

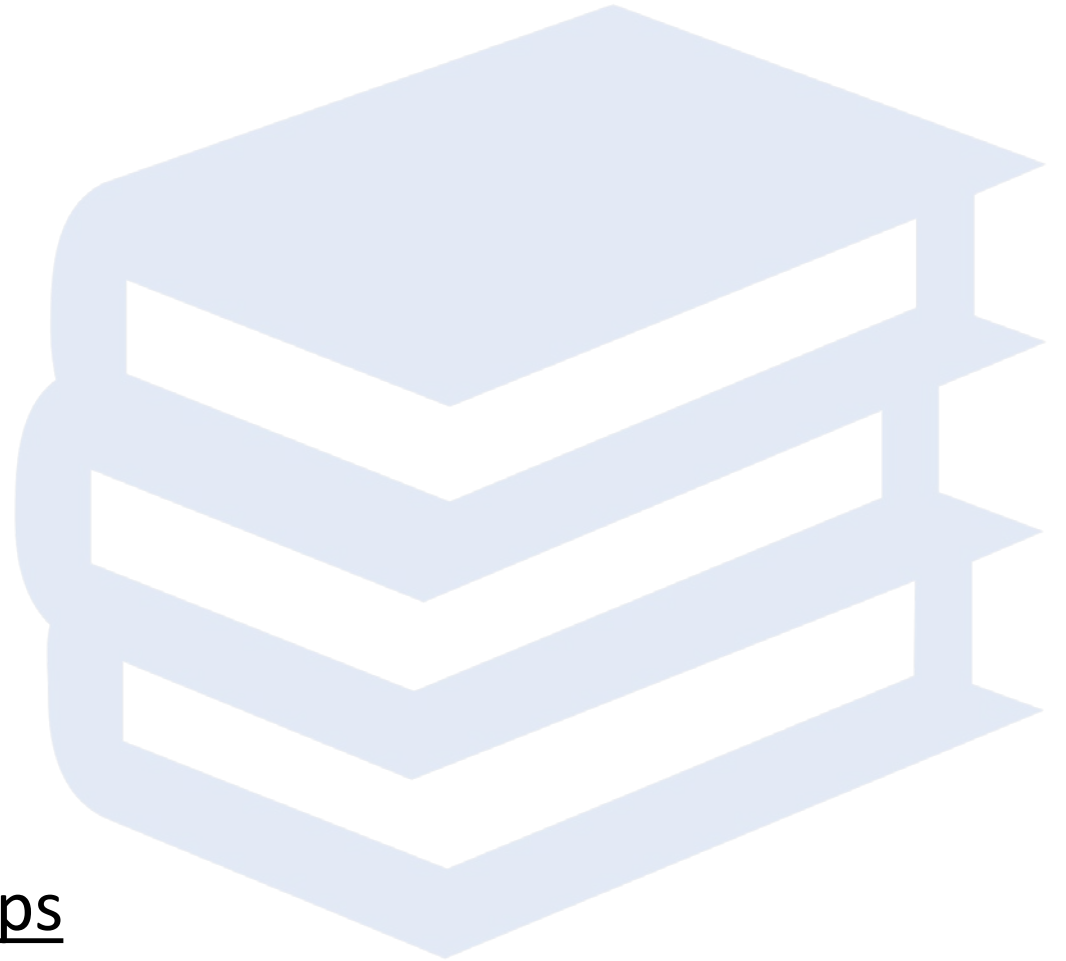
Teaching Professionalism



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Objectives

- What is professionalism?
- What employers want
- What professionalism skills should we focus on learning or teaching?
- Additional Resources

What is professionalism?

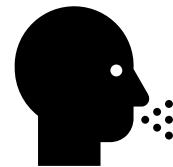
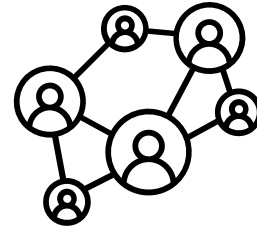
“Professionalism isn’t one thing; it’s a combination of qualities. A professional employee arrives on time for work and manages time effectively. Professional workers take responsibility for their own behavior and work effectively with others. High quality work standards, honesty, and integrity are also part of the package. Professional employees look clean and neat and dress appropriately for the job. Communicating effectively and appropriately for the workplace is also an essential part of professionalism.”

