



BU Clinical & Translational Science  
Institute (CTSI)

# Research Professionals Network Workshop Series

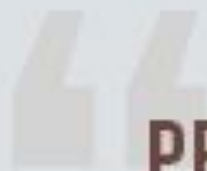
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PROFESSIONALISM IN THE RESEARCH COMMUNITY

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**PROFESSIONAL IS NOT  
A LABEL YOU GIVE  
YOURSELF  
— IT'S A DESCRIPTION  
YOU HOPE OTHERS  
WILL APPLY TO YOU.**

- David Maister  
*True Professionalism*

# Why does professionalism matter?

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For your [career...](#)

For your [department...](#)

For your [participants...](#)

# Professional Development

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## Building your resume

- “Everything counts”
- Keep a Word doc, update frequently
- BU CV template:  
<http://www.bumc.bu.edu/provost/ap/appforms/>

## LinkedIn profile

- Keep position up-to-date
- Use a professional (looking) photo



# Professionalism

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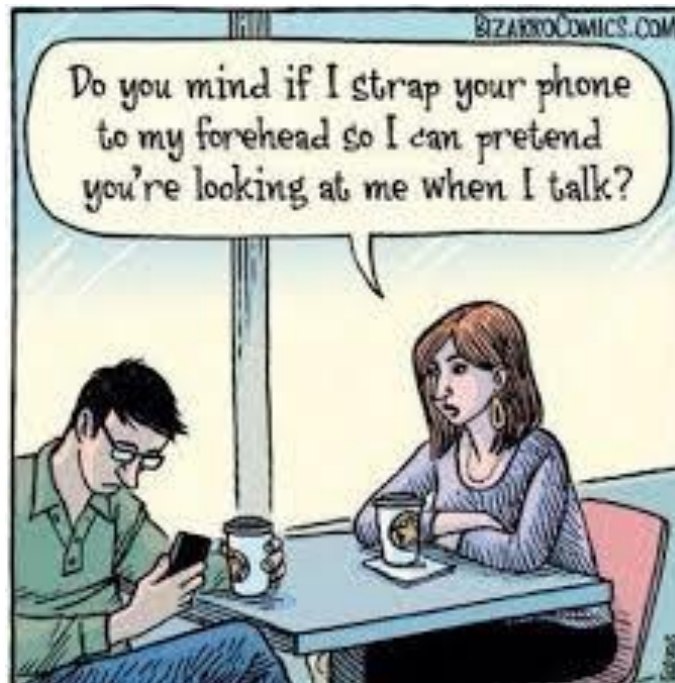
IN PERSON...

IN EMAILS...

# But first...

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Take a minute to brainstorm your top 3-5 professional “pet peeves”



# Principles of Professionalism

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Learn the culture (first 90 days)

Respect (for everyone, always)

Preparation

Punctuality

Non-verbal cues

Reliability / due dates

\*Own your mistakes

Organization

\*Keep calm and carry on...



# Exercise: Professional Emails

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There are at least 20 lapses in professionalism in this email chain.

How many can you find?



# Tips for Writing Professional Emails

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Every email you send is a representation of not only yourself, but of your department and your institution as well.

Readability (content + aesthetic)

Proofread! (check for assumptions)

Responding (Reply All, CC, BCC)

Dr./Mr./Ms./Mrs.

Salutations and Sign-offs

Phrasing matters (strive for neutrality)

Don't write angry!

Put some sugar on it

Email organization

Thank you emails/acknowledgement

Email signatures

# Email signatures

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- Use standard fonts (Times New Roman, Calibri, Arial, Cambria)
- Don't use (a lot of) color
- Include institution, department, position title and phone number
- Include Skype if necessary for your role

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Should you use email signatures in every email?

# Email signatures

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Please let me know if you need anything further!  
Thanks!

Have a great day!



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CLINICAL CONTRACTOR - TRIAL SUPPORT GROUP  
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# Out of Office (OOO) Emails

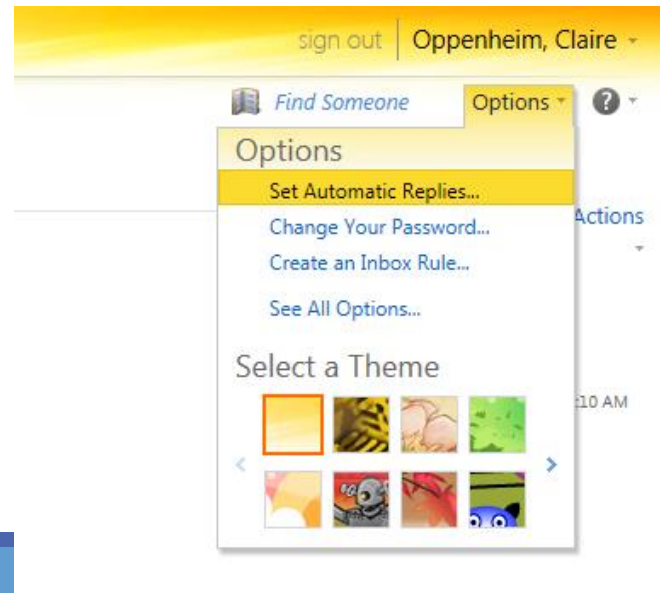
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Use them!!

