



*Developing Top-Notch CNAs, One Inservice at a Time*

*A Professional Growth Module: **Professionalism and Work Ethic***

## **INSTRUCTIONS FOR THE SUPERVISOR**

### **Step One:**

- Make a copy of the Instructions for the Learner page. Return your original to the sheet protector. Add the following information to the copy:
  1. The name (or position) of the person to whom the aides should direct questions.
  2. The name (or position) of the person to whom the aides should turn in their quizzes.
  3. The date by which the quiz page should be turned in.
  4. The name (or position) of the person who will initial the aides' Inservice Club Membership Cards.
- Use this copy as your "master" as you make up the inservice packets.

### **Step Two:**

- Have the following copied for each learner:
  1. The **Instructions for the Learner** page.
  2. The **10 Page** Inservice newsletter.
  3. OPTIONAL: A copy of the job description for your nursing assistants/aides and/or a copy of your workplace's mission statement.
  4. The **Quiz** page.

### **Step Three:**

#### ***For Self-Study Use***

- Distribute as desired—in employee mailboxes; folded in paychecks, etc.
- You may want to post the Quiz Answer Sheet in a prominent spot.

#### ***For Group Use***

- Read over the Suggested Participatory Activities, the Suggested Teaching Tips and the Suggested Discussion Questions.
- Select the activities you want to use during your inservice hour.



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## **SUGGESTED PARTICIPATORY ACTIVITIES**

### **ACTIVITY # 1:**

- Explain to your group that one measure of a true professional is membership and active participation in a professional organization. Discuss professional development and the importance of joining an organization with the group.
- Go to the following national nursing assistant organization websites and print out their mission, goals, and any other information you can find that shows what they do for nursing assistants.
  - National Association of Health Care Assistants ([www.nahcacaes.org](http://www.nahcacaes.org))
  - Direct Care Alliance, Inc. ([www.directcarealliance.org](http://www.directcarealliance.org))
  - Paraprofessional Healthcare Institute (<http://phinational.org>)
- There are also state specific Nursing Assistant organizations which can be found by searching the internet for “(your state) nursing assistant organizations.”
- Pass around the information you find, or make a binder and leave it in the break room for nursing assistants to read at their leisure.

### **ACTIVITY #2: WRITE YOUR JOB DESCRIPTION!**

Remind the group that their Job Description is a professional contract between themselves and the company.

- Hand out copies of the Job Description Worksheet included with this packet and ask participants to write their job description.
- When everyone is finished, hand out copies of the actual Nursing Assistant job description from the human resources department of your company.
- Compare the actual job description to what the Nursing Assistants wrote.
- Ask participants how close they got. Discover what the major differences are.
- Explore the differences. Consider forming a task group made up of nurses, nursing assistants and human resource employees to re-write or amend the job description to reflect what the nursing assistants actually do.

### **ACTIVITY #3: POINTS FOR PROFESSIONALISM**

- Make enough copies of the “Points for Professionalism” handout for everyone in the group.
  - Ask the group to read each of the four descriptions on the handout and then to rate the professionalism of each hypothetical employee on a scale of 1 to 3.
  - Discuss the answers, especially those for which there is disagreement about how the employee rates.
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## SUGGESTED TEACHING TIPS

### TEACHING TIPS

- Make an overhead of the Quiz Answer Sheet.
- Take advantage of this inservice time to go over workplace's mission statement.
- Take some time to allow participants to discuss their reaction to:
  - The "Connect It Now" box on page 6,
  - The "Think About It" box on page 6, and
  - The "Next Step" box on page 7.
- Take advantage of this inservice meeting to review your organization's policies on Continuing Education Requirements.
- Reward professionalism when you see it—including "minor" displays of professional behavior. For example, if a notoriously late employee arrives only 5 minutes late, praise the change in behavior. (Hey, it's a start!)
- Be a model of professionalism for your staff. Encourage their positive attitudes with your own.

