



Presenter: Cella Janisch-Hartline, RN, BSN, Nursing Leadership Senior Manager, RWHC; ACC Certified Professional Coach

Target Audience: Nursing ancillary support roles, i.e. certified nursing assistants, personal care workers, technicians, health unit clerks, licensed practical nurses

Program Description: There will be a strong emphasis on what professionalism looks like described in specific behaviors and will challenge the individual to a higher level of personal and professional accountability within their job role and responsibilities. Emphasis will also be placed on enhancing interpersonal skills which will allow the individual to have more confidence when needing to speak up about concerns. In addition, the workshop will focus on how to develop personal and professional boundaries when dealing with hierarchy staff, patients/families, and politics within the work environment. The importance of front line customer service will be emphasized. Come join us and reignite the passion you have for your personal professional journey.

Program Objectives

Participants will be able to:

1. Define professionalism while identifying measurable behaviors that demonstrate the concept in the workplace
2. Review and demonstrate assertive communication and conflict resolution skills
3. Discuss the role of front-line customer service in these types of job roles
4. Establish and maintain professional boundaries with staff hierarchy and patients/families
5. Increase overall personal and professional accountability

Visit the [RWHC Clinical Education Series web page](#) to view all our class offerings.

If you would like more information about the *RWHC Clinical Education Series*, please [email Education Services Manager, Carrie Ballweg](#), or call 608-643-2343.

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