Include contact information of who they can reach out to for “urgent” issues. Make sure the person knows you are including their information.

Set up OOO emails through web-based Outlook (I think...?)

Upper left-hand corner:



# OOO Email Example

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**From:** [REDACTED] [[mailto:\[REDACTED\]@\[REDACTED\].com](mailto:[REDACTED]@[REDACTED].com)]

**Sent:** Wednesday, August 23, 2017 8:33 AM

**Subject:** Automatic reply: Local Lab Testing

Thank you for your email.

I will be out of the office, returning on 31Jul2017. I will be unable to access email and/or vmail during this time. For urgent BP39207 items, please contact X at X@research.com or 410-555-5555. All other non urgent items will be responded to upon my return.

Regards,

[REDACTED]

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# OOO Email Example

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Hello,

I was just diagnosed with a nasty exudative pharyngitis and send back home as am not allowed to be seeing patients or people on Hospital premise before I am at least on antibiotics for 24h and afebrile.

Sorry for the inconvenience but I don't look or feel good.

Regards,



Sent from my iPhone

# OOO Email Example

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**From:** [REDACTED]  
**Sent:** Wednesday, August 23, 2017 9:46 AM  
**Subject:** Automatic reply: BMC Clinical Laboratory Services

I AM OUT OF THE LAB.

# OOO Email Example

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I will be out of the office from August 11<sup>th</sup> through August 18<sup>th</sup> with limited access to email and voicemail. I will be happy to respond to your message upon my return.

For questions or requests regarding the **BARS-LAI** and **Roche BP39207** studies please contact Ms. Claire Oppenheim at (617) 414-1911 email: [Claire.Oppenheim@bmc.org](mailto:Claire.Oppenheim@bmc.org)

For questions or requests regarding the **Peer to Peer Coping Strategies (STAIR)** study please contact Dr. Sarah Valentine at [Sarah.Valentine@bmc.org](mailto:Sarah.Valentine@bmc.org)

For questions regarding the **PROVE<sup>n</sup> Registry** please contact Ms. Hannah Wilkins at [Hannah.Wilkins@bmc.org](mailto:Hannah.Wilkins@bmc.org) or Ms. Niesa Nelson at [Niesa.Nelson@bmc.org](mailto:Niesa.Nelson@bmc.org) or call them at (617) 414-1997

For questions or requests regarding the **Boehringer Ingelheim 1289.32** study please contact Ms. Alyssa Fuller at [Alyssa.Fuller@bmc.org](mailto:Alyssa.Fuller@bmc.org) or call her at (617) 414-1904

For **questions or requests for Dr. David Henderson** please contact, Ms. Michelle Gangwisch, at [Michelle.Gangwisch@bmc.org](mailto:Michelle.Gangwisch@bmc.org)

**Nellie A. Shippen, M.A.**

Research Coordinator

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# Tips for Writing Professional Emails

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## Common Phrases...

“My understanding is...”

“I want to ensure that I understand correctly. Could you elaborate?”

“It would be much appreciated if...”

“Please let me know when would be most convenient for you.”

“Per your recommendation; Per Dr. Smith’s request...”

“Challenges” instead of “problems”

“Thank you for your time and assistance/input/support/etc...”

KEEP “SAME TEAM” PERSPECTIVE

# Claire's "Pet Peeves"

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- Uninformative document names
- Not knowing which is the most updated version of a document
- Uninformative email subject lines
- Being unprepared for meetings
- Making assumptions in emails
- Asking a question that could have been answered by a quick Google search
- People who stand on the left side of the escalator

# Thank you!

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## We hope to see you again soon!

Thursday October 5th, 2017

**Study Start-Up Timeline**

Presenter: Jenna Bhaloo, MPH

Time: 1:00 p.m. to 2:00 p.m.

Location: L-206

Tuesday November 14, 2017

**Classifying & Reporting Adverse Events, Deviations, and Unanticipated Problems**

Presenter: Alana Ewen, MPH and Claire Oppenheim, MPH

Time: 3:30 p.m. to 4:30 p.m.

Location: L-212

Thursday December 7, 2017

**Monitoring, Auditing, and Self-Assessments**

Presenter: Fiona Rice, MPH

Time: 1:00 p.m. to 2:00 p.m.

Location: TBD

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