

Lines in the Sand...

Thinking about professional boundaries for those in
administrative roles



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Session Outline



- Scenario 1
 - Thoughts and concerns
 - Values tension/conflict
- Scenario 2
 - Thoughts and concerns
 - Values tension/conflict
- Things to think about...
- Summary

Scenario 1

- Executive assistant to VP – privy to info concerning up-coming merger of yet-to-be-determined services
- Employees speculating about possible “job cuts” – STRESS, anxiety
- Your job also possibly in jeopardy
- You share your concern with peers



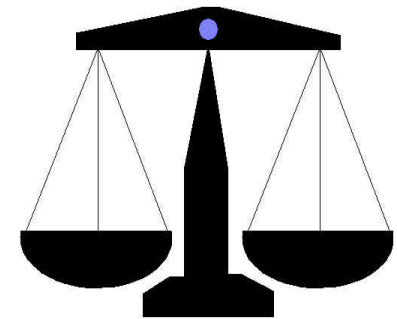
Thoughts...

- What feelings, issues, or concerns does this scenario raise for you?
- Can you relate to this story (you have had or know someone who has had a similar experience)?
- Thinking about what we heard in the keynote presentation earlier today, what values are in conflict/tension here?



Values tension/conflict

- Loyalty/fidelity
- Vulnerability/security
- Compassion
- Trustworthiness/reliability
 - Confidentiality
- Professionalism
 - Accountability
 - Duty/responsibility
- *Other...?*



Scenario TWO

- Walking down the hall one day you recognize a couple exiting one of the hospital's clinics. The woman is a good friend of your spouse, but you had no idea that she or her husband might be ill—they have not mentioned it during any of the recent times you have been socializing with them
- *What do you do...? Why*



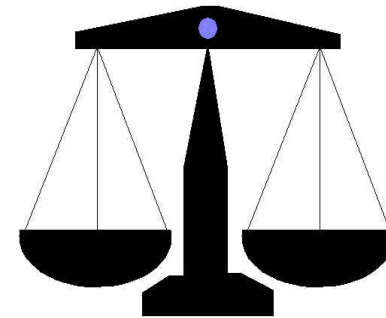
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Values tension/conflict

- Confidentiality/privacy
- Compassion
- Solidarity
- Trust
- Professionalism
- *Others...?*



Things to think about...

- Values and conflict
- Professional boundaries:
 - *frontier* versus line in the sand
- Too rigid as bad as too loose
- Cost of ignoring
 - Moral residue
 - Compassion fatigue/burnout



Summary



Discretion is the better part of valor in terms of boundary concerns

I am about to speak/act – should I? Why/why not? If yes, what is most appropriate to say/do?

- What is bothering me? What is/are the values conflict(s)?
- Is it a personal or professional issue, ...both? Legal aspects, if any?
- Who is/may be affected?
- Who can/should I talk to about this? Who can help me with it? Who needs to know about it?
- What are my options? Which is/are the best and why? How would I justify my choice to: my boss, my peers, a newspaper reporter?
- What have I learned from this situation?

When in doubt....CONSULT!