Association of Pediatric Program Directors

Coordinator Professionalism

Ann Islas, Manager, Academic Programs, Pediatrics, University of Texas Health Science Center School of Medicine, San Antonio

Pam Knight, C-TAGME, Program Coordinator, Pediatric Residency, University of Texas at Austin Dell Medical School Pediatric Program

Friday, September 16, 2022

Format for Today

- Turn on video so we can see each other!
- Keep audio on mute, unless talking to avoid background noise
- Questions
  - Please use the Chat or Raise Hand feature
- Optional: *show us your children, partner, and pets*!

What is Professionalism?

[1] Merriam-Webster defines professionalism as: “The conduct, aims, or qualities that characterize or mark a profession or a professional person.”

What qualities characterize or make a professional person?

- How you present yourself (First impressions, professionalism courteousness, show up in a timely manner for work)
- How you communicate (attitude, courteousness)
- Do you dress appropriately?

Examples of Professionalism

Examples of Professionalism include a combination of appearance (the way you look), attitude (how you act), manners (how you speak) and how you make decisions. Main principles of professional work behavior:

- Treating your colleagues with respect
- Having a positive attitude
- Being polite
- Having/showing good judgment
- Ethical behavior
- Dressing in proper workplace attire

Professionalism on the Job 101

- In Meetings share information that is valuable and important to the topic.
- Treat others how you want to be treated.
- Try to remain calm during the stressful times.
- When attending conferences, business dinners, trade shows or any social events - share your job expertise, talk about your residency/fellowships, share ideas. **Maintain your professionalism on social media**.
- As a key part of your work goal, maintain efficiency at work.
- Be part of the solution - if you run into a problem, see if you can identify a solution to help resolve it.
- Be Accountable - admit when you are wrong or when you make a mistake.
- If you are in a manager/leadership position, help your co-workers when they need it.
- Professional Qualities Employers Look For
  - Competence. You're good at what you do – and you have the skills and knowledge that enable you to do your job well.

Professionalism on the Job 101

- Reliability. People can depend on you to show up on time, submit your work when it's supposed to be ready, etc.
- Honesty. You tell the truth and are upfront about where things stand.
- Integrity. You are known for your consistent principles.
- Respect For Others. Treating all people like they matter is part of your approach.
- Self-Upgrading. Rather than letting your skills or knowledge become outdated, you seek out ways of staying current.
- Being Positive. Don't be a glass half full/negative Nelly. Have an upbeat attitude and try to be a problem-solver.
- Supporting Others. You share the spotlight with colleagues, take time to show others how to do things properly, and lend an ear when necessary.
- Staying Work-Focused. Don't let your private life needlessly have an impact on your job, and don't spend time at work attending to personal matters (within reason).
- Listening Carefully. People want to be heard, so you give people a chance to explain their ideas adequately.

Professionalism in E-Mail

Use a readable font (in 10 or 12 pt size)

- Avenir
- Helvetica
- Arial
- Garamond
- Calibri
- Georgia
- Cambria
- Gill Sans
- Constantia
- Corbel

Follow up (general rule is a follow-up message should never come less than 24 hours after the initial message)

Professionalism in E-Mail

Subject Line - Description of the email in few succinct words

Proper salutations/Personalize the email

- Dear/hello/hi/greetings/good morning/good evening

Email Fields

- To - person you are emailing
- CC
  - when info is relevant to individual(s) and you want to keep them updated
  - Make a priority for someone higher up
  - Helping a co-worker who is on vacation / out of the office for any reason

Professionalism in E-Mail

BC
- Bulk emails where reply all's are burdensome

Reply All
- Reply all only if response is important and all should know. Otherwise, use reply only.

Forwarding
- Use when it is vital to someone who did not receive.
- Erase sensitive information if applicable
- Summarize key points if forwarded email is lengthy

Professionalism in E-Mail

Out of Office

- Keep text short / key info only

- Avoid coming across as negative in tone (don't respond to an email when you are upset)
- Keep brief and to the point (making it easy to scan the email and know what the point of the email is)
- Avoid long and complicated sentences
- Use abbreviations/shorthand sparingly- LOL/BRB
- Be careful with emoji's. Use only with those you know well.

