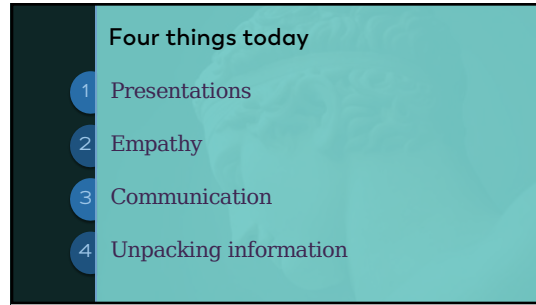
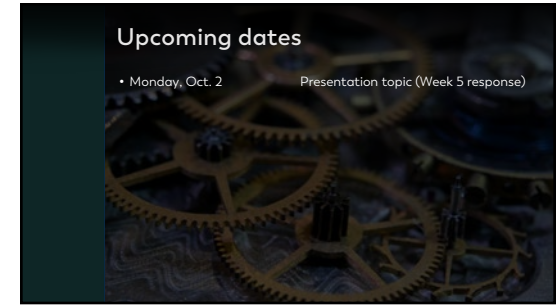


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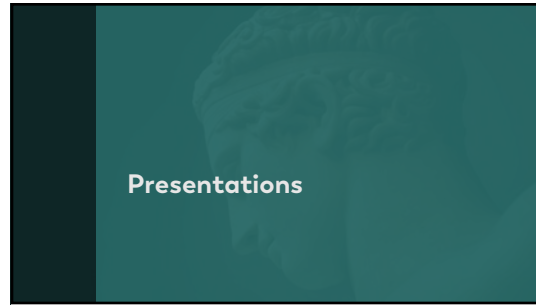
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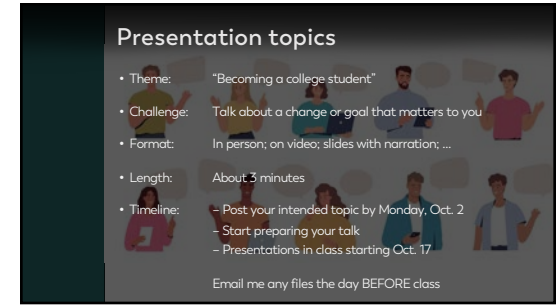
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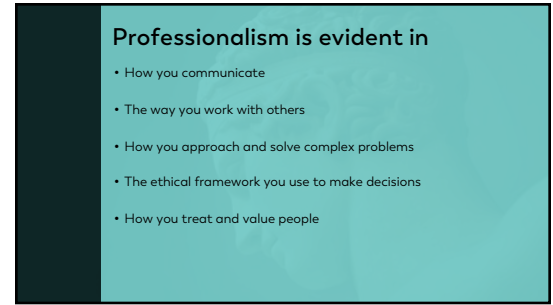
6



7



8



9

Professionalism is mutual interaction

- Without professionalism, it is difficult for others to see your work for what it is—a valuable contribution
- The impression you make with words, work, and actions affects what you'll be able to achieve

10

Empathy

- To be empathetic is to:
 - Recognize, understand, and share the thoughts and feelings of another
 - Experience another person's point of view, rather than just one's own
- Empathy and sympathy aren't synonyms
- Empathy isn't about intuition
- Empathy engages specific neural circuitry in the brain
- Empathy is learned behavior
- The capacity for empathy varies
- Empathy might be dyadic and not just about the individual

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Perspective taking

- Seeing the world the way another sees it
- Perspective is unique to each individual
- Doesn't involve agreeing with that perspective
- Different people see the same things in different ways
- "Unintentional bias"
 - Personal experiences
 - Personality traits
 - Values and cultural influence
 - Information available
 - Point of view
- Not fixed but changes over time
 - Understanding someone is a fluid and ongoing process

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Perspective taking

```
graph LR; A[Consider the experiences and viewpoints of others] --> B[Understand, empathize, connect, and communicate]; B --> C[Be a more effective advocate];
```

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Building perspective taking skills

- Appreciate your own perspective
- Allow the other person to lead
- Be 100 percent present

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Communication

- Learn to listen
- Know your audience
- Organize and structure your message
- Pay attention to your nonverbal skills
 - Proper attire
 - Good posture
 - Natural gestures
 - Purposeful movement
 - Appropriate eye contact
 - Energy and enthusiasm
- Communicating is connecting

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17



18

Problem solving

- Determine the issue(s)
- Recognize other perspectives
- Think of multiple possible results
- Research and evaluate the possibilities
- Select the best result(s)
- Communicate your findings
- Establish logical action items based on your analysis

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Unpacking information

20

VENI · VIDI · VICI

I CAME · I SAW · I CONQUERED

— Julius Caesar, 47 BCE
according to Plutarch's *Life of Caesar*
(ca. 100 CE)

21



22
