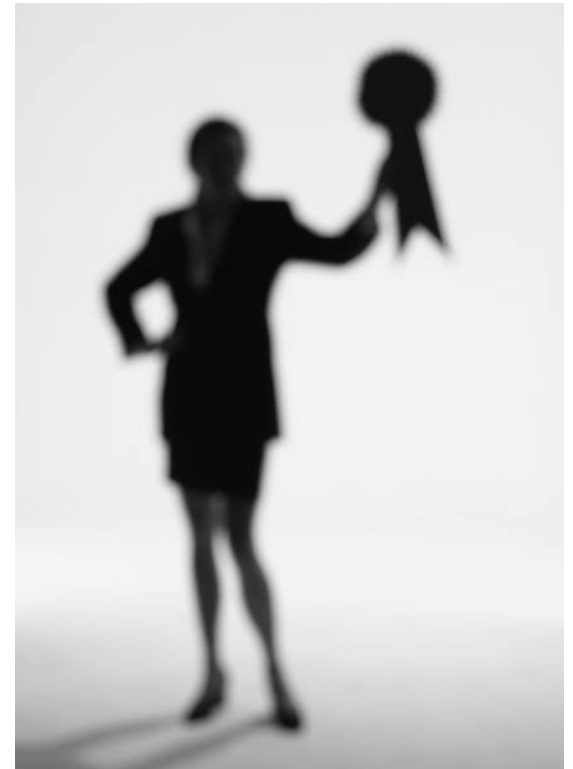


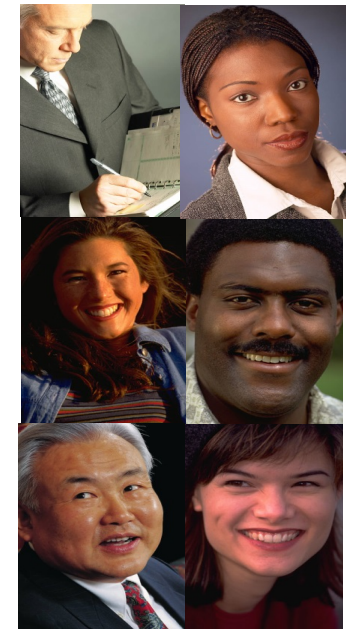
Professional Day for Administrative Assistants

Professional Conduct in
The Workplace /
Interpersonal Skills

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Professionalism in the Workplace

Professional behavior is a form of etiquette in the workplace that is linked primarily to respectful and courteous conduct

You may wonder if anyone will even notice if you don't demonstrate professional behavior at work. As long as you do your job well, who cares?

It turns out your Pastor, parishioners, and co-workers do. They will notice if you lack this quality, and it could have severe consequences for your career.

How can you show your professionalism?

Make It a Priority to Be on Time

When you arrive late for work or meetings, it gives your boss and co-workers the impression you don't care about your job and, if it affects them, it's like saying you don't value their time.



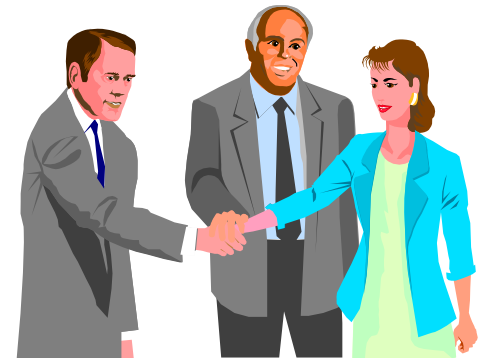
How can you show your professionalism?

Dress Appropriately

Whether you have to dress up for work or you can wear more casual clothes, your appearance should always be neat and clean. Save flip-flops, shorts, and tank tops for the weekends, along with clothes that are better suited for a night out at a club.

Watch Your Mouth

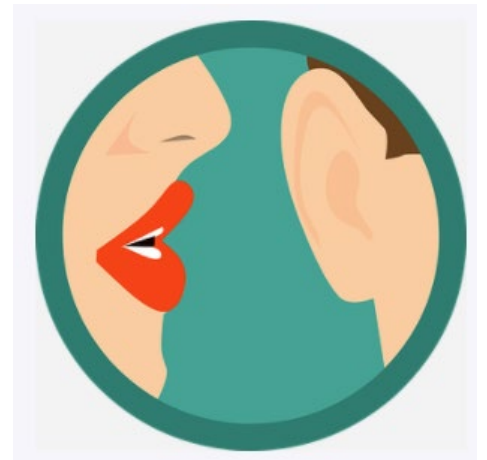
Swearing, cursing, or cussing—whatever you call it—has no place in most workplaces.



How can you show your professionalism?

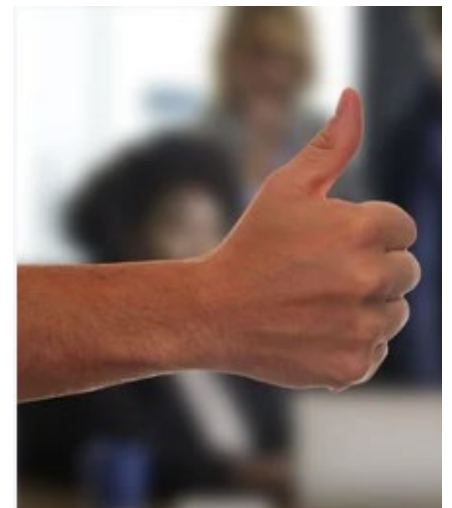
Don't Gossip

While you may be tempted to tell your cubicle neighbors what you heard about Suzy or Sam down in accounting, gossiping makes you look like a middle school student.



