

I am a professional

People Leaders' Guide



Week 1 – Common Ground

10–15 minutes

2 handouts

Optional: Flip chart/whiteboard

Optional: PowerPoint

Purpose

To help your team understand the importance of continuing to develop as responsible professionals.

Key Talking Points

- Our behaviors and actions demonstrate that we take our roles seriously and want to be successful in them.
- Professionals who take responsibility for their roles and their success express many of the same behaviors and take many of the same actions. They:
 - Focus on their own strengths and opportunities
 - Commit to their own learning and development
 - Treat everyone as they want to be treated in return

Responsible Professional

I am a professional: The work I do each day plays an important role in the lives of our patients and in the experience of my customers. I bring the best of who I am to work every day.

Say: Today, we are going to talk about our **I am a professional** guiding principle. Let's review the statement that supports our **I am a professional** guiding principle.

Do: Read the supporting statement from above the dotted line.

Say: These words are powerful because they get at how we see ourselves.

Do: Hand out the "I am . . ." worksheet.

Say: Take a moment to write down the many ways you see yourself. For example, you might say, "I am a parent, an athlete, a caretaker," and so on. There are no rules here. This is about how you define yourself.

Do: As participants are writing, write, "I am . . ." on the middle of the flip chart.

Say: Let's go around the room to see what we are coming up with.

Do: Write participant responses on the flip chart around the "I am . . ." statement. Try to fill the page with as many items as you can.

Say: All of us have a variety of roles, and our roles say a lot about who we are, how we behave, and the actions we take.

Say: One role we all share is that of being a professional.

Ask: Why is it important that we all see ourselves as professionals?

Anticipated Responses: We act differently when we see ourselves as professionals; we hold ourselves to higher standards; we create a culture of professionalism; we stand out in our industry; we attract and retain the best employees.

Do: Hand out the "Strengths and Opportunities" worksheet.

Say: Professionals who take responsibility for their own success express many of the same behaviors and take many of the same actions you and I do.

Say: Take a few moments to consider this list of actions that support professional success. Put an "S" for "Strength" next to five actions that are strengths for you. Put an "O" for "Opportunity" next to two actions you'd like to do more of or do better at as you continue to develop as a responsible professional.

Ask: Keep in mind that this is one lens through which you can assess yourself. What one or two things are you learning about yourself?

Anticipated response: I have strengths to draw from and opportunities to work on.

Ask: How many of you had "Committing to my own learning and development" as a strength?

Say: As responsible professionals, a big part of our ongoing development is up to each of us. Each one of us can prepare ourselves for advancement by taking advantage of ongoing education opportunities and Career Path. As you take another look at your strengths and opportunities, focus on new or different actions you can take to further your learning and development.

Do: Thank your team for being willing to explore their strengths and opportunities as professionals who take responsibility for their own success.



Everyday
Excellence

I am a professional

Responsible Professional

June 2016



I am a professional

The work I do each day plays an important role in the lives of our patients and in the experience of my customers. I bring the best of who I am to work every day.



