

# Professionalism and Leadership

Capstone Project December 5, 2025

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# Mission

The mission of the Rockbridge Area Health Center is to promote and provide access to comprehensive, high-quality, and affordable healthcare to improve the health and well-being of the greater community.

# Objectives For Today

- First - Defining Leadership in a changing world
- Second - having the courage to state things that others may not agree with
- Third Mentorship for younger generations and how millennials and baby boomers can help with GenZ's transition into a professional work environment.



TikTok  
@motivationalhub.usa

**LEADERSHIP IS NOTHING**

# Leadership Questions to Apply

## **What is your ideal of a good leader? (Limit 500 words)**

I have heard that not everyone at the top is a great leader. But great leaders are liked and trusted by many. A great leader sits in the trenches with their team and helps push the horse cart when needed instead of commanding those below them to push harder. Leaders are kind, approachable, and open to suggestions and criticism. Great leaders in my mind are the Simon Sinek's of our generation pushing forward to create people that do not just challenge themselves to be better but also challenge others to be great.

Simon Sinek was the person I looked to when I felt like my leadership skills were struggling and needed some guidance. He said, "Leadership is the awesome responsibility to help those around us rise. Every one of us can choose to be the leader we wish we had." Being a good leader is not about rising to the top, but it is about taking the knowledge you have to help others rise to their highest potential. In addition, I always like to take from our hiring motto that we like to hire SWANs (Smart, Works Hard, Ambitious, and Nice). Good leaders exude all these qualities and want to help their team and organization achieve greatness together in and out of the workplace.

# Leadership After CHCU

Now:

In addition to my ideal of what a good leader is I also learned:

- What I bring to the table as a leader can't be questioned, denied or criticized.
- If I am leader with good intent and someone wants to criticize and say I am “mean, cruel or unjust or unfair” I know myself that at the end of the day I can put my head on my pillow knowing that I tried and their criticism is their burden to bare.



# How Did This Definition Change This Year

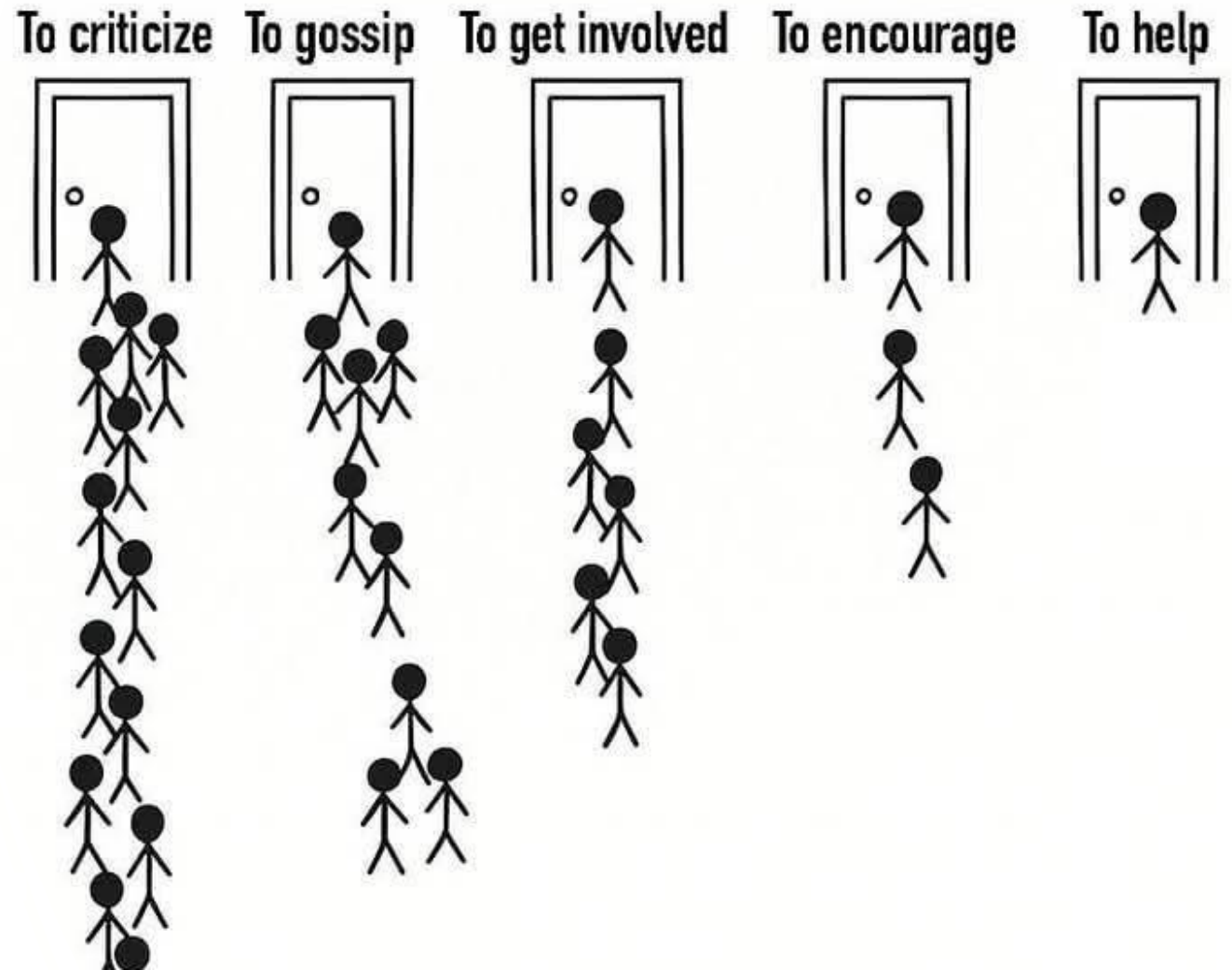
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# The Lines of Life

