****Picklist of Professional Growth Options

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| **Competency** | **Picklist of Options** |  |  |
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| **Building Relationships** | Invite a peer in another department or an another team to go out for coffee to learn |  |
|  |  | more about their role. |  |  |
|  | Serve on a cross-departmental committee or task force. |  |  |
|  | Serve as a mentor for a new hire or intern/volunteer (either through a formal mentoring |  |
|  |  | program or informally). |  |  |
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| **Communication** | Present a new initiative/project at a team meeting. |  |  |
|  | Research a trend impacting the health care industry and share your findings at a team |  |
|  |  | meeting. |  |  |
|  | Lead a team meeting. |  |  |
|  | Facilitate a book club session or Journal Club for peers. |  |  |
|  | Write an article for publication (either for an internal publication such as a newsletter, or |  |
|  |  | for an external publication). |  |  |
|  | Participate in a public speaking workshop (consider both internal opportunities but also |  |
|  |  | external opportunities, such as a local Toastmasters club). |  |  |
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| **Leadership** | Conduct an informational interview with a leader to learn more about their role and the |  |
|  |  | experiences they found most helpful to develop their leadership skills. |  |  |
|  | Lead a training session on a particular skill or content area for peers. |  |  |
|  | Participate on a council or committee in a leadership capacity. |  |  |
|  | Act as a mentor for a peer who is struggling with a skill or competency you excel at. |  |
|  | Identify a department/unit/team improvement opportunity and initiate a process |  |  |
|  |  | improvement project. |  |  |
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| **Analytical Thinking** | Identify pros and cons of possible options for a decision and present to your supervisor |  |
|  |  | with a recommended course of action. |  |  |
|  | Identify an improvement opportunity and conduct a root cause analysis to understand |  |
|  |  | what’s driving the problem. Share your results with your supervisor. |  |  |
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| **Industry Knowledge** | Sign up for a regular digest of health care news (such as the Advisory Board’s Daily |  |
|  |  | Briefing email) to keep up with industry trends. |  |  |
|  | Invite a more experienced colleague out for coffee and ask them to share how they |  |
|  |  | stay up-to-date on industry trends. |  |  |
|  | Attend a webconference on a topic relevant to your work and discuss the content with |  |
|  |  | your supervisor. |  |  |
|  | Ask your supervisor for recommended books or articles to read. |  |  |
|  | Attend an open board meeting. |  |  |
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| **Customer Service** | Ask your supervisor to share your team’s HCAHPS patient satisfaction data or internal |  |
|  |  | customer satisfaction data. Discuss the strengths and areas of opportunity identified in |  |
|  |  | the data with your supervisor. |  |  |
|  | Put yourself in the shoes of a typical patient or customer and walk through their typical |  |
|  |  | interactions with your team. Look for improvement opportunities and share them with |  |
|  |  | your supervisor. |  |  |
|  | Shadow an experienced colleague rounding on patients or customers. |  |  |
|  | Round on patients or customers and share collected feedback with your team. |  |  |
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|  |  | Source: HR Advancement Center interviews and analysis.. |