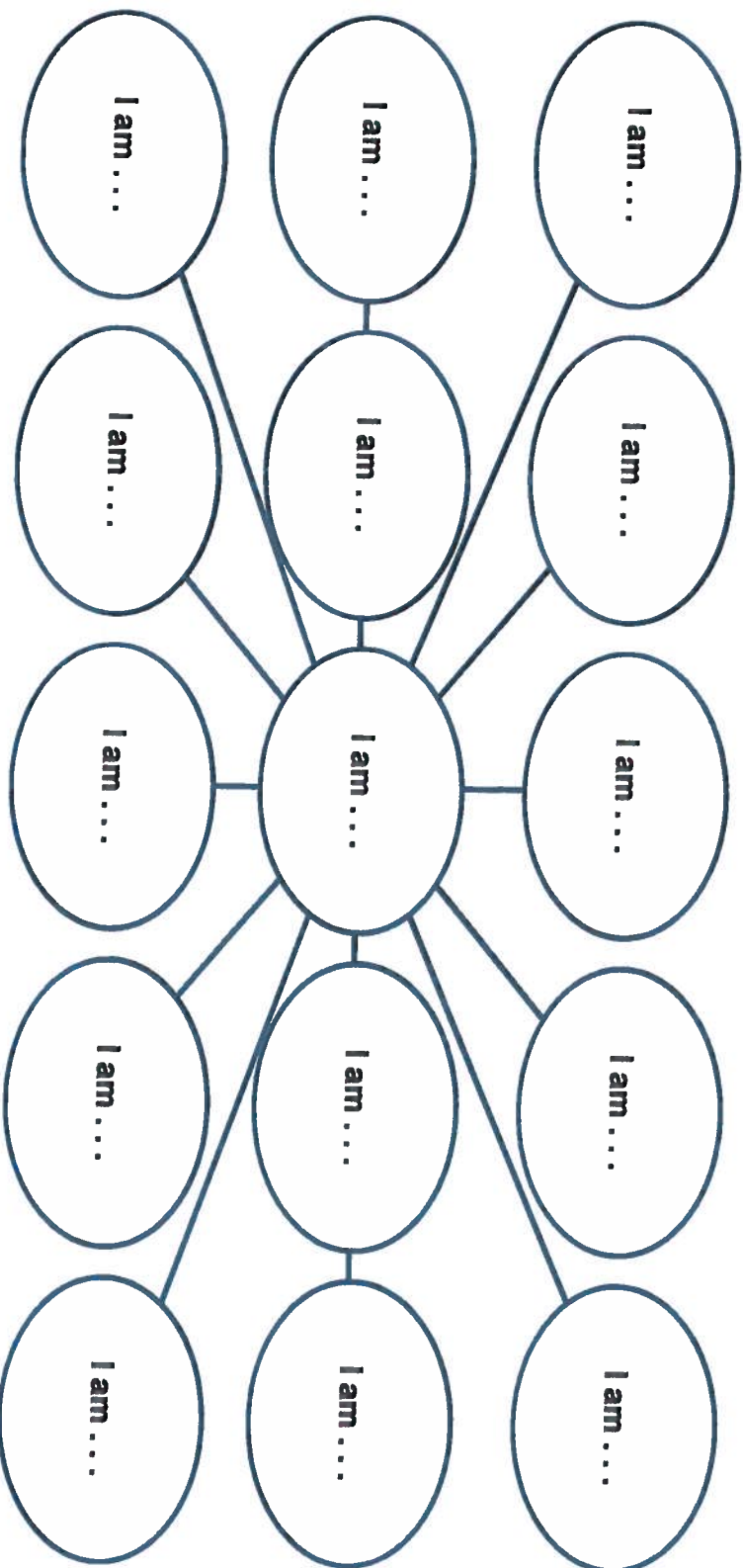
2 • CONFIDENTIAL – For internal circulation only



I am a professional

I am . . .

Take a few moments to write down the many ways you see yourself. For example, "I am a parent, an athlete, a caretaker, a scientist, a problem solver," and so on. There are no rules; this is about how you define yourself.



