

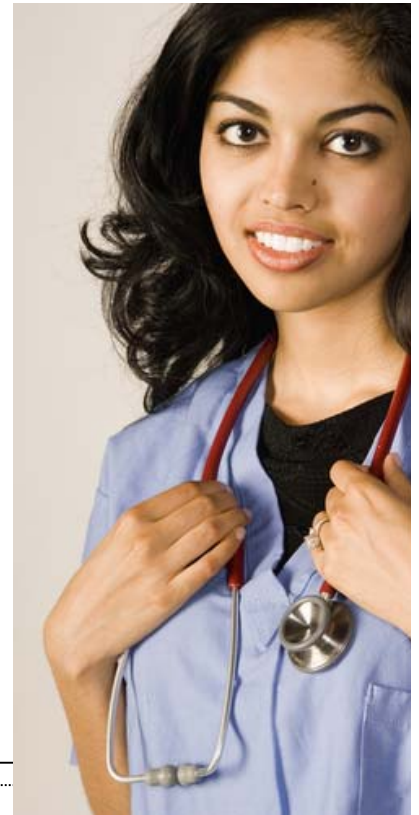


Developing Top-Notch CNA's, One Inservice at a Time

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A Professional Growth Module:

PROFESSIONALISM & WORK ETHIC

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Developing Top-Notch CNAs, One Inservice at a Time



A Professional Growth Module:

PROFESSIONALISM & WORK ETHIC

We hope you enjoy this inservice, prepared by registered nurses especially for nursing assistants like you!

Instructions for the Learner

If you are studying the inservice on your own, please do the following:

- Read through **all** the material. You may find it useful to have a highlighting marker nearby as you read. Highlight any information that is new to you or that you feel is especially important.
- If you have questions about anything you read, please ask _____.
- Take the quiz. Think about each statement and pick the best answer.
- Check with your supervisor for the right answers. You need **8 correct** to pass!
- Print your name, write in the date, and then sign your name.
- Keep the inservice information for yourself and turn in the quiz page to _____ no later than _____. Show your Inservice Club Membership Card to _____ so that it can be initialed.
- Email In the Know at feedback@knowingmore.com with your comments and/or suggestions for improving this inservice.

After finishing this inservice, you will be able to:

Define professionalism and work ethic and discuss how they influence each other.



List at least six personal qualities that demonstrate professionalism.



Give at least three examples of how to communicate professionally with clients and co-workers.



Discuss the importance of keeping work-related relationships professional and not personal.



Demonstrate professionalism in your daily work.

THANK YOU!



Developing Top-Notch CNAs, One Inservice at a Time

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A Professional Growth Module: Professionalism & Work Ethic

THE STAKES ARE HIGHER FOR YOU!

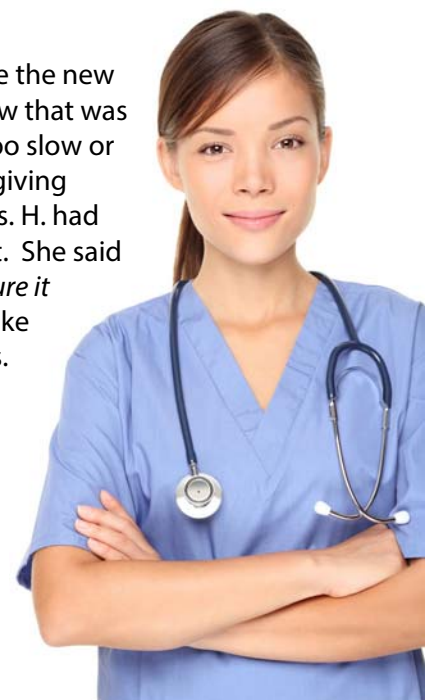
An unprofessional waitress got lousy tips. An unprofessional hairdresser didn't get repeat customers. An unprofessional lawyer got disbarred. An unprofessional teacher got fired. These were all serious consequences for being unprofessional, but no one got hurt, and no one died.

The stakes are much higher for you because an unprofessional nursing assistant puts patient safety at risk. An unprofessional nursing assistant can lead to an injury or even death.

Here are a few examples:

⇒ Two nursing assistants worked together to transfer Mr. J. with a Hoyer lift. While performing the task, the two women continued a conversation they started earlier about what they were going to wear to an upcoming wedding. One even pulled out her cell phone to show the other a picture of a dress she wanted. As the two talked, they ignored Mr. J. and missed the critical step of double checking the straps for safety. Mr. J. slipped out of the sling and fell to the floor during the transfer, suffering bruises and several broken bones.

⇒ Myra, a seasoned nursing assistant didn't like the new guy, Mike. In fact she never liked anyone new that was hired. She would claim they were useless, too slow or didn't have proper training. One day while giving report to Mike, Myra left out the fact that Mrs. H. had become confused and combative over night. She said to herself, "He thinks he's so smart, let him figure it out on his own." Without the information, Mike approached Mrs. H. without any precautions. When she began to swing and lash out, her foot slipped and she fell backwards, slamming her head on the hard floor. She died from the head injury.



Keep reading to learn more about professionalism and work ethic and how important it is to your clients, your co-workers and even to your own future in healthcare.

WHAT IS PROFESSIONALISM?

Do you consider yourself a professional? Consider this:

- Your profession is your “chosen, paid job that requires special education, training, or skills.”
- And professionalism is defined as, **“the skill, good judgment, and respectful behavior that is expected from a person who is trained to do a job well.”**
 - ⇒ You have the knowledge to do the job—you have studied how to be a nursing assistant.
 - ⇒ You have the skills to do the job—you have learned how to use the equipment and do the tasks needed in your work.
 - ⇒ You are an important part of a professional team.

All this adds up to the obvious . . . YOU ARE A PROFESSIONAL!

WHAT IS WORK ETHIC?

Ethics is defined as “the decisions, choices and actions we make that reflect and enact our values and morals.” Your decisions, choices, actions and views toward work all make up your **work ethic**.

You probably developed your work ethic at home (from your family) but you may also be influenced by friends, school, church and overall society.

WORK ETHIC IMPACTS PROFESSIONALISM

Manny grew up in a home that valued good grades, success in sports, and having a wide circle of diverse friends. Manny learned early in life that fitting in meant he had to study hard, participate in activities, and be kind to everyone in order to build a large network of friends.

Sandra’s parents were teenagers when she was born. Her mother dropped out of high school and hopped around from one dead-end job to another. Eventually, Sandra was sent to live with her grandmother. Sandra learned early on that work is boring and hard—and if you don’t like your job, you can just quit.

As adults, Manny and Sandra approach work in very different ways. They have very different work ethics that were shaped by their upbringing.

Does that mean Sandra is hopeless? No way! The good news is that your work ethic can be a “work in progress.” You can develop it even if you were never taught at home. Having a poor work ethic is like having a bad habit . . . and habits can change. Sandra can learn, practice and follow new role models that reflect good work ethics—and she can improve her own!



Other Views

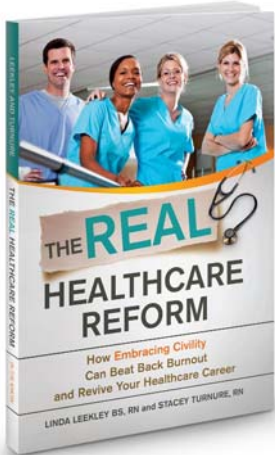
WORK ETHIC ACROSS CULTURES

In the US, individuals are encouraged to pick a job that interests, excites or fulfills them. This is a “self” centered view of work. Americans work to serve their own needs, not to serve the needs of the “boss,” the company, or the “customers.”

“Karoushi” is a Japanese word that means “death from overwork.” Dying from being overworked is all too common in this culture. Japanese society believes that rest equals idleness. So, it is thought that working long hours without a break shows how diligent and hardworking one is.

In India, it’s not uncommon for professionals to be on the job for 12 or more hours a day. However, they do not necessarily *work* for the entire 12 hours. Workers take long lunches, tea breaks, and other breaks during which socializing is encouraged.

The POWER to create change!



If you are experiencing unprofessional behavior at your workplace, check out:

**THE REAL
HEALTHCARE REFORM:**
How Embracing Civility Can Beat Back Burnout and Revive Your Healthcare Career!

Available for purchase as a single book or as part of a **complete civility training program**.

**READ A SAMPLE
CHAPTER TODAY AT:**

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Complete **Civility Training Program** packages must be purchased directly from www.knowingmore.com



PROFESSIONAL VS. UNPROFESSIONAL

No two people are alike, and we all demonstrate professionalism in different ways. However, there are certain qualities that professionals usually exhibit, including being:

- Hardworking
- Enthusiastic
- Dedicated
- Productive
- Dependable
- Reliable
- Honest
- Punctual
- Careful

In addition, a professional person will contribute to the team by:

- Being positive
- Encouraging others
- Learning new skills
- Sharing helpful knowledge
- Proposing solutions to problems

We all have bad days. But someone who is unprofessional demonstrates negative qualities nearly every day. Many of them go through their work day being:

- Hostile
- Rude
- Selfish
- Irresponsible
- Insensitive
- Careless
- Tardy
- Negligent
- Uncaring

Unprofessional people weaken the team by:

- Bullying others
- Gossiping
- Withholding helpful information
- Ignoring clients and families
- Complaining about problems (without proposing solutions)

HOW DO YOU FEEL ABOUT WORK?

To figure out how you feel about work, try answering these questions:

- While you were growing up, what were the messages you got about work? Did your parents work? Did they enjoy their jobs?
- Did you have to do chores as a kid? If so, how did you feel about doing these chores? Did you have summer jobs to earn spending money? Did you feel proud of earning your own money?
- When you were in school, did you have teachers who praised you when you worked hard? If you got a bad grade, did you take responsibility for it? Did you feel proud when you worked hard and got a good grade?
- Do you feel that work is an important part of your life? Do you look forward to coming to work most of the time? Do you enjoy being part of a health care team? Do you take pride in doing a good job? Do you get satisfaction from helping your clients?
- If you won a lottery and suddenly had millions of dollars, would you still want to work? If not, what do you see yourself doing all day, every day? Do you think your life would be satisfying without work?

There are no right or wrong answers to these questions. Only you can understand the “messages” you got about work as you were growing up. And only you can decide what work means to you today. Just keep in mind that most employers are looking for people who have a strong work ethic—people who believe that the only job worth doing is a job done right.

ATTITUDE IS EVERYTHING!

Have you ever noticed a nagging “voice” inside yourself saying things like, “I hate doing this.” or “I’m no good at this.” or “I sure am bored.” It’s human to have negative thoughts like these, but, with a little effort, you can stomp them out and face the world with a more positive attitude.

**As author Dennis S. Brown once said,
“The only difference between a good day
and a bad day is your attitude.”**

Generally, people who strive for a positive attitude are better able to handle stress, get sick less often and recover more quickly when they do get sick.

When “armed” with a positive attitude, people are able to focus on *solutions* rather than on problems. They are open to trying new things and they believe in themselves.

So, when you hear that inner voice being negative, try to turn it around into a positive thought. Picture yourself being happy and successful each day and keep that picture in mind when stressful events happen at work. You may notice that maintaining a positive attitude helps your day go more smoothly.



CONNECT IT!

WHAT ARE YOU WORTH?

You are a hot commodity in the healthcare field! Employers spend a ton of money to recruit, train and keep you in their company.

It is estimated that it can cost a company as much as one and a half times your yearly salary to replace you.

That means, if you make \$30,000 a year, it will cost \$45,000 to recruit, train, and get someone new up to speed to replace you.

That’s a huge burden on an already stressed healthcare industry budget.

Instead of quitting when things get tough, try working with your employer on a solution.

What problems do you face in your current job that make you think about quitting? What are a few possible solutions?

Discuss your ideas with your supervisor.

Solving problems makes you even more valuable!



TIME OUT!

GET DISCONNECTED!

Did you know that it's extremely unprofessional to use your cell phone to text, tweet, send email, surf the web or to make personal calls during work hours?

Not only is it rude and unprofessional, but it may also lead to a HIPAA violation—which could cost you your job. **Here are a few tips to keep in mind:**

- Leave your cell phone in your car or your locker while you work. Never take it with you when you are performing client care.
- Use your breaks to check messages and return calls.
- Never tweet or update your FaceBook status with information about clients, their family members, your co-workers or even your employer.

Some workplaces ban personal phones all together. If your workplace does not already have a policy in place, enforce your own cell phone ban!

PROFESSIONAL SKILLS: COMMUNICATION

COMMUNICATING WITH CO-WORKERS

In healthcare, professional communication is critical to patient safety. Here are a few tips for polishing-up your professional communication skills:

- **Protect privacy.** Professional communication should always be conducted in a way that protects the client's privacy. Avoid discussing clients anywhere that the conversation may be heard by others. This is a HIPAA violation.
- **Speak the language.** Use proper terminology that is approved by your employer in all verbal and written communication. Never use slang or profanity on the job.
- **Avoid the drama.** Keep your personal feelings about other members of the team to yourself and refuse to listen to gossip.
- **Keep it work related.** Never discuss your personal relationships or problems you are having at home. Your co-workers do not need to know all of the details of your busy, interesting or even difficult personal life.
- **Stay away from "hot topics" with your co-workers.** In general, keep your opinions on politics, religion and money to yourself. People tend to be very divided in their opinions on these topics and discussions can quickly turn into arguments.

COMMUNICATING WITH CLIENTS

- **It's not just what you say—it's how you say it.** Let your client know you care through your tone of voice, facial expressions, words, and gestures.
- **Listen with sensitivity.** Never interrupt, cut the person off or tune out what is being said—even if it sounds like gibberish or nonsense.
- **Focus on the human - not the task.** Slow down and speak calmly and casually while you provide care.
- **Help the hearing impaired.** Make sure hearing aides are in and batteries are fresh! If trouble arises, try to lower your tone instead of raising your voice.
- **Speak clearly and concisely.** Avoid slang words and medical jargon that may be unfamiliar to older clients.
- **Be open to criticism.** Accept criticism and complaints with grace. Avoid disagreeing, retaliating or withdrawing. Apologize and explain what you were thinking or experiencing if a misunderstanding occurs.





PROFESSIONAL SKILLS: TEAMWORK

Whether you work in a large facility with hundreds of other people or you spend your days working in a private home with just one client, you are part of a healthcare team.

In the past, each health care discipline had its own specific tasks to perform, but no one really worried about how all those tasks came together. Everyone focused on their own “piece” of the client. Sometimes the same task got repeated by two different people because the disciplines didn’t communicate with each other.

But, health care has changed. The client as a whole is now the main focus. Tasks are performed with a plan in mind and ***all the disciplines must work together on the same goal***—meeting the health care needs of each client.

Our current health care system requires that all team members:

- Understand their own job and how it fits into the team.
- Have a basic understanding of their coworkers’ jobs so they can all work together.
- Focus on how their actions are affecting the client.

Here are a few tips to help you be the best team player that you can be:

- Be sure you are clear about what your supervisor expects from you. If you have questions about your assignment, don’t be shy. ASK!
- Remember that your fellow team members are counting on your input. Be sure to tell them when you notice changes—good or bad—during your daily work with your clients.
- Pull your own weight by fulfilling your assigned duties. However, as a professional, you should remain flexible, too. Your assignment may change from week to week, from day to day or even from hour to hour. And, when someone asks you to help with a task that’s not one of your regular duties, try to avoid saying, “That’s not my job.”
- Use your observation skills to watch your coworkers as they go about their daily work. You can learn a lot from watching others.

THINK ABOUT IT!

RESPONDING TO AN UNPROFESSIONAL CO-WORKER

It can be hard to respond in a rational manner when someone is being unprofessional. Here are a few possible options:

Avoidance. While avoiding the person does not solve the problem, it can be a smart way to deal with the situation in the moment.

Humor. If you feel comfortable with your own sense of humor, try making a joke to diffuse the situation. Just be careful not use sarcasm. That could come back to haunt you!

Assertiveness. Being assertive means that you expect to both give and receive respect.

Remain patient and kind. It can be extremely hard to deal with a hostile co-worker. By responding in a friendly manner, the workplace and your workday will be much more peaceful.



THE NEXT STEP!

Part of being a professional is being able to manage your time wisely. Here are a few time management tips professionals use:

Create extra hours. Get up early! If you get up one hour earlier for a year, you'll give yourself enough extra hours to equal 10 work weeks.

If your supervisor asks you to do more tasks than you can finish in one day, be sure to ask which task is top priority. Then, finish that task first.

Keeping a to-do list every day is one of the secrets to getting more done. Most successful people will tell you that they make a to-do list every day. If they don't finish everything on the list that day, they put the leftover tasks on the next day's list.

What are some of your favorite time management tips? Share your good habits with your co-workers! It can be contagious!

PROFESSIONAL SKILLS: RELATIONSHIPS

You have several types of relationships at work and in in your personal life and each fulfills a certain purpose.

- The purpose of a **professional relationship** is to work together toward the common goals of the workplace by servicing the customers, maximizing profit or productivity and maintaining or enhancing the reputation and success of the company.
- The purpose of the **therapeutic relationship** is to meets the physical and emotional needs of the client.

These work related relationships are different from your personal relationships where the goal is to provide companionship, friendship or even intimacy to meet each person's need for socialization and emotional connection.

The key to building and maintaining professional relationships with your co-workers and clients is understanding that **co-worker and client relationships are professional...not personal!**

It's easy to blur the line between these types of relationships when you spend a great deal of time with your clients and co-workers. You may learn personal or intimate information and you may be tempted to share personal information about yourself. But, remember . . . your goal is to maintain a professional relationship.

Read through this comparison of relationships. Think about your own professional relationships. Are you keeping your relationships separate?

| | SOCIAL RELATIONSHIP <i>(personal)</i> | PROFESSIONAL RELATIONSHIP <i>(with co-workers)</i> | THERAPEUTIC RELATIONSHIP <i>(with clients)</i> |
|--------------------------------|--|--|---|
| PURPOSE | Meets the need for socialization, friendship and/or intimacy. | Meets the need for success and achievement in the workplace. | Meets client's physical and emotional needs. |
| GOALS | Socialization, companionship, the sharing of ideas, emotional connection. | Meeting workplace goals and standards. | Client's needs are identified and a plan is developed and implemented. |
| WHAT DO YOU TALK ABOUT? | Personal information and advice are often exchanged. | Work related topics, meetings, patients, professional achievements. | Solutions to client's problems are discussed and the plan to meet the client's needs is negotiated. |
| RESULTS | The need for socialization is met. There is emotional satisfaction and security. | Mutual respect and trust are gained. There is a peaceful, productive and civil work environment. | Client's physical and emotional needs are met. A new level of independence may be achieved by client. |

JOB OUTLOOK FOR NURSING ASSISTANTS

Did you know that the United States Department of Labor recognizes the importance of your job? It lists nursing assistants, home care aides and personal care aides as three of the most needed jobs for the next decade and beyond.

Our country will need more and more people with the skills that you already have. This is because our population is getting older (All those “baby boomers” aren’t babies anymore!)

In 2010, nursing aides held over 1.5 million jobs in the United States. This huge number is only expected



to increase in the coming years. Employment of nursing aides is expected to grow by 20 percent from 2010 to 2020, which is much faster than the average for all occupations.

In a recent poll, the United States public rated the nursing field at the top of the most honest and ethical professions.

Your work is very important to your clients and to your supervisors. You may not always hear “thank you” or “good job”, but you can leave work every day knowing that you really made a difference in your clients’ lives.

WORKING AS A NURSING ASSISTANT

As a nursing assistant, you have learned—and continue to learn—a number of important skills. You use these skills in your current job, but they can also help you in other jobs throughout your life. Here are a few of the skills that show your professionalism every single day:

- Meeting the personal care needs of ambulatory and bed bound clients.
- Reviewing paperwork to check for errors and to make sure it is complete.
- Serving clients meals that are nutritious and help improve their health.
- Promoting client and staff safety by following all workplace safety guidelines.
- Making suggestions to the health care team about how to better meet the needs of your clients.
- Documenting your client care accurately and promptly—and according to workplace policies.
- Completing your assignments as ordered and on schedule.
- Ensuring client safety by using the proper equipment at all times.
- Motivating your clients to exercise as ordered.
- Maintaining confidentiality about clients and coworkers.
- Continuing to learn new things by participating in all scheduled inservices and staff meetings.
- Prioritizing your client care so that all your client’s needs are met.
- Encouraging client independence by having your clients participate in their care.
- Identifying when you need help and then asking for it.
- Utilizing all your knowledge and skills to bring a better quality of life to your clients.
- Following nursing and physician orders exactly.
- Observing your clients for problems and reporting them right away.
- Helping to teach and train new aides.
- Helping coworkers when necessary to promote teamwork in your workplace.
- Maintaining a high standard of quality in your work at all times.

MANAGE YOURSELF AND YOUR CHOSEN PROFESSION

YOU ARE THE CHIEF EXECUTIVE OFFICER

When you work in the healthcare field, you work as part of a team. However, only YOU are responsible for YOU. The decisions you make, the care you give, the things you say, and the attitude you project are all personal decisions you have to make every day.

Think of your life as your own personal corporate empire, and you are the CEO. In order to successfully run the empire, the CEO must manage production.

⇒ Your professionalism and your skills are your personal product. Do you want your product to be tossed on the shelf at the “Dollar Store,” or does your product belong in a nice store, with clean isles, soothing music and soft lighting?

If you think your product deserves better than the bargain bin, then pick it up, dust it off, and make it better!

- Challenge yourself, take advantage of educational opportunities. Seek out ways to learn new skills or improve the skills you already have.

- Do not allow yourself to take short-cuts. They only cheapen your product. If you make a mistake, own it. Learn from it, and refuse to allow yourself to repeat it.

- Polish your personality. If you work with a difficult team that seems bogged down by negativity and gossip, then be the leader they need. Set the example and they will follow you.

You are responsible for you. No excuses. Don't just “do your best.” Do better. You know you can!



WHAT'S YOUR JOB DESCRIPTION?

When you begin a new job, you should be given a copy of your Job Description.

⇒ **A job description is a formal document that outlines your position, all your responsibilities, who you report to, and what qualifications you need in order to hold your position.**

The job description serves as a **professional contract** between you and the employer. It is the set of responsibilities the employer expects, and you agree to do.

- Do you know what's in your job description? If not, ask your supervisor for a copy today!

PERFORMANCE EVALUATIONS

Evaluations of your performance will be made based on how well you handle the responsibilities outlined in your job description. You will also be evaluated on your professionalism and how well you work as a team, handle stress and conflict, and your overall dependability.

Evaluations can be stressful because hearing criticism can hurt.

- Think of the evaluation as a product review. Imagine a customer looking at the product you created on a store shelf. You get to ask the customer what they like and don't like about your product.
- You may hear some good things and some bad things about the product. Either way, you can use that information to improve your product.
- If your supervisor offers a criticism of some aspect of your performance, accept it, remain calm, don't make excuses. Apologize, agree to improve, and move on.
- Accepting constructive criticism, gracefully, is an art and a sign of great strength!

PUTTING IT ALL TOGETHER

Ready to “show off” your professionalism? Here’s how:

1. **Use your knowledge.** You have a unique set of knowledge and skills that make you a professional nursing assistant. Use these everyday in the work you do with clients and co-workers. Then, never stop learning! Think of every day as an opportunity to learn something new.
 - * *If you are assigned a task you know you can’t do, be sure to ask for help. (Part of being professional is knowing when to ask for help!)*
2. **Watch your work ethic.** Having a good work ethic means you give 100% of yourself to your job (while you are there). You show up on time and you complete your portion of the workload. When everyone on the team performs this way, things go much, much more smoothly!
 - * *Having a good work ethic does not mean you work endlessly without breaks. Take your assigned breaks and meals. Use these times as opportunities to recharge yourself so that you can get back to work afterwards with energy and a positive attitude.*
3. **Keep a positive attitude and try to spread it to your clients and coworkers.** For example:
 - Smile at everyone you see at work. What happens when you smile at people? They usually smile back! Then, they will be more likely to smile at the next person they see...and so on! Smiling is contagious!
 - Praise people as much as you can. Praise tends to have a wonderful effect on people. If you say to your client, “Thanks for walking with me today, Mr. Jones. I really enjoyed it and you did a great job.” ...don’t you think Mr. Jones will feel good about himself and be more eager to walk tomorrow?
 - Don’t forget to praise yourself. We are all good at giving ourselves those negative messages. It’s much harder for most of us to give ourselves positive messages.
4. **Have fun at work!** Bring your sense of humor to work with you every day. If a situation starts to upset you, try to see the lighter side of it. Share a funny story with your clients and coworkers, or sing a silly song while you work. Don’t wait for someone else to make work fun. Take charge and do it yourself. Remember, time flies when you’re having fun!



WHAT I KNOW NOW!

Now that you’ve read this inservice on professionalism and work ethic, jot down a couple of things you learned that you didn’t know before.





Developing Top-Notch CNAs, One Inservice at a Time

A Professional Growth Module: Professionalism & Work Ethic

Are you "In the Know" about professionalism and work ethic? Circle the best choice or fill in your answer. Then check your answers with your supervisor!

EMPLOYEE NAME
(Please print):

DATE: _____

- ***I understand the information presented in this inservice.***
- ***I have completed this inservice and answered at least eight of the test questions correctly.***

EMPLOYEE SIGNATURE:

SUPERVISOR SIGNATURE:

Inservice Credit:

| | |
|--------------------------------------|--------|
| <input type="checkbox"/> Self Study | 1 hour |
| <input type="checkbox"/> Group Study | 1 hour |

File completed test in employee's personnel file.

1. Your job is a profession because you:

- A. Are paid to do it.
- B. Are trained to do it.
- C. Choose to do it.
- D. All of the these.

2. You usually learn your work ethic at:

- A. Home.
- B. School.
- C. Work.
- D. The gym.

3. Your co-worker comes to work grumpy every day. You know she has a difficult life, but her bad attitude is bringing everyone down. You should:

- A. Refuse to work with her unless she changes.
- B. Act grumpy back to her to "give her a taste of her own medicine."
- C. Use humor to lighten the mood and refuse to be infected by her negativity.
- D. Ask everyone on the team to ignore her until she can learn to be professional.

4. All of the following are examples of professional behaviors, EXCEPT:

- A. Honesty
- B. Carefulness.
- C. Positive attitude.
- D. Tardiness.

5. True or False

While at work, it's best to keep your opinions on politics, religion and money to yourself.

6. True or False

It's a good idea to become personal friends with your co-workers.

7. True or False

Nursing assistants do not have colleges degrees, therefore they are not considered professionals.

8. True or False

Your job description is a professional contract between you and your employer.

9. True or False

There is never a time when it's okay to have fun at work.

10. True or False

Unprofessional behavior is annoying but does not have serious consequences.