

# Professionalism in the Workplace

Learn the  
basic traits  
and practices  
of successful  
professionals.



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# WHAT IS PROFESSIONALISM?

Professionalism is when a person conforms to the technical and/or ethical standards of his/her profession.

A professional is courteous, conscientious, and generally businesslike in his/her workplace.



# CHARACTERISTICS OF PROFESSIONALS

Character

Attitude

Excellence

Competency

Conduct

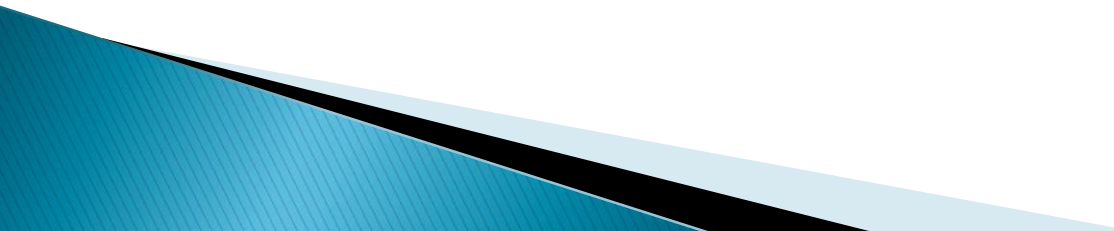


# CHARACTER



- ▶ Taking responsibility
- ▶ Maintaining accountability
- ▶ Arriving on time
- ▶ Admitting and correcting mistakes
- ▶ Being fair and truthful
- ▶ Following through on commitments
- ▶ Looked up to for one's personal integrity

# Attitude


- ▶ Exhibiting willingness to take on projects
  - ▶ Having good humor; able to laugh at self
  - ▶ Demonstrating helpfulness
  - ▶ Showing respect
  - ▶ Always having the best interest of others at heart
  - ▶ Never greedy or arrogant
  - ▶ Does not misrepresent, discriminate, or harass others
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# Excellence

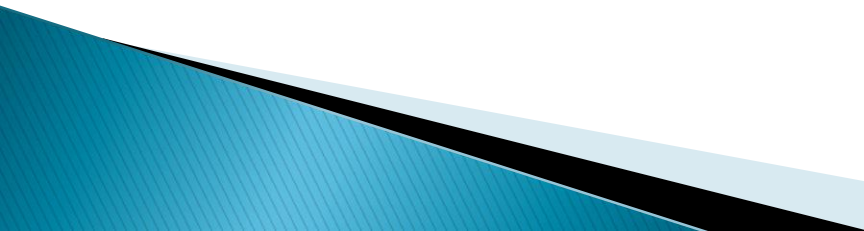
- ▶ Striving to be the best
- ▶ Not perfect, as no one is perfect, but excels
- ▶ Exceeds others' expectations
- ▶ Commits to life-long learning



# Competency

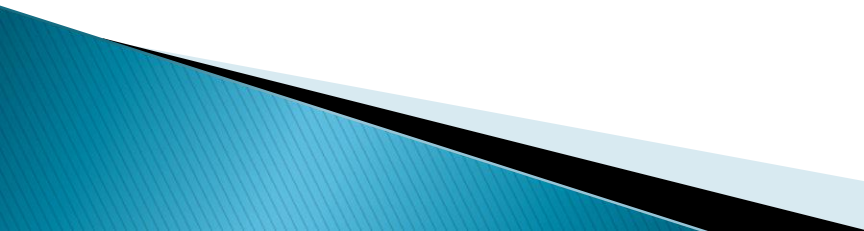
- ▶ Encompasses self-awareness, self-confidence, and social skills
  - ▶ Controls one's self
  - ▶ Displays leadership skills, decision-making abilities
  - ▶ Displays team work skills
  - ▶ Able to inform others of needed information
  - ▶ Always up to the requirements of one's profession. Seeks out resources when necessary to stay competent.
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# Conduct

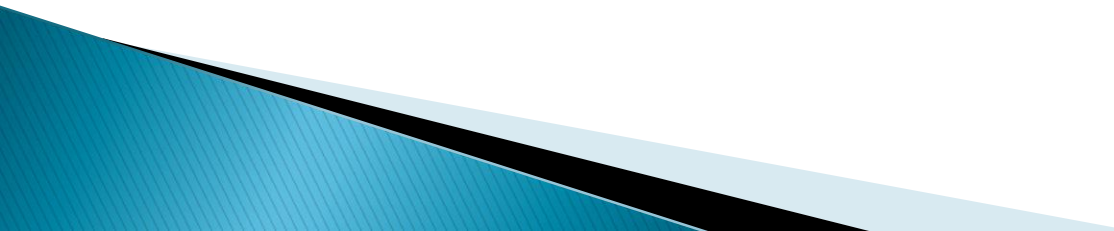
- ▶ Conducts oneself in a way that reflects well on his/her profession.
  - ▶ Maintains confidentiality
  - ▶ Never abuses (verbally or otherwise) his/her clients or co-workers
  - ▶ Dresses professionally (appropriate to one's work environment)
  - ▶ Upholds the ethics of his/her profession
  - ▶ Should be above suspicion or reproach
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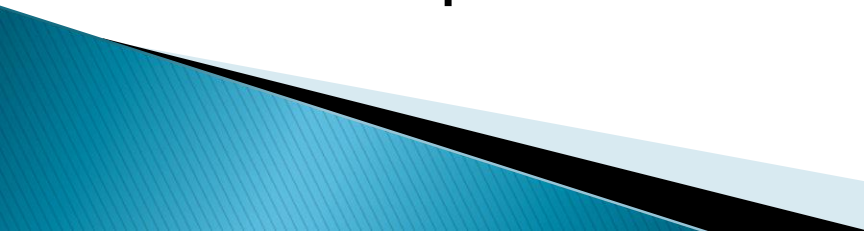
# Rules of Professional Dress