I am a professional

Strengths and Opportunities

Strengths

Opportunities

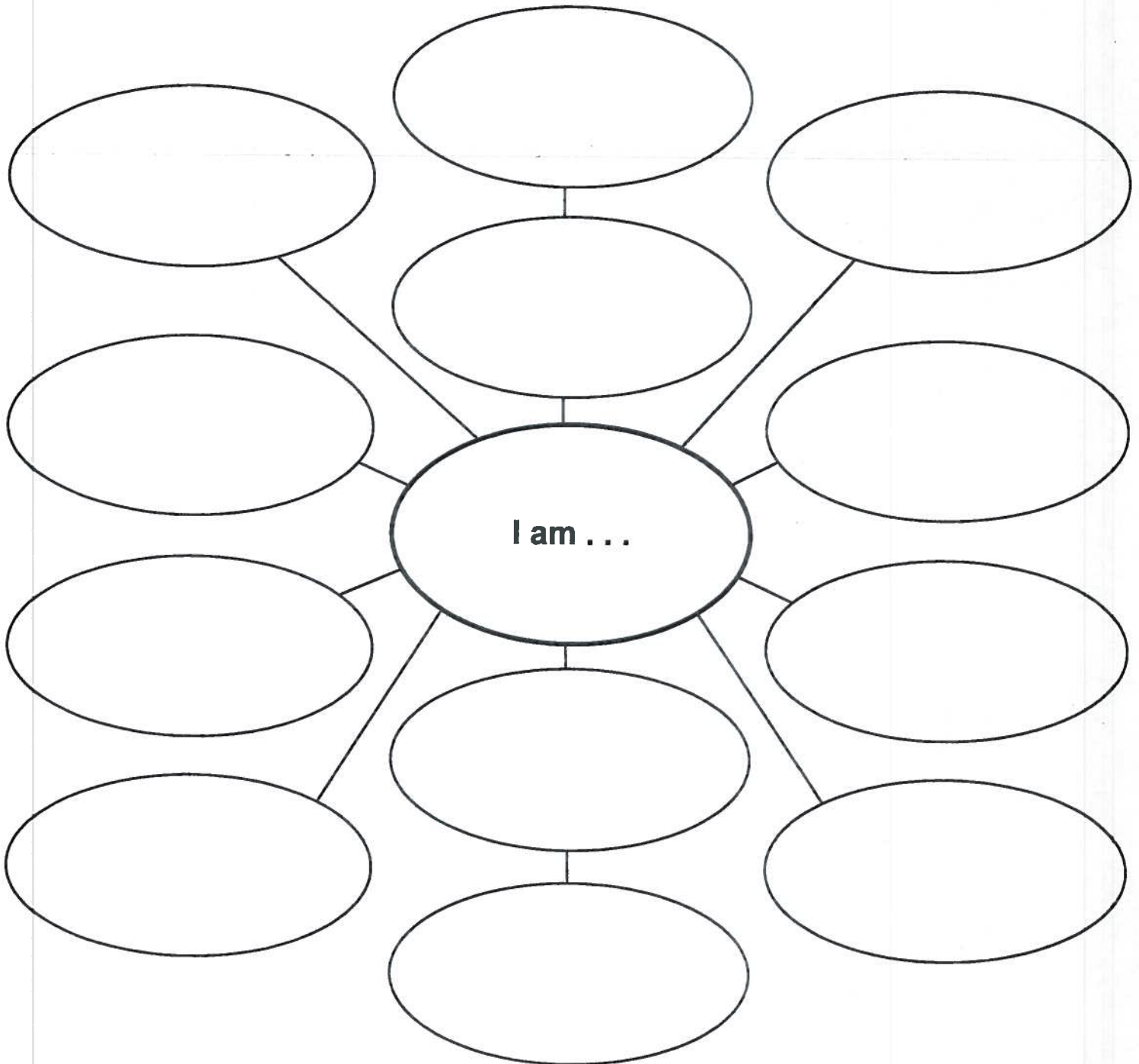
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I am a professional

Strengths and Opportunities

Put an "S" for "Strength" next to five actions that are strengths for you. Put an "O" for "Opportunity" next to two actions you'd like to improve as you continue to develop as a responsible professional.

As a professional, I take responsibility for my success by:

- Focusing on the difference I make to my customers (including patients, clients, and coworkers)
- Setting high personal standards that I hold myself to, regardless of the behavior of others
- Treating everyone as I want to be treated in return
- Committing to my own learning and development
- Owning my actions, triumphs, and mistakes
- Maintaining my positive attitude
- Welcoming feedback, pushback, and input from others
- Being honest and sincere in my interactions
- Keeping my word by following through on my commitments to others
- Showing up for meetings on time and actively participating!
- Being present and engaged in every moment, even when performing repetitive tasks
- Expressing my professionalism in my spoken and written communication

Write in a Strength or an Opportunity:
