




Professionalism

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Six Domains of Professionalism

1. Competency
2. Personal Relationships
3. Maintaining Professional Boundaries
4. Consistency & Reliability of Practice
5. Reflection & Learning
6. Personal Integrity

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Objectives:

- 1) To understand the 6 domains of professionalism
- 2) To understand the importance of maintaining professional boundaries
- 3) To explore scenarios that challenge our professional behavior and develop more effective strategies.

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Competency

- Knowledge, skills, ethics and their application in practice
- Understands the requirements of the job, quality & quantity of work expected, demonstrates effective communication, contributes to teamwork, ethical behavior, techn
- Not only "what" we do, but "how" we do it

"You can get by on charm for about 10 minutes, then you actually need to know something!"

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What is Professionalism?

- Adherence to an agreed upon and communicated set of standards in our profession and workplace
- Our contract with society and our profession
- Contextualized
- Captures my accountability

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Ability
determines what you're capable of doing

Motivation
determines what you choose to do

Attitude
determines how well you do it

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Interpersonal relationships and emotional function

- ability to communicate effectively with others (oral & written) – content vs. delivery
- ability to work effectively in teams
- able to recognize the abilities and contributions of others
- emotional awareness and self soothing abilities

Always remember kindness, civility, collegiality and respect

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DOING A GOOD JOB HERE
*Is Like Wetting Your Pants
 In A Dark Suit*
**YOU GET A WARM FEELING
 BUT NO ONE ELSE NOTICES**

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Consistency & Reliability of Practice

- Work ethic – extent to which one can be depended upon to produce a consistent work product, demonstrate a positive attitude, honesty, integrity, enthusiasm, interest in job tasks, attendance/punctuality/use of leave
- Accepts responsibility for behavior - errors, accountability

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Maintaining professional boundaries

- Reduces the likelihood of introducing our own emotional, sexual or financial needs into the work relationship
- Creates safety
- Boundary crossings vs. boundary violations
- “grey areas” – self disclosure, touch, dual relations

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Reflection & Learning

- Am I acting within my scope of education/skills? Am I being asked to do something beyond my knowledge and skill level?
- What do I do well? What could I do better?
- Identifying learning needs and pursuing education and training.

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Personal Integrity

- The impact of our personal lives on our professional role (substance abuse/addiction, untreated mental illness, physical illness, personal beliefs/bias, violent behavior, etc.)
- Presentation – grooming, clothing, scents, language, table manners
- Maintaining confidentiality
- We are accountable for our personal “stuff” when it bleeds into our workplace.

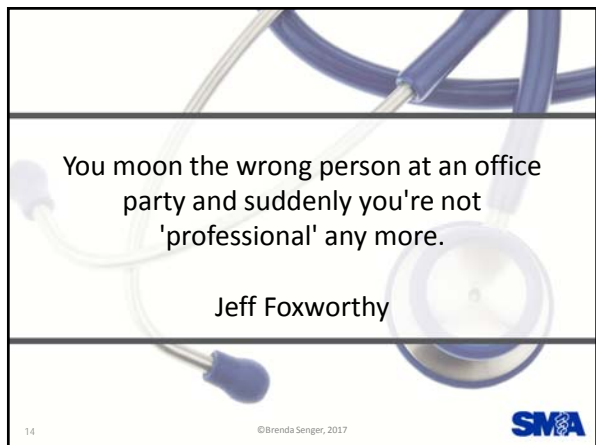
***Your beliefs don't make you a better person
Your behavior does!***

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Scenarios

- A patient has tested positive for cocaine for the 3rd time – they beg you to give them another chance, don't tell the doc or they may lose the opportunity to stay in treatment.
- A patient shares that they have a plan to harm themselves
- A patient shares that they plan to harm someone else

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You moon the wrong person at an office party and suddenly you're not 'professional' any more.

Jeff Foxworthy

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Scenarios

- A colleague invites you out for lunch:
 - during a work day
 - on a shared day off
- A patient invites you out for lunch:
 - during a work day
 - on a shared day off

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Scenarios

- A patient invites you into sexual contact
- A physician at a clinic asks you out on a date
- A patients requests to “friend” you on Facebook or requests your cell phone number so they can text you
- Doing personal business and taking personal calls at work

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Scenarios

- A colleague is repeatedly sharing gossip, undermines other staff, bullies others, makes negative comments about others in the disguise of humor
- A colleague refers to recovering patients in very a negative, disdainful manner. They are overheard calling patients “losers”, telling them to “shut up” when they question.

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