



**TITI**

# Welcome

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# **Develop Professionalism**

# Learning Objectives

- Define profession, professionalism;
- Explain the following components of professionalism;
  - Gaining knowledge and competencies,
  - Maintaining dignity,
  - Written correspondence,
  - Organizational skills,
  - Transparency,
  - Accountability,
  - Punctuality,
  - Honesty,
  - Integrity and self-regulation,
  - Grievance handlings
- Explain emotional intelligence, honoring commitment and expertise.

# Profession, Professional, Professionalism



- **Profession:** A job that requires advanced education and training.
- **Professional:** An expert in specialized field in a job who earns by selling his/her services.
- **Professionalism:** Conduct behavior or attitudes expected of individuals in a particular profession.



# Characteristics of Professionalism

- Specialized Knowledge
- Formal Education/Continuing Education and training
- Ethical Standards
- Service Orientation
- Autonomy and Responsibility
- Regulation and Oversight
- Service to Society or Clients
- Licensing and Certification:
- Professional Associations

# Profession Vs. Vocational Ikigai (reason for living)

- What you LOVE? (A)
  - What you are GOOD at? (B)
  - What you can be paid for? (C)
  - What the world NEEDS? (D)
- **(A) + (B) = PASSION**
  - **(A) + (D) = MISSION**
  - **(A) + (C) = PROFESSION**
  - **(C) + (D) = VOCATION**



“**iki**” means “alive”  
“**gai**” means “worth”

The Japanese Secret to a Long and Happy Life

# Ikigai (reason for living)



- Refers to what gives your life value, meaning, or purpose.
- Evolved from traditional Japanese medicine's essential health and wellness concepts.
- Originated in the Heian period, it is famous as a culture in the Okinawa and is becoming popular among the elderly and the new generation

# Group Discussion

Dear participants, discuss in your respective group and list the key points in the Flip Chart. Present the findings in front of the whole group.

**G1: Existing situation (Good and bad practices) in Counseling**

**G2: Qualities(knowledge, skills and attitude) of a professional educational counselor**

**G3: Importance of developing professionalism among educational counselors**

**G4: Strategies to develop the professionalism of educational counselors (roles of consultancies, associations, government)**

**Preparation time: 15'**

**Presentation time: 3'**



# Components of professionalism

- Gaining knowledge and competencies,
- Maintaining dignity,
- Written correspondence,
- Organizational skills,
- Transparency,
- Accountability,
- Punctuality,
- Honesty,
- Integrity and self-regulation,
- Grievance handlings

# Components of Professionalism

## Gaining knowledge and competencies:

- update skills and knowledge in your field continually.
- involve staying informed about industry trends,
- attending training programs, and
- pursuing professional development opportunities.

# Components of Professionalism Contd...

## Maintaining dignity

- treat others with respect, courtesy, and consideration.
- being aware of one's behavior and language,
- avoiding discrimination, and
- promoting a positive and inclusive work environment.

# Components of Professionalism Contd...

## Written correspondence

- Clear and effective communication
- includes written communication such as emails, reports, and other documents.
- use proper grammar, spelling, and formatting, and
- ensure that their written correspondence is professional and conveys information accurately.

# Components of Professionalism Contd...

## Organizational skills

- essential for efficiency and productivity.
- includes managing time effectively, setting priorities, and keeping track of tasks and deadlines.
- contribute to the overall success of their teams and organizations.



# Components of Professionalism Contd...

## Transparency

- being open and honest in communication.
- share relevant information with colleagues, clients, and stakeholders, fostering trust and
- creating an environment where everyone is well-informed.

# Components of Professionalism Contd...

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## Accountability

- take responsibility for their actions and decisions.
- includes acknowledging mistakes, working to correct them, and learning from the experience.
- helps to build trust and credibility.

# Components of Professionalism Contd...

## Punctuality

- being on time for meetings, appointments, and deadlines,
- demonstrates reliability and respect for other people's time.



# Components of Professionalism Contd...

## Honesty

- be truthful and clear in interactions.
- Honesty builds trust and credibility,
- essential components of a professional reputation.

