PROFESSIONALISM IN THE WORKPLACE

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1

TRAINING OBJECTIVES

- To define Professionalism and explore how it relates to behavior and communication.
- To examine how Professionalism relates to maintaining boundaries, managing emotions, and dealing with conflicts in the workplace.
- To provide helpful tips to helping professionals on how to help further promote professionalism in the workplace.

2

PROFESSIONALISM

- Professionalism is the conduct, behavior and attitude of someone in a work or business environment.

- Professionalism most commonly means the state or practice of doing one's job with skill, competence, ethics, and courtesy.
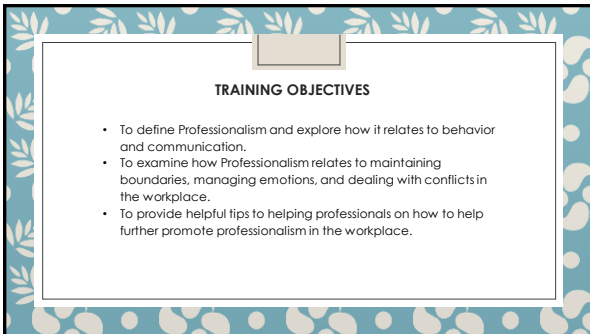
3

WAYS TO PRACTICE PROFESSIONALISM

Be productive - Use your time productively at work. Focus on your job responsibilities and avoid getting pulled into social media, web browsing and phone activity while on the clock.

Develop a professional image - Project a professional presence and dress appropriately for your organization.

Take the initiative - Ask for more projects to be given to you or think of assignments that will meet your organization's goals. You don't want to be under-utilized.

4

WAYS TO PRACTICE PROFESSIONALISM

Maintain effective work habits - Prioritize, plan and manage your assignments and projects. Follow up and follow through with your supervisor and team members. (Show examples)

Manage your time efficiently - Establish priorities, set goals and create action plans to meet deadlines.

Demonstrate integrity - Be accountable for your work and actions while behaving ethically at all times.

5

WAYS TO PRACTICE PROFESSIONALISM

Provide excellence - Produce work and results that reflect a sense of pride and professionalism, often exceeding expectations.

Be a problem-solver - When you run into problems. Take time to identify possible solutions before you meet with your supervisor.

Be resilient - Develop coping skills to manage challenges with a positive attitude.

6

WAYS TO PRACTICE PROFESSIONALISM

Communicate effectively - Practice professional on-line, in person and interpersonal communication skills.

Develop self-awareness – gain awareness of your emotional triggers and learn to manage your emotions so you can manage your reactions positively. Accept and reflect on feedback that has been provided to you. Look for opportunities to grow.

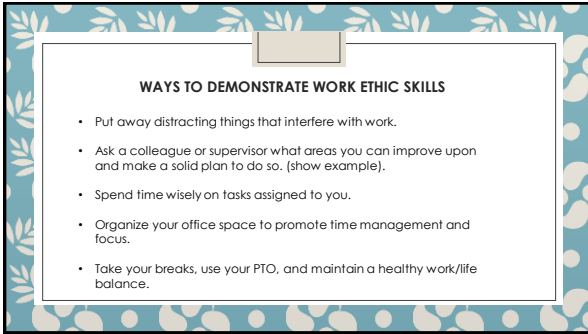**Build relationships** - Network with colleagues, work on teams and collaborate effectively.

7

WORK ETHIC

• Work ethic is an attitude of determination and dedication toward one's job.

• It means placing high value on professional success.

• It also means believing in the importance of your job.

8

WORK ETHIC SKILLS

• Reliability
• Dedication
• Discipline
• Productivity

• Cooperation
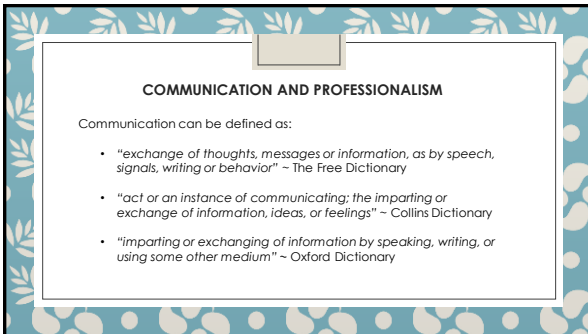• Integrity
• Responsibility
• Professionalism

9

WAYS TO DEMONSTRATE WORK ETHIC SKILLS

- Put away distracting things that interfere with work.

