

Adopted from the American Board of Pediatrics, and similar to professional ethics in many organizations

1. **Honesty/integrity** is the consistent regard for the highest standards of behavior and the refusal to violate one's personal and professional codes. Honesty and integrity imply being fair, being truthful, keeping one's word, meeting commitments, and being forthright in interactions with patients, peers, and in all professional work, whether through documentation, personal communication, presentations, research, or other aspects of interaction. They require awareness of situations that may result in conflict of interest or that result in personal gain at the expense of the best interest of the student.
2. **Reliability/responsibility** means being responsible for and accountable to others, and this must occur at a number of levels. Inherent in responsibility is reliability in completing assigned duties or fulfilling commitments. There must also be a willingness to accept responsibility for errors.
3. **Respect for others** is the essence of humanism, and humanism is central to professionalism. This respect extends to all spheres of contact, including but not limited to students, families, employers, and professional colleagues. One must treat all persons with respect and regard for their individual worth and dignity. One must be fair and nondiscriminatory and be aware of emotional, personal, family, and cultural influences on student. It is also a professional obligation to respect appropriate student confidentiality.
4. **Compassion/empathy** is a crucial component of the practice of helping. One must listen attentively and respond humanely to the concerns of students. Appropriate empathy for and assisting with relief of stress and anxiety should be part of the daily practice of helping students.
5. **Self-improvement** is the pursuit of and commitment to providing the highest quality of assistance through continued learning. One must seek to learn from errors and aspire to excellence through self-evaluation and acceptance of the critiques of others.
6. **Self-awareness/knowledge of limits** includes recognition of the need for guidance and supervision when faced with new or complex responsibilities. One must also be insightful regarding the impact of one's behavior on others and cognizant of appropriate professional boundaries.
7. **Communication/collaboration** is critical to providing the best assistance to students. One must work cooperatively and communicate effectively with students and with all student affairs or faculty involved.
8. **Altruism/advocacy** refers to unselfish regard for and devotion to the welfare of others and is a key element of professionalism. Self-interest or the interests of other parties should not interfere with work.

Professionalism in Job Search and Career

- Professional Etiquette
- Professionalism in Job Search
- Professionalism on the Job
- Star Performer Behaviors

What is Professionalism?

- Accountability
- Adherence to Values
- Competence
- Commitment to Quality
- Integrity
- Altruism
- Confidence

Most Effective Job Search Methods

- Be where the employer is looking
- Networking
- Cold calling
- Career fairs / on-campus recruiting
- In-person visit
- Volunteer
- Intern

Networking Basics

- The Pro-active / Creator Approach
- Nobody cares if you “Make-It” or not
- Need to make people care
- The kind of people others want to help
- Ambitious, Modest, Confident, Smart, Kind, Joyous, Optimistic, Grateful

Making Connections

- Direct contacts rare
- Ask everybody you know – I mean everybody
- neighbors, parents of friend/class mates, brother’s girlfriend’s aunt, doctor/dentist, hairdresser
- Go to parties
- Join organizations, go to conferences, workshops, lectures

Employer Pet Peeves

- Assuming people have time
- Assuming people care
- Assuming people know about your world
- Not relating to employer’s needs

Business Etiquette

- Be interested in the other person
- Don’t assume people know about you, your organization, or your college
- Respond right away to e-mail and phone calls
- Ask questions
- Practice excellent hygiene and dress according to situation
- Avoid offending anyone

Skills Employers Look For

- Communication Skills – One-on-One & Groups
- Written Communication Skills – Reports, Letters, Emails
- Honesty – Being Truthful; Integrity
- Work Ethic/Dependability
- Analytical Skills
- Interpersonal Skills – Relate to others
- Critical Thinking – Challenging when appropriate; proposing alternatives
- Leadership – Guiding & supporting others
- Creativity – Imagination; new ideas
- Time Management Skills

Job Search Etiquette

- Flatter employer
- Show you care – Use good paper and dress well
- Show up early
- Send thank-you cards
- Follow-up
- Do what you say you’ll do

Making it in a Competitive Career

- Have to be very eager
- Creator vs. Victim approach
- Creative career = creative approach
- Confident
- Persistent

Professionalism on the Job

- Exhibit a Can-Do Attitude:
 - Positive attitude = good impression
 - Take on any task
 - Take initiative to build new skills
 - Accept criticism

Professionalism on the Job

- Learn unwritten rules
- Get to know your co-workers
- Adapt, observe & learn
- Ask questions
- Pay attention to how people interact
- Meet Deadlines:
 - Ask when an assignment is due
 - Update supervisor on progress
 - Ask for additional time (if needed)
- Communicate Respectfully:
 - Observe the proper way to address individuals
 - Maintain a pleasant & respectful demeanor, regardless of rank
 - Present your ideas
- Be Flexible:
 - Accept a wide variety of tasks; even grunt work
 - Helps you carve the way to more responsibility
 - Become indispensable
- Be a Team Player:
 - Success often defined by ability to relate and get along with others
 - You win when your team wins
 - Learn how your tasks fit into the grand scheme

Star Performers

- Initiative- Go beyond job description
- Networking – Find & Learn from experts
- Self-Management- Address tasks that fulfill key organizational goals
- Perspective- Seek out learning that pushes limits of knowledge

- Followership- Enthusiastic, intelligent & self-reliant participation
- Teamwork- Look for ways to lead team to success
- Leadership- Understand and take care of others
- Organizational Savvy – Promote cooperation
- Show & Tell- Take the time to know what matters to people and then tailor the message

Straight Talk

- To be successful in most any job stick to these basics:
 - Arrive Early
 - Stay Late
 - Take Lunch at your Desk
 - Ask for additional work
 - Be well groomed and presentable
 - Be pleasant & optimistic

How to Develop Professionally

- Obtain training not taught in college
- Keep up with knowledge in your field
- Practice skills in “safe” environment
- College orgs, volunteer
- Get Work Experience
- Internship, volunteer, p/t job
- Talk to people doing the job
- Mentor, job shadow, informational interview
- Practice being a professional
- Join professional organizations