Professionalism and Your Career

Tips for the Work Place and Your Future Careers
Professionalism

What does it mean to you?
Aspects of Professionalism

- Attitude
- Communication skills
- Dress
- Organizational skills
- Always working to improve
- Willing to help out
- Finds solutions and leaves negativity behind
- Manages time wisely
- Takes responsibility
- Works well independently and in a team setting
- Courteous and respectful towards others
- Values coworkers
How to Improve Work Place Professionalism

- Be on time for work and meetings
- If you are not able to come in, find a replacement
- Turn cell phones on vibrate
- Lead by example
- Text on your break, not at your desk
- Take appropriate breaks
- Be on the lookout for patrons
- Attention to detail
- Be mindful of what’s on your computer screen - please no Facebook
- Avoid using casual language when helping patrons on the phone or in person
- Try to stay positive
- Offer to help your co-workers
- Keep current with checking email
And Remember...

When you are at a service desk, you are always on stage.
Focus on Professional Development

- Know what you are good at
- Keep your CV/Resume up to date
- Have a second set of eyes look at your documents
- Look at ways to expand your skill set
- Explore new technologies
- Ask for projects, volunteer to help
- Find a mentor
- Enhance your communication skills
- Write and present
- Attend conferences related to your interests
- Keep up with current trends
- Use downtime wisely
- Create a professional development plan
Go Beyond Your Comfort Zone

If you want something in your life you've never had, you'll have to do something, you've never done.

~ JD Houston