

Course ID

PROF

Course Duration

1 day

**Related
Courses**

Course Title

Professionalism

- Team Play (TEAMPLAY, 2 days)
- Business Communication: In-Person, Written, Verbal, and Internet (BIZCOM, 1 day)
- Effective Office Communications: E-mail, Voice-mail, Video-Mail, Skype, Twitter, and More (ECOM, 1 day)
- Conflict in the Workplace: Managing Relationships, Interactions and Conflicts (CONFLICT, 1 day)
- Dealing with Difficult Behavior (DIFFICULT, 1 day)
- Diversity: Becoming Your Best in a Multi-cultural Environment (DIVERSE-S, 1 day)
- Building a Respectful Workplace (RESPECT, 1 day)
- Preventing Sexual Harassment in the Workplace (HARASS, 1 day)
- Violence in the Workplace: Prevention and Response (THREAT, 1 day)

Aimed At

Organizations who wish to develop harmonious working relationships through a more professional image and behavior, tactful communications, respect for generational and other differences, and increased mutual trust.

Group Size

5-25

Prerequisites

None.

**Course
in a Nutshell**

Successful professionals know that it takes more than technical competence or organizational knowledge to be recognized as a top performer. They also possess the “intangibles” that separate the worker who advances regularly and the frustrated one who feels misunderstood and overlooked.

The terms ‘professionalism’ occurs frequently in job postings and performance standards, but it is rarely well defined. And let’s face it, we feel that we’re all professionals, or we would not be in our positions. So

what do those upwardly mobile people know that lets them get ahead?

This highly interactive workshop defines, explains, and exemplifies the intangibles needed to succeed, giving all the ability to compete on a level playing field. Covered are respect, manners, dress/appearance, written communication, and differences in how the various generations understand 'professionalism'. You will learn the skills and tools needed to practice 'professionalism' and develop an action plan to clearly demonstrate to your peers and superiors that you have what it takes to succeed!

Customize It!

We can customize the course to focus on the specific issues that affect your team.

Learn How To

- Recognize the behaviors that help an employee become successful in their current position and prepare them for success in other positions in the organization.
- Define character, and recognize the behaviors that demonstrate integrity and trust.
- Employ strategies that demonstrate courtesy and respect toward others in the organization.
- Willingly share knowledge with others and be sought out by colleagues for technical and functional advice.
- Acquire three quick tips for presenting a professional image and creating a great first impression.
- Create an "image package" to market your expertise, knowledge and talents so others acknowledge your value and contributions.
- Follow a stress management strategy so you can "check in" your attitude at the door.
- Recognize the benefits of being a team player, recognize when to lead and when to follow, and how to shine in either role.
- Anticipate the needs of diverse audiences and tailor communications appropriately.
- Demonstrate the ability to listen and respond respectfully to others' points of view.
- Recognize the behaviors, words, and questions which are recognized as professional.
- Anticipate the needs of diverse audiences and tailor communications (oral and written) appropriately.

- Create written communications that reflect a knowledgeable and professional colleague.

Course Outline

- Introduction
 - Introduction: Respect and Professionalism
 - Introductory exercise: Handwriting exercise
 - Case Study: Is this Professional behavior?
- Defining Professionalism
 - Group Work: Positive and negative behaviors
 - Definition
 - Three tiers of an organization to sustain professionalism
- When All Else Fails: Building an Image of Integrity and Trust
 - Group Work: What is integrity?
 - Case Study: What went wrong?
- Professional Image
 - The First impression
 - Dress when there is no dress code
 - What is business casual?
 - Getting others to see the value you bring
- Professional Behaviors That Make a Statement
 - Team player (collaborator or contributor)
 - Group work: Teams at play
 - Handling disagreements appropriately
 - Role play: Feedback
 - Listening inventory
 - Group work: True listening
 - Communicating authentically
- Written Communication
 - Emails that demonstrate professionalism
 - The difference between texts, email, Twitter, and Facebook
 - Group work: What's wrong with this communication
 - Acronyms
- Generational Differences
 - The impact of our age on our beliefs and opinions
 - Values, talents, and derailers by generation

- Group work: Working successfully with others
- Course Wrap up
 - Recap
 - Action planning for professional success

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