



EyeSystems

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No audio or video recording permitted

Professionalism – Be Your Best



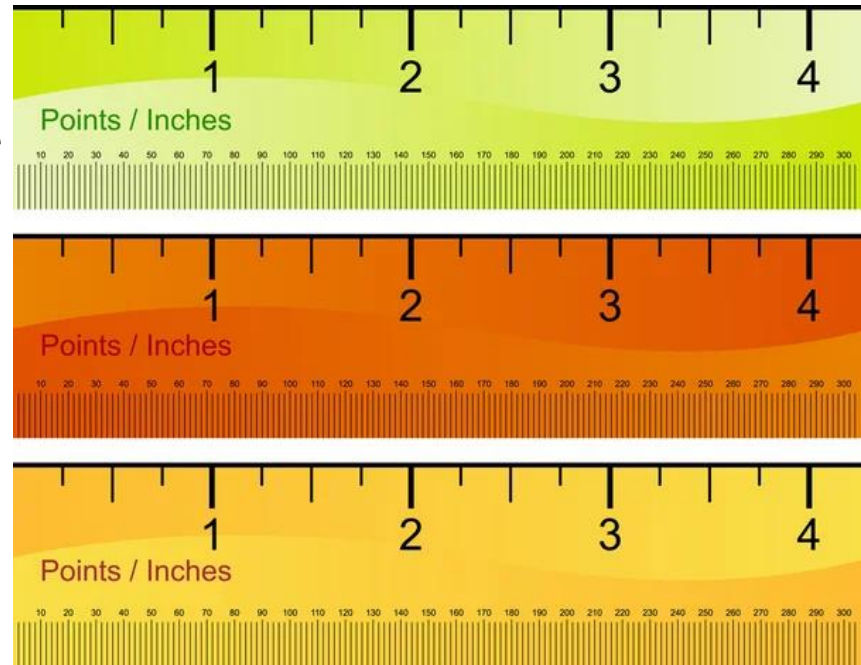
Professionalism

- This is the key to anyone's personal success
- Also the practice's success
- What are your ideas of professionalism?



Professionalism

- Professionals, are people whose own standards of excellence are so high that their work becomes the standard by which others in the field measure theirs.
- Professionals are people who never stop learning about their specialties, never turn down the opportunity to further extend the boundaries of their knowledge. If there is no one to teach them, they will find ways to teach themselves.



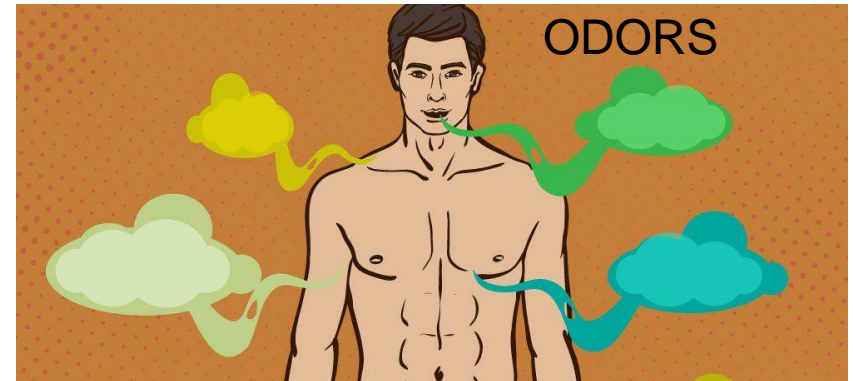
Professionalism

- Professionals are good teachers.



- First, they are good enough at what they do to have something to teach.
- Second, they are people in fields from whom others want to learn.
- Third, they are secure enough in their professionalism to believe that they can teach others without creating competitive threats to themselves.

Self Management - Appearance



Self Management - Behavior

- Eye Contact



- Posture

Incorrect



Correct



- Handshake



- Honesty



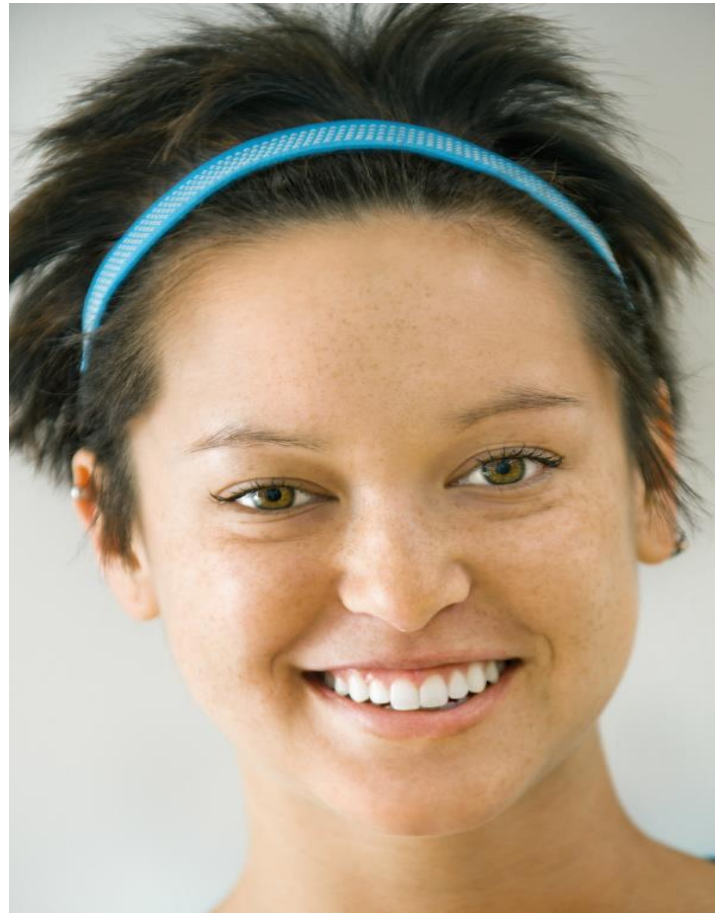
Self Management

- Behavior
 - Sensitivity
- Appropriateness to surroundings
- Language – terminology, vocabulary, slang



