



# Maintaining Professional Balance

In order to provide safe, quality dialysis care, it is important to maintain professionalism.

**Professionalism** is defined as “exhibiting a courteous, conscientious, and generally businesslike manner in the workplace.”

## Professionals are:

- Caring
- Dependable
- Cooperative
- Empathetic
- Committed
- Honest
- Competent
- Respectful
- Considerate
- Trustworthy

## Skills to maintain professionalism:

- Effective communication
- Empathy for the individual
- Calm demeanor
- Appropriate responses to patients' requests
- Impartial and nonjudgmental attitude

## Benefits of professionalism:

- Makes us feel that our job is valued
- Gives us a code of conduct
- Promotes mutual respect among staff and patients
- Promotes independence and growth
- Builds confidence in us