# Components of Professionalism Contd...

## Integrity and self-regulation

- integrity involves adhering to a strong set of ethical principles.
- act with honesty and fairness, even when faced with challenging situations.
- self-regulation involves managing one's emotions and behaviors

# Components of Professionalism Contd...

## Grievance handling (complaint/ conflict)

- Professionals may encounter conflicts or grievances in the workplace.
- Handling these situations professionally involves listening actively, addressing concerns objectively, and working towards fair resolutions.
- This contributes to a positive work environment.

# Emotional Intelligence

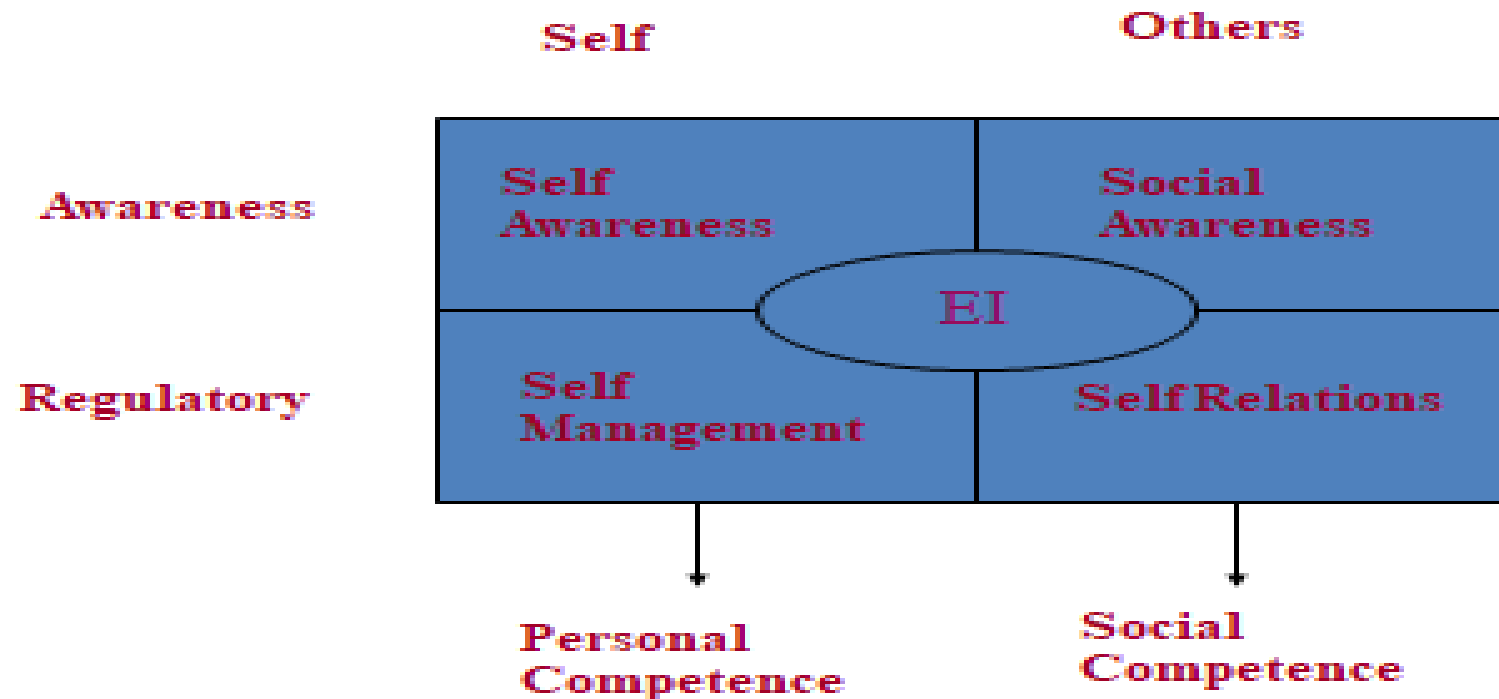
- “ability to perceive emotions; to access and generate emotions so as to assist thought; to understand emotions and emotional knowledge; and to reflectively regulate emotions so as to promote emotional and intellectual growth.” -Dr. Mayer

