Professionalism in the Workplace

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Professionals:

- Trustworthy
- Competent
- Respectful
- Act with Integrity
- Considerate
- Empathetic

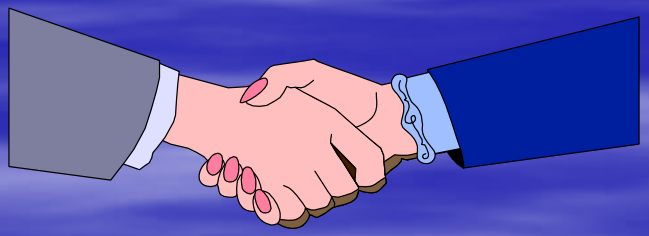
Professionals:

- Courteous
- Dependable
- Cooperative
- Committed

Quality and characteristics of a professional

Perspectives

- Approachable
- Trustworthy
- Supportive
- Respectful
- Accountable



Dialogue

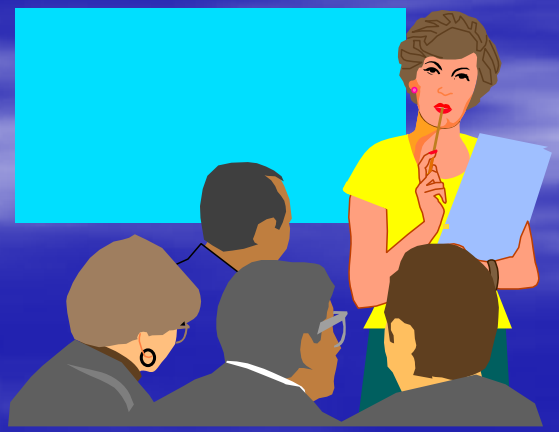
- What do you think?

What is Professionalism?

- A specific style of behavior in the workplace
- Values and professional roles
- Exhibited in our behavior

Professionalism?

- Respect for self and for others
- Know- how
- Mature responsibility
- Problem solving perseverance

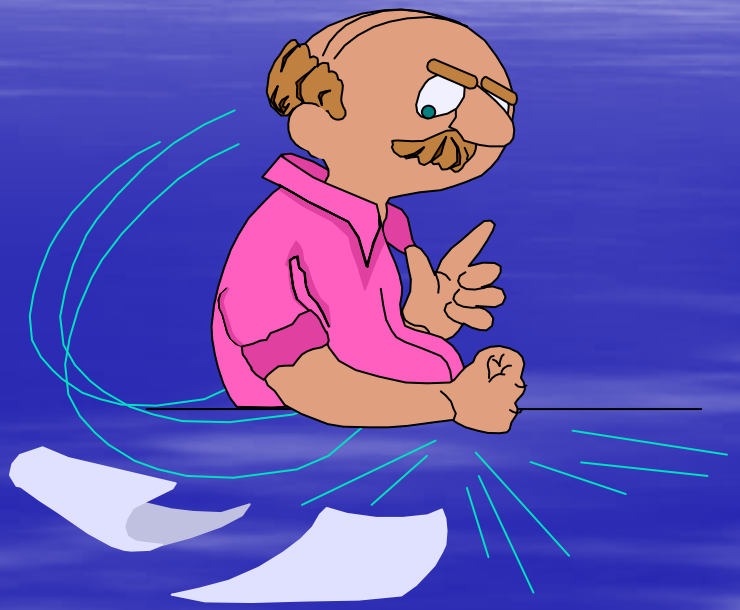


Professionalism

How is professionalism judged?

Unwritten Rules

- Attitudes
- Conflict
- Approaches
- Values
- Communication Styles



How is professionalism judged?

- Against expectations or standards
- One's personal values and an understanding of what "professionalism" means
- Situational in nature

