

# PROFESSIONALISM IN THE OFFICE

## VITAL PRODUCTIVITY



Professionalism, courtesy, organizational skills, flexibility: These skills and attributes are critical to the success of any organization. More often than not, such skills are in short supply, especially among new and inexperienced employees. Organizations need to progress people from their own “personal style” to consistent, professional behavior that includes self-evaluation and the commitment to change in order to achieve positive results for the team.

## PROFESSIONALISM BRINGS SUCCESS

The way in which an employee looks, talks, writes, acts and works determines whether he/she is a professional. Savvy employees know when professionalism is demanded, and they succeed in displaying professional qualities. Often, however, employees need some coaching on professionalism.

The Vital Learning Professionalism in the Office™ program provides the tools necessary to develop the essential skills required for personal and team success in today’s work environment: professionalism, effective communication, time management and organization. A focus on building these skills helps supervisors, team leaders and managers develop a productive team that is ready to contribute to the organization’s success.

Professionalism in the Office helps individuals recognize the qualities and skills that make an employee more professional on the job. Beginning with understanding their role in the organization and what the corporate culture sees as

professional behavior, participants then learn the effect of their improved performance.

The course includes the following sections:

*Understanding Organizational Culture and Identifying Your Role*  
*Professional Behavior*  
*Communication*  
*Time Management and Personal Organization*  
*Motivation and Self-Development*

Throughout the course, participants review video presentations, participate in group discussions, practice new skills and receive immediate feedback. This course gives the opportunity to assess personal performance, participate in learning experiences not available in the day-to-day work environment and define and evaluate personal goals/objectives related to career growth.

## ESSENTIAL COURSE MATERIALS

Professionalism in the Office is available in classroom, eLearning and blended formats to accommodate any organization or type of business. Each course includes the following course materials:

### Facilitator Guide

- Provides complete instructions about how to conduct the course
- Supplies explanatory information for the trainer, sample trainer narrative, transcripts of video segments and facilitation notes

### Participant Workbook

- Provides exercises, forms, skill practice aids and a video synopsis
- Offers a job aids section with tools and resources for applying course skills
- Includes a Memory Jogger Card™, which gives leaders a handy reminder of the course's skill points

### Video

- Presents a five-part, 30-minute video illustrating course concepts by showing both positive and negative scenarios



## BENEFITS OF PROFESSIONALISM IN THE OFFICE

Organizations can offer the course in the format that works best for them — classroom, eLearning or blended.

Program is designed for 14 to 20 participants to complete in one day (eight hours).

Course participants receive hands-on experience practicing the program's skills and methods.

Participants learn to recognize the qualities that help them become more professional on the job.

Participants develop awareness of the standards and abilities required for professional job performance.

Participants learn to develop an understanding of their organization's policies, procedures and philosophy.

Participants improve their outlook and motivation.

Participants improve their interpersonal skills.

Participants learn to enhance teamwork through improved communications with peers, supervisors and coworkers.

Participants increase productivity by organizing work, establishing priorities and managing their time effectively.

Participants learn to accept organizational changes and benefit from new opportunities.

*Professionalism in the Office and Memory Jogger Card™ are trademarks of Vital Learning.*

