

Concepts and Constructs of Professionalism

CSTEM Professional Mentoring Program



Understand the culture

This can be company culture or societal expectation in a region

Do a little research ahead of time so you respect the norms in that setting

Pay attention to what others are doing, avoid making assumption

Professionalism from start to finish

Your behavior will impact all aspects
of your professional life

This starts at networking and carries
through to the top global CEO's

Most valued soft skills

Soft Skills
aka
Transferable
Skills



Importance of soft skills

[Indeed says](#), “hard skills show off your experience and understanding of a particular, measurable ability; soft skills often indicate your ability to work with others and grow within a company.”

A [Boston College, Harvard, and the University of Michigan](#) study showed soft skills training in communication and problem solving boosted productivity and retention by 12% and delivered a 250% return on investment (ROI) to the company.

The [Hay Group](#) research shows leaders with soft skills can increase their team’s performance by 30%.

Written versus Unwritten rules



Check the workplace for dress codes and social media codes of conduct



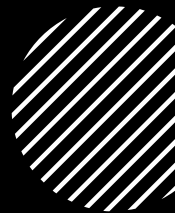
Communicate with employees about company “culture”



Fitting in is a key aspect of professionalism, this doesn't mean you can't be yourself



Competence & Knowledge



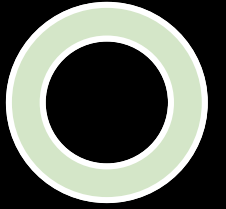
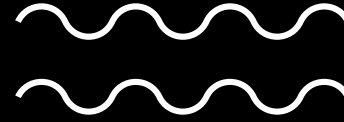
Be honest about your skillset so you can do the job well

If you are tasked with something that you are not trained for, ask for support

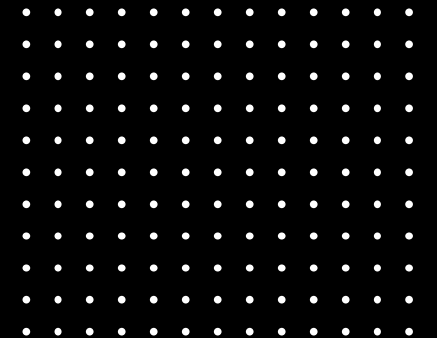
Keep learning and training! Just because you have the job doesn't mean you can't get better

- Strive to master your role and stay up-to-date with your industry
- Push yourself to keep growing: Many companies support professional development programs

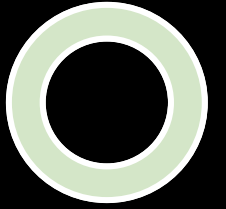
- Manners Matter!
 - Keep your emotions under control, maintain poise
 - Profanity will impact people's impression of you
 - Being prompt is a sign of respect, do your best to be punctual
 - Do not multitask when communicating with someone, give them your full attention
 - Listen as much as you speak
 - Don't participate in gossip
 - It's not just what you say, it's how you say it



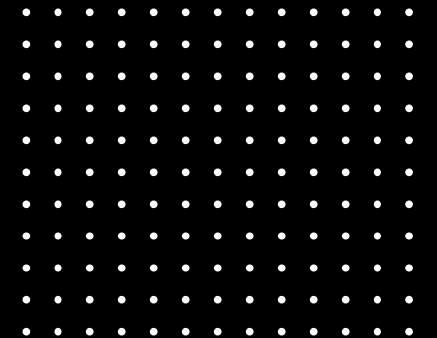
Respectful Communication



- In person
 - Put your phone away and look at the person/ people you are talking to
- Telephone
 - Identify yourself by your full name, company, and title
- Digital Correspondence/ Email
 - Be clear and concise with your writing, avoiding acronyms and shorthand
- Social Media
 - Even personal accounts will make an impact
 - Keep professional networking sites professional