Professionalism in E-Mail

Proofread

- Ensure recipient's name and email address are correct
- Ensure there are no typos or grammatical errors (use spell/grammar check. Think about message delay)

Respond promptly (immediate team w/i 12 hours; others w/i 24 hours)

Try to prioritize - urgent projects take priority/non urgent respond w/i 4 days)
If you need time to address longer emails, send a quick response acknowledging that you will respond in the next few days.

Shared inbox - is this a possibility? If so, may want to look into it so all are kept in the loop.

Professionalism in E-Mail[4]

Don’t send emails on the weekend. Or if you send an email on the weekend, consider using messaging that a response is not required over the weekend.

Professional closing

- Thank you
- Best regards
- Sincerely

Professionalism in Social Media

- Social Media is an integral part of our society and will continue to play a part in our lives.
- Professionally Social Media allows us to:
  - Create networks within our career fields
  - Share our career milestones.
  - Share our insight.
  - Stay up-to-date on the latest trends and ideas in our field.
- One thing to remember, social media defines your brand.
  - How you present yourself on social media dictates how other see you.
    - Present a positive persona.

Professionalism in Social Media

- Know your Social Media Platforms and how to use them professionally:
  - LinkedIn:
    - Showcase your body of work by building your profile.
    - Share content related to your career.
    - Network with others in the industry.
  - Facebook:
    - Connect with others on a personal level
    - More casual
    - Can participate is groups that are focused on your interests.
  - Twitter:
    - Create short posts on your profession.
    - Follow other professionals in your field.
  - YouTube:
    - Share videos as lectures, tutorials, motivational speeches, etc.
  - Instagram:
    - Photo-sharing site where you can post images related to who you are professionally.
  - Tumblr:
    - Blogging platform that allows you to write essays, commentaries, and how-tos.
  - Pinterest:
    - Platform focused on idea sharing.
      - Images, articles, posts.

Professionalism in Social Media

- Tips to help navigate Social Media:
  - Make sure you learn about the platform before using it.
    - Look at other's post before getting started so that you can get a feel on the way that others utilize the platform to the professional advantage.
  - Establish yourself
    - Make sure to interact.
      - Like, post, follow back, comment
  - Be Professional
    - Use your manners.
    - Keep your posts, comments, and other interactions focused on productive conversations about work/career.
    - Treat others as you would in an in-person setting.
  - Create more than one profile
    - Some people need to have one profile for more professional content and one for personal content.
      - It's ok to do this but use privacy settings.

Professional Networking

- What is Professional Networking?
  - Professional Networking is building relationships with other professionals both in your career field and in other related fields.
- Purpose:
  - To foster relationships with others that are mutually beneficial to the careers of you and those in your networks.
- Goal:
  - The goal of professional networking is to be able to ask favors of people in your network and to help them in return.
    - Examples:
      - Professional advice available
      - Learning about professional development opportunities
      - Job openings
      - Pipeline for potential applicants

Professional Networking

- Where can you network?
  - Can build your network through in-person and on-line interactions.
    - Networking Events
    - Alumni Association(s)
    - Conferences
    - At Work
    - Social Events
    - Social Media
  - Anywhere you go is an opportunity to grow your network.

- Who to include:
  - Professors
  - Advisors/Mentors
  - Classmates
  - Friends
  - Coworkers
  - Family
  - Club Members
  - Supervisors/Leaders

- The more people you interact with the bigger your network becomes.

Professional Networking

- Networking Tips and Tricks
  - Be Prepared
    - Have business cards ready.
      - Virtual business cards:
        - Linktree
    - Be able to discuss yourself and what you do.
      - Elevator Speech: 30 seconds to sell yourself.
  - Present Yourself Well
    - Stand to introduce yourself.
    - Make eye contact.
    - Where a nametag, if available, and point to it when introducing yourself.
  - Interact
    - Ask questions
      - Try to ask open ended questions so the conversation can build
    - Listen
      - Follow up on what the person was saying by asking a question.
      - Reiterate pieces of the conversation to show you were listening.
  - Don’t be afraid to ask for help
    - Asking for advice never hurts
  - Do your homework
    - If you know you are going to meet with someone in particular, try to find out as much about them before hand to make a good impression.
  - Stay in touch and keep networking
    - Remember the point is to grow your network so you have resources available when you need them.