<https://www.dol.gov/sites/dolgov/files/odep/topics/youth/softskills/professionalism.pdf>



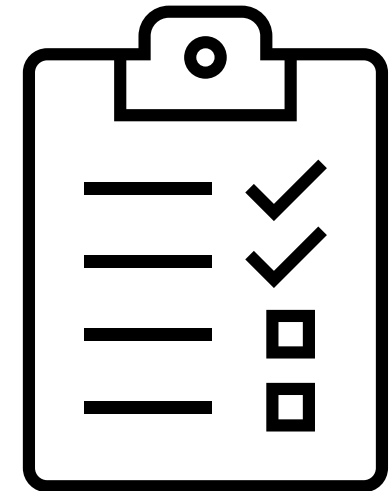
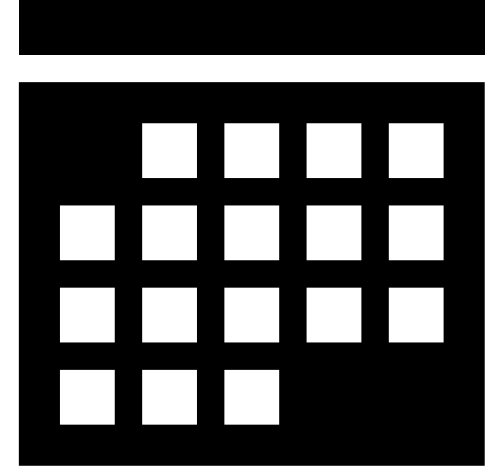
Top Skills that Employers Need

1. Professionalism/Work Ethic
2. Teamwork/Collaboration
3. Oral Communications
4. Critical Thinking/Problem Solving
5. Written Communications
6. Ethics/Social Responsibility
7. Information Technology Application
8. Lifelong Learning/Self Direction
9. Diversity
10. Creativity/Innovation
11. Leadership