# Contd...

- ability to recognize, understand, and manage our own emotions, as well as the ability to recognize, understand, and influence the emotions of others.
- involves a set of skills that enable effective communication, empathy, and interpersonal relationships.
- **A successful person poses 20% intelligence quotient (IQ) and 80% emotional intelligence (EQ)**

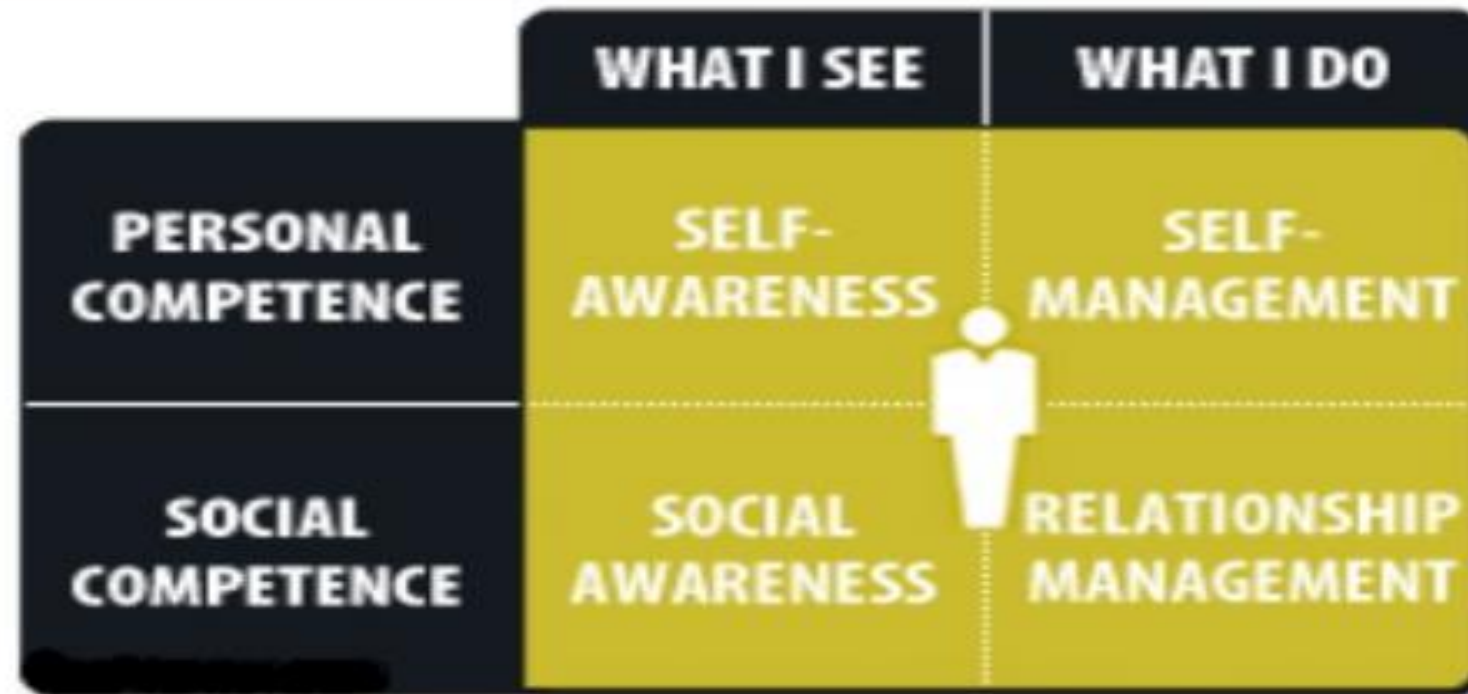
# Contd...

