

## Professionalism in the Workplace

**Length:** 1/2 Day

**Summary:** Professionalism is the key to a good reputation in the workplace. This course will help you achieve an understanding of professionalism. You will gain both practical and academic knowledge of all that one will require to master professionalism. The course covers key topics of workplace professionalism namely how to act like a professional, how to enhance your professional image, expanding skills, how to communicate, and how to build relationships in a workplace.

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### COURSE CONTENT

#### 1. POSITIONING YOURSELF AS A PROFESSIONAL

- Attitude in the Workplace
- People Skills and Professionalism

#### 2. ENHANCING YOUR PROFESSIONAL IMAGE

- Developing a great first impression
  - Image
  - Choosing a positive attitude
- Personal Appearance
- The impact of Body Language
- Becoming More Marketable
- Ethics in the Workplace

#### 3. EXPANDING YOUR SKILLS

- Time Management
- Making Decisions
- Conflict Resolution Skills
- Communication
- Building Relationships