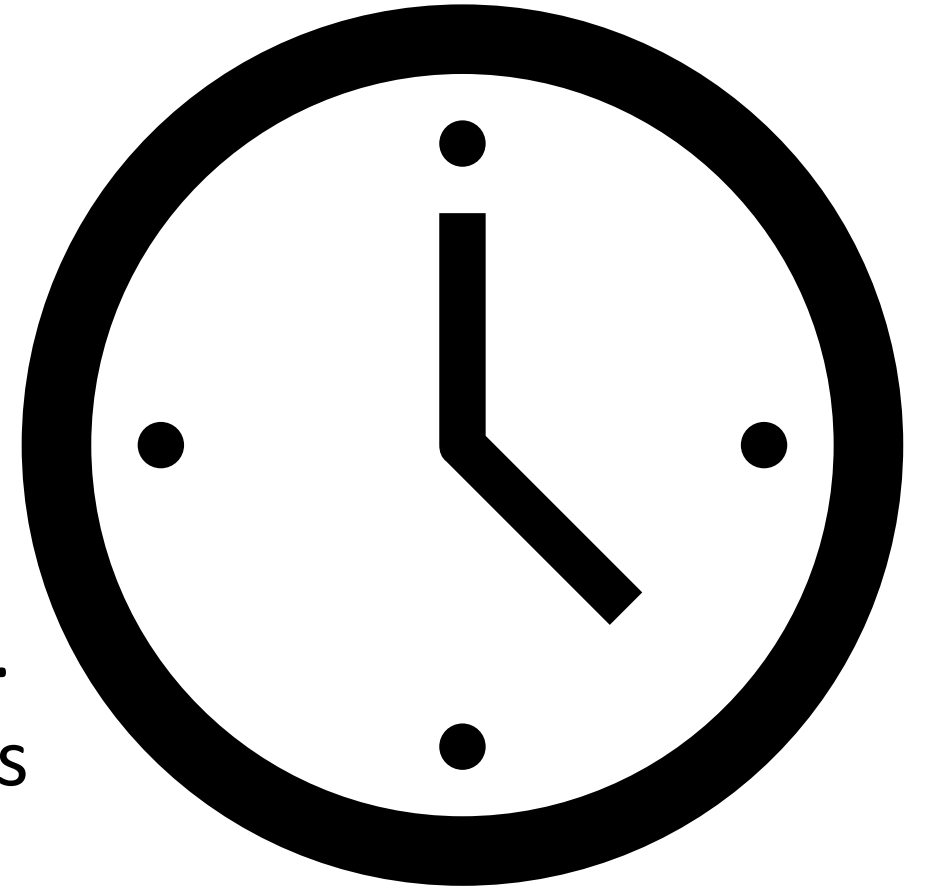
Organization

1. Identify technology – online or offline calendar and to-do lists
2. Develop and maintain a hard copy calendar – practice note-taking and writing
3. Impose artificial deadlines for tasks – 24 to 48 hours ahead of actual deadline
4. Prioritize –
 1. Difficulty
 2. Most important
 3. Requires external help
5. Practice organizational questions
 1. When is this due?
 2. Do you have a template I can use?
 3. Is there an example you would like me to refer to?
 4. Can you give me specifics regarding...?



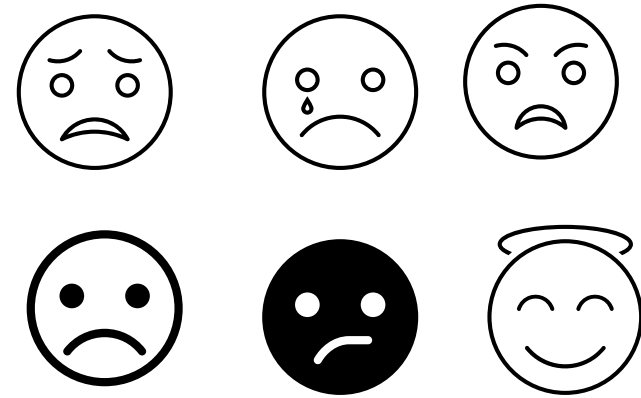
Time Management

- Consider DEADLINES!
- Think 24 to 48 hours ahead
- Think one hour ahead on the day
- Early bird or night owl?
- Get lots of quality rest
- Plan for 5-minute breaks every 1.5 hrs.
- Use audible and visual timer reminders
- Be proud of task accomplishment!
- What went well? Repeat best practices



Emotion Control

1. Take a time-out
2. Find a quiet space.
3. Practice recognizing your thoughts/feelings and naming them.
 1. "I am upset"
 2. "I am angry"
 3. "I am furious"
 4. "I am disappointed"
 5. "I am sad"
4. Feel what you feel - don't just "shut off" or "stop" the thought and feeling.
5. Make a mental note.
6. If time permits, process the feeling then let it go or "table" it.
7. Practice techniques to minimize the impact of your feelings – deep breathing, drink a beverage, look out the window or walk outside.



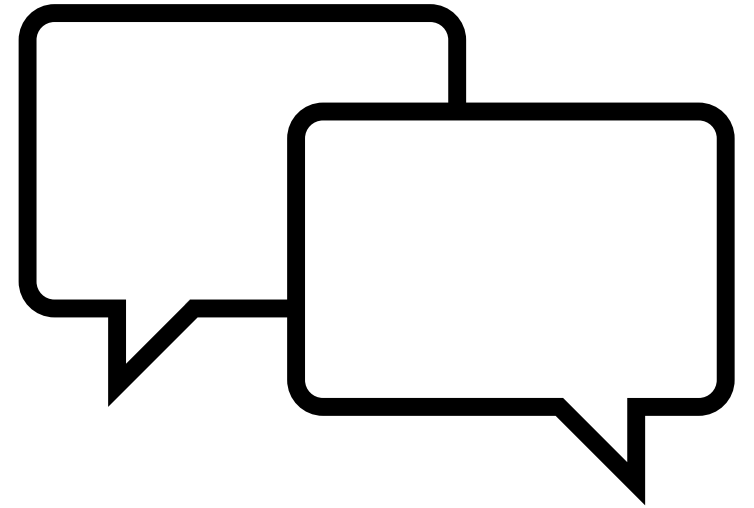
Respect

- Listen and paraphrase to clarify
- Minimize interruptions during conversation
- Maintain personal space – at least 4 feet away unless you feel comfortable with the person
- Watch tone – no sarcasm, disagree in a soft “inside” voice
- Apologize when you are wrong
- Compliment when appropriate
- Show gratitude
- Be humble by default but also accept compliments gracefully
- Don’t invalidate other’s emotions



