2. Communication - The ability to communicate effectively (i.e. verbal, non-verbal, reading, writing, and listening) for varied audiences and purposes.

Beginning Level:	*Intermediate Level:*	*Entry Level:*	*Post Entry Level:*
Demonstrates understanding of the English language (verbal and written): uses correct grammar, accurate spelling and expression, legible handwriting Recognizes impact of non-verbal communication in self and others Recognizes the verbal and non-verbal characteristics that portray confidence Utilizes electronic communication appropriately	Utilizes and modifies communication (verbal, non-verbal, written and electronic) to meet the needs of different audiences Restates, reflects and clarifies message(s) Communicates collaboratively with both individuals and groups Collects necessary information from all pertinent individuals in the patient/client management process Provides effective education (verbal, non-verbal, written and electronic)	Demonstrates the ability to maintain appropriate control of the communication exchange with individuals and groups Presents persuasive and explanatory verbal, written or electronic messages with logical organization and sequencing Maintains open and constructive communication Utilizes communication technology effectively and efficiently	Adapts messages to address needs, expectations, and prior knowledge of the audience to maximize learning Effectively delivers messages capable of influencing patients, the community and society Provides education locally, regionally and/or nationally Mediates conflict

I function predominantly in the **beginning/intermeidate/entry/post entry** level
.

Examples of behaviors to support my self assessment:

Regarding this Professional Behavior, I would like to improve in the following ways:

3. Problem Solving The ability to recognize and define problems, analyze data, develop and implement solutions, and evaluate outcomes.			
Beginning Level:	*Intermediate Level:*	*Entry Level:*	*Post Entry Level:*
Recognizes problems States problems clearly Describes known solutions to problems Identifies resources needed to develop solutions Uses technology to search for and locate resources Identifies possible solutions and probable outcomes	Prioritizes problems Identifies contributors to problems Consults with others to clarify problems Appropriately seeks input or guidance Prioritizes resources (analysis and critique of resources) Considers consequences of possible solutions	Independently locates, prioritizes and uses resources to solve problems Accepts responsibility for implementing solutions Implements solutions Reassesses solutions Evaluates outcomes Modifies solutions based on the outcome and current evidence Evaluates generalizability of current evidence to a particular problem	Weighs advantages and disadvantages of a solution to a problem Participates in outcome studies Participates in formal quality assessment in work environment Seeks solutions to community health-related problems Considers second and third order effects of solutions chosen

I function predominantly in the **beginning/intermediate/entry/post entry** level
.
Examples of behaviors to support my self assessment:

5. Responsibility   The ability to be accountable for the outcomes of personal and professional actions and to follow through on commitments that encompass the profession within the scope of work, community and social responsibilities.

Beginning Level:

Demonstrates punctuality

Provides a safe and secure environment for patients

Assumes responsibility for actions

I function predominantly in the **beginning/intermediate/entry/post entry** level
.
Examples of behaviors that support my self assessment:

Regarding this Professional Behavior, I would like to improve in the following ways:

7. <u>Use of Constructive Feedback</u> The ability to seek out and identify quality sources of feedback, reflect on and integrate the feedback, and provide meaningful feedback to others.

Beginning Level:

- Demonstrates active listening skills
- Assesses own performance
- Actively seeks feedback from appropriate sources
- Demonstrates receptive behavior and positive attitude toward feedback
- Incorporates specific feedback into behaviors
- Maintains two-way communication without defensiveness

Intermediate Level:

- Critiques own performance accurately
- Responds effectively to constructive feedback
- Utilizes feedback when establishing professional and patient related goals
- Develops and implements a plan of action in response to feedback
- Provides constructive and

8.

9. <u>Stress Management</u>   The ability to identify sources of stress and to develop and implement effective coping behaviors; this applies for interactions for: self, patient/clients and their families, members of the health care team and in work/life scenarios.

Beginning Level:

Recognizes own stressors
Recognizes distress or problems in others
Seeks assistance as needed
Maintains professional demeanor in all situations

Intermediate Level:

Actively employs stress management techniques
Reconciles inconsistencies in the educational process
Maintains balance between professional and personal life
Accepts constructive feedback and clarifies expectations

10. **Commitment to Learning**

Professional Development Plan:

Based on my self assessment of my Professional Behaviors and the areas I have identified for improvement, I am setting the following goals:

To accomplish these goals, I will take the following _specific_ actions: