



**THE OHIO STATE UNIVERSITY**

HEALTH PLAN



# Redefining Professionalism

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# Professionalism

A person with dark hair, wearing a red long-sleeved shirt, is seen from behind, writing the word 'Professionalism' in white chalk on a green chalkboard. The person's right arm is raised, and their hand is positioned over the letter 'o' in 'Professionalism'. The chalkboard is a solid green color, and the word is written in a large, slightly irregular, hand-drawn font.

**Professionalism includes standards for behavior and the employee's ability to embody the company's values and do what their employer expects of them.**



# The Industrial Revolution

- The standardization of work processes,
- the rise of hierarchical structures, and
- To meet the demands of industrialization, workers had to exhibit discipline, punctuality, and efficiency.
- They were expected to follow rules, procedures, and time schedules set by their employers.











**What is the role of**  
*inclusive language*  
**in reshaping our concept**  
**of Professionalism?**



# Language Matters





**“Don’t say anything  
that’ll make you  
look bad”**



# Sociolinguistics



## 5 types of Language Register

1. frozen
2. formal
3. consultative
4. casual
5. intimate



# *Frozen*



printed, unchanging language,  
formal, almost scripted phrases  
that do not vary

- Examples:
  - The Bible
  - The Lord's Prayer
  - The Pledge of Allegiance
  - Laws
  - Preamble to the US Constitution



# Formal



- One way communication, no interruptions
- Used in impersonal, formal settings
- Follows a commonly accepted format - complete sentences, more complex syntax and specific word usages
- Often used to show respect
  - Examples:
    - Introductions between strangers
    - Rhetorical statements and questions
    - Speeches, pronouncements made by judges,
    - announcements
    - standard for work, school, public offices and business settings





# Consultative



- Two way participation, professional setting
- Background information is provided (prior knowledge is not assumed).
- Interruptions and feedback fillers allowed (“uh-huh”, “I see”).
- More complex syntax, longer phrases
  - Examples
    - Doctor:patient, lawyer:client, lawyer:judge,
    - Teacher:student,
    - Superior:subordinate
    - Colleagues, peers



# Casual



- Very informal language, ellipsis and slang are common
- No background information provided
- “group” language – must be a member to use
- Interruptions common
- Context and non-verbal communication important
  - Examples:
    - friends and acquaintances
    - family
    - teammates
    - chats and blogs





# Intimate



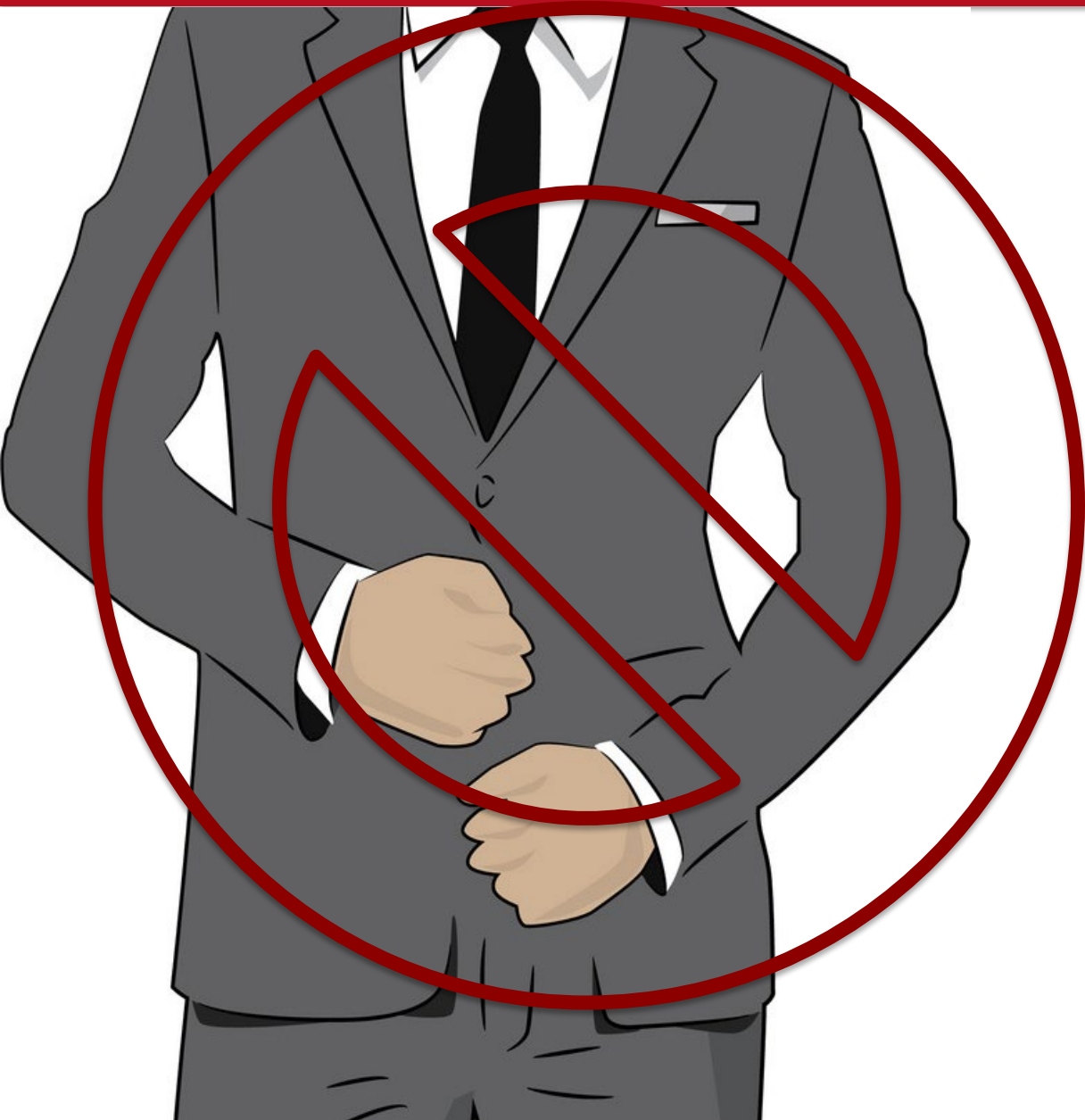
- Non-public
- Intonation as important as wording and grammar
- Often a private vocabulary
  - Examples:
    - husband, wife
    - boyfriend/girlfriend
    - twins (siblings)
    - pets, I would also add



