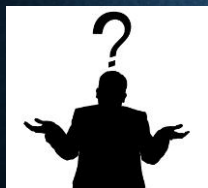


PROFESSIONALISM IN THE WORKPLACE

POLICIES AND PERSPECTIVES

Shannon R. Morrison, Finance Director
City of Hartsville

WHAT IS PROFESSIONALISM?



- Appropriate
- Competent
- Expert
- Consistent
- Confident



"Fred always makes a poor first impression — he says it saves a lot of time."

INDIVIDUAL PROFESSIONALISM

Professionalism starts with the individual and can be demonstrated:

PHYSICALLY
BEHAVIORALLY

INDIVIDUAL PROFESSIONALISM



PHYSICALLY:

- Appearance
- Work Area
- Smile

INDIVIDUAL PROFESSIONALISM



BEHAVIORALLY:

- Respect
- Commitment
- Positivity
- Honesty
- Listen and Learn

WORKPLACE PROFESSIONALISM

Must begin at the top!

Jim Ball, president of The Goals Institute, observes, "More commonly, unprofessional behavior exists when leaders allow it to exist by failing to proactively establish and clarify codes of conduct and principles of professional excellence and then communicate and enforce those standards."

WORKPLACE PROFESSIONALISM



Policies can promote professionalism by addressing:

- Appearance
- Communication
- Punctuality
- Ethics

ETHICS AND PROFESSIONALISM

Ethics and professionalism are closely linked. Organizations with defined professional standards tend to have high ethical standards. Having those standards in writing and ensuring employee awareness will raise the bar of ethics.
