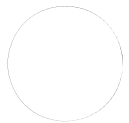


PROFESSIONALISM IN THE WORKPLACE

ANGELA M. THOMAS M.S.R.T.(R)

HENRY FORD

- “Coming together is a beginning. Staying together is progress and working together is success.”



OVERVIEW

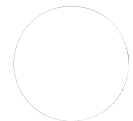
- DEFINITION
 - QUALITIES AND CHARACTERISTICS

- HOW IS PROFESSIONALISM MEASURED
 - COMPETENCY, STANDARDS, AND EXPECTATIONS

- BOUNDARIES
 - PERSONAL AND EMOTIONAL

- WHAT YOUR ROLE IS IN DISPLAYING PROFESSIONALISM
 - RESPECT-MUTUAL AND SELF
 - EXPERIENCE

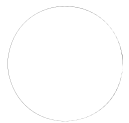
- IMPORTANCE OF PROFESSIONALISM
- HOW TO BRING ABOUT PROFESSIONALISM
- REASONS FOR LACK OF PROFESSIONALISM



NOTE CARDS

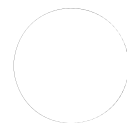
- Front: What is it that people say/think about your profession?

- Back: What is it you want people to say/think about your profession?



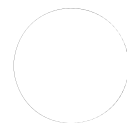
WHAT IS THE DEFINITION OF PROFESSIONALISM?

- The level of excellence or competence that is expected of a *professional*.
- What is a Professional?
 - Following an occupation as a means of livelihood or for gain
 - Notecard: What is the first thing that comes to mind when you hear me say, “A Professional?”
- Professionalism is determined based on how others perceive you. It is not how much you spend on your suit, but the fact that your suit is pressed and stained-free



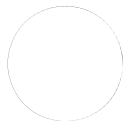
QUALITIES AND CHARACTERISTICS

- Flip chart



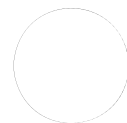
CONTINUUM

- Professionalism can begin at the top and work its way down or at the bottom and work its way up.
- If at any time the level of expectation decreases anywhere on the continuum, then there will be a decline in the professional culture of the entire department.



HOW IS PROFESSIONALISM MEASURED?

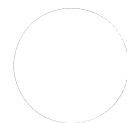
- Competency
 - Know what you know and demonstrate knowledge to the best of your ability
- Set the standards
 - Uphold, abide by, and enforce the rules
 - Never apologize for having high standards
- Provide the level of expectation
 - Provide methods to meet and exceed
- Maintain the line
 - Follow the policies and procedures
 - Do not be above policies
- Know the boundaries
 - Stay within the guidelines



BOUNDARIES

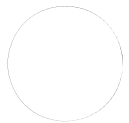
○ Personal and Emotional

- "The purpose of having boundaries is to protect and take care of ourselves and our team.
- We need to be able to tell other people when they are acting in ways that are not acceptable to us.
- A first step is starting to know that we have a right to protect and defend ourselves. That we have not only the right, but the duty to take responsibility for how we allow others to treat us."



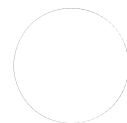
STEPS TO SETTING BOUNDARIES

- Healthy thinking
- Assertiveness
- Stop craving approval



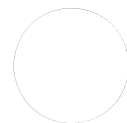
HEALTHY THINKING

- Develop healthy thinking.
- Healthy thinking will be the glue that holds your new behaviors together.
- Positive self-talk is a vital component to building the confidence needed to express expectations.
- “If you cannot change something, then change the way you think about it.”



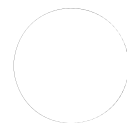
ASSERTIVENESS

- Work on assertiveness.
- You must tell others how to treat you.
- Some people have a difficult time expressing their needs to others.
- By working on your ability to be assertive, you will have the confidence needed to facilitate the dialogue necessary for boundary setting.



STOP CRAVING APPROVAL

- Once you address any need for approval, you will be able to express what you need, without being concerned about how you will be viewed.
- There is a difference in being friendly and being friends at work.



KNOWING WHEN TO “CHECK YOUR PERSONAL BAGGAGE”

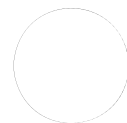


WHAT EMOTION SHOULD BE BROUGHT TO WORK?



