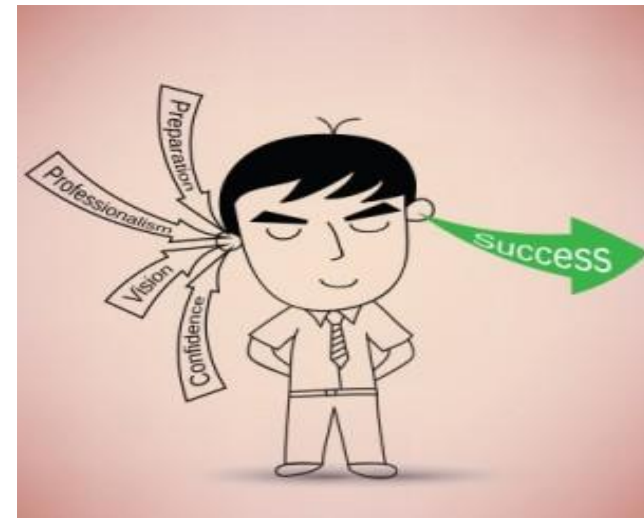# Week # 04
Professionalism

Professionalism takes more than knowledge

- "Professionalism is a way of <u>thinking</u> and <u>living</u> rather than an accumulation of learning."

- Think: What does it take to be a doctor?
  - Hint: it's not just by going to medical school

Professional

In general words: "A person who is expert at his/her work".

Values

- The social principles, goals, or standards held or accepted by an individual, a class, a society, culture, etc.   **OR**

- The conduct, aims, or qualities that characterize or mark a profession or a professional person

Professionalism

Conduct:

A specific style of behavior in the workplace.

"Professionalism refers to your *conduct* at work".

Morals

Relating to, dealing with, or capable of making the distinction between right or wrong conduct.

- principles
- standards
- beliefs with respect to right or wrong behavior

Right or Wrong

Right

In accordance with fact, reason, justice, law, and morality.

Wrong

Contrary to fact or reason, unlawful, twisted, immoral, improper.

How Are You Judged As A Professional?

– Your Communication/Interaction

– Your Image

– Your Competence

– Your Appearance

– Your Behavior (your conduct with others)

– Your Attitude (way of doing work)

Characteristics of a Professional

A Professional must be a:

– Honest

– Skilled

– Courteous (well-mannered)

– Reliable (unfailing/trustworthy)

– Considerate (thoughtful)

– Dependable (loyal)

– Cooperative (helpful)

– Committed

Professionalism is judged by:

- – Unwritten rules

- – Code of conduct

- – Culture

- – Expectations and standards

- – One's personal values

- Remember the definition of professionalism

- A specific style of behavior in the workplace.

- The competence or skill expected of a professional.

- The conduct, aims, or qualities that characterize or mark a profession or a professional person.

Professionalism in the work place demands the following:

1. Mature responsibility and show passion for your work

2. Know how and achieve expected result

3. Give appropriate feedback and on time to the co-workers and supervisor

4. Respect for self and for others and their time

5. Coming to work with a good attitude and performance

6. Be friendly and a team player

7. Problem solving persistence/determination

8. Show a willingness to learn and volunteer for new tasks

Important Keys to Being a True Professional in the work place:

1. A good role model for others including, their behaviour, attitude and relationships

2. Good Time Keepers - always in before time, uses time well

3. Dresses appropriately for the role

4. Speaks in a way which is appropriate to each different audience without being patronizing or putting people down.

5. Knowledgeable about the job, organization, etc.

6. Good with people

Important Keys to Being a True Professional in the work place:

7. Communicate effectively, whatever the circumstances actively listens

8. Works well under pressure

9. Meets deadlines

10. Offer positive contributions in the official meetings

11. Prioritizes effectively - Is prepared to put in the time and efforts to get things done, but also manages to have a reasonable work life balance

12. Is accountable and takes responsibility for what they do and say, and for what they leave undone.

Professional interaction

1. Respect for colleagues is essential for workplace professionalism. **Everyone has different ways of communicating and approaching issues** – be tolerant of those differences and try to understand other perspectives.