Be the change  
you want to see  
in the world





# Narrative Of People Positive Or Negative

- [https://www.facebook.com/share/r/1981PiRATR/?mibextid=wwXIf\\_r](https://www.facebook.com/share/r/1981PiRATR/?mibextid=wwXIf_r)

# Dental Assistant Training

- Trained 52 dental assistants over 10 years
- Recurring issues when training these assistants
- What can we do to be better leaders?

# Berne Brown Talks About GenZ

## What About the **WHY?**

- <https://www.facebook.com/share/v/1D7avkbY1N/?mibextid=wwXlfr>



Born: 1925 – 1945

**Worldview:**  
Obedience over individualism; age equals seniority; advancing through the hierarchy



Born: 1946 – 1964

**Worldview:**  
Achievement comes  
after paying one's dues;  
sacrifice for success

Baby Boomers reach retirement age every day<sup>2</sup>



Born: 1965 – 1980

**Worldview:**  
Favoring diversity;  
quick to move on if their  
employer fails to meet  
their needs; resistant to  
change at work if it affects  
their personal lives

Startup founders who are Gen Xers—the highest percentage

### Gen Xers will outnumber Baby Boomers<sup>4</sup>

Born: 1981 – 2000

**Worldview:**  
Seeking challenge, growth, and development; a fun work life and work-life balance; likely to leave an organization if they don't like change

Millennials ages 25-34 living at home with their parents<sup>®</sup>



Born: 2001 – 2020

**Worldview:**  
Self-identify as digital device addicts; value independence and individuality; prefer to work with Millennial managers, innovative coworkers, and new technologies

en Zers who believe government and employers should subsidize, pay full tuition or provide direct training for students.<sup>8</sup>

[illegible]

# Baby Boomers

- Raised by the Traditionalist Generation
- Taught to be grateful for what you have and work hard
- Their parents, often World War II veterans or those who experienced the Great Depression, created a post-war suburban environment centered on their children, leading to a generation with high expectations for freedom and opportunity
- 85% of households had two biological parents. 49% of Mothers stayed home full-time.

# Gen Z

- Raised my millennials, don't know what it's like to not have the internet, or a phone. Information overload.
- Raised in mostly single parent household. Only 24% of these kids were raised in a two parent household
- Values respect, kindness, meaning, and purpose in the work place. But have very minimal ideas of what it means to be in the work place.
- (Convo at Don's) – An assistant said to me, “I'm 18 I don't know how to be professional.”
- (Convo with a Front desk staff) “I feel like no one has taught me how to much of anything
- “We get thrown in and told to sink or swim.”



