



Professionalism & Customer Service

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8 Characteristics of Professionalism

1. COMPETENCE

- *You get the Job Done — and Done Well
- *Abilities Match the Requirements of the Job
 - *Results Exceed Expectations

8 Characteristics of Professionalism

2. KNOWLEDGE

- *Detailed, Up-To-Date, Specialized
 - *Master Your Role
- *Keep adding to What You Know
 - *Show What You Know

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3. CONSCIENTIOUSNESS

- *Being Reliable with High Standards
- *Caring About ALL Aspects of Job
- *Accountable for Thoughts, Words & Actions

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4. INTEGRITY

- *True to Your Word
- *NO Compromise
- *Beliefs & Behaviors are Aligned

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5. RESPECT

- *Role Model for Politeness & Good Manners
- *Considering Other's Needs & Rights

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6. EMOTIONAL INTELLIGENCE

- *Manage Your Emotions
- *Awareness of Other People's Feelings

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7. APPROPRIATENESS

- *Knowing What is Appropriate in Various Situations – Boosts Credibility
- *Outward Appearance, Body Language, Discussion Topics, Behavior

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8. CONFIDENCE

- *Reassures & Motivates You & Others
- *Pushes You to Take on New Challenges



LLet's Play:

ARE
YOU
A

PROFESSIONAL???



Skills are on Target?

Need some Improvement?

CHOOSE:

1-ALWAYS

2-SOMETIMES

3-NEVER

1. I get to work on time. If I am going to be late, I call and let my boss know.

1-Always

2-Sometimes

3-Never

2. I rarely miss work. If I am going to miss, I let my boss know ahead of time (or call if I am sick).

1-Always

2-Sometimes

3-Never




3. I work as hard as I can.

1-Always

2-Sometimes

3-Never



4. I pay close attention
to my work.

1-Always

2-Sometimes

3-Never

5. I do my work as I am told.
If I have questions, I ask my
supervisor or co-workers.

1-Always


2-Sometimes

3-Never



6. I am friendly on the job.

- 1-Always
- 2-Sometimes
- 3-Never



7. I try to solve problems
that come up.

1-Always

2-Sometimes

3-Never



8. I follow safety and organizational rules.

1-Always

2-Sometimes

3-Never



9. I use materials and
equipment properly.

- 1-Always
- 2-Sometimes
- 3-Never



10. I behave professionally.

1-Always

2-Sometimes

3-Never



How did you do?

10-16 You Got This!

17-23 Time to Step it Up

24-30 This has Got You!



Choose to be
PROFESSIONAL!

The *Incredible* Power of:

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