- Strongly influenced by culture

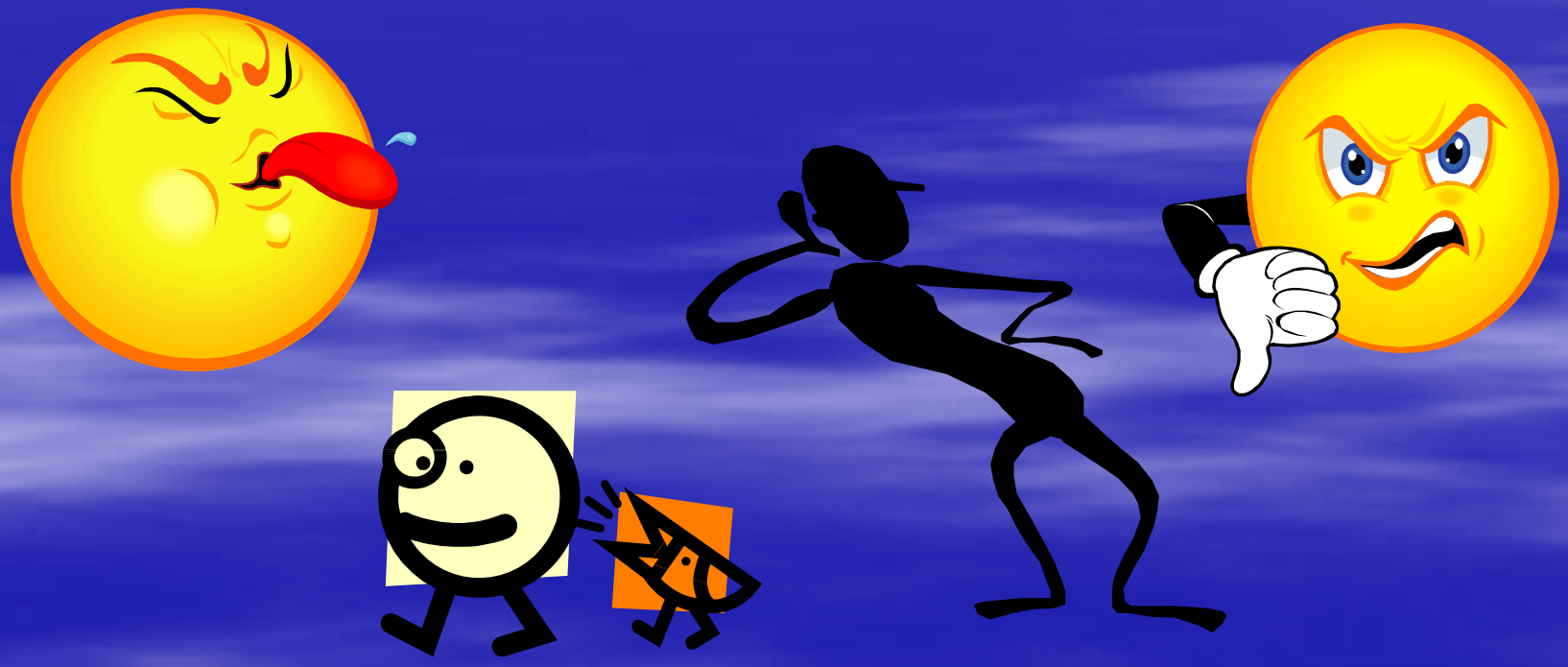
How is professionalism judged?

- Your Communication
- Your Image
- Your Competence
- Your Demeanor

- Professionalism is in the eye of the beholder

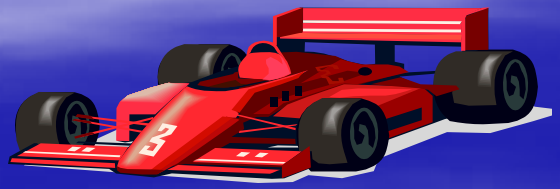
Unprofessionalism

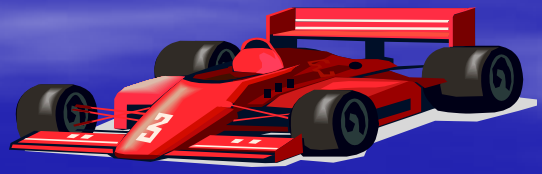
According to the Free Dictionary by Farlex: unprofessionalism is defined as “not conforming to the standards of a profession or unprofessional behavior “



What is expected from a Professional?
Where do I start?

DISCUSSION





Where Do I Start?

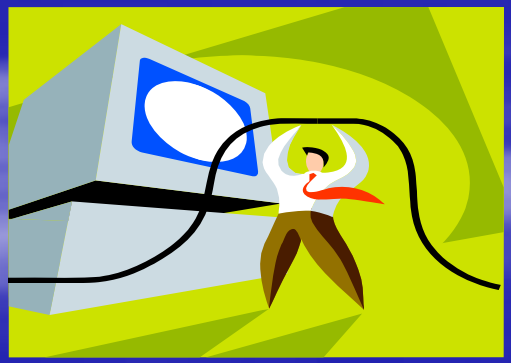
- Self Respect
- Accept Personal Responsibility
- Respect for others
- Respect the experience