- ▶ Men: Conservative dress suit and tie
  - ▶ Women: Conservative dress suit with either a skirt or pants; business-style dresses
  - ▶ Business Casual: sweaters, jackets, blouses, slacks, skirts, dresses, button-up shirts; men can sometimes wear khaki pants and golf shirts
  - ▶ Be observant as to how tolerant your work environment is to certain styles of jewelry and attire.
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# Unacceptable Dress Wear

- ▶ Jeans
  - ▶ Shorts
  - ▶ Flip flops
  - ▶ Shirts that show too much skin such as halter tops or tops with string straps
  - ▶ Cologne or perfume should be kept to a minimum. One should be considerate of others' allergies.
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# Professional Social Situations

- ▶ **RSVP** What does this mean?
  - ▶ In French, it means, “Repondez, s’il vous plait.”
  - ▶ In other words, if it is addressed directly to you and not just a mass mailing to the company, then you need to respond to the invitation to let the person know whether or not you can attend the event.
  - ▶ If you bring a guest, bring someone who knows professional etiquette.
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# Appropriate Dress



- ▶ Business Casual is usually appropriate to business social events. Outfits that are slightly more casual than at the office are fine.
- ▶ However, if the event is meant to impress investors, formal wear is the usual required attire.

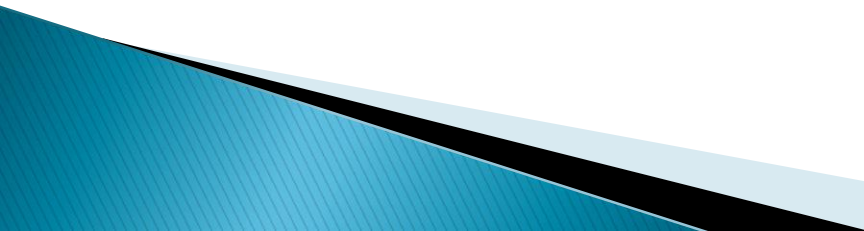


# Plan to Network

- ▶ Bring business cards
- ▶ Be prepared to share your contact information when asked
- ▶ Don't hand out cards too freely so as not to seem desperate for a new job or too self-promoting



# Introduce Yourself

- ▶ Arrive on time
  - ▶ Move about the room naturally
  - ▶ If at least one person knows you, wait to be introduced to the group.
  - ▶ If no one knows you, introduce yourself and tell what you do for the company.
  - ▶ Find out what others' names are and show interest in what they do.
  - ▶ Do more listening than talking. Observe what is going on around you.
  - ▶ Always use formal titles (Mr., Ms., Dr.) until given permission, by that person, to use his/her first name.
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# *Cocktail Parties*

- ▶ Remember that you are surrounded by co-workers, supervisors, and subordinates, so keep your alcohol consumption to a minimum!
- ▶ What you say and how you act can affect your job.
- ▶ If you do not usually socially drink alcohol, club soda or ginger ale is totally fine to drink at such events.

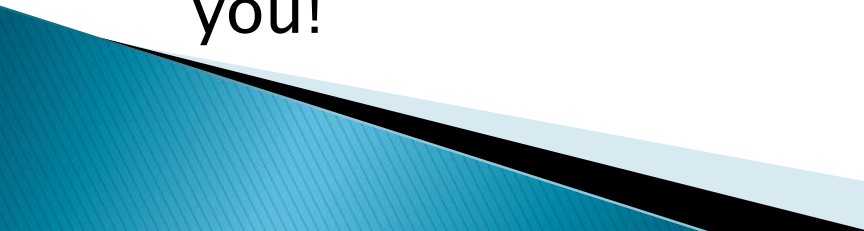


# Dining Etiquette

- ▶ Allow others to choose a place at the table first
- ▶ Place your napkin in your lap
- ▶ Wait until everyone at the table is served before eating
- ▶ When using utensils, start from the outside and work your way inward (toward the plate or bowl).  
Ex. Salad fork, then dinner fork, then dessert fork on left or soup spoon, then teaspoon, then dinner knife on right. Any food dish on the left is yours. Any glass to the right is yours.



# Choosing food

- ▶ It is best to choose foods that are easy to manage while talking. You want to be able to continue talking to others in your company. Something like spaghetti would be much too messy.
  - ▶ You should choose an entrée that is at or below the cost of others' entrees. This is not a time to be greedy!
  - ▶ Taste your food before seasoning. It will show others that you make decisions based on facts rather than habit or impulse. YES, this is usually a minor thing, but consider who may be observing you!
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# Corporate Team Events

- ▶ Among the most casual of events, such as 5K runs/walks, collections for holidays for the needy, etc.
- ▶ Not a time to comment or complain about co-workers or supervisors
- ▶ Use the time to show enthusiasm for helping with community projects



# The End

We hope you enjoyed this workshop on professionalism!  
Please print the evaluation that is located on the TRiO website and return it to Patricia Nicholas, Rm. 114, Bldg. B; Kayla Owens, Rm. 110, Bldg. B; or Tawanie Shanks, TRiO lab, Bldg. B. Thank you!

## Sources:

- ▶ [http://www.ehow.com/list\\_5848567\\_rules-professionalism.html](http://www.ehow.com/list_5848567_rules-professionalism.html) (author, Karie Fay, eHow Contributing Writer)
- ▶ [http://www.ehow.com/list\\_5910856\\_etiquette-rules-professional-social-situations.html](http://www.ehow.com/list_5910856_etiquette-rules-professional-social-situations.html) (author, Stacey H, eHow Contributing Writer)