**Professionalism Transcript**

**MN501**

**Slide 1-Introduction**

Hello and welcome to Career Services presentation on Professionalism in the Workplace!

**Slide 2- Professionalism**

What is Professionalism? According to the Merriam-Webster dictionary, professionalism is defined as the skill, good judgment, and polite behavior that is expected from a person who is trained to do a job well. Essentially, professionalism is behavior that is promoted throughout the workplace.

Professionalism is important for the following 5 reasons:

Employers will have confidence in your abilities

Shows you are reliable and dependable

Minimizes conflict in the workplace

Can improve your chances for training opportunities and promotions

Can expand your network because you are easier to work with

**Slide 3 – Professionalism**

In order to exhibit professionalism, there are 3 key behaviors you should exhibit:

Always be willing to help – This shows you are dependable, reliable, and capable of taking on additional responsibility.

Ask questions – It shows your enthusiasm and dedication to the role. It also gives you an opportunity to learn new tasks.

Treat this opportunity as full-time employment – Treating externships, volunteer opportunities, and part-time jobs as full-time employment can often lead to full-time employment.

You should never knowingly ignore the company/organization’s mission statement, code of ethics, or HR policies. This means reading and understanding this information to avoid negative repercussions.

Be careful not to engage in the Monkey-See-Monkey-Do syndrome. In short, just because a coworker/employee is behaving in an unprofessional/unethical way, does not mean you should too. No matter what your employment status (full time, part time, volunteer) at the time, being unprofessional is never appropriate. Do not burn bridges. Every connection is a possible path to a new career/job.

Generally speaking, do not be afraid to admit that you made a mistake. Speak up, and learn from those more experienced. Employers do not expect you to be perfect. However, make sure you are not being careless, or making the same mistakes repeatedly. In the healthcare industry, a mistake can cost someone their life.

**Slide 4- Professional Outlook**

Regardless of your role- volunteering, an externship, part-time, or full-time position, the employer will have expectations from you. Every opportunity to get work experience is an opportunity to practice good habits.

Be punctual in your arrival times and meeting your deadlines.

When dealing with patients, customers, or clients, you are to exude confidence and a positive attitude. Let go of any other external factors which may affect you, and focus on being centered on the task at hand. Keep in mind that you are “on stage” while out in the field and dealing with others. Both negative and positive behavior is infectious, so always try to take the positive road.

You are a critical part of a team, your contributions are valued and counted on from others, and take notice of your appearance while “on stage”. Appearance includes scent. Strongly scented perfumes and lotions should be avoided and many healthcare settings specifically ban strong scents.

**Slide 5 – Professional Outlook**

To reiterate, every opportunity must be treated with the utmost level of professionalism. While this isn’t always the case, externships, volunteer opportunities, and part time roles can possibly lead to full-time employment This is your opportunity to make an impact and make professional connections while gaining experience.

**Slide 6 – Closing Slide**

Thank you for joining us to go over professionalism. To reach our department and to get connected to your career specialist, please email careerservices@purdueglobal.edu.