



## Workplace Professionalism

- 1) Lessons/Topic Covered: Gain understanding of the meaning of professionalism not only in our own work and relationships, but also in our expectations of professionalism from those around us.
- 2) Mentee Objective covered:
  - a) Assist mentee in focusing on the benefits of professionalism in the workplace.
- 3) Goals/Objectives of this Lesson:
  - a) Understand the importance of thinking, behaving and acting in ways which make us stand out from the crowd.
  - b) Wherever possible, try to positively influence colleagues.
  - c) Recognize that professionalism makes a difference and makes the working world a rewarding place to be!
- 4) Sources
  - a) Kay, Susie. *“Professionalism the ABC for Success”* Professionalism Books. 22 April 2010.
  - b) Monster Career Coach. *“10 Ways to Be Professional at Work”* Monster Worldwide. 2018. <https://www.monster.ca/career-advice/article/10-ways-to-be-professional-at-work-canada>
  - c) Wiersma, Bill. *The Power of Professionalism: The Seven Mind-Sets that Drive Performance and Build Trust* (pp. 103-104). Ravel. Kindle Edition.
- 5) Read Ahead(s)/ Homework Assignment
  - a) Utilize the sources above to increase topic conversation between mentor and mentee.
- 6) Lesson Notes
  - a) Discussion of guidelines to benefit mentee in presenting professionalism.
    - i) Go all-out for excellence in whatever endeavor you undertake.
    - ii) Exhibit trustworthiness in professionalism always. Once trust is proven overtime, your personal value increases. Stand accountable for all your actions both good or bad.
    - iii) Show respectfulness towards others. This is reflected in social interactions in the workplace and assist daily activities to run smoothly without conflict.
    - iv) Radiate competency for it nurtures itself through experience and to the extent one is willing to learn and adapt.
    - v) Always be ethical, in other words, play by the rules with a clear moral conscience.
    - vi) Act with integrity; uphold values, believes, and principles with consistency in action and outcome.
    - vii) Demonstrate confidentiality and respect outlined by the organization as well as for shared information from colleagues. It is important to be true to such confidences as you will gain trust and respect of those confiding in you and increase your influence within the company.
  - b) The Seven Mind-Sets of Trusted Professionals (Source C)
    - i) Professionals Have a Bias for Results.
      - The quality of their work speaks for itself.
      - They exercise superb judgment.
      - Accountability means advancing the ball, often in spite of adversity.



- ii) Professionals Realize (and Act Like) They're Part of Something Bigger than Themselves.
  - They commit to the success of their firm, organization, or client.
  - They realize that success transcends their own parochial interests.
  - They collaborate as an effective team member.
- iii) Professionals Know Things Get Better When They Get Better.
  - They are emotionally invested; it's more than just a job.
  - They are always learning, ever vigilant, and thoroughly prepared.
  - They are willing to advance a point of view and work toward what's possible.
- iv) Professionals Have Personal Standards That Often Transcend Organizational Ones.
  - They have personalized a set of core values.
  - They do what's right over what's expedient by taking the long view.
  - They avoid pointless drama. They rise above the fray. They stay focused.
- v) Professionals Know Personal Integrity Is All They Have.
  - Authenticity and honesty are paramount.
  - They consistently deliver on their commitments, both explicit and implicit.
  - They refuse to violate the trust others have extended.
- vi) Professionals Aspire to Be Masters of Their Emotions, Not Enslaved by Them.
  - They are respecting even when it's difficult to be respectful.
  - They maintain their objectivity and keep their wits about them.
  - They manage their ego and resist the urge for immediate gratification.
- vii) Professionals Aspire to Reveal Value in Others.
  - They readily extend trust to those who need it.
  - They recognize the value other professionals bring to the table.
  - They aspire to lift others through their demeanor and actions.
- c) Discussion of how applying the rules can assist the mentee in improving his/her professionalism.
  - i) Share a story of how professionalism brought about someone living an exemplary life within an organization.
    - (1) An example, *"the global technology giant 3M is well known for its company values. Why? Because the entire team – from top executives all the way down to the mailroom – live and breathe the principles of honesty and integrity every day. 3M communicates clearly that it wants its staff to do things like keep promises, have personal accountability, and respect others in the workforce. Every leader in the company knows this, so they work by these rules. And as a result, everyone else follows."* (Mind Tool Content Team)
  - ii) Justify the benefit of exhibiting professionalism
    - (1) Professionalism is highly valued by every organization today.
    - (2) Professionals are rarely unemployed.
- 7) Post Lesson Assignments
  - a) Practice the seven mind-sets of trusted professionals in your classroom and extracurricular activities.
- 8) Lesson(s) Learned Feedback
  - a) Include any lessons learned from this module. Can be transferred to bi-monthly report.