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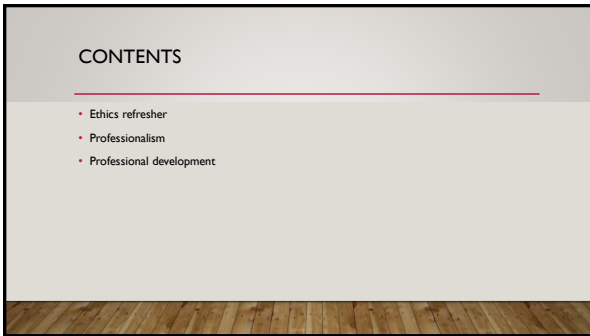
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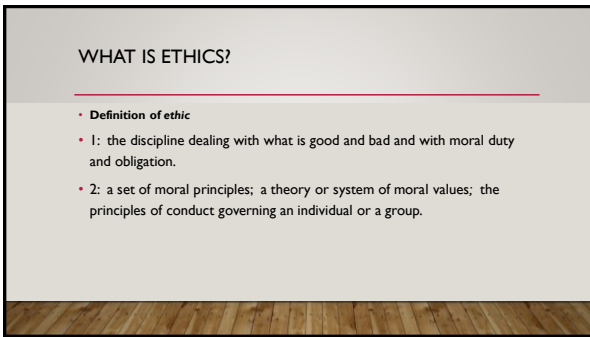
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**PCB ETHICAL VIOLATIONS**

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- 9 violations in 2022 (as of current writing)
- 22 violations listed in 2021
  - 4 for dual relationships violation with two specifically for sexual misconduct
- 24 violations listed for 2020
- 9 violations listed for 2019
- 4 violations listed for 2018, 2017

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**ETHICS AND VIOLATIONS**

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- Cooperation with the Board
  - Not responding to the Board when a complaint is lodged

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**ETHICS AND VIOLATIONS**

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- Fraud
  - Misrepresenting professional credentials

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**ETHICS AND VIOLATIONS**

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- Relationships
  - Dual and/or Sexual

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**CURRENT**

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- Sexual misconduct PCB:
  - one in 2022
  - two in 2021
  - four in 2020
  - two in 2019
  - one in 2018
- It is not possible to provide accurate estimation of the frequency of sexual violations in healthcare. Most patient victims do not report sexual violations. One study estimated fewer than 1 in 10 victims choose to report it. (DuBois, et al)

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**CURRENT**

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- Estimates indicate that 70-90% of clinicians have been attracted to one client, oftentimes more.
- Sexual attraction is normal and not necessarily unethical, insofar as the attraction does not compromise objectivity or competence and is not acted upon.
  - (Capawana)

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**PROFESSIONALISM AND ETHICS**

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- What is "Professionalism"?
- What is the impact on others?
- Why does this matter?

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**PROFESSIONALISM**

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- Professionalism is how you present and conduct yourself in the workplace.
  - What does professionalism look like in your workplace?

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**PROFESSIONALISM**

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- Some attributes of professionalism:
  - Attitude
  - Competence
  - Appearance
  - Responsibility
  - Adaptability
  - Teamwork
  - Communication
  - Conduct, mannerisms, and appropriateness

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**ATTITUDE AND BEHAVIOR**

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- Maintain a relatively positive attitude.
- If there is an issue that needs to be addressed, address it directly, within the context of the issue (not making it personal), politely.
- In event of conflict:
  - Don't take things personally, unless it actually is personal.
  - Understand the situation from more than just your perspective.
  - Ask questions.
  - A professional typically views conflict as a chance to practice the art of professionalism.

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**ATTITUDE AND BEHAVIOR**

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- Maintain honesty, integrity.
- Maintain confidence in yourself, even if you're not confident in what you're doing at the moment.
- Have a positive attitude toward learning, growth, and personal health.

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**COMPETENCE**

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- Be an expert in what you know...
- and don't be an expert in what you don't know.
- And know that you'll never know it all and that there's always more to learn (remember to be humble...).

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## APPEARANCE

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- Take the time understand the environment, expectations, and best practices with regards to the visual impact you want to make.
- Your appearance is what you want to say about yourself before you ever open your mouth.

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## RESPONSIBILITY

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- Accountability for actions taken, or not taken.
- The ability to manage time and other resources.
- Treating others with respect.

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## ADAPTABILITY

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- Being positive about, or at least accepting of, CHANGE.
- Being able to see how change provides a better outcome, rather than relying on familiarity.
- Think critically and logically to solve the problem.
  - Never be afraid to ask for help
  - Ask for help sooner rather than later

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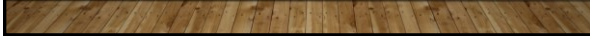
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**TEAMWORK**

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- Are you willing to help others, and be helped by others?
- Do you take others into consideration when making decisions and/or acting in your role?
- Do you respect your co-workers?
- Do you fit the culture of the team and/or organization?



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**COMMUNICATION**

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- Communication
  - Listen and learn
  - Understand and speak the language of the profession
  - Professional language versus Jargon
  - Jargon – special words or expressions that are used by a particular profession or group and that are difficult for others to understand
  - Obfuscation – the action of making something obscure, unclear, or unintelligible



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**COMMUNICATION**

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- Written communication – proper (or at least decent) grammar, abbreviations, and tone are important.
- Oral communication – be accurate, concise, and do not use more words or syllables than are necessary (back to obfuscation).
- Technology based communication – email, text, social media. Think twice before hitting the send button.
  - Email etiquette.



