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| **Pillar** | **Discussion Leader** | **Topic** | **Time** | **Expected Outcomes** |
| Service | **Faculty & Staff**  **Leaders** | **I conduct myself professionally.**  View the Credo video. Then proceed to select from the following activities.   1. Review and discuss the bulleted behavioral examples below. Which ones need MORE attention in your workgroup? 2. Take an observation walk. Move through your work area, as well as public areas of the Medical Center as if you’re seeing it for the first time. Through the eyes of a patient, a new colleague, or a customer, what sights and sounds exemplify professionalism?  * What does a caller hear when the phone is answered? What will someone see or hear while moving through the halls of your unit or department? * Is loud talking or excessive noise disturbing a quiet environment important to healing, learning and discovery? * Does the area look organized, and ready for work? * Do staff and faculty maintain a clean clutter-free work area, picking up trash, etc.? * Are there personal items hanging in your work area that may be offensive to some? * How do faculty and staff look while at work? Are scrubs, lab coats and / or business clothes clean and fresh? Are jewelry, hair and accessories simple and professional? Aretattoos covered? Is there compliance with the dress code applicable to your area?   List the observations and take action for improvements.   1. Look at the first example of this Credo behavior. It addresses our understanding and ability to appropriately interact with our diverse community of faculty, staff, students and patients.    * Think about a workplace interaction related to diversity. Tell the story of what happened and how that interaction made you more aware of how diverse our community is.    * Did this interaction change your awareness of diversity OR your behavior? 2. For enhancing your and your team’s understanding of issues of diversity, contact these resources:     Work/Life Connections- EAP  <http://worklifeconnections.vanderbilt.edu/>  Equal Opportunity, Affirmative Action, and Disability Services - <http://www.vanderbilt.edu/ead/>  School of Medicine  <https://medschool.vanderbilt.edu/diversity/>  School of Nursing  <http://www.nursing.vanderbilt.edu/about/diversity> | **25 min. total** | * Understand and apply this Credo behavior to my role and work area * Review and discuss Credo Scoring |