



# Clerkship Administrator Certificate Program

## Certificate Program Schedule

The workshops are presented each year at the annual Central Group on Educational Affairs meetings (go to [www.cgea.net](http://www.cgea.net) for dates).

The presenters also conduct the workshops upon request. Contact either Donnita Pelser (Donnita.Pelser@wesleymc.com) or Gretchen Shawver (ghawver@stanford.edu) to inquire.

### Certificate Program Directors Donnita Pelser, B.A.

Ms. Pelser has been the Pediatric Student Administrator at the University Of Kansas School Of Medicine- Wichita since 2000. Prior to the University of Kansas, she was employed at Wesley Medical Center in Genetic Services as a Medical Administrative Secretary working with faculty, patients, residents and students. Ms. Pelser served as COMSEP Administrators Group Leader during 2010-2013. She has been a Certified Clerkship Administrator since 2008. Ms. Pelser has her Bachelor's Degree and plans to pursue her Masters degree in Family Counseling. She is committed to expanding the professional development of others by providing effective communication tools.

### Gretchen Shawver

Ms. Shawver has been the Pediatrics Core Clerkship Administrator at the Stanford University School of Medicine since 2005. Prior to the School of Medicine, she was employed by Stanford Hospital and Clinics and Lucile Packard Children's Hospital as Committee Coordinator, working with the medical executive committees across both hospitals. Ms. Shawver has been a Certified Clerkship Administrator since 2010. Her main area of interest lies in professional development, with special emphasis on emotional intelligence and reflective practice.

## Certificate Program Purpose

This certificate program builds on the premise that professionalism is an approach to one's work rather than a job level or position description. Most clerkship support personnel have the opportunity to go beyond what the basic job description is, especially as others in the department get to know more about each individuals' capabilities and interests.

The Clerkship Administrator Certificate Program is composed of three workshops and a career enhancement project. All three workshops are completed during the conference. During the course of the next year, a career enhancement project will be undertaken and reported at the following annual meeting. A certificate of completion will be awarded upon completion of the project.

### Workshop 1: Plotting A Course (90 minutes)

Leaders in today's complex educational organizations must be able to articulate a vision of future direction, build high levels of trust and create a sense of community. The utility of mission, vision and value statements in functional organizations is tantamount to success in today's work environment and your personal mission, vision and values must be concordant with others in your organization. Understanding the dichotomy of the institutional culture with your personal mission and values is a key factor in being able to successfully achieve personal and organizational goals. At the conclusion of this workshop you will

- Articulate your personal mission;
- Correlate your passions with your mission;
- Understand the relationship of your personal mission, vision and values in light of the institution's.

### Workshop 2: Expanding the Realm: Understanding Your Role Through Leadership & Emotional Intelligence (180 minutes)

Curriculum administrators bring skills from a wide spectrum of specialties and experiences. Understanding how these strengths contribute to expertise enhances your work. Using one's particular strengths to build and enhance relationships with the many different constituencies with which one interacts is fundamental to success in this field. Articulating course goals and the expectations placed on students, residents and faculty, as well as approaching issues pertaining to confidential or sensitive issues in a professional manner necessitates utilization of advanced communication skills. At the conclusion of this workshop, you will

- Identify the level at which you are a leader in medical education
- Correlate your mission with the core purpose of your clerkship
- Understand the importance of emotional intelligence and its role in leadership
- Develop strategies for using emotional intelligence to achieve desired outcomes in critical conversations

### Project: Career Development

To enhance yourself as a leader in medical education, continued professional development is key. Therefore, to complete the certificate program you will need to undertake a project, which could be automating evaluations, researching the effectiveness of changes in the curriculum, etc. This will be further discussed during the program.