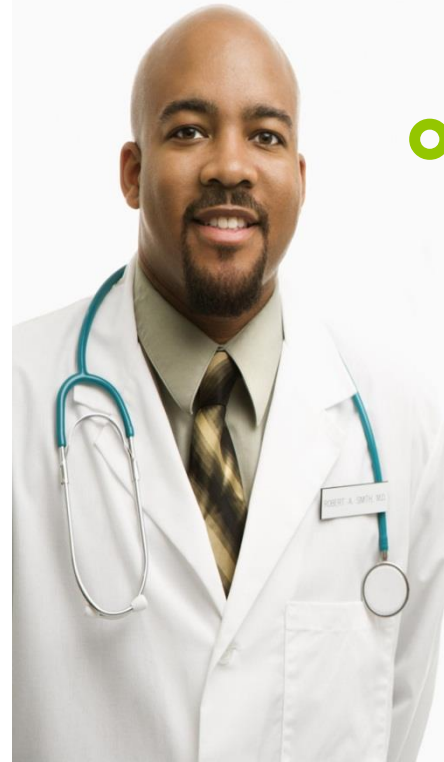
Self Management

- ATTITUDE
 - Happy
 - Positive
- PERSONAL LIFE
 - Co- workers
 - Patients



Interpersonal Skills

- Your patients
 - Phone
 - In Person



- Your employer
 - Leader
 - Helper
 - Facilitator
 - Driver

Interpersonal Skills

- Your co-workers
 - Cooperation
- Attitude of service
- Caring and respect



Interpersonal Skills

- Conflict resolution – be careful
- Communication skills
 - Visual
 - Auditory
 - Tactile



Learning

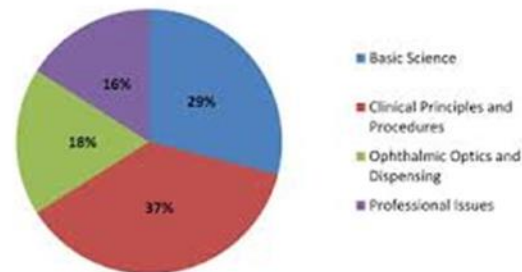
- Constant improvement
 - Always changing
- Becoming certified and maintaining it
- Membership is professional organizations
 - Optometry – AOA - aoa.org
 - Opticianry – ABO - aboc.ncle.org



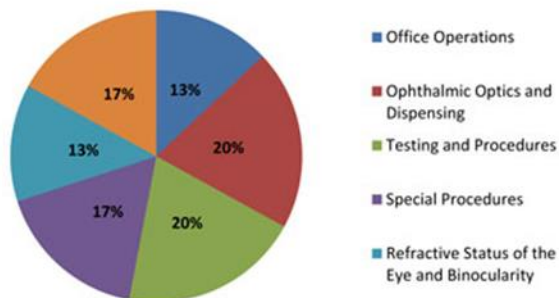
WHICH TEST SHOULD I TAKE?

- AOA Exam – Requires some knowledge in ALL phases of contact lens practice – pre-testing, optical design, fitting, and follow-up
- www.aoa.org

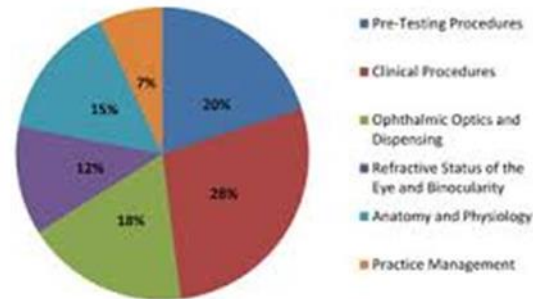
CPO Examination Content



CPOA Examination Content



CPOT Examination Content



WHICH TEST SHOULD I TAKE?

- NOCE - ABO – NCLE – Requires all aspects of frame dispensing and lenses, including mathematical formulas. NCLE requires fitting not just dispensing of contact lenses.
- www.abo-ncle.org

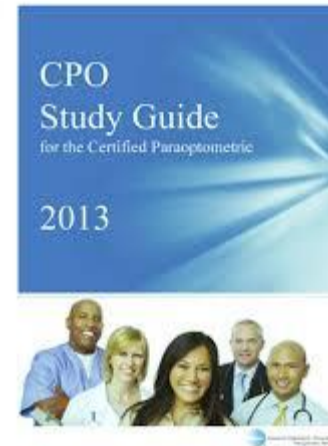
HOW TO PREPARE FOR THE EXAM

- Study Tips
 - www.OpticianWorks.com
 - www.opticalconsulting.com
- Schedule or Last minute cramming
 - Unfamiliar topics
 - Difficult topics
 - Memory tricks
 - tropia/phoria
 - myopia/minus



HOW TO PREPARE FOR THE EXAM

- Resource Materials
 - What Type of Learner are you?
 - Books
 - Audio tapes
 - Videos tapes
 - Hands-on classes
 - Review courses
 - On site training



HOW TO PREPARE FOR THE EXAM



- Anxiety Reduction
 - Put it into perspective – not life or death
 - Visualizations – see yourself succeeding
 - Physical workout
 - Sleep
 - Eat
 - Arrive early
 - Breathe

DO IT!



