

Professionalism in the Workplace:



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Professionalism

- What is it?
- Is it important?

Is Professionalism Important?

- YES!!!.....and Why?
- Because:
 - You don't get a second chance to make a first impression.
 - Realize that employers don't care how much you know until they know how much you care.
 - Your workplace reputation will stick with you
 - The world is a smaller and quicker place. People talk! (and email, text, and Tweet....)

Professionalism Attributes

- Gratitude
- Graciousness
- Respect
- Recognition of the existence of others
- Reciprocity
- Consistency
- Strive for Excellence
- Team Orientation
- Self-Ownership
- Job Role Awareness

Professionalism Behaviors

- Self Presentation
- Appearance
- Punctuality
- Communication
- Boundaries and Distance
- Problem Solving
- Conflict Resolution
- Effective Management of Religious Issues

Self Presentation

- Ongoing Impression Management
- Appearance
- Punctuality and reliability
- Workspace
- What would your boss or co-worker see or hear when passing your cubicle?

Communication Guidelines

- Cordial
- Not over-the-top or aggressive
- Select the most appropriate modality for the situation (face-to-face, phone, email, text)
- Self ownership
 - Don't hide behind distance or technology
 - Apologize as necessary

“Written” Work

- Spelling
- Grammar
- Syntax
 - Word choice
 - Mature
 - Appropriate
- Formatting
- Appropriate to context (e.g., technical writing)

E-mails

- | | |
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| <ul style="list-style-type: none"> ■ Work vs. Personal email <ul style="list-style-type: none"> ■ Pay attention to context ■ What is your address? ■ Subject Line <ul style="list-style-type: none"> ■ Don't "recycle" ■ Name of recipient ■ Make use of To, Cc, and Bcc: as appropriate ■ "Thank you" when even asking for something minimal ■ Signature | <ul style="list-style-type: none"> ■ Scroll down and edit/delete as appropriate ■ Emails can and will be forwarded ■ Proofread ■ Proofread (again) before clicking "Send" ■ Never hijack or eavesdrop ■ Avoid the "forwarding" temptation <ul style="list-style-type: none"> ■ Humor ■ Something "urgent" |
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Phone

- Identify yourself
- Your location
- Wireless
- Greetings
- Messages
- “Tele-stalking”

Texting

- Appropriate for limited situations
 - Only after there is a level of professional or social familiarity
- Avoid when on-the-clock at work

Mobile Devices

- The Technology
 - Regular cell phones
 - Smart phones
 - iPads and tablets
 - Notebooks
- Time and Place: Setting Boundaries
 - During meetings or presentations
 - Home, after hours
 - Vacation

Internet Use at Work

- On-the-Clock
- Work-related and appropriate
- Social Media
- Shopping, Personal e-mail, bills, blogs
- Religious oriented sites
- Be aware of policies
- **Companies can and will track** (immediately or “after-the-fact”)
- Working remotely

Social Media

-  LinkedIn
-  Facebook
-  Twitter
-  YouTube
-  Blogs

The Internet does not forget!

Problem Solving and Conflict Resolution

- Deliverables
 - Technical or Resource Challenges
 - Resourcefulness
 - Tapping peers, supervisors, and subordinates as appropriate
- Conflict Resolution
 - Reactive and reactive
- Ownership
 - When it is not your fault
 - When it is your fault

Religious Issues

- While in the U.S., it is illegal to discriminate on various factors, including religion, it does not automatically mean:
 - Accommodations
 - That is at the discretion of the employer based on its unique business needs
 - Entitlements
 - that it is acceptable to show that you are not interested in
 - "fitting in" and being a valued member of the team; or
 - concerned with the organization's workflow and deliverables

Common Religious Issues

- Scheduling
 - Leave
 - Shabbos and Holidays
 - Differentiate between:
 - "must(s)"
 - "it would be nice to be able to attend(s), but I value the needs of my employer and my professional credibility more"
 - Limit
 - Frequency
 - Length of stay
- Gender Issues
- Kosher Issues

Questions?