# *Transdisciplinary Professionalism:*



- Value authenticity and openness
- Prioritize open communication
- Allow flexible work
- Provide development opportunities
- Share the big picture



## ***Transdisciplinary Professionalism:***

a shared social contract that transcends all the professions but also connects them with a unifying set of beliefs and behaviors that they profess to the public





# The New ERA



- **Multigenerational workspaces**

- **Multilingual work environments**

- **Diversibilities**



# Expectations vs Requirements





- **Authenticity**
- **A sense of purpose**
- **Ability to make a positive impact**
- **Modern use of technology:**
- **Opportunities for advancement**
- **Inclusive culture**
- **Ethical workplace and leadership**



# 5 WAYS TO HELP CREATE PSYCHOLOGICAL SAFETY



**1. MAKE**  
it an explicit  
priority.



**2. FACILITATE**  
everyone  
speaking up.



**3. ESTABLISH**  
norms for how  
failure is handled.



**4. CREATE**  
space for new ideas  
(even wild ones).



**5. EMBRACE**  
productive  
conflict.





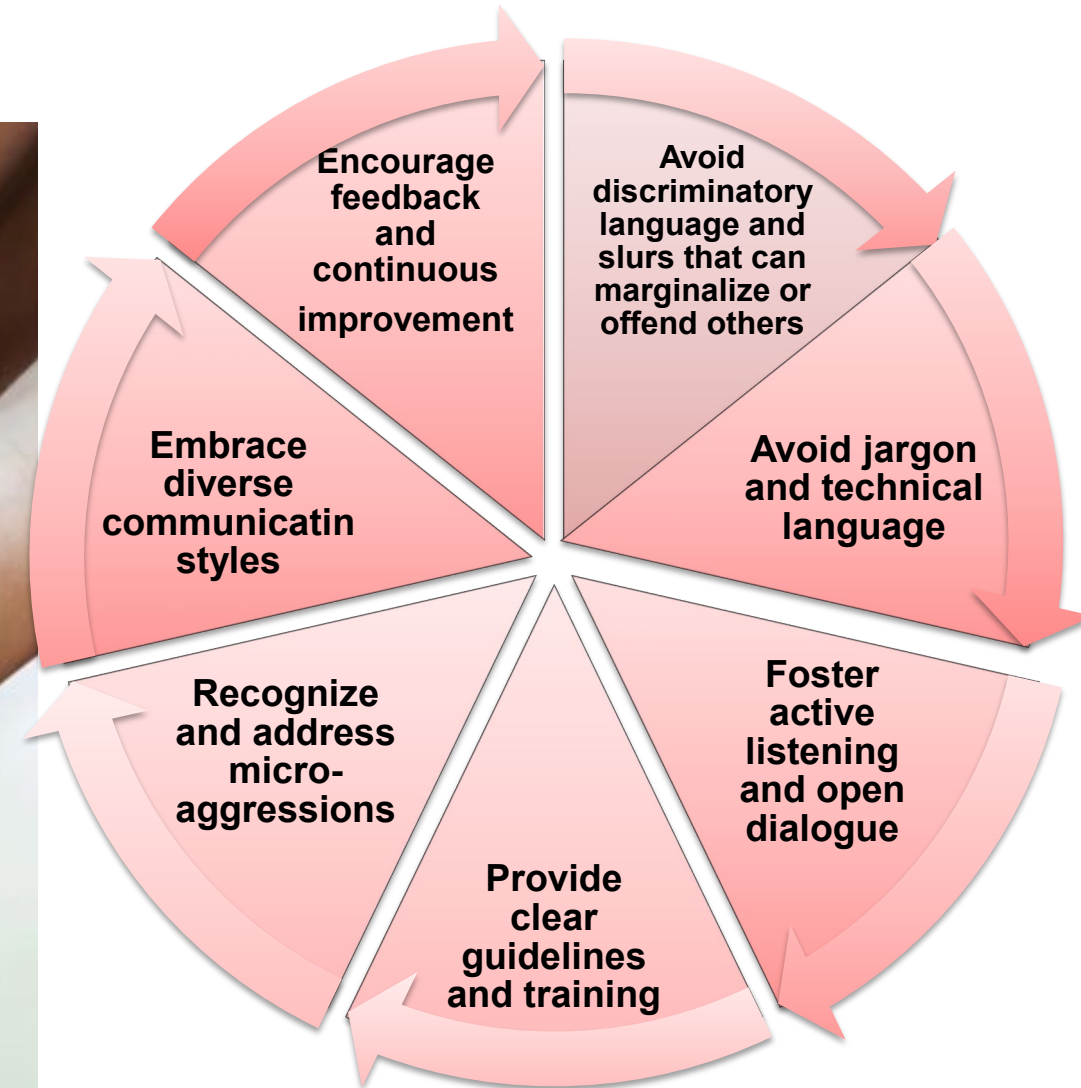
# Ways Improve your Communication Practices