## DOMAINS OF EMOTIONAL INTELLIGENCE



# Contd...

## EQ Composition



*Emotional intelligence is made up of four core skills.*

	<b>SELF</b> <b>Personal Competence</b>	<b>OTHERS</b> <b>Social competence</b>
<b>RECOGNITION</b>	<b>1. Self-Awareness</b> 1. Emotional self-awareness 2. Accurate self-assessment 3. Self confidence	<b>3. Social awareness</b> 10. Empathy 11. Service orientation 12. Organizational awareness
<b>REGULATION</b>	<b>2. Self-Regulation</b> 4. Self-control 5. Trustworthiness 6. Conscientiousness 7. Adaptability 8. Achievement drive 9. Initiative	<b>4. Relationship Management</b> 13. Developing others 14. Influence 15. Communication 16. Conflict management 17. Leadership 18. Change management 19. Building commitments 20. Teamwork and collaboration

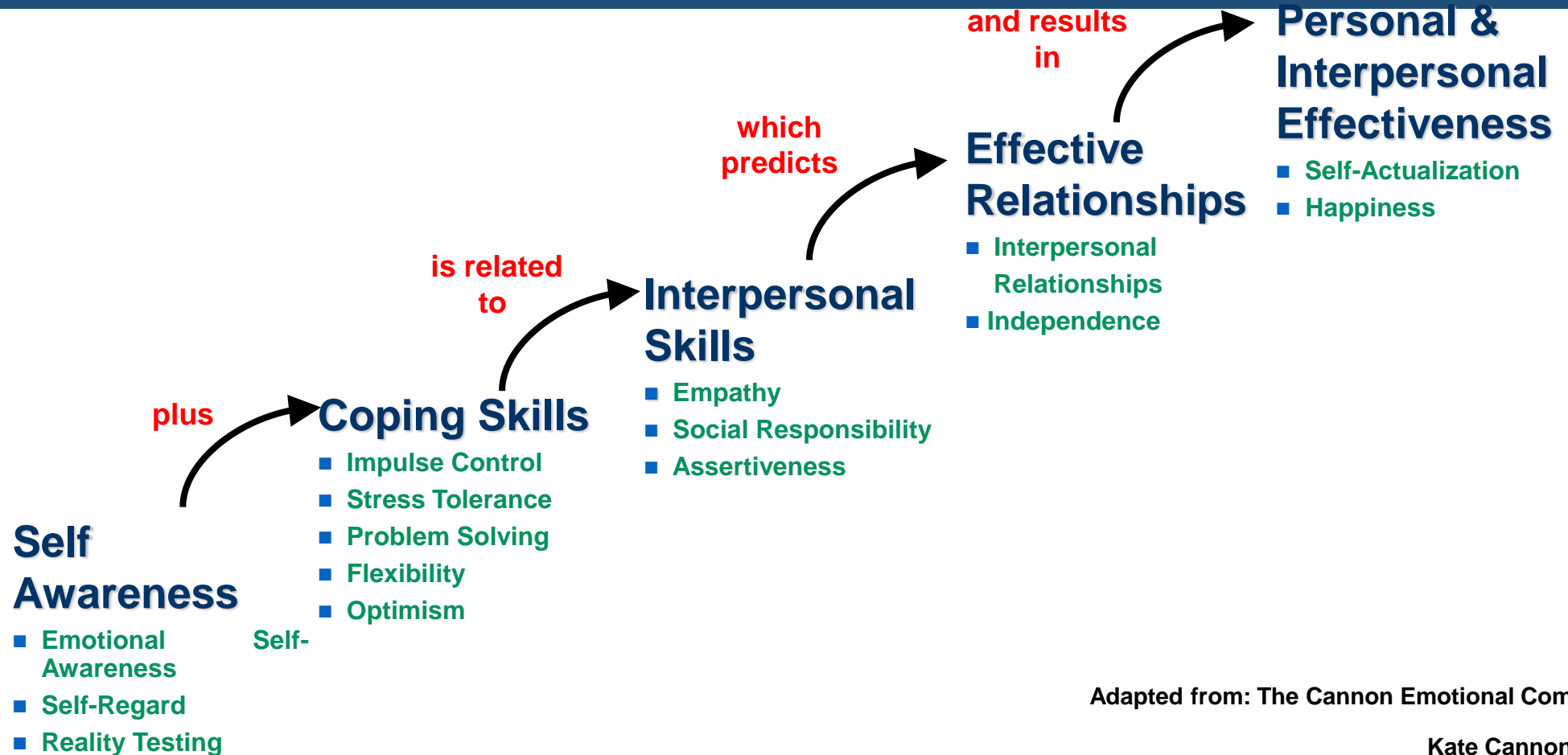
**Fig. 1: Daniel Goleman's model of EQ**