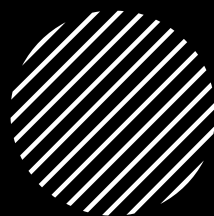


Respectful Communication



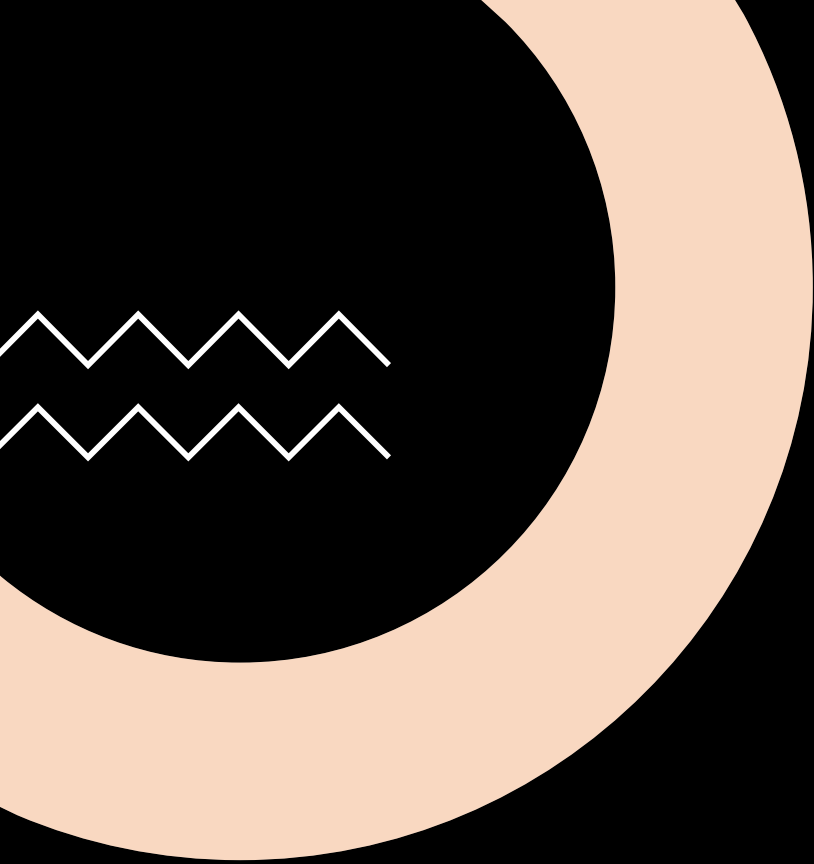


Ethics



- Integrity
 - Keep your word
 - Define your values and act accordingly
 - Own your mistakes, we all make them
- Conscientiousness
 - Set high standards for yourself
 - Prioritize your work to manage your time
 - Know when to say “No”

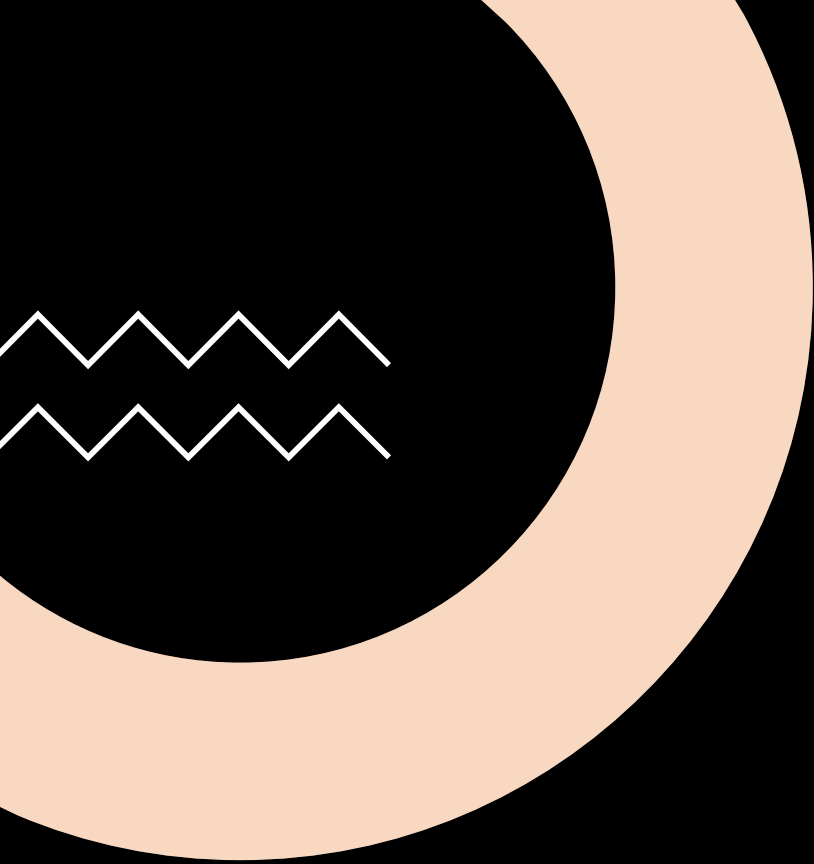




- Look the part: Meet or exceed the requirements for the dress code
- Hygiene matters
- Avoid having your appearance detract from the how people perceive your ability

