



R E D K I T E

▶ EMPLOYMENT LAW *WITH* HR STRINGS ATTACHED ◀

POINTS FOR PLATING!

PROFESSIONALISM AT WORK

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COURSE MATERIALS AND EXERCISES

We wish to express confidence that the information contained in these materials and presented during class is accurate and up-to-date. Please note that even though the instructor may be an attorney, no attorney-client relationship exists, and the information presented in this class and in these materials is not intended to be legal advice. Individual situations may vary, and appropriate resolutions are fact specific, and we recommend that you consult with Human Resources or legal counsel before you apply this information to specific risk management decisions.

PROFESSIONALISM AT WORK

What does it mean to be “Professional”?

Why do we care?

- Increased productivity and higher level of performance overall
- Keeps employees motivated
- Higher morale
- Justice / fairness
- Productive communication
- Higher levels of employee engagement

Are You Sabotaging Your Professional Image?

- Being late
- Bad manners
- Being rude
- Emotions rule you
- Being dishonest or unreliable
- Hiding from your mistakes
- Breaking promises to others
- Over-sharing personal information
- Being negative or grumpy
- Focused on your own self-interest
- Bullying
- Harassing and retaliatory behavior
- Hugs instead of handshakes
- Checking phone during conversations
- Taking a joke too far
- Immature practical jokes
- Inappropriate jokes and sexual innuendos
- Unaware of the world around you
- Being disorganized or “messy”
- Dressing inappropriately
- Yawning without covering your mouth
- Chewing gum or food with your mouth open
- Eye rolling, head nods, and looking bored
- Profanity, slang and inappropriate slurs

How Do We Control Gossip and Negativity?

- ✓ Employees **ARE ALLOWED** to talk about working conditions.
- ✓ **Gossip** = sharing or disclosing personal information about one person to another person or other people that is negative, inflammatory, derogatory, embarrassing, demeaning, hurtful, or otherwise would be considered private by the person about whom you are speaking. It serves to diminish the value and reputation of the person being discussed in the eyes of others.
- ✓ Gossip hurts on multiple levels:
 - ◇ Increases conflict and resentment;
 - ◇ Promotes cliques which destroy team dynamics and morale because employees refuse to work together;
 - ◇ Breaks down trust within a group, which results in employees needing more reassurance, clarification and even mediation from the leader;
 - ◇ Decreases overall productivity of the team/department, and you are held responsible!
- ✓ Breaking the gossip and negativity cycle:
 - ◇ **REMEMBER:** By listening to gossip, you actually support and promote it! The more you listen, the more you encourage it.
 - ◇ **DON'T PARTICIPATE IN IT!** Tell the person you are not interested and walk away or change the topic. Take personal responsibility to act with integrity.
 - ◇ Stay busy – if you are preoccupied with work and other tasks, you won't be available to indulge in the storytelling.
 - ◇ Combat negativity by responding with positive information about the target.
 - ◇ Close relationships with a gossiper will lead others to believe that you gossip, and this perception will destroy the trust you are working so hard to build.
 - ◇ Communicate your expectations clearly that gossip about coworkers is not acceptable and will not be tolerated – Protect your team!
 - ◇ Keep your team “in the loop” – when people know what is going on, there is less need to speculate and gossip.
 - ◇ Pay attention to how your team is doing and seek feedback – negativity thrives in the absence of information and understanding.

MASTER THE ICPs OF PROFESSIONALISM

INTERACTIONS:

- Be polite and **Respectful**
- Acknowledge others
- Introduce yourself and others
- Demonstrate pride in your work
- Be on time and reliable
- **Be engaged** in the moment
- Put your phone away
- Give your full attention
- Act with **integrity**
- Be a **great team player!**
- Do your job well!
- Do the right thing!
- Don't eavesdrop
- Don't loiter or distract others
- Mind your manners
- **LEAD BY EXAMPLE**

COMMUNICATIONS:

- Listen well and don't interrupt
- Use ***In-person communication***
- Upgrade your vocabulary
- Offer constructive comments
- **Reread your email** before you hit send
- Express emotions with "secret voice"
- Be mindful of your non-verbals
- Watch your language / avoid slang
- No screaming or name-calling
- Don't put calls on speaker phone
- Don't blame others
- Avoid personal office chatter
- Don't over-share
- **DON'T GOSSIP**

PHONES:

- **100% focused** on the person in front of you
- Phone off the table during business meeting
- Don't read under the table
- Use a professional ring tone
- Keep phone ring on silent or vibrate
- Take personal calls in a private place
- Keep your voice low when talking
- Don't display inappropriate images at work

PRESENTATIONS: (Appearance / Surroundings)

- **Respect the LOGO**
- **Dress appropriately** for your job
- Be scent-free
- Use ear buds if listening to music
- Keep your area tidy
- Use good taste when decorating
- Respect other people's privacy
- Pick up trash / don't leave a mess