

# PROFESSIONALISM

## DEFINITION

## EXAMPLE

### ETHICS & TRUST

Acting with integrity and following through on commitments while disclosing own positions; treating others and their ideas with respect and supporting them in the face of challenges. Demonstrating willingness and ability to abide by drug-free workplace policies.

Professionals set an example for others by being honest, keeping commitments, and behaving consistently; keep sensitive information confidential. Professionals adhere to moral, ethical, and professional standards, regulations, and organizational policies.

### WORK ETHIC

Believing that work has a moral benefit and an inherent ability to strengthen character.

Professionals demonstrate productivity, diligence, reliability, responsibility, quality, good time-management and honesty.

### DEPENDABILITY

Setting high standards of performance for self and others; assuming responsibility and accountability for successfully completing assignments or tasks; self-imposing standards of excellence rather than having standards imposed.

Professionals set an example for others by showing up for work consistently and on time. Professionals consistently produce quality work.

### INITIATIVE

Going the extra mile or going above and beyond your normal job responsibilities to make things happen; ability to see something that needs to be done and deciding to do it out of your own free will, without someone else telling you to do it.

Team members do more than is required and think as a team member, not just an employee. Team members speak up and share ideas, consider every opportunity, show up prepared, and are self-promotional.

## ATTITUDE

Demonstrating a positive demeanor in the face of difficult or challenging situations; providing an uplifting (yet realistic) outlook on what the future holds and the opportunities it might present.

Individuals demonstrate positive verbal and nonverbal communication.

## ENTHUSIASM

Demonstrating a desire to be at work and willing to do what it takes to get the job done.

Enthusiastic professionals ask thoughtful questions and ask what the next step in the process will be.  
Professionals project positive body language.

## LIFELONG LEARNER

Actively identifying new areas for learning; regularly creating and taking advantage of learning opportunities; using newly gained knowledge and skills on the job and learning through their application.

Lifelong learners identify and participate in appropriate learning activities (e.g. courses, reading, self-study, coaching, experiential learning) that help to fulfill learning needs.  
Lifelong learners actively participate in learning activities in a way that makes the most of the learning experience (e.g. taking notes, asking questions, critically analyzing information, keeping on-the-job application in mind, doing the required tasks).  
Lifelong learners seek a variety of formal and informal developmental experiences to enhance knowledge, skills, and behaviors; they pro-actively make time for these key experiences.

## NETWORKING

Taking action to establish and maintain connections with people outside one's formal work group or organization (e.g., peers, cross-functional partners, and vendors) who are willing and able to provide the information, ideas, expertise, and/or influence needed to achieve work goals.

Individuals build and maintain network relationships.  
Individuals share valuable information, resources, and experience with those who are able to reciprocate.  
Individuals follow up on relationships to keep them active.