2. Communication is key. It's okay to speak up and ask for clarification **when you don't understand something**. Issues are simply the result of miscommunication and having one simple discussion can resolve the situation

3. Individuals who listen and are open to the ideas and suggestions of their colleagues/supervisors demonstrate respectful behavior.

Professional interaction   *cont...*

4. **Keep personal information personal**. When you're at work, you should limit personal phone calls, emails, texting and other communications. Give co-workers your undivided attention.

5. Small actions, such as saying "**please**" and "**thank you**", help build collaborative workplace relationships and establish you as a professional who works well with others.

Professional interaction   *cont...*

1. **Email etiquette.** So much business is conducted over e-mail, so it's important to use this form of communication wisely.

2. Poor grammar and spelling can come across as unprofessional and give the impression that you're not taking your role seriously.

3. You should also avoid adding emotional feelings (smiley faces, twinkle) and acronyms in your official e-mail massage.

4. If you are trying to emphasize a point, try italicizing your word. Similarly, always use proper punctuation and capitalization.

5. Do not start messages with "hey" or other casual phrases—always begin with "Dear..." Workplace e-mail is not Face book, Twitter or text messaging—it is a professional form of communication and should be taken seriously.

6. Finally, if you are addressing your supervisor or a co-worker and especially your clients, address them formally in your e-mails.

Personal interaction

- **Nine Ground Rules for Cohesive Team Behavior**
  1. No complaining at all until willing to take action.
  2. Blame the process, not the person.
  3. Respect everyone on the team, assuming good motives.
  4. Directly confront, with no triangulation.
  5. Voice opinions strongly and respectfully.
  6. Only rely on and restate what you know to be absolutely true.
  7. Fully commit to team decisions and strategies.
  8. Create accountability among the team.
  9. Be an advocate for the team and these ground rules throughout the organization.

Professional Performance

1. Being professional also means doing your work to the best of your ability.

2. Excellence is the driving force of professionals. Job is something that overlaps with their passion.

3. They put in their maximum efforts in getting the task done, without holding back, as they do it for themselves!

4. Professionalism leads to positive thinking and people are only focused on the quality and quantity of the work.

5. Accountability and personal responsibility are essential. This means showing up to the office on time, ready to work. If you're going to be late to the office, call or e-mail your supervisor to let them know.

6. Individuals demonstrate ethical behavior through optimal performance and by not taking credit for the work of others. They show respect to their supervisor, follow instructions and are friendly to good faith criticism.

Professional behaviour

1. Have a clear-cut divide between your **personal life** and **professional life**. There is a famous saying *"when at work leave your worries at home, and when at home leave your worries at work"*.

2. **Respect other's personal space.** If a supervisor's or co-worker's door is closed, it general means he/she is busy. Always knock and wait for response. Avoid disrupting a person unless an issue at hand requires an immediate attention.

3. Individuals act professionally by showing up on time for appointments and meetings, **avoiding office gossip**, answering phone calls in a timely and thoughtful manner.

4. **Accept the office hours** fixed by the organization. However, due to some unforeseen circumstances when unable to do so, they must inform the supervisor and HR office.

5. Communicating **differences of opinion** respectfully and in the appropriate behaviour.

6. Unprofessional, behavior can include gestures, words, expressions or other actions, such as acting bored during meetings to show disinterest.

Professional appearance

1. Your clothing creates an image of you.

2. People form opinions based on the way you dress. When part of an organization, it is very essential that you follow the dress code specified by the organization.

3. A dress code brings in uniformity to the workplace and forms part of the organization culture.

4. Do not dress aggressively, a work place comprises different people, wear something that will help you fit in there.

5. Refrain from using heavily scented perfume, or lotions that could bother co-workers

Overall Personal Manner

1. **Appearance -** Your behavior and dress should reflect the professionalism it takes to do your job and be neat, clean, and appropriate for the workplace.