Individual Responsibility

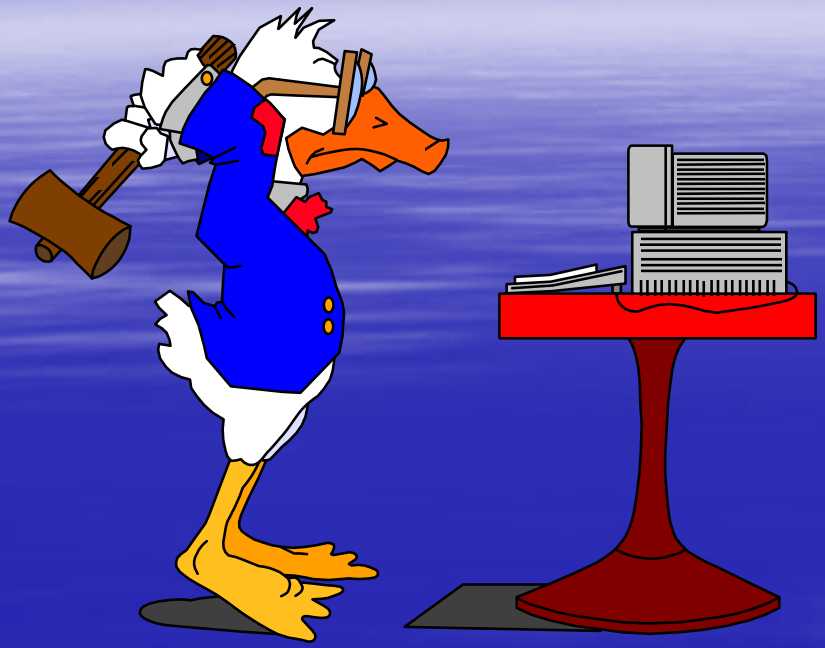
- Respect for others and their rights
- Know your boundaries/limits
- Stay out of others affairs
- NO GOSSIP

Individual Responsibility

- Do not handle personal interest at “work”
- Keep inappropriate language out of workplace
- Regulate personal cell phone usage



Crossing Professional Boundaries



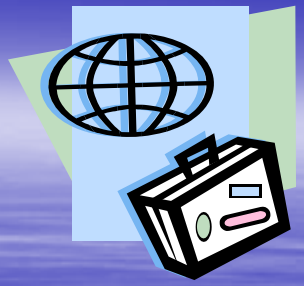
Professional Boundaries

- Relationships
- Communications
- Self disclosure
- Exploitation
- Breaches of Confidentiality

Why are boundaries important?

- Communicate clearly
- All personnel information should be kept strictly confidential
- Do not discuss co-workers with others especially about health or health care.
- Do not feed into the office gossip

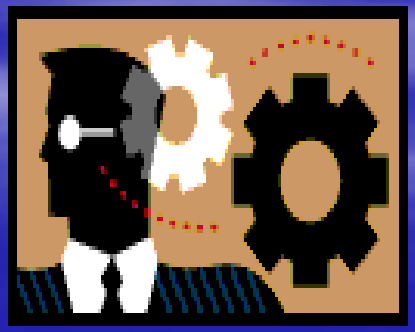
Workplace Baggage



- How do you take the personal out of the workplace?
- How do you leave emotional baggage at the door?
- Why is it important?

Getting Emotional Baggage out of the workplace

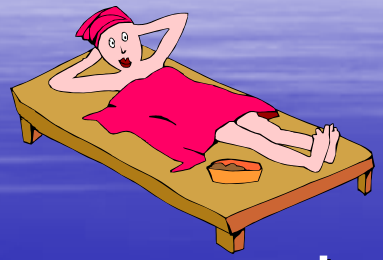
- Requires work-life balance
- Requires discrimination and distinction
- Requires examination of personal values



Work-Home Balance

- Manage your time
- Track how you use your time
- Plan your days
- Embrace small necessary interruptions

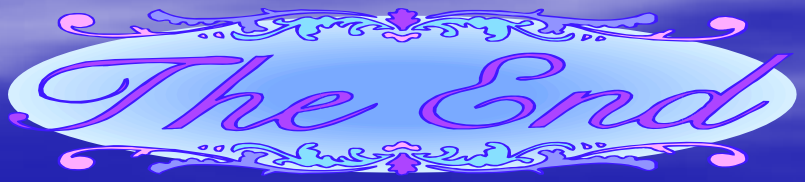
Work-Home Balance



- Pamper yourself
- Set aside a whole day or evening for fun
- Scheduling your daily activities
- Take a break when you become frustrated

Conclusion

- Start with self
- Leave personal unexpressed feelings at the door prior to entering the workplace
- Determine your values
- Pay attention to how you communicate



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