- Ask a colleague or supervisor what areas you can improve upon and make a solid plan to do so. (show example).

- Spend time wisely on tasks assigned to you.

- Organize your office space to promote time management and focus.

- Take your breaks, use your PTO, and maintain a healthy work/life balance.

10

COMMUNICATION AND PROFESSIONALISM

Communication can be defined as:

- *"exchange of thoughts, messages or information, as by speech, signals, writing or behavior"* ~ The Free Dictionary

- *"act or an instance of communicating; the imparting or exchange of information, ideas, or feelings"* ~ Collins Dictionary

- *"imparting or exchanging of information by speaking, writing, or using some other medium"* ~ Oxford Dictionary

11

COMMUNICATION COMPONENTS

Communication involves the following components:

- **Verbal** - your voice.

- **Visual** - images, graphs, maps, infographics.

- **Non-verbal** - body language, eye contact, gestures, facial expressions.

- **Written** – books, websites, emails.

12

THE IMPORTANCE OF COMMUNICATION

- Its more than just the exchange of words.
- It's involves sending and receiving messages clearly.
- It involves actively listening and checking for accuracy.
- How you communicate can positively and negatively affect the relationships you have in your work and life.

13

BARRIERS TO COMMUNICATION

- Judging the other person.
- Not paying attention to the person you are talking to.
- Using technical language.
- Giving solutions or unwanted advice.
- Avoiding the concerns of others.

14

EFFECTIVE COMMUNICATION SKILLS

1. Active Listening
2. Non-Verbal Communication
3. Asking Questions
4. Being Clear and Succinct
5. Clarifying and Summarizing

15

EFFECTIVE COMMUNICATION SKILLS

6. Being Empathetic

7. Providing Feedback

8. Developing Trust and Rapport

9. Being Present

16

BOUNDARIES

- Boundary: a line that marks the limits of an area; a dividing line; a limit of a subject or sphere of activity.

- The personal-feeling nature of the working relationship with the individual can be easily confused by the helping professional AND the individual.

- Boundaries protect the helping professional and the individual from harm and unethical practices.

- It is the responsibility of the helping professional to establish and maintain boundaries.

17

BOUNDARIES CROSSINGS

- The helping professional engages in a huge risk if they are not aware of what crosses boundaries.

- Crossing boundaries can affect not only your professional life, but your recovery, your family, and your community.

- The helping professional's relationship with the individual they serve, and family members may become a grey area.

- Navigating it correctly is one of the most challenging parts of the recovery support relationship.

18

COMMON BOUNDARIES VIOLATIONS

- Forming friendships with the individuals the helping professional serves.
- Having romantic/sexual relationships with the individuals or family members they serve.
- Friending or following individuals or family members on social media.
- Borrowing money or using services that the individual being served provides and vice versa.
- Venting to individuals about your problems.

19

BOUNDARIES AND SOCIAL MEDIA

- Best practice for professional boundaries when it comes to social media interactions with the individuals served: **just don't.**
- **It is a boundary violation to search an individual on any social media platform, or to Google them. It is also a boundary violation to search for a criminal history without permission from the individual and/or without a valid, professional reason.**
- Best practice: set profiles to private.

20

BOUNDARY IMPLEMENTATION

- Explain from the start and end time of appointments.
- Describe to the individual that they are the author of their recovery/treatment plan.
- Set priorities on your work schedule and use a calendar.
- Inform the individuals about social media policy.
- Know how and when to refer to other professionals or organizations.

21

DIGITAL COMMUNICATION 101

- Keep written communications short and to-the-point so you do not waste other people's time.

- Make written communication easy to read do not use emoticons in formal communication.

- Remember that written words can be stored and retrieved later - even if you delete them. Think carefully about what you are writing.

- Keep in mind that humor and sarcasm may be difficult to interpret over the Internet. Be careful not to offend anyone.

22

DIGITAL COMMUNICATION 101

- Do not insult others or use foul/inappropriate language.

- Do not write in all upper case - this makes it look like you are shouting!

- Do not provide your username or password to anyone else.

