

# Professional Communications

## Professionalism in the Workplace KEY TERMS AND CONCEPTS

1. Professional – A person who is an expert at his or her work.
2. Professionalism – The methods, character, status, behavior, etc. of a professional.
3. Values – The social principles, goals or standards held or accepted by an individual, a class, a society, etc.
4. Morals – Relating to, dealing with, or capable of making the distinction between right or wrong. Principles, standards, habits with respect to what is right or wrong.
5. Right – In accordance with fact, reason, justice, law, and morality.
6. Wrong – Contrary to fact or reason, unlawful, crooked, twisted, immoral, improper.
7. Code of Conduct – A set of conventional principles and expectations that are considered binding on any person who is a member of a particular group.
8. Employee Expectations – What is expected of the employee to get the job done.
9. Unprofessional – Not conforming to the standards of a profession; at variance with or contrary to professional standards or ethics.
10. Characteristics of a Professional:
  - a.
  - b.
  - c.
  - d.
  - e.
  - f.
  - g.
  - h.
  - i.
  - j.
11. What are the perspectives of a professional?
  - a.
  - b.
  - c.
  - d.
  - e.
12. What are the unwritten rules of professionalism?
  - a.
  - b.
  - c.
  - d.
  - e.

13. How are you judged as a professional?

- a.
- b.
- c.
- d.
- e.
- f.
- g.

14. Unprofessional Behavior

- a.
- b.
- c.
- d.
- e.
- f.
- g.
- h.