

# Professionalism in the Workplace



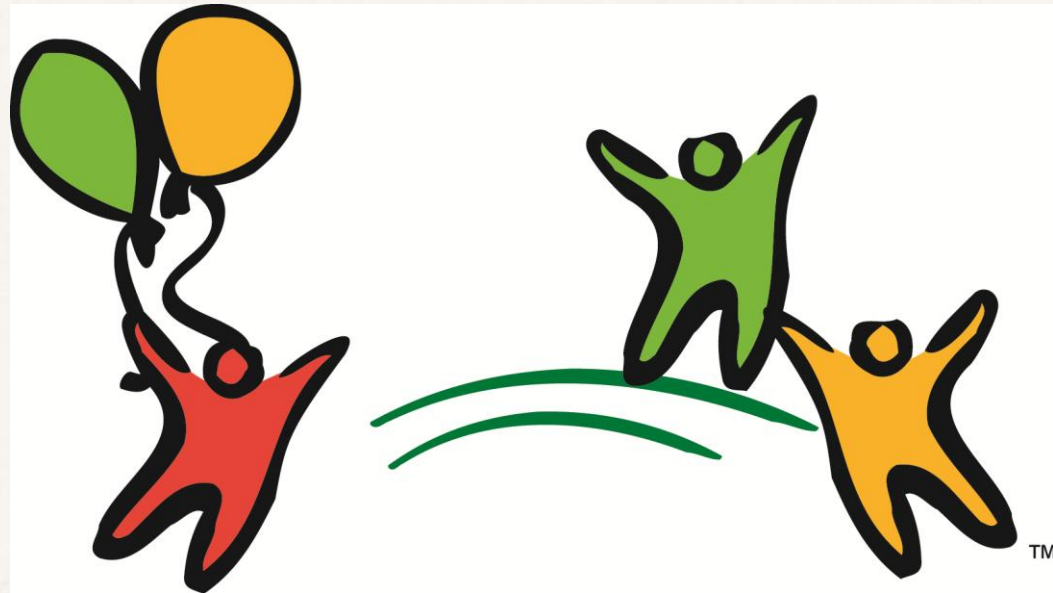
Created by

Jacqueline Radcliffe &

Tulli Dobler

# Role Play

## Professionalism: what's hot and what's not?



# Video

☰ YouTube



boston market undercover boss customer service



Greg West

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# 4 pillars of professionalism

- Communication/Interactions
- Appearance/Attire
- Attendance!
- Environment



# Communication/Interactions

## With Parents

### *What's professional?*

- Being polite
- Having good manners
- Saying hello/good-bye to every single parent that walks in the room
- Grammar!
- What else?

### *What's Not professional?*

- Ignoring parents
- Giving an attitude
- Not treating them like a client

# Communication/Interactions

## With Colleagues



- **We create an atmosphere of honesty and trust by openly communicating with one another.** We resolve our conflicts within the Bright Horizons family. When we are upset with an individual we do not complain to others; we have the courage to speak to the subject of our concern.



THE BRIGHT HORIZONS MISSION IS TO PROVIDE INNOVATIVE PROGRAMS THAT HELP CHILDREN, FAMILIES, AND EMPLOYERS WORK TOGETHER TO BE THEIR VERY BEST. EACH ONE OF US HAS AN IMPORTANT ROLE TO PLAY IN FULFILLING THAT MISSION. WE CARE PASSIONATELY ABOUT WHAT WE DO, AND WE ARE COMMITTED TO BUILDING AN ORGANIZATION THAT WILL MAKE A DIFFERENCE FOR GENERATIONS TO COME. MANY WILL COME AFTER US TO COMPLETE THE WORK WE HAVE BEGUN. OUR HEART PRINCIPLES ARE A GUIDE TO HELP US SUPPORT ONE ANOTHER AND REFLECT THE SPIRIT OF OUR COMPANY IN THE IMPORTANT WORK THAT WE DO EACH DAY.

# Communication/Interactions

## With Children

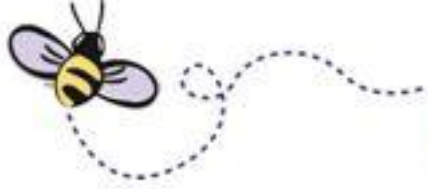




## Appearance/Attire

**“Dress for the job you want, not the one you have.”**





## Bright Horizons at **Georgetown, DC**

### FRIDAY JEAN DAYS!

What to Wear on Friday Jean Days at **Georgetown, DC**



What NOT to Wear on Friday Jean Days at **Georgetown, DC**



# What's Hot?



Clean,  
collared  
shirts

# What's Hot?



Khaki Pants  
Black Pants  
Jeans (on  
Fridays)



# What's Hot?

## Hygiene!

Clean clothes,  
hair pulled  
back nicely.





# What's NOT







# What's NOT





# Appearance/Attire

When you google “professional teachers” this is what you see. What do you notice?





