Chapter 4

Professionalism and Your Professional Life
"I know the price of success: dedication, hard work, and an unremitting devotion to the things you want to see happen."

Frank Lloyd Wright, Architect, 1867-1959
"How far you go in life depends on your being tender with the young, compassionate with the aged, sympathetic with the striving and tolerant of the weak and strong. Because someday in life you will have been all of these."

George Washington Carver, Agricultural Chemist, 1861-1943
1. Define *personal skills* and explain how they affect your success as a health care worker.

2. Define *personal image* and describe how your personal image affects the patients you serve.

3. List five appearance and grooming factors that result in a professional image.
Chapter Objectives

4. Discuss stereotypes and how they impact first impressions.

5. List three examples of annoying and troublesome personal habits.

6. Describe how grammar and vocabulary impact your professional image.
Chapter Objectives

7. Discuss the importance of maintaining professionalism after hours.

8. Define *personal management skills* and give three examples.

9. Explain the importance of good time management skills and list five techniques to improve them.
Chapter Objectives

10. Explain the importance of good personal financial management skills and list five techniques to improve them.

11. Explain the importance of good stress management skills and list five techniques to improve them.

12. Describe the importance of critical thinking and problem solving skills and list the steps involved in problem solving.
Chapter Objectives

13. Identify one challenge unique to your profession and describe how information in this text can help you tackle that challenge.

14. Define *adaptive skills* and explain why the ability to manage change is so important in health care today.
Personal Skills

- Personal skills
  - The ability to manage aspects of your life outside of work
- Connection between your personal life and your professional life
- When your personal affairs are in order, you can concentrate on your job and career
- What impact do effective personal skills have on your reputation as a professional?
Personal Image

- Appearance and grooming
- Personal image
  - The total impression created by a person
- Well groomed
  - Clean and neat
- Employer dress codes
Personal Image

- Dress code
  - Standards for attire and appearance
- What impact does your personal image have on your patients and their families?
- What impact does your personal image have on you?
Personal Image

- Sensitivity to cultural differences
- Stereotypes and first impressions
- Stereotype
  • A fixed or conventional mental pattern
- How might other people stereotype you?
- How might you stereotype other people?
Personal Habits

- Examples of annoying and troublesome habits
- Smoking policies in health care facilities
- How might your personal habits impact your personal image?
Language and Grammar

- Appropriate terms when referring to patients
- Examples of annoying and unacceptable language
- Grammar
  • System of word structures and arrangements
- How might poor grammar impact your personal image?
Maintaining Professionalism
After Hours

- “It's a small world“
- How might your after-hours behavior impact your professional reputation?
- How might relationships at work and outside of work affect your personal image?
Personal Management Skills

- Importance of personal management skills
- Personal management skills
  - The ability to manage time, finances, stress, and change
- Time management
- Personal financial management
Personal Management Skills

- Stress management
- Problem solving and critical thinking
- Managing change
- What might happen if health care workers lack effective personal management skills?
Time Management

- Time management
  - The ability to organize and allocate one’s time to increase productivity
- Why time management is important
- Assessing your time management skills
- Time management strategies
- What might happen if health care workers lack effective time management skills?
Personal Financial Management

- Personal financial management
  - The ability to make sound decisions about personal finances
- Why personal financial management is important
- Assessing your personal financial management skills
Personal Financial Management

- Personal financial management strategies
- What might happen if health care workers lack effective personal financial management skills?
Stress Management

- Stress management
  • The ability to deal with stress and overcome stressful situations
- Why stress management is important
- Assessing your stress management skills
- Stress management strategies
- What might happen if health care workers lack effective stress management skills?
Problem Solving and Critical Thinking

- Problem solving
  - Using a systematic process to solve problems

- Critical thinking
  - Using careful analysis and objective judgment

- Why good problem solving, critical thinking skills are important
Problem Solving and Critical Thinking

- Assessing your problem solving, critical thinking skills
- Problem solving and critical thinking strategies
- What might happen if health care workers lack effective problem solving and critical thinking skills?
Tackling Challenges Unique to Your Profession

- Identifying the challenges unique to your profession
- Assessing your challenge-tackling skills
- Strategies for overcoming challenges
Tackling Challenges Unique to Your Profession

- What unique profession-related challenges might you face?
- What skills do you need to tackle these unique challenges?
Managing Change

- The importance of adaptive skills in health care
- Adaptive skills
  • The ability to adjust to change
- Coping, managing, embracing, and leading change
- Making change work *for you*, not *against you*
- What might happen if health care workers lack effective adaptive skills?
CHAPTER REVIEW

1. Define *personal skills* and explain how they affect your success as a health care worker.

2. Define *personal image* and describe how your personal image affects the patients you serve.

3. List five appearance and grooming factors that result in a professional image.
CHAPTER REVIEW

4. Discuss stereotypes and how they impact first impressions.

5. List three examples of annoying and troublesome personal habits.

6. Describe how grammar and vocabulary impact your professional image.
7. Discuss the importance of maintaining professionalism after hours.

8. Define *personal management skills* and give three examples.

9. Explain the importance of good time management skills and list five techniques to improve them.
10. Explain the importance of good personal financial management skills and list five techniques to improve them.

11. Explain the importance of good stress management skills and list five techniques to improve them.

12. Describe the importance of critical thinking and problem solving skills and list the steps involved in problem solving.
13. Identify one challenge unique to your profession and describe how information in this text can help you tackle that challenge.

14. Define adaptive skills and explain why the ability to manage change is so important in health care today.