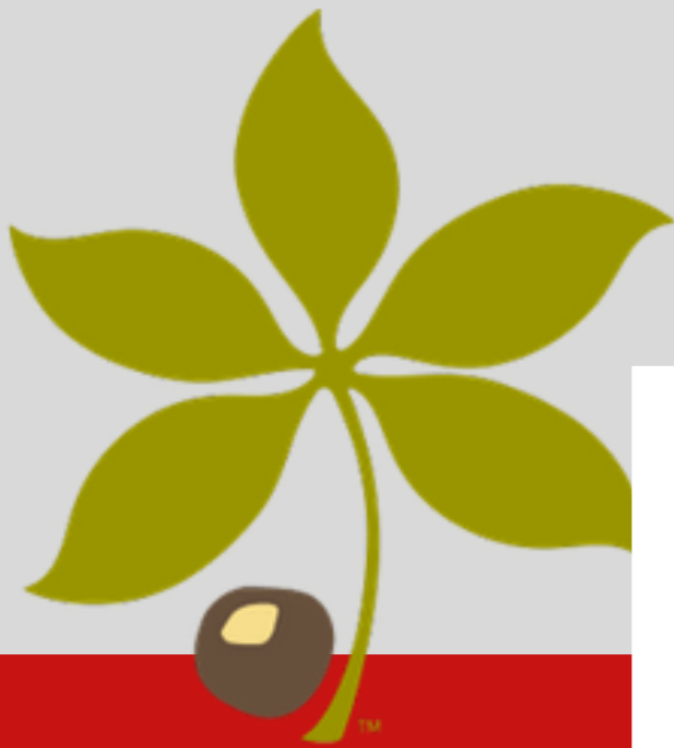
1. Be clear and concise
2. Prepare ahead of time
3. Be mindful of nonverbal communication
4. Practice active listening
5. Be open minded
6. Build your emotional intelligence
7. Develop workplace strategy to acknowledge and address barriers.
8. Create a culture of coaching





# Improving Equity





# OSU Employee Assistance Program Benefits & Services

Wellness  
Workshops &  
Programs

Managerial  
Support

**CONFIDENTIAL**

Critical Incident  
Support

**COUNSELING**

Work Life  
Resources

**FIVE  
COMPLIMENTARY  
SESSIONS**

Legal &  
Financial  
Consultations

Life Coaching





# Contact EAP



**800-678-6265**

The Ohio State University EAP (answered 24/7/365)



**Online service request**

Web Access (My Life Expert – Company Code “buckeyes”)  
through <https://osuhealthplan.com/programs-and-services/eap>



**Email questions**

[eap@osumc.edu](mailto:eap@osumc.edu)



**Please complete our  
EAP Course Evaluation**



The course: Stress Management  
The instructor: Helka



# Resource & Citations

<https://www.verywellmind.com/what-is-maslows-hierarchy-of-needs-4136760>

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<https://www.productplan.com/learn/psychological-safety/>

[What is The Spiral of Silence? - ScienceABC](#)

[Psychological Safety at Work - Psychology Today](#)

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<https://daretolead.brenebrown.com/wp-content/uploads/2018/10/Glossary-of-Key-Language-Skills-and-Tools-from-DTL.pdf>



# Resource & Citations

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<https://www.insidehighered.com/advice/2021/01/27/how-professors-can-and-should-combat-linguistic-prejudice-their-classes-opinion>

Communication is culture

