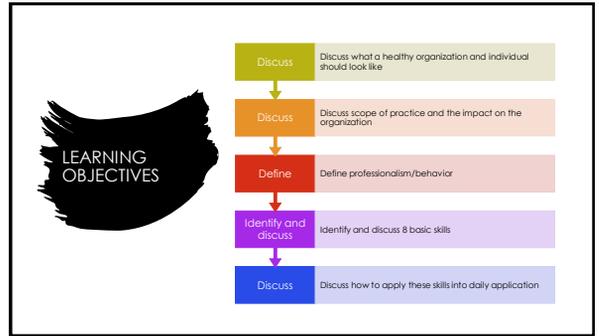
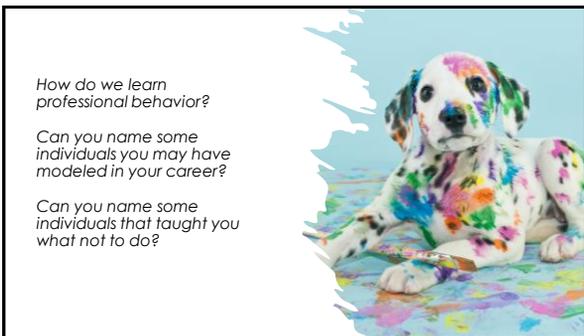




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3



4

Keeping ourselves healthy

- Self-care is a responsibility that we have not only to ourselves but to our organizations and the individuals we serve.
- Balance of work and home life is important to avoid burnout.
- Asking for help when it is appropriate, practicing humility.
- Eating right, sleeping right, and exercise...however you physically can.
- Having healthy boundaries.

5

Skills=Scope of Practice

- Scope of Practice is the procedures, actions, and processes that outline the boundaries of a person's job.
- EVERYONE should know this and if you don't know you need to ask your supervisor.
- We can harm individuals that we serve, the community, and the organization when we attempt to practice outside of these boundaries.
- There will be times that this is in question, still seek assistance.

6

Scope of Practice cont.

- Continued education or training when we know that we need more understanding in an area that does not fall in our purview.
- Seeking supervision to help find referral sources when needed and to understand scope is helpful.
- If there are emergent needs make sure you know where to call prior to the emergent need...supervisors are busy and may be unavailable in a crisis.

7

How to impact from the top to the bottom?

- There needs to be all levels of the organization involved in making policies and procedures.
- Is there room for you to move up in your agency?
- Who do you speak to if there is an issue in your organization?
- Who do you go to if that person is the one there is an ethical dilemma with?
- Do you know the structure of your organization?

8



9

Knowledge is Power

- Being a confident professional requires continuous learning and a willingness to grow.
- There are those surrounding us everyday that have mounds of knowledge from their experience, we need to embrace that.
- We can pursue further education if it works for us. This is not the only way to move up in your field.
- There are many ways we learn without being in a classroom. (Can you name a few?)

10

Professionalism

The definition of a "professional person" implies someone with specialized training.

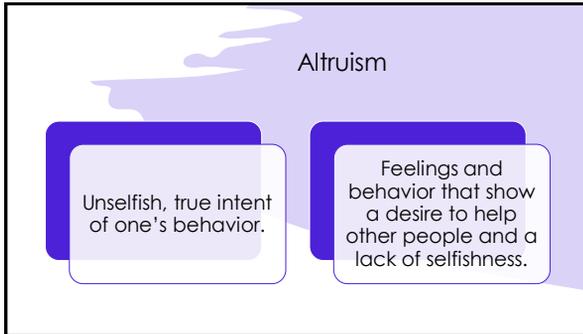
The expertness characteristic of a professional person.

11

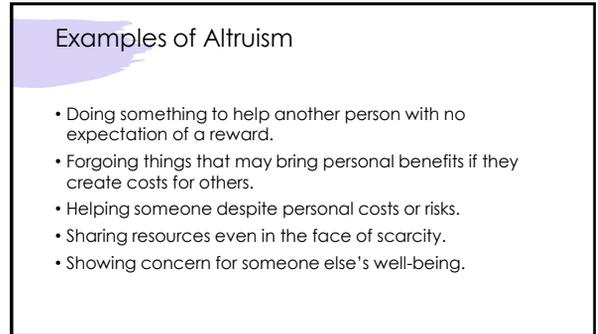
Professional Behavior

- We are going to discuss 8 appropriate skills and knowledge that we would hope that any professional would possess.
- There is a difference between intent of behavior and appearance of behavior.
- Just like the fine line between someone's morality and ethical behavior.
- It is only when these behaviors are acted out that professionalism will be demonstrated.

12



13



14



15



16

21 Examples of Accountability

1. Bring Solutions to Problems
2. Be Proactive Instead of Reactive
3. Making Yourself Coachable
4. Take Responsibility for Your Actions
5. Speaking up when you see Something Wrong
6. Accepting Criticism with Grace
7. Saying what Needs to be Said
8. Staying Focused on Your Goals
9. Communicating with Others despite Disagreements
10. Being sincere when you Apologize
11. Being Mindful of Policies and Procedure Performance
12. Always Showing Up
13. Confronting Problems Directly
14. Showing Initiative and Leadership
15. Demonstrating Transparency
16. Sharing Information with Others
17. Assisting Colleagues in Completing Tasks
18. Resolve issues Before Escalate
19. Be Honest and Open with Your Superiors
20. Being Responsible for Your Team's Performance
21. Paying Attention to Details

17

Leadership

- Being concerned about one's own profession and performance as well as the desire to help someone else striving to be professional.
- The power or ability to lead other people.

