

Professionalism in the Workplace



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Profession vs. Professionalism



- **Profession**

- Do you possess a specialized body of knowledge?
- Did you complete education at a higher level institution?
- Is the scientific method used to perform your job?
- Is there autonomy in your job?
- Is there a code of ethics?
- Is there a lifetime commitment?
- Does your job provide service to the public?

Define Professionalism



Professionalism is how you
conduct yourself in the
workplace.

Professionalism



- **Attributes of professionalism:**
 - Attitude
 - Competence
 - Appearance
 - Communication Skills/Conduct
 - Mannerisms/Appropriateness

Don't Say It Doesn't Happen



"Ooh! Ooh! Hey guys, check this out!"

Dos & Don'ts of Professionalism



- Make Being on Time a Priority
- Don't Be a Grump
- Dress Appropriately
- Watch Your Mouth
- Offer to Help Your Colleagues
- Don't Gossip
- Try to Stay Positive
- Don't Hide From Your Mistakes
- Always Fight Fair
- Don't Lie
- Don't Air Your Dirty Laundry

Advice from Thomas L. Petty on being a Respiratory Therapist



- RTs and other clinicians need to be experts in their core areas
- Respiratory care is a team activity
- Education needs to be targeted to provide the best benefit to the patient
- Everyone in the field needs to understand their role and importance to the industry and deal with it responsibly
- Never forget it is about the patient
- Respiratory care should be exciting and fun.

Employability Skills Profile



The main things employers are looking for:

1. People who can communicate, think, and continue to learn throughout their lives.
2. People who can demonstrate positive attitudes and behaviors, responsibility, and adaptability.
3. People who can work with others.

Academic Skills



- **Communication**
 - Understand and speak the language
 - Can you listen and learn?
 - Reading and writing comprehension
 - Use of correct terminology for the job
- **Think critically and logically to problem solve**
 - Use technology and information systems effectively
- **Life long learner**

Types of Workplace Communication



1. Written Communication – Proper grammar, abbreviations, and tone are important
2. Oral Communication – Be concise in what you have to say, don't ramble
3. Visual Communication – Visual aids that may help teach or convey a message
4. Technology Base Communication – Email, text, social media. Think twice before you hit the send button.

Personal Management Skills



- **Positive Attitude and Behaviors**
 - Self-esteem and confidence
 - Honesty, integrity, loyalty, and personal ethics
 - Positive attitude toward learning, growth, and personal health
 - Initiative, energy, and persistence to complete a task (keeping your word)

Personal Management Skills



- **Responsibility**

- The ability to set goals and priorities in work and personal life
- The ability to manage time, money, and other resources to achieve goals
- Accountability for actions taken
- Treating others with respect

Personal Management Skills



- **Adaptability**
 - Positive attitude toward change
 - Recognition and respect of personal differences
 - The ability to contribute ideas, methods, or processes to improve outcomes

Teamwork Skills



- **Do you fit the culture of the company?**
 - Do you work well with others?
 - Are you willing to teach/help others without judging them?
 - Have you read the mission and goals of the organization you work for or want to work for?
 - Do you take others into consideration when decisions/changes are being made?
 - Do you respect your coworkers?

Motivation Matters



- Why are you working or why do you want to work for the company?
 - Are you there to learn?
 - Are you there to make money?
 - Are you there to seek promotion?
 - Are you there to work with your friends?
 - Are you there because it's safe?
 - Are you there because you want to help patients/clients?

Motivation Matters



- What are your future goals and what are you willing to do to reach them?
 - Are you willing to work a job that is not your dream job in order to learn and/or advance?
 - Are you willing to trash or step on others to get ahead?
 - Are you willing to listen, learn, and work hard to reach your goals?
 - Are you willing to relocate?
 - Are you willing to commit for a minimum time frame before moving on?

Expectations and Standards



- Employers are responsible for setting the expectations and standards for professionalism in the workplace.
- It is a managers job to reinforce the expectations and standards
- It is the employees job to meet the expectations and standards.

How to Handle Emotions & Conflicts



- Don't take things personal
- Understand the situation
- Ask Questions
- A professional views conflict as an opportunity

Tips for Your Next Interview



- Make sure you bring a resume
- Groom yourself
- Dress appropriately
 - No jeans
 - No excess skin showing anywhere
 - No tennis shoes
 - No scrubs
- Be on time
- Don't show up unannounced and expect anything

Tips for Your Next Interview



- Learn about the company you are interviewing for
 - Ask others about their own experiences
 - Check out the company webpage
 - Read the mission statement for the company
- Address the interviewer appropriately (Mr. or Mrs. unless they give you permission to call them by their first name)
- Be positive

Tips for Your Next Interview



- Be prepared with a list of questions for your interviewer
 - What type of training is provided?
 - Is there any on call?
 - Is there any travel?
 - Are there any opportunities for advancement?
 - How supportive is management?
 - Are respiratory therapists active in any committees within the organization?

Tips for Your Next Interview



- Silence your phone or better yet, don't bring it in the interview with you
- Don't chew gum
- Be prepared to talk to the interviewer
- Make sure to follow up

Practice Your ABCs



Always

Be

Caring

Concerned

Compassionate

Considerate

Review



- Employers want employees with all the right

Positive Attitude

Ability to Learn and Grow

Respectful

Team Player

Self Restraint

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