

Profesionalism at Work



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Defining Professional Behavior

- **Civility** – respect for others
- **Polish** – first impressions, voice quality, listening
- **Manners** – proper attire, comportment, dining etiquette
- **Social intelligence** – sensitivity, perception of others and situations
- **Soft skills** – personal qualities, habits, attitudes, communication skills, social graces
- **Ethics** – integrity, honesty, desire to treat others with respect and dignity

How to Be Professional on the Job

- Be punctual.
- Speak and write clearly.
- Apologize for errors or misunderstandings.
- Accept constructive criticism.



How to Be Professional on the Job

- Present yourself pleasantly with good hygiene and grooming.
- Choose attractive, not distracting, business attire.
- Demonstrate self-control.
- Avoid public arguments and disagreements, including in written documents and e-mail.



How to Be Professional on the Job

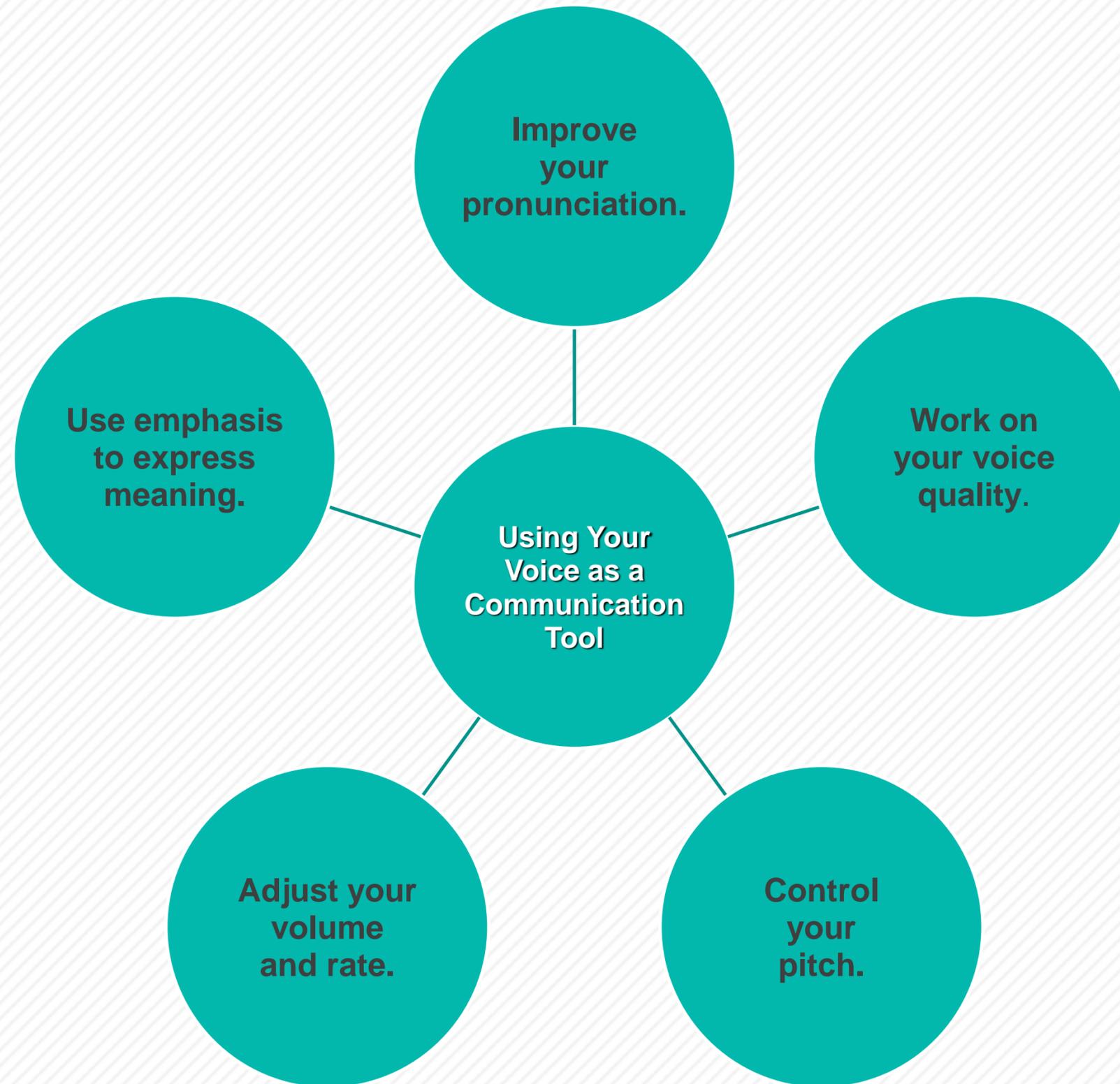
- Avoid even the smallest lies at all cost.
- Pay for services and products promptly.
- Keep confidential information confidential.
- Avoid vengeful behavior when you feel wronged.



How to Be Professional on the Job

- Follow through on commitments.
- Keep promises and deadlines.
- Deliver only work of which you can be proud.
- Be prepared for meetings.
- Show a willingness to share expertise.





**Using Your
Voice as a
Communication
Tool**

**Improve
your
pronunciation.**

naturally – not *natcherly*
accessory – not *assessory*
don't you – not *doncha*

Improve
your
pronunciation.

Using Your
Voice as a
Communication
Tool

- Do you sound friendly, alert, or positive?
- Do you sound angry, slow-witted, or negative?

Work on
your voice
quality.

- Avoid a flat, monotone voice.
- Strive for a variety of pitch patterns.

**Using Your
Voice as a
Communication
Tool**

Work on
your voice
quality.

**Control
your
pitch.**

- Speak as loudly or softly as the occasion demands.
- Don't make your listeners strain to hear you.
- Don't speak too rapidly.

**Control
your
pitch**

**Using Your
Voice as a
Communication
Tool**

**Adjust
your
volume
and rate.**

- Stress those words that require emphasis.
- A lower pitch and volume make you sound professional or reasonable.

Adjust
your
volume
and rate.

Using Your
Voice as a
Communication
Tool

Use
emphasis
to express
meaning.

Promoting Positive Workplace Relations

Use correct names and titles.

Choose appropriate workplace topics.

Avoid negative remarks.

Listen to learn.

Give sincere and specific praise.

Act professionally in social situations.

Responding Professionally to Workplace Criticism

Listen without interrupting.

Determine the speaker's intent.

Acknowledge what you are hearing.

Paraphrase what was said.

Ask for more information if necessary.

Agree—if the comments are accurate.

Responding Professionally to Workplace Criticism

Disagree respectfully and constructively—
if you feel the comments made are
unfair.

Look for a middle
Learn from



Offering Constructive Criticism on the Job

Mentally outline your conversation.

Use face-to-face communication.

Focus on improvement. Offer to help.

Be specific. Avoid broad generalizations.

Discuss the behavior, not the person.

Use “we” rather than “you.”

Offering Constructive Criticism on the Job

Encourage two-
way
communication.

Avoid anger,
sarcasm, and a
raised voice.

Keep it private.



Practicing Professional Telephone, Cell Phone, and Voice Mail Etiquette

**Placing
Calls**



**Receiving
Calls**

Making Calls Professionally

Plan a mini agenda.

Use a three-point introduction.

1. Your name
2. Your affiliation
3. A brief explanation of why you are calling

Be brisk if you are rushed.



Making Calls Professionally

Be cheerful and accurate.

Be professional and courteous.

Bring it to a close.

Avoid telephone tag.

Leave complete voice-mail messages.



Receiving Calls Professionally

Answer promptly and courteously.

Identify yourself immediately.

Be responsive and helpful.

Be cautious when answering calls for others.

Take messages carefully.

Leave the line respectfully.

Explain when transferring calls.

Using Cell Phones for Business

Be courteous to those around you.
Observe wireless-free quiet areas.
Speak in low, conversational tones.
Take only urgent calls.
Drive now, talk later.
Choose a professional ringtone or
select vibrate mode.



Making the Best Use of Voice Mail

**On the
Receiver's
End**



**On the
Caller's
End**

On the Receiver's End

Don't overuse voice mail.

Set the number of rings appropriately.

Prepare a professional, concise, friendly greeting.

Test your message.

Change your message as necessary.

Respond to messages promptly.

Plan for vacations and other absences.

On the Caller's End

Be prepared to leave a concise, complete message.

Use a professional, courteous tone.

Speak slowly; articulate your words.

Be careful with confidential information.

Don't make assumptions.

Becoming a Team Player in Professional Groups and Meetings

Why Businesses Forms Teams

Better decisions

Faster response

Increased productivity

Greater buy-in

Less resistance to change

Improved employee morale

Reduced risks

Becoming a Team Player in Professional Groups and Meetings

Positive Team Behaviors

Setting rules and abiding by them.

Analyzing tasks and defining problems.

Contributing information and ideas

Showing interest by listening actively

Synthesizing points of agreement

Becoming a Team Player in Professional Groups and Meetings

Negative Team Behaviors

Blocking ideas and suggestions of others

Insulting and criticizing others

Wasting the group's time

Making inappropriate jokes and comments

Failing to stay on task

Withdrawing, failing to participate

Characteristics of Successful Professional Teams

- Small size, diverse makeup
- Agreement on purpose
- Agreement on procedures
- Ability to confront conflict
- Use of good communication techniques
- Ability to collaborate rather than compete
- Shared leadership
- Acceptance of ethical responsibilities

Conducting Productive Business and Professional Meetings



Conducting Productive Business and Professional Meetings



Determine your purpose.

Decide how and where to meet.

Organize an agenda. Include date and place, start and end times, topics in order of priority and names of people responsible, time for each topic, and meeting preparation expected of participants.

Invite participants.

Conducting Productive Business and Professional Meetings



Start the meeting on time.

Summarize the meeting goal, provide background, offer possible solutions, review the tentative agenda, and announce ground rules.

Move the meeting along by encouraging all to participate, discouraging monopolizers, and avoiding digressions.

Conducting Productive Business and Professional Meetings



When the group reaches a consensus, summarize and ask for confirmation.

If conflict develops, encourage each person to speak and let groups decide on a direction to follow.

Conducting Productive Business and Professional Meetings



To control dysfunctional group members, lay down rules, seat potentially dysfunctional members strategically, avoid direct eye contact, assign them tasks, ask members to speak in a specific order, interrupt monopolizers, and encourage nontalkers.

Conducting Productive Business and Professional Meetings



Conclude the meeting at the agreed time.
Summarize decisions.
Review deadlines and responsibilities for action items.



Conducting Productive Business and Professional Meetings



For small groups, try "once around the table."

Thank the group; establish a time for the next meeting.

Return the room to a neat appearance; vacate promptly.

Conducting Productive Business and Professional Meetings



Distribute minutes.

Check to see that all assigned tasks are completed by agreed-upon deadlines.



REFLEKSI

- Informasi penting hari ini
- Manfaat penting dari informasi penting hari ini
- Tindak lanjut yang dapat saudara lakukan





Thank You! 😊

Any Questions?