### RESOURCES

*The following resources were used in developing this inservice. You might want to check them out for further information:*

- Direct Care Alliance at [www.directcarealliance.org](http://www.directcarealliance.org)
- Nursing Assistant Resources on the Web at [www.nursingassistants.net](http://www.nursingassistants.net)
- Nat'l Assoc. of Homecare & Hospice at [www.nahc.org](http://www.nahc.org)
- The Department of Labor at [www.dol.gov](http://www.dol.gov)
- Just Coach It at <http://justcoachit.com>
- The University of Iowa at [www.medicine.uiowa.edu](http://www.medicine.uiowa.edu)
- [The REAL Healthcare Reform: How Embracing Civility Can Beat Back Burnout and Revive Your Healthcare Career](#) by L. Leekley & S. Turnure
- [The New Nursing Assistant](#) by Barbara Gillogly
- [Managing to Have Fun](#) by Matt Weinstein

## More to Learn!

*Your staff may enjoy the following related In the Know inservices:*

- Being Assertive
- Managing Anger in the Workplace
- Conflict in the Workplace
- The CNA/Nurse Relationship
- Stress Management Skills
- Working with a Team
- Dealing with a Bully at Work
- Violence in the Workplace
- The Role of Humor in Healing

*If your In the Know library doesn't include these titles, they are available for purchase by calling our toll-free number:*

**877-809-5515**



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## **SUGGESTED DISCUSSION QUESTIONS**

### **HERE ARE SOME QUESTIONS THAT MAY SPUR INTERESTING DISCUSSION:**

- Do you believe that one person with a positive outlook can have an impact on a group of co-workers who have negative attitudes? Why or why not?
- Can you count on your team members to do what they say they're going to do? Now reverse it. Can your team members count on you to do what you say you'll do?
- During an average workday, which do you do more of: listening or talking? How does this affect your healthcare team?
- Think of one unprofessional person at work. What would you like to change about him or her? Have you ever asked this person to act in a more professional manner? Why or why not?
- Would a huge raise make you happy with a job you hated? Why or why not?
- Do you have a goal for something you would like to learn? What have you done to try to learn it?
- Do you think someone who is very successful, like Michael Jordan, has gotten his success more from natural talent or a strong work ethic?
- What do you want to be doing five years from now? Have you taken any steps to make this happen?
- If you feel that a boss or co-worker has a bad attitude, what is the best way you can help them be more positive?
- Do you feel it is important to have a professional appearance in the workplace?
- Do you feel that you work better in a team or alone? Do you think that teamwork is helpful on the job?
- Have you heard that many lottery winners end up much less happy than they were before they won all that money? Do you think this has anything to do with work ethic?
- What would you do if a coworker told you to slow down, saying that you were working too hard and making everyone else look bad?



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## QUIZ ANSWER SHEET

**1. Your job is a profession because you:**

**D. All of the these.** Your profession is your “chosen, paid job that requires special education, training, or skills.”

**2. You usually learn your work ethic at:**

**A. Home.** Most people develop their work ethic at home (from family) but they may also be influenced by friends, school, church and overall society.

**3. Your co-worker comes to work grumpy every day. You know she has a difficult life, but her bad attitude is bringing everyone down. You should:**

**C. Use humor to lighten the mood and refuse to be infected by her negativity.**

**4. All of the following are examples of professional behaviors, EXCEPT:**

**D. Tardiness.** Being late or having excessive absences is unprofessional. It can harm your reputation and leave the rest of your team understaffed. Being understaffed puts patient safety at risk.

**5. True**

While at work, it's best to keep your opinions on politics, religion and money to yourself. People tend to be very divided in their opinions on these topics and discussions can quickly turn into arguments.

**6. False**

**Corrected Statement:** It's **NOT** a good idea to become personal friends with your co-workers. Personal and professional relationships have very different (and often conflicting) purposes and goals. It's best to keep professional relationships professional!

**7. False**

Nursing assistants have **specialized skills, knowledge and training**. Therefore they **are** considered professionals.

**8. True**

Your job description is a professional contract between you and your employer.

**9. False**

**Corrected Statement:** There **are times** when it's okay to have fun at work. This can help lighten the mood, raise spirits and make time seem to go faster!

**10. False**

**Corrected Statement:** Unprofessional behavior **CAN** have very serious consequences. Unprofessional behavior puts patient safety at risk and can lead to an injury or even death of a client.

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## **JOB DESCRIPTION WORKSHEET**

**Title:** \_\_\_\_\_

**Department:** \_\_\_\_\_

**Reports to:** \_\_\_\_\_

**Key Responsibilities:** (Feel free to write on the back of this sheet if you need more room.)

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

4. \_\_\_\_\_

5. \_\_\_\_\_

6. \_\_\_\_\_

7. \_\_\_\_\_

8. \_\_\_\_\_

**Qualifications (necessary skills and experience required):**

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

4. \_\_\_\_\_



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## **POINTS FOR PROFESSIONALISM**

**DIRECTIONS:** Read each of the four descriptions below. Using the scale of 1 to 3, give Gina, Peter, Jordan and Leslie points for how professional you think they are acting.

**1– Unprofessional**

**2– Somewhat Professional**

**3– Very Professional**

- \_\_\_ 1. Gina has worked at her company for 14 years. Everyday, she comes into work with a positive attitude. Her coworkers enjoy her company, yet she often makes sarcastic remarks behind their backs. Everyone in the company likes Gina because she is often the “life” of the unit.
- \_\_\_ 2. Peter is a shy, often withdrawn person. He keeps to himself when he is not working with clients. He is not very friendly with his coworkers, however, he gets all of his tasks done everyday. During team meetings, Peter never contributes new ideas.
- \_\_\_ 3. Jordan is a team player. He makes a point to check if his coworkers need help when he has free time. Jordan remains on task most of the time, and always fits in a joke or two that his coworkers enjoy.
- \_\_\_ 4. Leslie is a supervisor. Her employees often ask her questions, which she answers with as few words as possible. She is often stressed because she overloads herself with work. If she notices her employees getting off task she uses a negative tone and commands them to get back to work.



# IN THE KNOW

*Developing Top-Notch CNAs, One Inservice at a Time*

A Complete Civility Training Program: **The Real Healthcare Reform**

## AND ALSO FROM IN THE KNOW...

### CIVILITY TRAINING PROGRAM PACKAGES

How Many Learners?	Your Cost*
12	\$182.26
24	\$271.77
50	\$449.00
100	\$742.00
150	\$898.50
300	\$1,497.00

### WHAT YOU'LL GET:

- A copy of The REAL Healthcare Reform for each of your learners
- The Companion Instructor's Manual
- Engaging classroom activities and discussion questions
- Convenient PowerPoint presentations
- Tips for improving participation and keeping yourself organized
- A CD with master PDF copies of all the handouts and presentations
- **SIX HOURS** of inservice credit for your CNAs

\* Plus shipping

### ARE YOU READY TO DELIVER A COMPREHENSIVE CIVILITY TRAINING PROGRAM WITHIN YOUR WORKPLACE?

Did you know the Joint Commission recommends that all accredited healthcare organizations be responsible for handling and preventing incivility in the workplace?

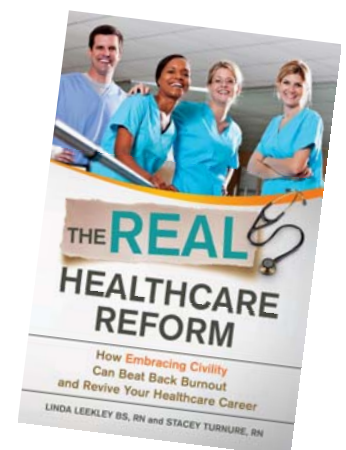
***Civility training in the healthcare workplace is more than just a course in professional conduct—although professional conduct is the goal!*** Civility training teaches:

- Self-awareness
- Personal and professional integrity
- Communication skills
- A sense of ownership in the workplace
- Personal empowerment to solve problems with energy, creativity and enthusiasm

Based on the bestselling book "The Real Healthcare Reform," our Civility Training Program is unique because it immerses learners in the material in a fun and engaging way. **The program is written for all healthcare employees, clinical and non-clinical, and will benefit everyone in your organization.**

### GET STARTED TODAY!

Choose the package that fits the number of learners you wish to reach, then call us toll free at **877-809-5515** to place your order!







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# EVALUATION

**Employee Name** \_\_\_\_\_

**Date** \_\_\_\_\_  **Self-Study Inservice**       **Group-Study Inservice**

1. Put a checkmark in the box that best describes how you feel about each learning objective.

LEARNING OBJECTIVE	I am able to do this.	I might be able to do this.	I can't do this.	I'm not sure.
<i>Define professionalism and work ethic and discuss how they influence each other.</i>				
<i>List at least six personal qualities that demonstrate professionalism.</i>				
<i>Give at least three examples of how to communicate professionally with clients and co-workers.</i>				
<i>Discuss the importance of keeping work-related relationships professional and not personal.</i>				
<i>Demonstrate professionalism in your daily work.</i>				

2. Did you learn anything new that will help you in your job?  Yes       No

If yes, please explain: \_\_\_\_\_

\_\_\_\_\_

3. If you have questions about the inservice information that did not get answered, note them here:

\_\_\_\_\_

4. Other comments? \_\_\_\_\_

\_\_\_\_\_