THE UNIVERSITY OF ARIZONA
College of Nursing

CON Professional Commitments & Guidelines

Members of the College of Nursing (faculty, staff, and students) are dedicated to the highest standards of excellence, professionalism, and ethical behavior. We know that creating and sustaining a culture of respect, trust, mutual understanding, and healthy working relationships is essential to achieve our Mission and Vision. The following professional commitments represent a codification of specific actions that can be taken when working towards the ideal workplace.

Professional Commitments

The College of Nursing at large (faculty, staff, and students) will adhere to:

1. Communication with Integrity, Transparency, and Intentionality

2. Respectful Behavior

3. A Positive Attitude and Mindset

4. Accountability and Responsibility

Professional Commitments with Supporting Statements

The College of Nursing at large (faculty, staff, and students) will adhere to:

1. Communication with Integrity, Transparency, and Intentionality
    a. We adhere to the THINK model of communication. Our words will be True, Helpful, Inspiring, Necessary, Kind.
    b. We commit to safe, transparent communication (verbal and non-verbal) that demonstrates integrity and fosters a positive, collaborative environment.
    c. We seek to resolve conflict in a respectful and constructive manner.
    d. We will be mindful and attentive about the impact of our communication on others.
2. Respectful Behavior
    a. We value everyone's time, commitments, priorities, and contributions.
    b. We actively listen and demonstrate attentiveness while engaging with others.
    c. We pursue and encourage a sense of community and belonging.
    d. We are supportive of each other.
3. A Positive Attitude and Mindset
    a. We value and encourage diverse perspectives.
    b. We capitalize on our individual and collective strengths.
    c. We model compassion, empathy, and wellbeing.
4. Accountability and Responsibility
    a. We clearly state our expectations, commitments, and associated timelines.
    b. We commit to doing our best work.
    c. We hold ourselves accountable.
    d. We set and respect boundaries.

Email Etiquette

1. The author will indicate whether and when a response is needed, and the recipient will act accordingly. Consider using subject line alerts: *time-sensitive*, *FYI*, *action-required*, and *invitation*.

2. Please keep one email thread per subject. Correctly use: *reply*, *reply all*, *blind copy*, and *out-of-office*.

3. State what you need first and then elaborate. Include expected response and deadline dates.

4. If something is not easily resolved by email, choose another method of communication.

5. Consider tone and language choices in emails.

6. Remember that emails are public record, last forever, and represent the CON.

7. Additional resources: https://www.nursing.arizona.edu/resources/business-finance-hr

Meeting Etiquette

1. Begin each meeting by reading aloud the professional commitments.
2. Be aware of verbal and nonverbal communication choices and common courtesies.
3. Schedule meetings with advance notice and realistic time expectations; start and finish on time.
4. Minimize side conversations during meetings.
5. Acknowledge online participants and encourage everyone's involvement.
6. Respect room reservations (type and time of reservation) and cancel if no longer needed.

Conflict Resolution

1. When talking with "outsiders", use the code word **PEACE** to let coworkers know you need support or assistance.
2. Agreed upon phrases for uncomfortable situations may include the following:

    a. **When disagreeing with others, not feeling heard, feeling bullied**
    - "I feel", "I believe", "It is my perception"
    - "Help me understand."
    - "Let me take some time to consider this."
    - "How does this relate to our bigger goals?"

    b. **If the conversation becomes tense**
    - "Please, let's not interrupt each other."
    - "What are we thinking, but not saying here?"
    - "Can we take a minute to breathe?"
    - "Let's think about our common goals here."

    c. **If you are feeling overwhelmed**
    - "Let's pause for a moment."
    - "Can we continue this conversation later?"

3. If resolution was unsuccessful, contact next person in chain of command.
4. Helpful resource (book): *Crucial Conversations: Tools for talking when stakes are high* by Patterson, Grenny, McMillan, and Switzler.