Try to Stay Positive

Negativity is contagious. If you complain incessantly about your workplace, it will bring others down. If you see something that should be fixed, give your boss feedback along with a plan for how to make improvements. If you are just complaining for no reason, stop.



How can you show your professionalism?

Being Cognizant of Nonverbal Communication

Nonverbal communication is an often-overlooked bridge between yourself and others, including your colleagues, supervisor, partners, and clients.

Nonverbal cues can either make relationships stronger or damage them depending on how they're used and the context of the situation.

Some forms of nonverbal communication include:

- Eye contact,
- Facial expressions,
- Body language,
- Gestures, and what?



How can you show your professionalism?

Showing Empathy and Understanding

Having empathy for others is a crucial part of relationship building in the workplace because it helps you take into account the thoughts, feelings, and needs of others.

Empathy, along with active listening and strong communication skills, also is useful in terms of negotiation tactics.

Engaging in Active Listening

It's all about actively listening to what someone else has to say rather than passively hearing their message. Approach each conversation like you have something to learn — because, in reality, you likely will find yourself doing just that.

Everyone has their own unique insights, experiences, and perspectives on different subjects. By actively listening to other viewpoints in the workplace (as well as in our personal lives), it helps us as humans to learn and grow. We're able to increase our own understanding by having an open mind and considering new ideas.



How can you show your professionalism?



Being Receptive to Feedback

Feedback — whether positive or negative in nature — is like criticism in that it involves an evaluation of some kind by another person. However, a significant difference between these two terms is intent.

The goal of feedback is to provide corrective, constructive input based on an evaluation of information, whereas criticism is geared more toward delivering judgment based on that information.

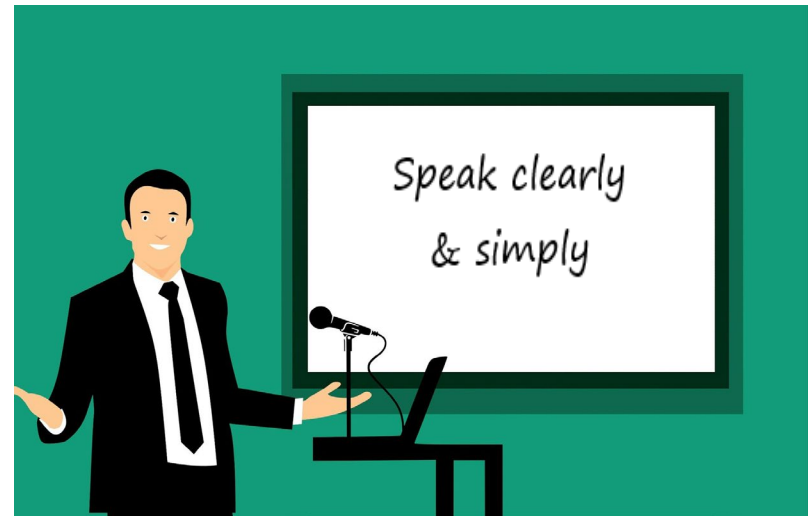
If you are open and receptive to feedback, it will help you to learn and grow from what others have to say.

How can you show your professionalism?

Verbal communication

Your ability to speak clearly, confidently and appropriately for the situation can help you communicate effectively with others. Choose the correct tone and vocabulary for your audience.

For instance, speak formally and professionally during meetings and presentations. Avoid using complex or technical language when trying to explain things or when talking to customers. Ask questions when you need to clarify information.



How can you show your professionalism?

Teamwork

Groups of employees who can communicate and work well together have a better chance of success and achieving common goals.

Being a team player can help you avoid conflict and improve productivity.

Do so by offering to help your coworkers when needed and asking them for their feedback and ideas.

When team members do give their opinions or advice, listen and react positively.

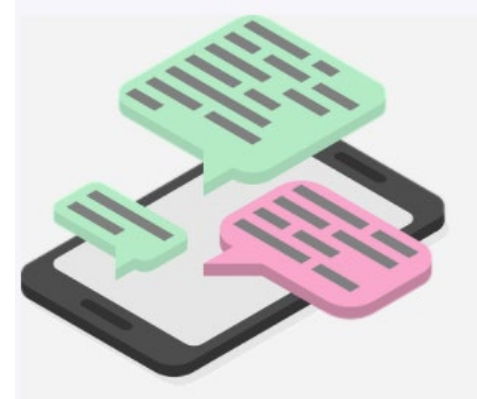
Be encouraging and optimistic when working on projects or in meetings.



How can you show your professionalism?

Avoid distractions

Put away your phone or mobile device when interacting or communicating with others. Give them your full attention and avoid the temptation to check your email or look at a text message. By staying focused, you can listen and understand more effectively.



Wrap Up



- Summary
- Discussion
- Questions & Answers