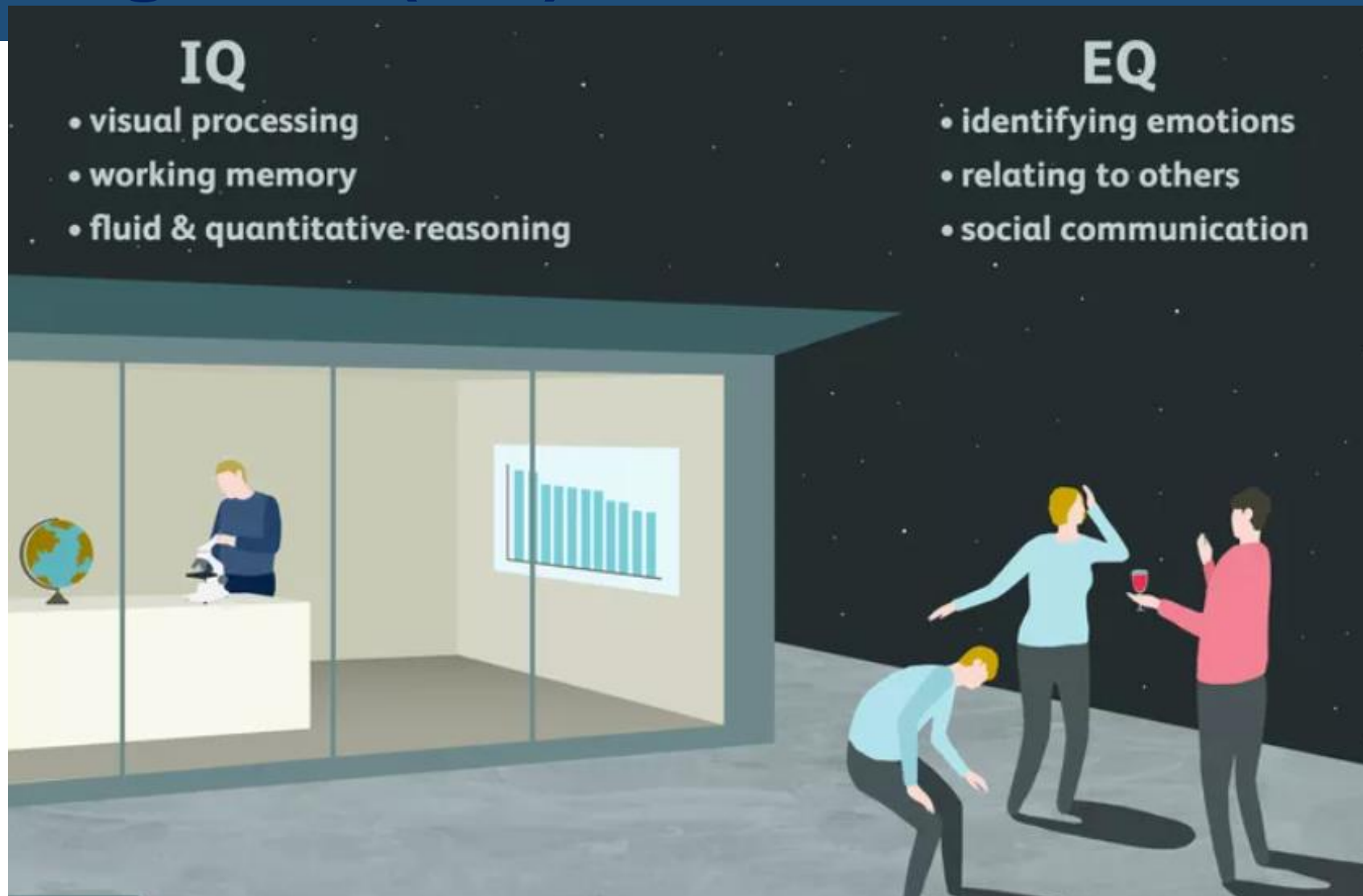
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# The Foundation...