18

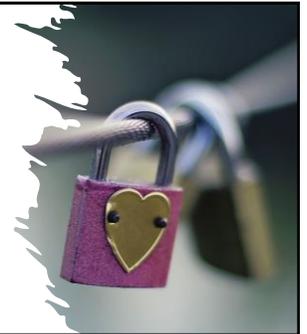
Qualities of a Good Leader - with real life approaches



19

Caring and Compassion

- Being sensitive to the needs of someone else.
- Feeling or showing concern for or kindness to others.



20

9 Ways to Show Compassion

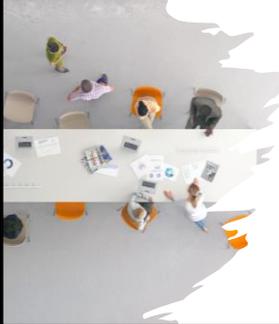
1. Be a Good Listener
2. Be Empathetic
3. Be an Advocate
4. Be a Volunteer
5. Be Private
6. Be a Giver
7. Be Aware
8. Be Creative
9. Be Kind



21

10 Ways to Bring More Compassion Into the Workplace:

1. Offer guidance to a co-worker
2. Get to know your colleagues
3. Lend a hand to someone who is under a tight deadline
4. Cultivate a collaborative environment
5. Acknowledge employees' strengths and positive attributes in front of others
6. Be an example of a compassionate leader
7. Check the motivation behind your decisions, your words, and your behavior
8. Organize team-building activities
9. Encourage employees to practice conscious communication
10. Design a compassion challenge to inspire daily acts of kindness



22

Caring

- Caring for others provides benefits that most people often don't experience at their day jobs. Feeling loved and building strong Relationships – Caring for others helps to develop empathy and the ability to connect with people, even in difficult times.
- Professional caring, supporting the client in the processes of identifying, determining & acting upon experiences relevant to health & healing. We distinguish professional caring from the generic human capacity to care.



23

6 Cs of Caring = Compassion in Practice

- It outlines the values every nurse or midwife should work to, known as the 'six Cs'. This concept has caught the attention of caring staff everywhere.

1. Compassion
2. Competence
3. Commitment
4. Care
5. Courage
6. Communication.



24

Communication

- The desire and ability to want to be understood and to understand are equally important.
- A process by which information is exchanged between individuals through a common system of symbols, signs, or behavior.



25

How to Improve Your Communication Skills



26

Communication con't

- Communication is the fire that fuels the workplace engine.
- It is difficult to overstate just how important communication can be to a successful organization.
- Case-in-point: A recent survey of 400 companies conducted by the Society of Human Resource Management (SHRM) revealed that, on average, each company lost \$64.4 million per year due to inadequate communication.



27

12 Communication Skills

1. Active Listening
2. Awareness of Communication Styles
 1. **Passive:** Passive communicators are quieter and don't always express their true feelings. They can act indifferent or agreeable, depending on the situation, in order to keep the peace and not rock the boat.
 2. **Aggressive:** Aggressive communicators are the opposite of passive communicators, and often express their emotions freely without any consideration for others. They can be intimidating or abusive in their interactions with others.
 3. **Passive-aggressive:** Passive-aggressive communicators strive to appear aloof, even when they are actually upset or annoyed. It is subtly evident that they are angry, but because they tend to avoid confrontation, it can be unclear what they are truly thinking.
 4. **Assertive:** Assertive communicators are considerate and express themselves in a clear and direct manner. They are respectful in their interactions with others.



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12 Communication Skills

3. Persuasion
4. Giving Feedback
5. Written Communication
6. Confidence
7. Openness
8. Presentations and Public Speaking
9. Empathy
10. Cross-Cultural Communication
11. Digital Communication
12. Conflict Management



29

Excellence/ Scholarship

- Maintaining an up-to-date awareness of one's profession and personal skills.
- the character, qualities, activity, or attainments of a scholar.



30

10 Keys to Workplace Excellence

- Provide a compelling, positive vision with clear goals
- Communicate the right stuff at the right time
- Select the right people for the right job
- Create a united team, atmosphere
- Encourage cool stuff—continuous improvement and innovation
- Recognize and reward excellent performance.
- Demand accountability
- Ensure that every employee learns and grows
- Deal with problems quickly and effectively
- Make sure each employee understands—it's all about the customer (Employee)

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Respect

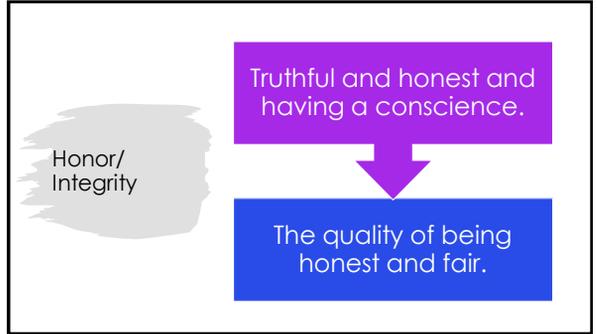
Treating people as individuals and in a fair manner as well, along with yourself.

A feeling or understanding that someone or something is important, serious, etc., and should be treated in an appropriate way.

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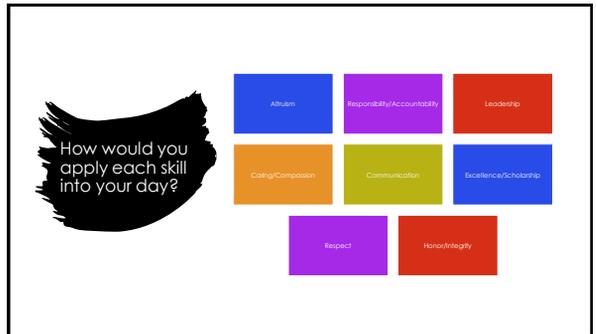
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