Do's and Don'ts of Professionalism

- Do
  - Speak Up: You know your job so let others know. It can help them learn.
  - Be Real: Show who you are, be personable.
  - Dress to impress.
  - Pay attention to communication.
  - Take initiative.
  - Be reliable.
  - Be present.
- Don't
  - Don't try to answer a question if you don't know the answer.
  - Don't gossip. What you say gets back to others.
  - Don't be late.
  - Lie.
  - Spend hours on social media during work hours.
  - Send emails you wouldn't want other to see.
  - Be overly dramatic.

Association of Pediatric Program Directors

References

- https://careers.umbc.edu/students/network/networking101/tips/
- https://www.indeed.com/career-advice/career-development/professional-networking
- https://www.waldenu.edu/programs/resource/how-to-use-social-media-professionally
- https://www.glassdoor.com/blog/guide/a-guide-to-professionalism-in-the-workplace/
- 4-https://front.com/blog/email-etiquette-rules-in-the-workplace
- 4-https://www.indeed.com/career-advice/career-development/business-email-etiquette
- 4-https://www.thebalancecareers.com/how-to-format-an-email-message-2061888

Your CEC : 2022-2023



Francisco A. Hernandez, MBA
System Director, GME
Tower Health
Francisco.Hernandez@towerhealth.org
Chair



Cassandra Shorter, BS
Program Manager
Baylor College of Medicine
CShorter@bcm.edu
Chair-Elect



Melissa Bales, C-TAGME
Fellowship Coordinator
Indiana University School of Medicine
melbales@iupui.edu
Past-Chair



Lindsey Gurganious, MHA
Baylor College of Medicine
Business Operations Supervisor
lxgurgan@texaschildrens.org
At-Large Member Year 3



Tina Cochran, C-TAGME
Indiana University School of Medicine
Subspecialty Program Coordinator
tmcochran@iu.edu
At-Large Member Year 2



Kiley Alpert, C-TAGME
Atlantic Health/Goryeb Children's Hospital
Program Coordinator
Kiley.Alpert@atlantichealth.org
At-Large Member Year 1

Are you interested in Presenting at our Virtual Café?

- Diversity and Inclusion
  - Anti-Racism programs
  - LGBTQA+ projects
  - Gender issues in the workplace
  - Generational learner needs
- Career advancement / development
  - How to create scholarship – writing an abstract, creating a poster, submitting a publication
  - Professionalism
  - Communication techniques – difficult conversations, dealing with conflict, active listening
  - Year in the Life of a PC
  - Career Trajectory
  - Experiences with APPD Learning Communities – how to get involved
- Recruitment best practices
- Creating a budget – excel/PeopleSoft/etc
- Creating usable and relevant evaluations and assessment tools
- Technology
  - New Innovations IRIS report
  - EPIC/EMR online training
  - New and useful Apps
  - Learning Management Systems (Canvas, Blackboard, etc)
  - ERAS – filters, stats, etc
  - New Innovations – creating CCC teams or completing semi-annual reviews
  - Microsoft Word Programs (excel, outlook, word, publisher, Teams)
  - ITE prep
- Creating a Program Community
  - Hosting Social Events
  - Retreats
  - Wellness programs
  - Team building Activities - PC to PC, PD to PC, etc
- ACGME PREP
  - Self-Study
  - Site Visit
  - WebADS updates

Association of Pediatric Program Directors

Next Virtual Café

Friday, October 21st at 2pm ET

Topic: TBD

Seeking speakers! Please email:
Francisco.Hernandez@towerhealth.org

REGISTRATION IS OPEN!

APPD 2022 Annual Fall Meeting

Association of Pediatric Program Directors

October 13 - 14, 2022

Renaissance Arlington Capital View Hotel

Arlington, Virginia



Association of Pediatric Program Directors

SAVE THE DATE!

APPD 2023 Annual Spring Meeting

Association of Pediatric Program Directors

March 28-31, 2023

Atlanta Marriott Marquis

Atlanta, GA



Association of Pediatric Program Directors



Association of Pediatric Program Directors

September 15 – October 15, 2022



Association of Pediatric Program Directors

