



TAKE 5

PROFESSIONALISM PIVOT FOR TRAINEES

A practical strategy for trainees to promote professionalism in the learning environment.

1

RESPOND IN THE MOMENT

- Communicate professional expectations to the lapser and those who witnessed the event.
- Remaining silent can send a message of tacit endorsement or perpetuate damaging stereotypes about our patients, colleagues, or learners.

2

RECOGNIZE UNDERLYING EMOTIONS

- Lapses often occur when we're feeling fatigued or under pressure.
- Recognize the strong emotions that stressful situations trigger by saying "I can see you're frustrated," or "It seems like you're getting tired and overwhelmed."

3

RELATE TO THE LAPSER

- Remember that the goal is learning, not character judgments.
- You might say, "Sometimes patients make me feel frustrated too," or "I know what it's like to get bombarded by pages after being up all night."

4

REESTABLISH PROFESSIONAL NORMS

- Start by using "us" or "we" statements
- You might say, "We should remember that students are doing this for the first time and are working hard to learn and improve."

5

REDIRECT THE CONVERSATION

- Shift the focus from the lapse and onto the patient's needs or the task at hand.
- Offer support.
- Consider asking, "Would it help if I carried the pager for a while?"

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