# This is what I am hearing (no names)

- (Convo at Don's) – An assistant said to me, “I’m 18 I don’t know how to be a professional. What does that even mean.”
- (Convo with a Front desk staff) “I feel like no one has taught me how to much of anything to function as an adult”
- “We get thrown in and told to sink or swim.”
- Being a good Mom Story.

# Mentorship is Key!

- Along with good training strategies, we can help each other with leadership in the workplace!
- In addition, how can this help me and the other dentist help make training go more smoothly or easily.

# Mr. Toff-O-Mire



# Professionalism In the Clinic



# Making Custom Trays



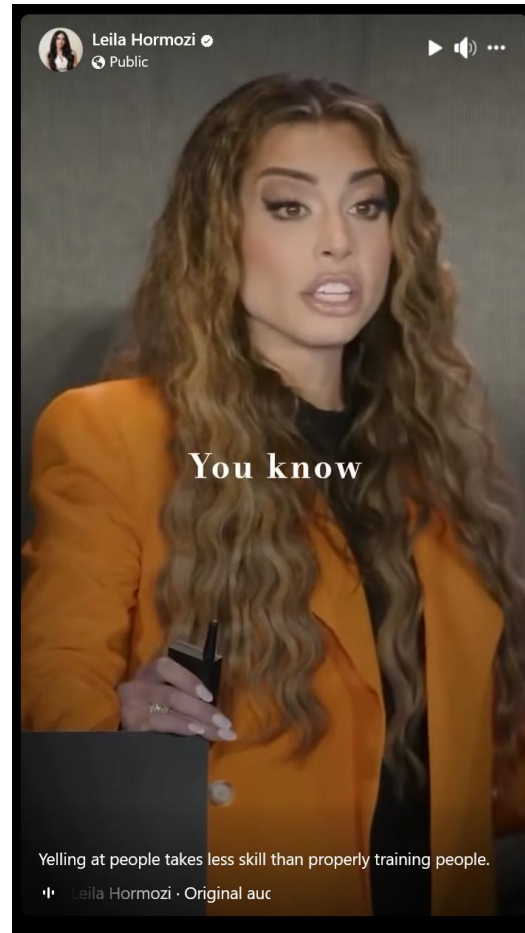


# Custom Trays

Dental Assistant  
Training Videos







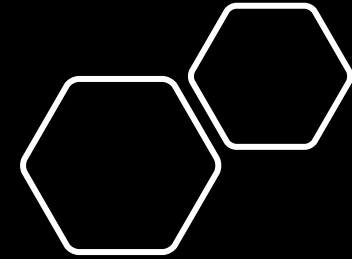
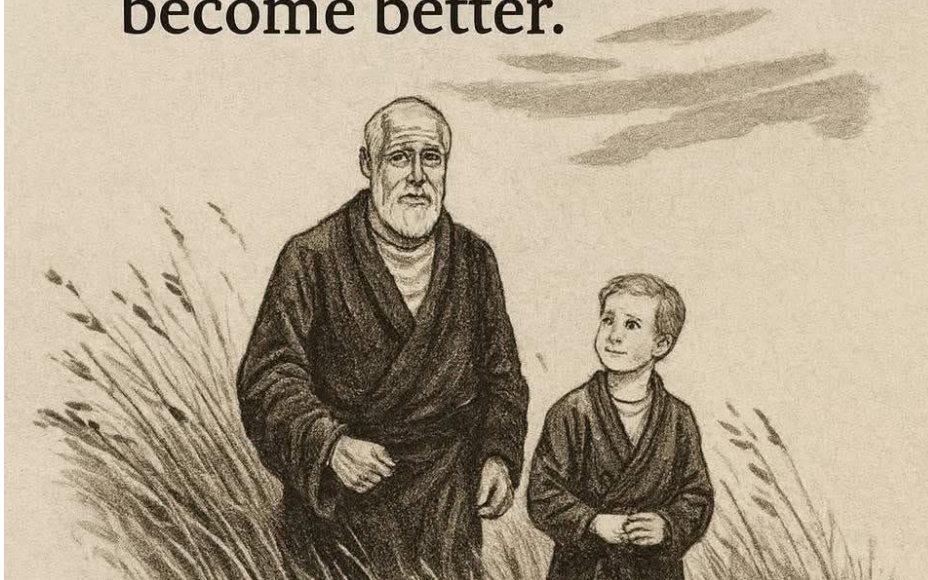
<https://www.facebook.com/share/r/16MU7yF4jE/?mibextid=wwXlfr>

We need to reinforce how GenZ wants to be  
communicated with

<https://www.facebook.com/share/r/1GYN2wtp1Q/?mibextid=wwXlfr>

# **Stop wishing**

your life was better.  
Be better, eat better,  
do better, move better.  
Think Better, Act better.  
Only then your life will  
become better.