Adapted from: The Cannon Emotional Competence Model  
Kate Cannon, Author

# Intelligence quotient (IQ) and emotional intelligence (EQ)



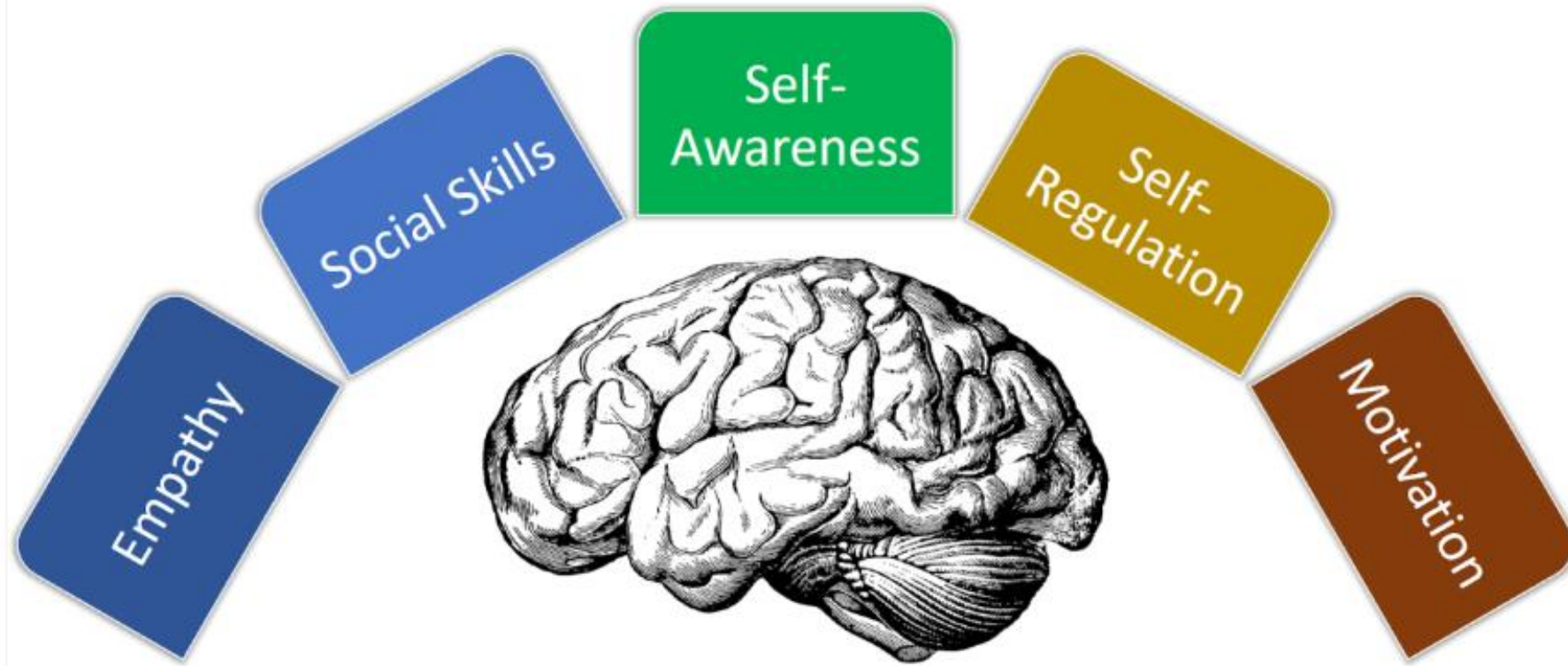
# EQ

# IQ

- Self awareness
- Self management
- Social awareness
- Being smarter with feelings
- Motivation

