

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!

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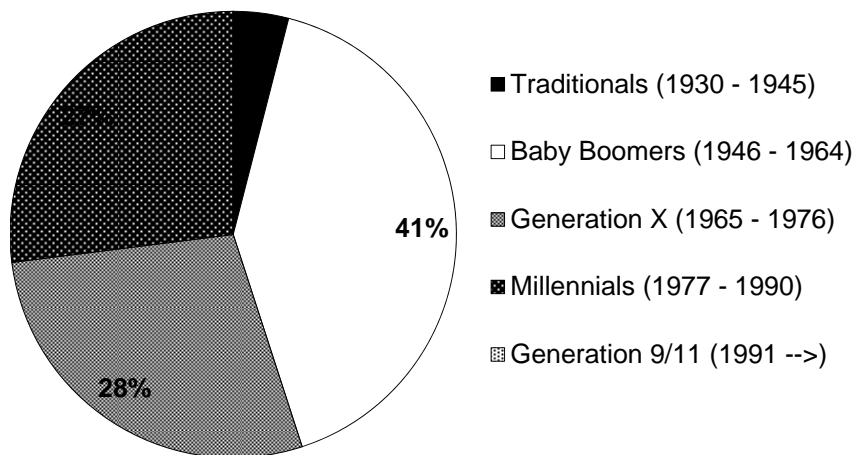
- Purpose: An interview tool that assesses candidate strengths to determine a good fit in the workplace.
- Validity: Tool that has been validated over several decades of research to identify talent
 - Motivation
 - Achievement * Expectation * Intensity
 - Interaction
 - Adaptability * Relator * Service * 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



WARNING: These are generalities & not absolutes!!

Five Generations in the Workplace

Core Values

Traditionalists	Baby Boomers	Generation X	Millennials	Generation 9/11
1930 – 1945 65- 80 yrs	1946 – 1964 46-64 yrs	1965 – 1976 34-45 yrs	1977 – 1990 20-33 yrs	1991 > 19 yrs or less
Duty, honor	Idealistic	Skeptical	Realistic, Pragmatic	Fearful
Sacrifice	Crusading causes	Personal focus	Group – oriented	Global & security minded
Work hard	Personal fulfillment	Adaptable	Scheduled	Tenacious, willing to work hard
Structure, order	Goal – oriented	Task - oriented	Multi-task oriented	? (Evolving)
Loyal	Competitive, Work-a-holics	Work-life boundaries	Multi-tsk 24/7	Loyalty when trust established
Respect for authority	Challenge status quo	Independent	Value diversity; global orientation	Value "foot in the door" & experience
Formal	Social	Informal, value fun	Informal, value fun	Informal, value fun

Five Generations in the Workplace

Strengths & Challenges

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

Five Generations in the Workplace

Workplace Contributions

	T	BB	T	X	9/11
Work Attitude	Work is a job & pays bills	Work is the means to goal; career contributes to self-worth	Work should be fun, stimulating, productive, its about the individual	Work is a social exp	Work is for achieving goals, risk takers?
Commitment	Thankful to have a job	Pro-active, manage career, loyal to career	Take charge of destiny, versatile, loyal to self	Pressure to get positioned, loyal to team/ network	Very focused when goals clear, unfocused if goal/ outcome not clear
Learning & Develop- mental Preferences	Prefer low risk, formal learning environment	Enjoy classroom, stable, interactive	Self-directed, versatile, means to end, invest in future	Prefer group diversity & interactions, tech-based, requires lots of feedback	Likes working in groups for social & knowledge

What Students Want

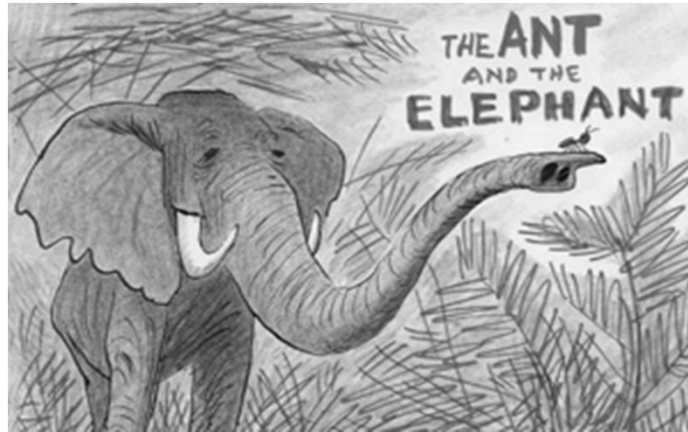
- Respect
- Dignity
- Compassion
- Flexibility
- Clear expectations
- Opportunity to contribute to worthwhile work

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Answer

- **Desired Behaviors**
 - Modifies approach to meet customer needs
 - Flexible
 - Able to juggle multiple projects

Leadership for the Self



A Parable & 5 Step Action Plan to Transform Workplace Performance
By Vince Poscente

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