# Appearance/Attire

Studies show that dressing professionally

-Improves **confidence**

-Increases **productivity**

-Increases **self-esteem**

-Looking like you don't care for trivial things like fashion really only makes it look like you don't care about anything, and in return no one will want to care.

-Princeton researchers have found that it takes about 100 milliseconds to register a first impression, or as long as a hummingbird flaps its wings.

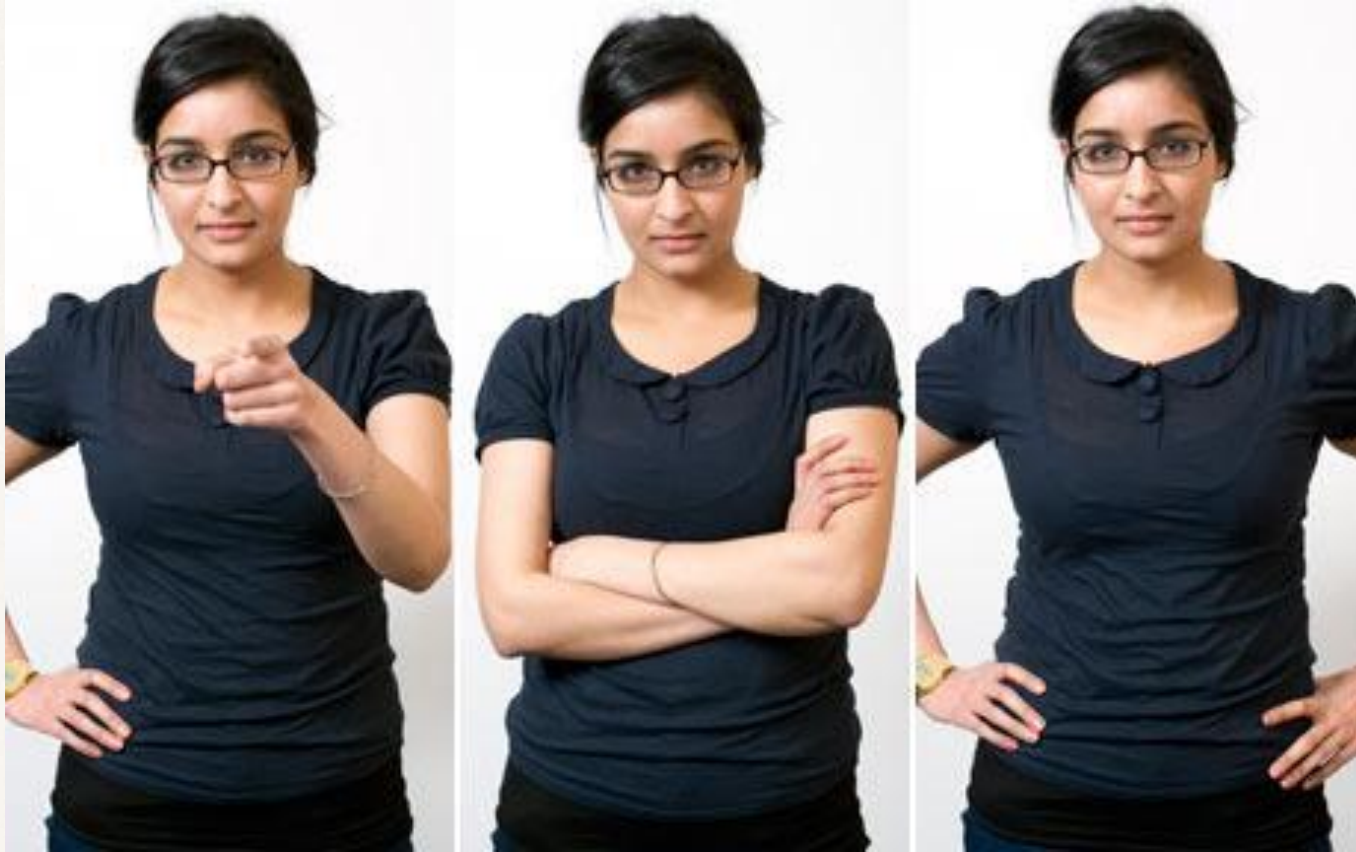
"The really good news here is that it's about polish, grooming, and being put together," Hewlett says. "It's not about the precise shape of your body, texture of your hair, or the designer you wear."

You don't have to wear a gray suit all the time, she says. Instead, pay attention to how the best-dressed people in your organization and industry put themselves together, then pattern after them.

about you."-Entrepreneur magazine

# Appearance/Attire

## Body Language



# Attendance





# Attendance

## What It Communicates

- Dedicated to the job
- Interested in the work
- Capable of handling responsibility.

When you arrive on time for work or work-related activities, it shows that you are capable of honoring your word. Being punctual helps employees project a sense of professionalism and commitment.

## What It Achieves

- Smooth operations!
- The science! Shows that managers are less likely to promote late employees.



# Attendance

## Workplace Effects

- The People!!!!
  - The children
  - The parents
  - Your Colleagues!
  - The business
  - MORALE

## Personal Effects

- Stress
- Performance
- Your job
- Your finances

# Environment!