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### CONDUCT, MANNERS AND APPROPRIATENESS

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- Some "Dos and Don'ts" for professionalism:
  - Be on time
  - Maintain a positive, or at least a neutral attitude (don't be a grump)
  - Don't gossip
  - Be truthful, don't lie
  - Don't air your dirty laundry, or anyone else's
  - Always fight fair
  - Be polite, or at least don't be rude
    - Mistaking "brutal honesty" versus "honest brutality"

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### SOME MORE THOUGHTS ON PROFESSIONALISM

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- Professionalism on the job
  - Being a professional on the job ensures a positive first impression, successful interpersonal relationships and a lasting reputation. The key elements of on-the-job professionalism include time management, effective communication, enthusiasm, assignment delivery and appropriate attire.
- Stay Calm Under Pressure
  - It's natural to get stressed when things go wrong at work, but if you show your employees or teammates that you're able to keep your cool when things heat up, they'll be more likely to adopt similar behavior that enables them to better manage stress. And that could really come in handy the next time a disaster (whether major or minor) happens to strike your business.

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### SOME MORE THOUGHTS ON PROFESSIONALISM

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- Be the Brand
  - The company you work for has invested a lot of resources into building a strong brand, and you represent that brand whenever you're in the public eye.
- Work Smarter, Not Harder
  - If you aren't already looking for ways to be more efficient at work, make this a key part of your career goals this year. Believe it or not, innovators aren't just people like Steve Jobs who change the course of an entire industry. Innovators can be people like the director of a national nonprofit who implemented the use of a shared document to keep check-in meetings with their team on track.

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### SOME MORE THOUGHTS ON PROFESSIONALISM

- **Pair Complaints with Solutions**
  - Bosses are used to having employees complain to them, but no one wants to be known as the employee who does nothing but complain. You'll be more respected and feel more empowered if you can suggest a couple of ways to fix what's frustrating you.
- **Admit When You're Wrong**
  - A good leader is someone others can relate to and respect, and a good way to make that happen is to own up to mistakes rather than gloss over them or put the blame elsewhere. If you show your team that you're willing to hold yourself accountable when things go wrong, your employees will be less afraid to make mistakes themselves in the course of stepping outside their respective comfort zones.

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### SOME MORE THOUGHTS ON PROFESSIONALISM

- **Do: Be accountable.**
  - One of the cornerstones of professionalism is accountability—showing you are a responsible person who does what they say they will, and on time. Your boss is going to expect you to hold yourself accountable for doing your job and meeting deadlines.
- **Don't: Say "like" and "um."**
  - Using these filler words too often can make you look as if you lack confidence and therefore, professionalism. (Plus, it can just be really annoying!) The next time you want to say "like" or "um," take a deep breath. Using these words is usually just a way to take a break from what you're saying—so practice actually taking that break, and you'll seem so much more professional when you speak, in meetings or in private!

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### SOME MORE THOUGHTS ON PROFESSIONALISM

- **Do: Share your opinions—carefully.**
  - Employers appreciate an employee that can express their opinions well. But to remain professional, you must know how to have calm, level-headed discussions, and to avoid conversations that could get too heated—for instance, if your office is split on political opinions). Doing this will help you remain professional.
- **Don't: Say, "hey guys!" or anything so informal.**
  - Not only is this phrasing too casual to be professional, but it's sexist and non-inclusive—and a true professional would speak to all people, no matter how they identify. Consider swapping the casual "guys" for pronouns such as "they" and "their," or addressing groups by saying something like, "hello everyone."

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### SOME MORE THOUGHTS ON PROFESSIONALISM

- Do: Turn complaints into requests.
  - Even the most professional employees feel like—and need to—complain, or express when things aren't quite right. But professionals know how to turn complaints into requests. For example, if you need to speak to an employer about a deadline, don't tell them it's unfair; instead, make a request for an extension, and share with them how extending the deadline will make their lives—and your work—so much better.
- Do: Dress well.
  - You can show your personality and sense of fashion in what you wear at work. But be sure not to wear anything too revealing, or inappropriate for the office.

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### YOUR ABC'S

- Always
- Be
- Cognizant
  - (be aware)
- Conscientious
  - (do the right thing)
- Considerate
  - (do not inconvenience others)

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### YOU'RE NOT THE FOCUS!

- Transference and Countertransference
  - How and what to discuss?

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### IMPORTANCE OF SUPERVISION

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- Tough conversations with a client.
  - What are some tough conversational topics that may come up?
    - Attraction
    - Negative countertransference
    - Termination of services/relationship
    - Other?
- How is this done and what does it look like?
  - Processing feelings appropriately.

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### EXPECTATIONS AND STANDARDS

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- Regulators develop and set expectations.
- Organizations are responsible for acknowledging, stating, and inacting the expectations and standards in the workplace.
- It is the manager's job to reinforce the expectations and standards.
- It is the employee's job to meet the expectations and standards.

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### PROFESSIONAL DEVELOPMENT

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- Need for education, building competencies, deepening the context of practice.
- If you are running after CEs for certification requirements, etc., how do you navigate collecting CE hours that are solid and good education rather than simply checking the CE hours box?
- Are there tricks to identify good trainings over not good, or at least beyond basic?
  - Implicit knowledge is not data driven. When to be skeptical...
- As you move through your career, how do you ensure you are engaged with advanced training opportunities that are consistent with where you are professionally?

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PROFESSIONAL DEVELOPMENT

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- Challenging what you know and how you know from subjective to objective.

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PROFESSIONAL QUESTIONS FOR DISCUSSION

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- Why did you get into this work?
- Do the conditions that once were, still exist?
- Why do you still do it?
- Are you happy doing it?
  - If not, what part impacts the lack of happiness?
- Do you feel you are allowed to do good work?

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PROFESSIONAL DEVELOPMENT

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- Relying on evidenced-based practices.
- What does this really mean?

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## IN CLOSING

- Thoughts, questions, comments?

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## THANK YOU

- Eric J. Webber
  - ewebber@caron.org

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