

Notes Key

Professionalism in the Workplace

Mr. Dickson

II. Identify professional qualities and expectations.

A. Qualities

1. Trustworthy
2. Competent
3. Respectful
4. Act with integrity
5. Considerate
6. Empathic
7. Courteous
8. Dependable
9. Cooperative
10. Committed

B. Perspectives

1. Approachable
2. Trustworthy
3. Supportive
4. Respectful
5. Accountable

C. Unwritten rules

1. Attitudes
2. Conflict
3. Approaches
4. Values
5. Communication styles

D. Judgment

1. Communication
2. Image
3. Competence
4. Demeanor
5. Appearance
6. Behavior
7. Attitude

III. Discuss examples of unprofessional behavior.

- A. Conduct that could be characterized as harassment or discrimination
- B. Verbal threats of violence, retribution, or lawsuits
- C. Verbal outbursts
- D. Insults/verbal comments or criticism intended to belittle or berate others
- E. Arguing in front of customers/clients and families
- F. Physical actions that threaten others such as throwing or knocking down objects
- G. Inappropriate physical touching or contact
- H. Bringing personal issues into the workplace

IV. Observe and evaluate professionalism in a business environment.

- A. Greeting
- B. Attire
- C. Interactions between employees/others
- D. Work ethic of employees and service attitude
- E. Cleanliness of business (neat and tidy, organized, physically clean, clean smell, etc.)
- F. Manager availability/visibility
- G. Respect of customer
- H. Values, mission, or service policy
- I. Interactions with other customers
- J. Reputable appearance of business (curb appeal, inside atmosphere, efficient organization, etc.)