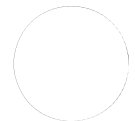
WHAT IS YOUR ROLE IN DISPLAYING PROFESSIONALISM?

- Mutual/self respect
 - It is important for team members to discover and learn together so they can grow together as they work to build a stronger team.
- Value and respect others time
 - Be on time for meetings i.e. come early
 - Silence phones and pagers
 - Be attentive and play an active role in the meetings
 - Be considerate of those speaking
 - “The less you talk, the more you are listened to.”



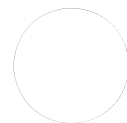
WHAT IS YOUR ROLE IN DISPLAYING PROFESSIONALISM?

- Experience (Share)
- 100% buy-in
- Your role in decreased professionalism
 - If you are on a job for the money; decrease morale, decrease professionalism, decrease FTE
- Your role has to be for the production of quality students and increase quality of the job.



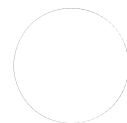
IMPORTANCE OF PROFESSIONALISM

- To ensure good performance by all
 - Everyone will do the best they can in their job
- To ensure good team spirit
 - People will value the organizational goals
- To keep employees motivated
 - Happy employees are positive and help to maintain a good reputation
- To ensure justice to everyone's efforts
 - Employees quality and quantity of work is considered
- To maintain the right amount of communication
 - Ensures those who need to be heard



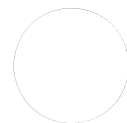
HOW TO BRING ABOUT PROFESSIONALISM AT WORK

- Keep a uniform environment for communication
 - Determine how employees refer to each other, formal or informal
- Bring awareness of the type of environment desired
 - Abstain from discussing personal issues in the workplace. This keeps the area free from empathy related biases about productivity.
- Employees should be “told off” from the concept of competition bashing
 - This should be avoided at all times
 - Immediate strict actions should be taken if this occurs
- Punctuality
 - Work hours should be abided by at all times
- Professional dress code should be maintained
 - Policy must be upheld



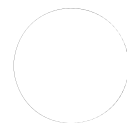
HOW TO BRING ABOUT PROFESSIONALISM AT WORK

- Work effectively as a team
 - Respect all levels of the team. One part cannot function without the other
- Clearly outline expectations
 - Expectations should be the same for everyone
 - Do not except mediocrity
- Trust
 - Say what you mean and mean what you say
 - When making decisions, what you say should coincide with policies
- Professional courtesy
 - Support the efforts of each team member



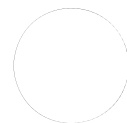
REASONS FOR LACK OF PROFESSIONALISM

- Feel unmotivated
- Employees do not think of the organization as their own, but as a place where they are until something better comes up
- Act unethical
- Lack of loyalty between employees and management (crucial)
- Many want a job and paycheck, not to work



REASONS FOR LACK OF PROFESSIONALISM

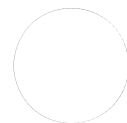
- When inconsistency is your consistency, then there is a breakdown in the culture of the work environment.
- Remember that the culture may change if there is inconsistency anywhere on the continuum



INTERACTION

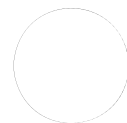
- Flip chart:

- What is it you never want to hear again about your:
 - Department?
 - Faculty and Staff?
 - You?
- How do you think this thought process came about?
- What are you willing to do to make the necessary changes?
 - Implement a plan
 - Follow through



WORDS OF WISDOM

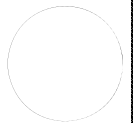
- Team members who make the extra effort to ensure they are perceived well by others will ultimately reap the rewards and benefits that go along with the increased credibility they earn in the eyes of their peers and supervisors.



QUESTIONS

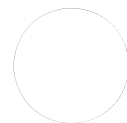
○ “Respect for ourselves guides our morals; respect for others guides our manners.”

Laurence Sterne

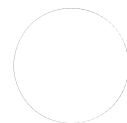


NOTECARDS

- The front and back should match. If they do not, then think about ways you can improve other's image of your profession.
- What kind of changes you are willing to make in order to get the desired outcome?



QUESTIONS



REFERENCES

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