

HS201 : Report 3

Describe what are some indicators that would make you agree that a person is 'professional' in behaviour and action.

Professional behaviour is a form of etiquette in the workplace that is linked mainly to respectful and courteous conduct. Apart from one's skill, taking care of how they treat their colleagues and clients, their attire and their positive attitude at workplace also contributes in future career success.

There are some key indicators that makes a person look Professional. Some of them are listed below:

- **Respecting Others:** Maintaining a respectful attitude to everyone at all times, even during the stressful times. Using appropriate language and not freaking out on others if something goes wrong. Keeping your opinions of others to yourself rather than gossiping about it.
- **Honesty:** By honesty, I do not mean to speak truth all the time. It means to be what you are rather than pretending to be someone else in front of others.
- **Punctuality:** Completing tasks on time, not getting late to work or meetings, following lunch and break schedules by leaving and returning shows a sense of duty and responsibility.
- **Positive Attitude:** Staying positive in tough times is a strong indicator of professionalism. It not only helps you, it also brings a ray of hope to everyone's mind whom you are working with. Also, being aggressive or disrespectful in such time shows that you can't control stress.
- **Attire:** Following the dress code standards or guidelines (if any). If there are no such standards, then also avoiding wearing clothes that may have anything offensive written or drawn over it.

HS201 : Report 3

- **Communication:** Speaking clearly and in language that others can easily understand. This not just includes language. It includes basic manners like letting others speak, listening and understanding what the other person wants to say and then putting your point. It also includes hand gestures, face expressions, tone etc.
- **Accountability:** Taking responsibility for your work and actions. Finishing your jobs before time. Being honest if something goes wrong instead of blaming it on others or giving excuses for it.
- **Teamwork:** In corporate life, often people have to work with someone whom they might not necessarily like. Setting aside personal differences to work well with others shows your maturity.
- **Some Basic Manners:** Examples include putting your hand or handkerchief while sneezing or coughing, throwing wastes into bins, not wasting food or water, sitting properly (avoid slouching), not misusing any resources provided by the corporates etc.

Essentially, being professional is about giving your best at all times. Think about how your behaviour will be perceived by others and make sure to understand and follow company codes of conduct where they exist.