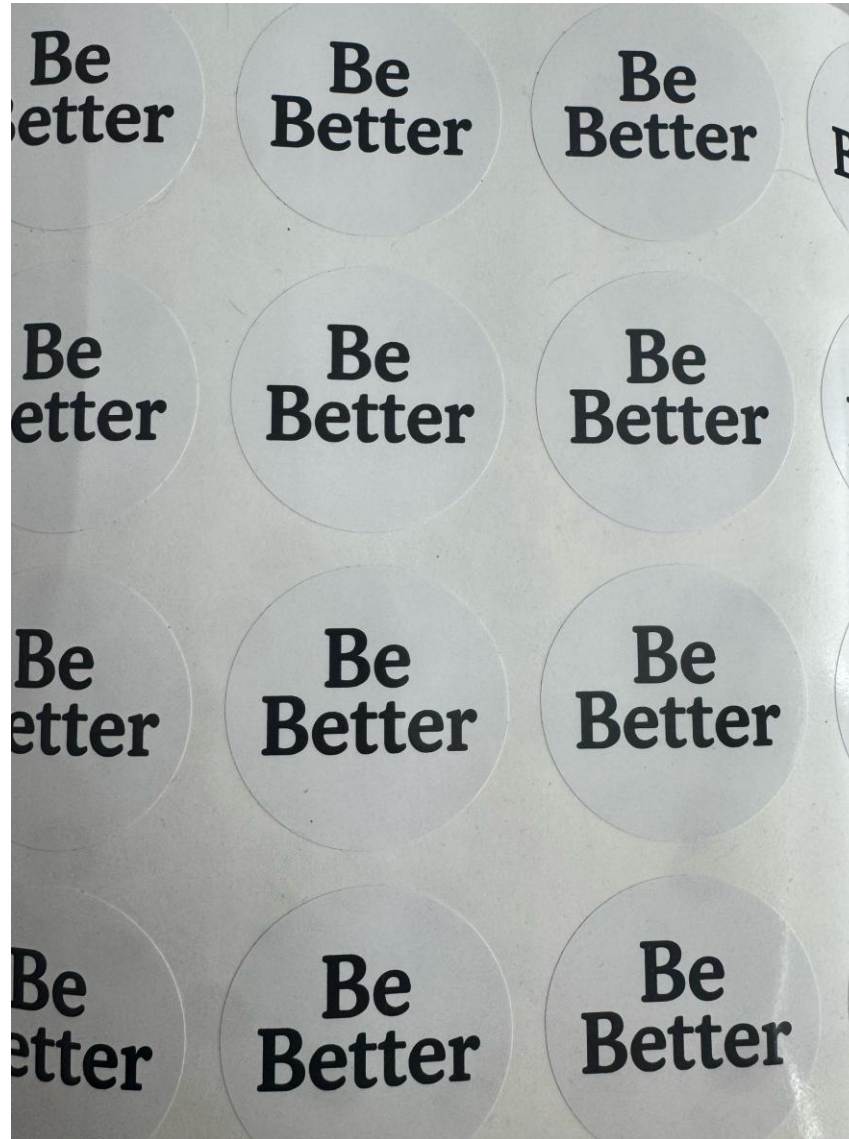


# Constructive Criticism

- <https://www.facebook.com/share/r/1ERajAfcats/?mibextid=wwXlfr>

# Impliment Change

- Stickers
- Morning huddle to start conversation
- Training videos to help providers with training and assistants





# References

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- <https://www.purdueglobal.edu/corporate-partners/generational-workers-infographic.png>
- <https://ifstudies.org/blog/the-resurgence-of-the-two-parent-family>