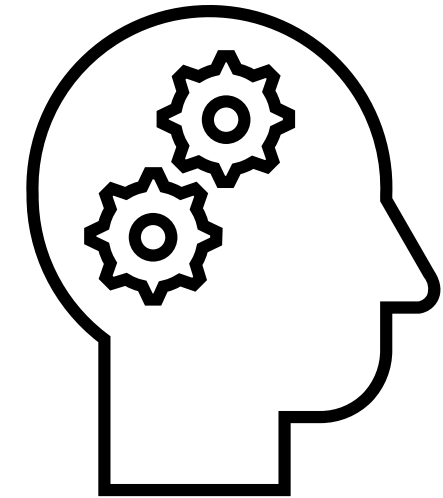
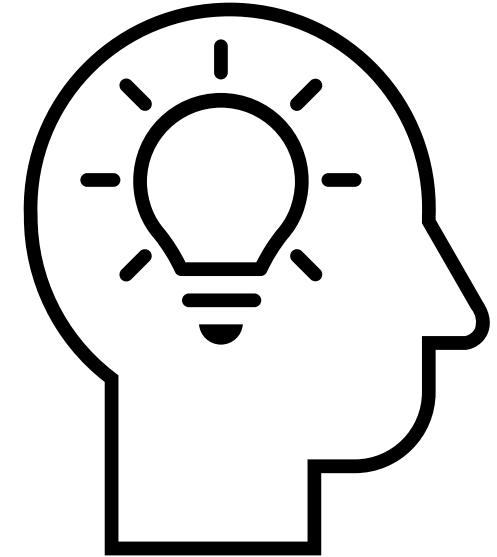
Avoid Bias

- Oh you must be good at Math, Engineering
- Oh you probably don't know what that means...
- Oh you must be familiar with rap, hiphop etc.
- I am sorry I can't say your name
- I have been to India, do you know...?
- Bet you love dancing!
- Do you play basketball?
- Wow you have a Masters?
- You speak great English!
- I have a friend who is...



Innovation

- Think of multiple ways to understand a situation
- Research what others have done
 - Make special note of what may seem creative or innovative to you
- Learn from others' failures (and your own)
- Write down all ideas both new and old
- Seek a mentor(s) to provide input
- Plan for possible problems and have solutions ready
- Produce at least three ideas and “pitch” them to see if there is agreement



Build Resilience

Resilience is the thought process that prompts you to say the “yes buts” and “oks”

- Yes, but let’s look at the bright side.
- Yes, but it could have been worse.
- Yes, but I am sure it will get better.
- Yes, but I have hope.



Resilience cont'd

- Ok, that didn't work, let's try something different.
- Ok, not doing that again now or in the future.
- Ok, will try again tomorrow.
- Ok, will give into my emotion now (tears, anger, words) but I will need to calm down.
- Ok, done my best, will now have to wait and see what happens.

Ultimately, resilience helps one manage stress and avoid the feelings of chronic failure.

Ways to Teach

- Role Play
 - Videos
 - Reflective Writing
 - Scenario-based solutions
- ???



Additional Resources

- Professionalism - Meeting the Standards That Matter -
<https://www.mindtools.com/pages/article/professionalism.htm>
- Important Professional Skills to Develop Early -
<https://schooltutoring.com/blog/important-professional-skills-to-develop-early/>
- Employment Toolkit -
<https://www.autismspeaks.org/sites/default/files/2018-08/Employment%20Tool%20Kit.pdf>
- Careers for People with Disabilities
<https://www.navigatelifetexas.org/en/transition-to-adulthood/careers-for-people-with-disabilities>