Professionalism Taught in the Hospital Setting

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Professionalism Defined

- Merriam-Webster Dictionary
  - The conduct or qualities that characterize or mark a profession or a professional person

- Meaning
  - If each individual acts with professionalism, each individual would perform their tasks with genuine earnest & honesty
  - Professionalism does not occur by accident but is a concerted effort by each individual, each & every day!
Talentmine®

- **Purpose**: An interview tool that assesses candidate strengths to determine a good fit in the workplace.
- **Validity**: Tool that has been validated over several decades of research to identify talent
  - Motivation
    - Achievement * Expectation * Intensity
  - Interaction
    - Adaptability * Relator * Service * Team
  - Cognition
    - Analytical * Common Sense * Problem Solver
  - Execution
    - Direction * Responsibility * Safety * Structure

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**Question**

- To be fair, is it important to treat everyone the same? (e.g. all patients, co-workers, Students, and customers) Why or why not?
Five Generations in the Workplace

- **Traditionals (1930 - 1945)**
- **Baby Boomers (1946 - 1964)**
- **Generation X (1965 - 1976)**
- **Millennials (1977 - 1990)**

**WARNING:** These are generalities & not absolutes!!

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### Core Values

<table>
<thead>
<tr>
<th></th>
<th>Traditionals</th>
<th>Baby Boomers</th>
<th>Generation X</th>
<th>Millennials</th>
<th>Generation 9/11</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Baby Boomers</strong></td>
<td>65-80 yrs</td>
<td>46-64 yrs</td>
<td>34-45 yrs</td>
<td>20-33 yrs</td>
<td>19 yrs or less</td>
</tr>
<tr>
<td><strong>Millennials</strong></td>
<td>1977 – 1990</td>
<td>20-33 yrs</td>
<td>1991 &gt; 19 yrs</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Generation 9/11</strong></td>
<td>1991 &gt; 19 yrs</td>
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</tbody>
</table>

- **Duty, honor**
  - Traditionals: Idealistic
  - Baby Boomers: Skeptical
  - Generation X: Realistic, Pragmatic
  - Millennials: Fearful
  - Generation 9/11: Global & security minded

- **Sacrifice**
  - Traditionals: Crusading causes
  - Baby Boomers: Personal focus
  - Generation X: Group – oriented
  - Millennials: Global & security minded
  - Generation 9/11: Value "foot in the door" & experience

- **Work hard**
  - Traditionals: Personal fulfillment
  - Baby Boomers: Adaptable
  - Generation X: Scheduled
  - Millennials: Tenacious, willing to work hard
  - Generation 9/11: Loyalty when trust established

- **Structure, order**
  - Traditionals: Goal – oriented
  - Baby Boomers: Task - oriented
  - Generation X: Multi-task oriented
  - Millennials: Value diversity; global orientation
  - Generation 9/11: Loyalty when trust established

- **Loyal**
  - Traditionals: Competitive, Work-a-holics
  - Baby Boomers: Work-life boundaries
  - Generation X: Multi-task 24/7
  - Millennials: Loyalty when trust established
  - Generation 9/11: Loyalty when trust established

- **Respect for authority**
  - Traditionals: Challenge status quo
  - Baby Boomers: Independent
  - Generation X: Value diversity; global orientation
  - Millennials: Value "foot in the door" & experience
  - Generation 9/11: Loyalty when trust established

- **Formal**
  - Traditionals: Social
  - Baby Boomers: Informal, value fun
  - Generation X: Informal, value fun
  - Millennials: Informal, value fun
  - Generation 9/11: Informal, value fun
## Five Generations in the Workplace

### Strengths & Challenges

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<th>T</th>
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<th>M</th>
<th>9/11</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Contributions</strong></td>
<td>Life exp; Work exp</td>
<td>Knowledge of org culture</td>
<td>New approach; Tech savvy</td>
<td>Collective activism; tech savvy</td>
<td>Tenacious; Goal-oriented; Willing to learn</td>
</tr>
<tr>
<td><strong>Strengths</strong></td>
<td>Good leaders, Stable, Trustworthy</td>
<td>Service oriented, Driven, Team players, Good at relationships</td>
<td>Adaptable, Independent, Note intimidated by authority, Creative</td>
<td>Optimism, Tenacity, Multi-tasker</td>
<td>Willing to work hard, Values exp of others</td>
</tr>
<tr>
<td><strong>Challenges</strong></td>
<td>Dislikes ambiguity, Dislikes change, Reluctant to challenge, Uncomfortable with conflict</td>
<td>Uncomfortable with conflict, Reluctant to go against peers, Overly sensitive to feedback, Judgemental, Self-centered</td>
<td>Impatient, Poor people skills, Cynical</td>
<td>Need for supervision &amp; structure, Inexp in handling difficult people issues</td>
<td>May be fearful of trying new things, Concerned about security</td>
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## Five Generations in the Workplace

### Workplace Contributions

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<tr>
<td><strong>Work Attitude</strong></td>
<td>Work is a job &amp; pays bills</td>
<td>Work is the means to goal; career contributes to self-worth</td>
<td>Work should be fun, stimulating, productive, its about the individual</td>
<td>Work is a social exp</td>
<td>Work is for achieving goals, risk takers?</td>
</tr>
<tr>
<td><strong>Commitment</strong></td>
<td>Thankful to have a job</td>
<td>Pro-active, manage career, loyal to career</td>
<td>Take charge of destiny, versatile, loyal to self</td>
<td>Pressure to get positioned, loyal to team/ network</td>
<td>Very focused when goals clear, unfocused if goal/ outcome not clear</td>
</tr>
<tr>
<td><strong>Learning &amp; Developmental Preferences</strong></td>
<td>Prefer low risk, formal learning environment</td>
<td>Enjoy classroom, stable, interactive</td>
<td>Self-directed, versatile, means to end, invest in future</td>
<td>Prefer group diversity &amp; interactions, tech-based, requires lots of feedback</td>
<td>Likes working in groups for social &amp; knowledge</td>
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</tbody>
</table>
What Students Want

- Respect
- Dignity
- Compassion
- Flexibility
- Clear expectations
- Opportunity to contribute to worthwhile work

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Answer

**Desired Behaviors**
- Modifies approach to meet customer needs
- Flexible
- Able to juggle multiple projects
Leadership for the Self

For every second, there are 2000 neurons making conscious decisions [Ant] & 4 Billion neurons making subconscious decisions [Elephant]

Who is in Control?

How to Reach the Oasis Together
Leadership for the Self

The 5 C’s to Build Peak Performance & Sustained Team Alignment Towards Goal:

- Clarify your vision
  - Elephant Buzz; Inspire by emotion
- Commit to Cultivating Positive Dominant Thoughts
  - Stay the course; Change is gradual
- Consistently Focus on Performance
  - Show your gratitude consistently
- Strengthen Confidence
  - Replace negativity with positive; Confident thoughts
- Control the Response to Any Situation
  - Unforeseen circumstances will arise; Expect the unexpected