

## Business Professionalism

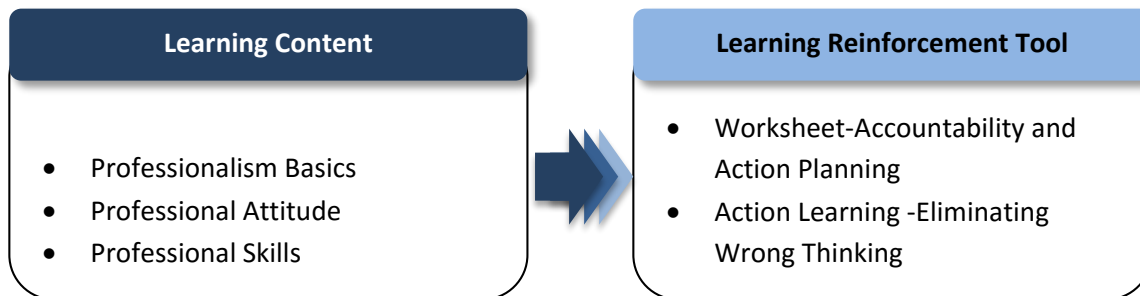
Professionals are judged as much on how they act as what they know. Business professionalism includes having a results focused attitude and showing respect and concern for others. Knowing what constitutes professional behavior and the impact of behavior on outcomes enhances confidence and competence.

**Participants will learn how to modify behavior so they communicate in a professional manner even in difficult situations.**

### Program Outcomes

- Recognize impact of behavior
- Use assertive behavior to maintain control of choices and situations
- Say no without offending colleagues
- Select the best solution to deal with a difficult situation

### Learning Process



**Program Length 8 Hours**

### Potential Applications

All or part of this course could be part of a solution to help organizations with the following:

- When a team member's lack of professionalism is impacting the morale of the group
- To define professionalism for everyone in the organization
- To help those employees who have not worked previously in a professional environment