. He has taken the perspective that he can influence the group through leading by example and showing them that “he’s on the ground with them”. Has planned check-ins will be helpful.
- Linh – Conducted a difficult conversation with a team member despite the discomfort knowing that the feedback had potential to impact the trust relationship. In having this conversation, the trust between the relationship grew and respect and most importantly a deeper understanding was gained on both sides.
- Cherrie – Has plans to speak to a team member about their behavior, as this is negatively influencing the rest of the team. This individual has had multiple complaints about their behavior and the individual is unaware of the feedback


stating, "that person just doesn't like me". It appears they are blind to their own communication styles and the impression their words and actions give. Cherrie is addressing the recurring pattern of unprofessional communication and recognizing that this person has influence over the overall culture.

From: [Mandee Romero](#)
To: [Mickey Cannon](#)
Subject: FW: notes from our group discussion week 2
Date: Friday, June 13, 2025 12:12:35 PM
Attachments: [image001.png](#)

FYI

Thank you,

Mandee Romero, MS | Physician & APP Experience Consultant
MultiCare Health System | Physician & APP Well-Being Program
Cell: 253-222-6880 | **Email:** maromero@multicare.org
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From: Anne Meslang <Anne.Meslang@multicare.org>
Sent: Friday, June 13, 2025 8:59 AM
To: Mandee Romero <Mandee.Romero@multicare.org>
Subject: notes from our group discussion week 2

Sorry if this was due sooner My group just filled me in I must have missed the prompt that we need to submit written notes.

I lead week @ 5/19 topics of influence and trust:

We discussed the importance of attitude and how the attitude you project can me more influencing that even the specific this you say.

My notes include the concept of SNIOP (susceptible to the negative influence of other people) and how as a leader other are particularly susceptible to your influence and especially negative attitude.

IT was also brought up that demeanor and attitude affect others perception of your trustworthiness.

Segueing into trust we discussed strategies for building trust on our team. Our point of agreement was developing personal connection will all member of our team. While there are some people, we interact with frequently some of use have team members that are more remote and at other locations so making deliberate effort to have more one on one interactions with those team members and building personal connection as a pathway to facilitate trust.

Anne Meslang MD

* Trauma Director, MultiCare Deaconess Hospital

* Site Medical Manager, MultiCare Rockwood Surgical Group

Cell: 757 814-1211 | Email: anne.meslang@multicare.org

Address: 910 W 5th Ave, Suite 801, Spokane, WA 99220