- Do not initiate or provoke "flame wars", which are emotional arguments on the Internet.

- Do not post anything about anyone else on the Internet without their permission.

23

WRITING EMAILS 101

- Open with a proper salutation.

- Include a clear, brief, and specific subject line.

- Close with a signature.

- Avoid abbreviations.

- Be brief and use a good format.

- Reread, revise, and review.

24

WRITING EMAILS 101

- Reply promptly.
- Use "Reply All" sparingly.
- Avoid using all caps.
- Test links.
- Give feedback or follow up.
- Do not forget attachments (when applicable).

25

MANAGING OUR EMOTIONS AT WORK

Common negative emotions at work:

- Frustration/irritation.
- Worry/nervousness.
- Anger/aggravation.
- Dislike.
- Disappointment/unhappiness.

26

MANAGING OUR EMOTIONS AT WORK

Frustration/Irritation - Frustration usually occurs when you feel stuck or trapped, or unable to move forward in some way:

Ways to deal with Frustration/Irritation:

- Stop and evaluate.
- Find something positive about the situation.
- Remember the last time you felt frustrated.

27

MANAGING OUR EMOTIONS AT WORK

Worry/Nervousness – A sense of anxiety or unease. May come from undone job tasks, job performance issues, feelings of inadequacy, etc.

Ways to deal with Worry/Nervousness:

- Don't surround yourself with worry and anxiety.
- Use breathing exercises and other coping techniques.
- Focus on how to improve the situations.
- Work within your limits.

28

MANAGING OUR EMOTIONS AT WORK

Anger/Frustration – anger if often the most difficult emotions to deal with at work. However, if not dealt with swiftly, several consequences can result.

Ways to deal with Anger/Frustration:

- Take a moment to stop and think, do not speak or send emails when angry.
- Take a break and get out and take a walk.
- Use humor to release some tension.

29

MANAGING OUR EMOTIONS AT WORK

Dislike - We've all been faced with things, people, and situations we do not like. However, at work we must learn to deal with these scenarios appropriately.

Ways to deal with dislike:

- Be respectful. Treat the person you dislike with respect and courtesy. If it is a situation you dislike, speak with a supervisor respectfully about the situation.
- Be assertive. If you have been disrespected, It is okay to respectfully state you will not accept being treated in such a manner.

30

MANAGING OUR EMOTIONS AT WORK

Disappointment/Unhappiness – These types of emotions are those that will most likely impact your productivity, create low energy levels, and hold you back from achieving work related goals.

Ways to deal with Disappointment/Unhappiness:

- Look at your mindset
- Adjust your goal
- Record your thoughts

31

CONFLICT IN THE WORKPLACE

A variety of situations can occur in the place that can result in conflict between staff. Sadly, if these conflicts are not addressed in a timely manner, they can become quite destructive.

Examples of situations that can cause conflict:
- Absenteeism.
- Misunderstandings or lack of information.
- Changes in the workplace.
- Actions taken by a supervisor.
- Evaluation of work performance.
- Personal situations that affect work performance.

32

ADDRESSING WORKPLACE CONFLICT

Here are some practical strategies that can be used to address conflict:

1. Talk with the other person.
2. Focus on behavior and events, not on personalities.
3. Listen carefully.
4. Identify points of agreement and disagreement.
5. Prioritize the areas of conflict.
6. Develop a plan to work on each conflict.
7. Follow through on your plan.
8. Build on your success.

33

REVIEW OF TRAINING OBJECTIVES

- To Define Professionalism

- To Explore Professionalism as it relates to behavior and communication.

- To Provide helpful tips to help further promote professionalism in the workplace.
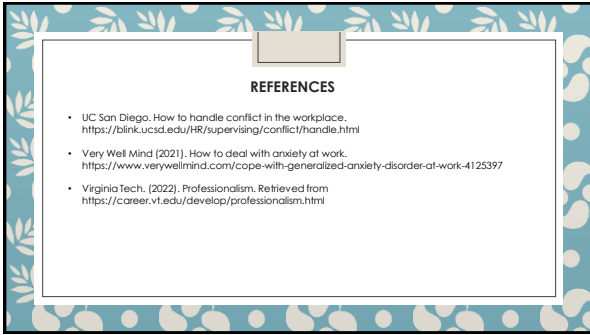
34

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36

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37