   - What is your workplace dress code? Class dress code?

2. **Self Confidence –** Show that you can handle any situation, even accepting tasks outside your comfort zone. Confidence enables you to encourage others to adapt to changing situations in the work environment. "The Importance of Confidence in the Workplace".

3. **Cultural Awareness –** Includes overcoming categorizes and treating everyone the same.

   - How can you increase your cultural knowledge?

4. **Safety Awareness** – Working safely and efficiently, using safety gear, etc. Continuing education and workplace training will help maintain safety standards.

Unprofessionalism

Not conforming to the standards of a profession; conflicting to the accepted code of conduct of a profession.

Unprofessional Behavior

- Conduct that could be characterized as harassment or discrimination.
- Verbal threats of violence, revenge, or complaints.
- Inappropriate physical touching or contact.
- Arguing in front of customers, clients and families.
- Physical actions that threaten others such as throwing or knocking down objects.
- Insults, verbal comments, or criticism intended to rubbish or criticize others.
- Inappropriate communication
- Inappropriate self-disclosure
- Exploitation – money, gifts
- Breaches of confidentiality

THE BLAME GAME

Work Ethic

- **Work Ethic** is a set of values based on hard work and diligence. A work ethic may include being reliable, having initiative, or pursuing new skills.
  - "Your ability to discipline yourself to set clear goals, and then to work toward them every day, will do more to guarantee your success than any other single factor."

  - "Success is a function of persistence and doggedness and the willingness to work hard for twenty-two minutes to make sense of something that most people would give up on after thirty seconds."

  - He who would learn to fly one day must first learn to stand and walk and run and climb and dance; one cannot fly into flying.

Work Ethic

5 Factors That Demonstrate a Strong Work Ethic

1. **Integrity** - An employee with integrity fosters trusting relationships with clients, coworkers and supervisors. Coworkers value the employee's ability to give honest feedback. Clients trust the employee's advice. Supervisors rely on the employee's high moral standards, trusting him not to steal from the company or create problems.

2. **Sense of Responsibility** – Feeling personally responsible for job performance, showing up on time, putting in best effort.

3. **Emphasis on Quality** – caring about the quality of work, not just churning out the bare minimum

4. **Discipline** – completing tasks/assignments, staying focused on goals

5. **Sense of Teamwork** – respect peers, help the team to meet its goals

Professional ETHICS and standards

- Every field has a set of professional standards under which all members or employees operate. For instance, public school teachers adhere to state Teacher Performance Standards, national education standards, and the School Personnel Code of Ethics. Similarly, nurses, law enforcement agents, social service workers, doctors, attorneys, journalists, and many other professionals are bound by state, local, and profession specific codes of conduct, ethics, and standards.

- Ethical conduct includes considerations related to privacy honesty, and maintaining a positive and appropriate *professional* attitude.

Professional ETHICS and standards

- Individuals who fail to abide by professional standards lose their jobs and run the risk of losing professional and personal integrity and credibility.

- Students must assess personal and professional standards now because the ethics you have now will cross over into your professional positions. Things like lying, cheating, stealing (even small things), etc. will cause you to lose your job.

- What are some Professional and Ethical Standards in your workplace and industry?

What would you do?

Mapping your professional plan

- What you are doing now – the way you dress, the way you present yourself in all settings, the way you interact with colleagues, fellow students, professors, employers, etc. – is a part of your professional identity. You **must** begin to polish your professional ethics now in order to be successful professionally in the future.

- Remember:
  - Always put your best foot forward!
  - Present yourself in the best light.
  - Encourage and help others.
  - Don't complain, act.

Always Remember!

Keep personal issues separated from the workplace!

A profession is who you are, not a contract.

- "Shame on the engineer who regards his professional function as a business transaction to be judged by the question:

    'Just what do I get out of it?'