- Logic
- Mathematical reasoning
- Memory and recall
- Being smarter with numerical or verbal data
- Comprehension

# Five Components of Emotional Intelligence









# Honoring Commitment


- **Definition:** Honoring commitment involves staying true to promises, agreements, or obligations that you make to yourself or others. It is a demonstration of reliability, responsibility, and integrity.
- **Importance:**
  - **Builds Trust:** Consistently fulfilling commitments builds trust with others. People can rely on you to follow through on your word.
  - **Professional Reputation:** Honoring commitments contributes to a positive professional reputation. It reflects a strong work ethic and reliability.
  - **Personal Growth:** Keeping promises to oneself fosters personal growth and discipline. It helps in achieving goals and maintaining a sense of accomplishment

# Expertise

- **Definition:** Expertise refers to a high level of skill, knowledge, or proficiency in a particular subject or field. It is acquired through education, training, and experience.
- **Importance:**
  - **Quality of Work:** Expertise ensures the quality of work. When you have a deep understanding of your field, you are more likely to produce high-quality results.
  - **Problem Solving:** Experts are often sought after for their ability to solve complex problems. In-depth knowledge allows for innovative and effective solutions.
  - **Credibility:** Being recognized as an expert enhances credibility and authority in your chosen area. Others are more likely to trust and respect your opinions and decisions.







## Signs Of HIGH EMOTIONAL INTELLIGENCE


<p>1</p>  <p>Considered empathic by others</p>	<p>2</p>  <p>Exceptional listening skills</p>	<p>3</p>  <p>Self-motivated and goal-oriented</p>
<p>4</p>  <p>Does not judge others</p>	<p>5</p>  <p>Highly sociable and pleasing to be around</p>	<p>6</p>  <p>Excellent leadership skills</p>

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## Signs Of LOW EMOTIONAL INTELLIGENCE

<p>1</p>  <p>Feels overwhelmed by emotions</p>	<p>2</p>  <p>Highly judgmental of others</p>	<p>3</p>  <p>Holds grudges for a long time</p>
<p>4</p>  <p>Gets upset easily</p>	<p>5</p>  <p>Feel misunderstood</p>	<p>6</p>  <p>Difficulty accepting feedback</p>

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# Conclusion

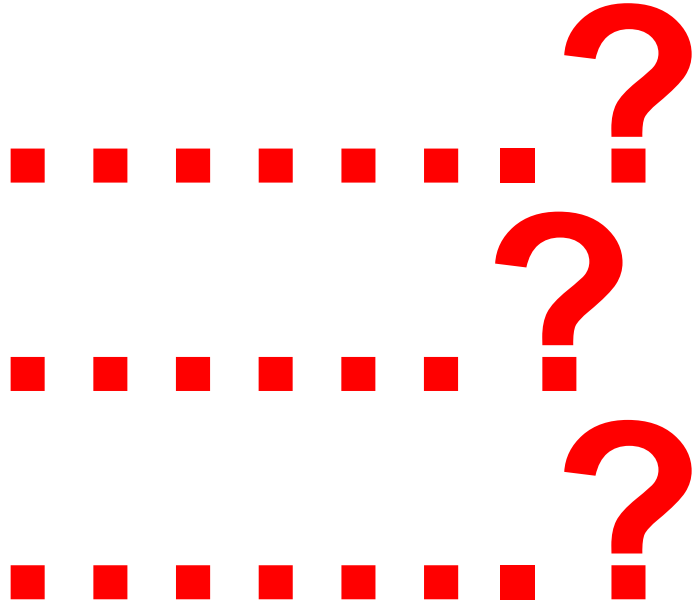






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# What did we learn today?





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***“Pleasure in the job puts perfection in the work.”***

– Aristotle



**Thank you!!!**