

PROFESSIONALISM TRAINING EXAMPLE

INTRODUCTION

Definition – Professionalism: the conduct, aims, or qualities that characterize or mark a profession or a professional person.

Characterized by:

- Competency (speaks with accuracy, referencing data, and carefully defining concepts using examples)
- Honesty and Integrity (does not make promises regarding outcomes, reports mistakes proactively)
- Accountability (does not make excuses, arrives on time, gives clients advanced notice of planned time off)
- Professional Image (dress, posture, eye contact, refrains from slang, uses complete sentences)

Why it is important – It creates a boundary that allows professionals to carry out their jobs effectively. When professionalism is compromised, expectations for how to behave and react to others becomes unclear. Professional demeanor conveys competence and respect for the client.

MODEL

If I am running late, I can text the parent to let them know or I can just arrive late and provide an excuse. Texting would be professional and arriving late with an excuse would be unprofessional.

Here are some examples and non-examples. After each, identify whether it was an example of professionalism or a non-example.

- RBT is out late and comes to work with messy hair and a stained shirt. (Unprofessional)
- RBT finds out that a person he is dating is related to the client's parents. He lets his supervisor know at the next supervision meeting to determine where the multiple relationship will compromise his professional relationship with the family. (Professional)
- An RBT greets a teacher he knows from his past with a handshake they used to do in college. (Unprofessional)
- An RBT has a cold and makes several complaining references to the parent about how she feels. (Unprofessional)
- When a parent asks if the RBT has any summer plans he says he does not get paid enough to go on vacation. (Unprofessional)
- Prior to the holiday, the RBT reminds the clients that she cannot accept or give gifts. (Professional)
- An RBT's client spits on him during a session. He contacts his next client to let them know he will be late due to a work-related issue and then drives home to change. (Professional)
- The next day, the RBT packs a change of clothes in the event the client spits on him again. (Professional)

REHEARSAL & FEEDBACK

What is the best way you can react in these situations to uphold professionalism?

- You receive a \$200 ticket on the way to see a client and are feeling very angry.
- You begin coughing during a session and realize you need a drink of water but did not pack any.
- A client's sibling seems to like you and often comes to you for attention while you are writing your session notes.
- A parent asks you what you think of her hair.
- It is hot out and the air conditioning is broken. The client's parent gets a popsicle for the client and insists you have one too.
- Your car breaks down at the client's house and you will need to wait an hour for your ride. The client invites you in to wait in their living room.
- You are out in public and you see your client.
- You are out in public and your client sees you and approaches you to say hello.
- You are out in public with your client and you see a friend who asks you who you are with.
- You have a part-time job at the sneaker store and your client comes in to buy shoes. You are tempted to offer the family and friends discount.
- Your client loves penguins. When you go on vacation you post a picture of the penguin on social media and want to tag the client.