Appearance

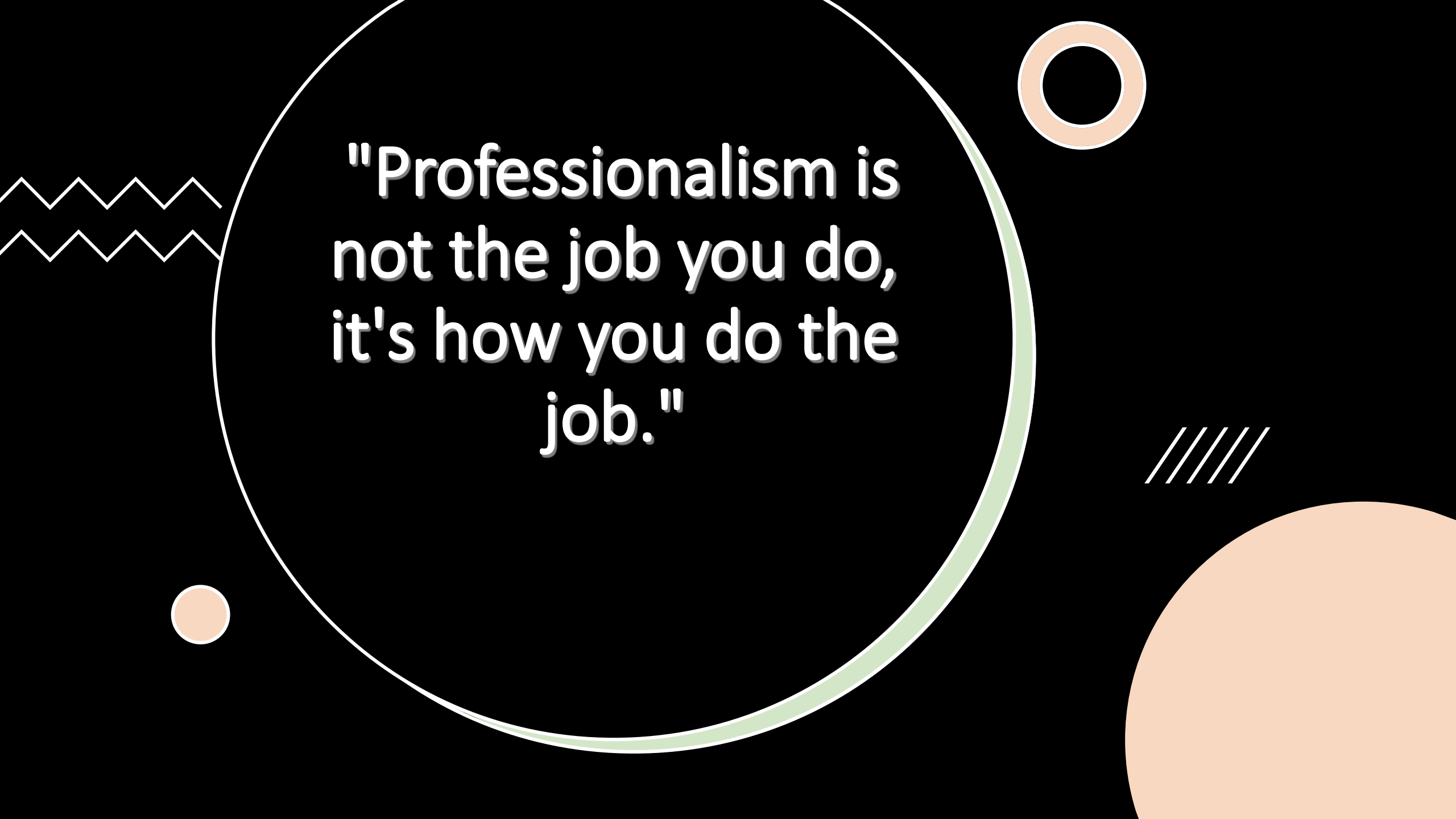




- Body language speaks volumes
- Confidence impacts the way people interact with you and how you interact with the world
 - There is a fine line between confidence and cockiness, find your balance

Appearance





"Professionalism is
not the job you do,
it's how you do the
job."