- What "professions" have a reputation for being self-centered and selfish?

Mapping your professional plan
1. Life as a professional: activities

- You perform "professional activity of a type carrying <u>high individual responsibility</u>, requiring application of <u>special skills</u> to activities that are mainly academic and <u>varied</u> rather than routine and normal."

- What are the specific pieces of "special skills" that you have learned in prior courses?

- How are an engineer's activities "varied"?

Mapping your professional plan
2. Life as a professional: motivation

- "<u>Motivation for service</u> takes first place over consideration of reward."

- *What have I been saying about this subject, repeatedly, during this term?*

Mapping your professional plan

3. Life as a professional: joy and pride

- "Motivation ... implies <u>joy</u> and <u>pride</u> in the work to be done, and <u>self-imposed standards</u>."

- If you don't take joy and pride in engineering, then **you should look for another line of work.**

- Companies and customers are also entitled to impose (secondary) standards of excellence.

Mapping your professional plan
4. Life as a professional: social duty

- You have a "<u>social duty</u>, fulfilled through <u>guarding the ideals</u> and <u>standards of the profession</u>:
  - by <u>advancing it</u> …,
  - by <u>sharing</u> advances …,
  - by representation '<u>free' public service</u>,

  all as a <u>return to society</u>."

- "Giving back" to society
  - What does "guarding the ideals" mean?
  - When are official document and copyrights acceptable?

Mapping your professional plan
Four qualities of a professional

- Varied activities requiring special skills
- Society-centric motivation
- Personal standards of excellence
- Giving back to society

PROFESSIONAL DEVELOPMENT

When you put many professionals together, what do you have?

- A profession isn't *just* defined by *who you are.*
- A profession is also something you are ***part of.***

- "Most professional engineers adopt an institutional view of the organizations of the profession: they observe them as bodies representing the profession and therefore deserving, even requiring, the loyalty of each engineer as an expression of his identity as a professional engineer."

Characteristic #1 of a profession

- "A body of <u>knowledge and art</u>, held as a common ownership and to be extended through <u>united effort</u>."

1. What "united effort" is required to extend this knowledge and art?

Characteristic #2 of a profession

- "An <u>educational process</u>, based on the body of knowledge and art, and in the ordering of which the professional group has a recognized responsibility."

1. How does the current and prior courses fit into your planned course of study?
2. How do you plan to do *after* your graduation in order to continue learning?

Characteristic #3 of a profession

- "A standard of personal <u>qualification</u> for admission, based on **character**, **education** and **proved competence**."

1. What qualities of "character" have I mentioned during this course?
2. Without naming names, in what ways, have your teammates "proved" or failed to prove their competence?

Characteristic #4 of a profession

- "A <u>standard of conduct</u>, based upon an ethical code to guide the practitioner in his relationships with his employer or client, his colleagues and the community."

1. What is a reasonable "standard of conduct" to expect from your teammates?
2. How would this standard differ at a company?

Characteristic #5 of a profession

- "A <u>formally recognized</u> status, either by members of the profession or by the State."

1. What "formally recognized status" do some states give to engineers?
2. Since your university doesn't formally recognize software engineers, what can you do to obtain formal recognition of your professional skills?

Characteristic #6 of a profession

- "<u>Organizations</u> of the profession, devoted to common advancement, social duty and economic well-being."

1. What are the key organizations for software engineers/IT professionals?
2. What are the benefits and responsibilities associated with membership in these organizations?

Six characteristics of a profession

- Body of knowledge and art
- Educational process
- Standard of qualifications
- Standard of conduct
- Formally recognized status
- Organizations of the profession

True or false?

- "The <u>young of today rise to idealism and unselfish motivation</u> perhaps more readily than any previous generation. It must be the <u>responsibility of this generation</u> of our profession, and of the next generation, to see that our profession <u>never will lose sight</u> of its <u>prime objective</u> - the use of our professional talents in the <u>service of the community</u>."

- Answer this statement to your own….as a professional….