

Professionalism
The Heart of Business Etiquette

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"I Know it When I See It"

What three words do you want people to use when describing their professional interaction with you?

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What's in it for me?

Professional people:

- are usually happier.
- are more satisfied with their lives.
- are more respected.
- make more money and attain authority.
- attain more of their wants.
- have fewer problems and better, easier interaction with others.
- get better customer service themselves.
- are less prone to debilitating depression, stress, or fear.

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What does it mean to be professional?

It does NOT mean . . .

- Walking encyclopedia
- ATM machine
- Genie in the bottle
- Sycophant (yes man)
- Cold or distant
- Un-fun

It DOES mean . . .

Everything you say and do, including your attire and grooming and personal area, **inspires confidence in your competence and good will.**

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Competence and Good Will

- **Competence means you will handle the situation correctly and to conclusion.**
- **Good will means your focus is on others and therefore, you will not allow selfishness or hidden agendas to frustrate the situation.**

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How do you increase your competence?

- **Do more than is necessary**
- Look for opportunities to learn
- Seek out and attend training opportunities
- Take on new assignments
- Attitude of learning from difficulties or mistakes
- **Ask questions** to understand interplay of various jobs, rationale behind policies and customs, history of organization/industry

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How do you ensure your good will?

- Articulate ethical principles.
- Set standards for your own performance that you would want to see in everyone, including those serving YOU!
- Honestly examine how you stand up against those standards.
- Ask a friend of competence and good will to hold you accountable.
- **Honestly examine your attitude every day.**

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Attitude Check Point

What is a landmark on your commute to work roughly halfway between home and work?



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Danger warning


What is a **pet peeve** that makes you blow your cool?



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But that's not all . . .


- It isn't enough that you are *in reality* competent and a person of good will. It is essential that others **PERCEIVE** that you are. **The burden is on YOU to demonstrate both.**



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Communication


- ___% Words
- ___% Body Language **55%**
- ___% Tone **38%**
- 7%**



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ASK (DO NOT ASSUME)

How does this impact you?



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The two behaviors that KILL PROFESSIONALISM

- _____
- _____

and

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Shhhhh

What is gossip?

What are the likely results of gossip in the workplace?


When are YOU most tempted to engage in gossip?

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Blame vs. problem solving


Who are you blaming when you say . . .

- Why didn't you do what I asked?
- Weren't you listening?
- That's not my job.
- Be reasonable.
- This stupid paperwork!



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Put the issue into a new forward-propelling problem-solving context:



(1) WHAT or HOW

(2) Can I

(3) Take Action

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Position yourself as a *forward-looking problem solver*.

- Why doesn't management appreciate me?
- When are things going to change around here?
- Why doesn't my manager explain what she wants?
- When is my manager going to train me?
- When are my colleagues going to get motivated?
- Why don't others do things the way I tell them?

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What you say

- Clarity
- Understanding and care
- Choice of words/slang/grammar
- Focus of conversation
- Pitch and speed
- Follow Through



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What you do



- Eye contact
- Focused attention
- Attendance and Punctuality
- Body language
- Facial expression
- Speed of movement

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Telephone Talk



- Identify yourself.
- A smile can be heard.
- Don't let background noise compete.
- Don't swallow anything, including words, on phone.
- Articulate well and speak more slowly.
- Be careful of volume.
- Make it easy for others to take notes.

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Your attire

Clothes Speak – What do yours say?

- What do your clothes say about you?
- What do they say about your attitude toward your co-workers? Your customers?



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Your personal area



- People generally have more confidence in someone who keeps a tidy workspace.
- It shows organization, planning, care, and is also more conducive to efficient work.

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When you don't know

- Admit it but continue to look controlled and organized.
- Don't make excuses.
- Get help.



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When you can't say "Yes"



Explain the reasons for the answer and redirect attention to what CAN be done, providing choice if at all possible.

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When you make a mistake

Apologize immediately and completely, articulating each component of an apology:

- **Words of accountability**
- **Explanation**
- **Impact**
- **Restitution**
- **Plan forward (lesson learned)**



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Insights and Plans

What are you going to do differently?



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