

## BEING A PROFESSIONAL

### MOST CRITICAL CLINICAL ATTRIBUTES AND BEHAVIORS

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In my judgment, the following attributes and behaviors comprise the core of an effective and successful clinician. They are critical to success in clinical training and in professional life. Therefore, student clinicians should pay particular attention to the development of these behaviors and attributes.

#### **RESPECT**

- Fundamental commitment to, concern for, and respect for the client (student, patient) and his or her family

#### **TO DO:**

- Communicate concern and respect directly – to the client and family.
- Empower individuals and their families; create a working alliance (vs. clinician taking responsibility for all decision making).
- Follow up on discharged clients.
- Respect confidentiality.

To receive a PASS, the student clinician's behavior in relation to the client and his or her family must be uniformly respectful.

#### **INITIATIVE/RESPONSIBILITY**

- High level of energy, interest, curiosity, willingness to learn, and acceptance of responsibility.

#### **TO DO:**

- Work hard, go beyond minimal requirements.
- Ask questions; take responsibility for dealing with your confusion, lack of information, or other needs.
- Seek out extra learning opportunities: e.g., reading, talking to other clinicians.
- Explore alternative procedures, activities, etc.
- Never think of yourself as a victim!

To receive a PASS, the student clinician must give some evidence of initiative (effort toward successful clinical performance by communicating openly and freely with the supervisor about possible needs for assistance.

### ***INTERACTIVE SKILL***

- Well-developed communication skills, ability to interact effectively and positively with a variety of people

#### **TO DO:**

- Interact positively, sensitive to the needs of your partner.
- Encourage clients, family members and coworkers.
- Use interactive skills effectively to control behavior, motivate, calm, and excite, etc. as needed.

**To receive a PASS, the student clinician must interact with the client and his or her family in a way that is positive and customized to meet their needs.**

### ***MATURITY***

- Controlled, non-defensive posture in relation to others

#### **TO DO:**

- Accept suggestions and criticism positively.
- Actively seek suggestions for improvement.
- Interact with other professionals in a collegial, non-territorial manner.
- Refrain from blaming others when problems when problems inevitably arise.
- Maintain professional behavior despite personal or professional challenges.

### ***FLEXIBILITY***

- Willingness to do whatever needs to be done to serve the client

#### **TO DO:**

- Change plans as frequently and quickly as necessary.
- Try new approaches.

### ***PROBLEM-SOLVING SKILL***

- Ability to identify problems, understand the problem, consider alternative solutions, select intelligent solutions, and learn from experience.

#### **TO DO:**

- Always look for a better understanding of the issues at hand.
- Approach problems as a detective- as a creative hypothesis tester, not as a person looking for "the answer."
- Rejoice when you face difficult problems, knowing that this is how you learn.

### **ACCOUNTABILITY**

- Ability to identify , track, and summarize behaviors that indicate progress or lack of progress in relation to therapy goals and objectives.

#### **TO DO:**

- Understand goals and objectives sufficiently that appropriate behaviors are selected as indicators or progress.
- Carefully document progress in relation to goals and objectives. Progress can be tracked as (a) percentage correct; (b) number of instances; (c) amount or type of support needed for success; (d) individual behaviors observed or reported; (e) other.
- Periodically summarize progress in relation to objectives and use the summary to evaluate the effectiveness of intervention.
- Write well.

To receive a PASS, the student clinician must demonstrate the ability to operationalize goals and objectives, and maintain a record keeping system that makes it possible to objectively measure progress or lack of progress in relation to goals and objectives, and summarize progress in reports that are well written.