

Professionalism in the Workplace

The Attributes of a professional



Specialized Knowledge

First and foremost, professionals are known for their specialized knowledge. They've made a deep personal commitment to develop and improve their skills, and, where appropriate, they have the degrees and certifications that serve as the foundation of this knowledge.

Professionals have worked in a serious, thoughtful and sustained way to master the specialized knowledge needed to succeed in their fields; and they keep this knowledge up-to-date, so that they can continue to deliver the best work possible.

Competency

Professionals get the job done. They're reliable, and they keep their promises. If circumstances arise that prevent them from delivering on their promises, they manage expectations up front, and they do their best to make the situation right.

Professionals don't make excuses, but focus on finding solutions.

Honesty and Integrity

Professionals exhibit qualities such as honesty and **integrity**. They keep their word, and they can be trusted implicitly because of this. They never compromise their **values**, and will do the right thing, even when it means taking a harder road.

More than this, true professionals are **humble** – if a project or job falls outside their scope of expertise, they're not afraid to admit this. They immediately ask for help when they need it, and they're willing to learn from others.

Accountability

Professionals hold themselves accountable for their thoughts, words, and actions, especially when they've made a mistake. This personal accountability is closely tied to honesty and integrity, and it's a vital element in professionalism.

Self-Regulation

They also stay professional under pressure.

For instance, imagine a customer service employee who's faced with an irate customer. Instead of getting upset or angry in return, the employee exhibits true professionalism by maintaining a calm, business-like demeanor, and by doing everything that she/he can to make the situation right.

Genuine professionals show respect for the people around them, no matter what their role or situation. They exhibit a high degree of **emotional intelligence** (EI) by considering the emotions and needs of others, and they don't let a bad day impact how they interact with colleagues or clients.

Image

Professionals look the part – they don't show up to work sloppily dressed. They're polished, well groomed, and they dress appropriately for the situation. Because if this, they exude an air of confidence, and they gain respect for this.

How to Exhibit Professionalism

Build Expertise

Don't let your knowledge and skills get outdated. Make a commitment to **build expertise** and **stay up-to-date with your industry**.

Develop Your Emotional Intelligence

Professionals can sense the emotional needs of others. They're able to give clients and coworkers what they need, because they know how to **listen actively** and observe what's happening.



So, if you want to improve your professionalism, focus on **developing emotional intelligence**.

Honor Your Commitments

Whenever you make a promise to your boss, colleagues, or clients, keep it. If it looks as if you won't be able to meet a deadline, let your boss, team or client know as soon as sensibly possible. However, do what you can to avoid ending up in this situation!

Don't make excuses – instead, focus on meeting expectations as best you can, and on making the situation right.

Be Polite

Be kind and polite and use good manners to everyone you come into contact with, no matter what their role is, and no matter how you're feeling. This might sound unimportant, but it makes a significant impact.

Have the Tools You Need

True professionals are always prepared. This requires advance planning, timeliness, and attention. Focus on improving your **time management** and **planning skills**, so that you're always in control.

Information retrieved from: <http://www.mindtools.com/pages/article/professionalism.htm>

Online Trainings Available

- Business Writing
- Conflict Resolution
- Customer Service
- Effective Communication
- Email best practices
- Phone Skills
- Problem Solving
- Stress Management
- Teambuilding
- Time management
- Workplace Ethics
- Leadership
- Effective Listening