

PROFESSIONALISM

Handout

Professionalism: *The conduct, aims, or qualities that characterize or mark a profession or a professional person.*

PROFESSIONALISM EXPECTATIONS

INTEGRITY

- Honesty
- Governed by ethics
- Walking the talk
- Having the courage to act with values and beliefs
- Being a team player (internally and externally)



INTENT

- Primarily oriented to the public
- No hidden agenda, motives are straightforward and based on mutual benefit
- Lack self-interest
- Establish professional relationships
- Promote the organization and members
- Take pride in the quality of our work
- Care about the people you serve

CAPABILITIES

- Possess the skills, knowledge and talent for job
- Ability to gain and maintain trust
- Ability to inspire confidence
- Ability to problem solve

RESULTS

- Provide high quality service
- Our track record (*As an organization, is it good or bad*)
- Our performance (*As an organization, has our performance been good or bad*)
- Are we getting the right things done