5 ways to think about professionalism

In line with element 4.2.2 we are asked to be professional but without really knowing what this means it can be hard to know what is expected.

1

Define what professionalism means

If you are asking people to be professional it is important to clarify what professionalism means within your context as there is a number of ways to interpret this depending on culture, context, history and expectations of the service.

2

Develop a code of conduct with the team

People are more likely to follow expectations if they have a voice in those expectations. Therefore creating a code of conduct of minimum expectations within the service with the team is a great way to create a sense of professionalism through clear communication with everyone.

3

Role model professional practice

Everyone within the service, at every level, should see themselves as a role model, not just those in leadership positions. Humans are conditioned to mimic behaviours of those around them and learn behaviours through observing others. When one person is unprofessional it has a flow on effect.

4

Connect team members to the expectations

Building an understanding of the different best practice guidelines is a great way to connect everyone with where the expectations are coming from. This will help create transparency around what is being asked for and how this will support the service's success.

5

Recognise that you are part of a business

While we work very closely with each other for long periods of time there needs to be an understanding that the service is a business and therefore needs to be managed professionally. Creating a professional culture when at work should carry through to official work social events too.