**Professionalism**

Acting like a professional means doing what it takes to make others see you as reliable, respectful and good at what you do.

Below are some simple pointers that will help.

**BE RELIABLE**

It is important to do what you **say you are going to do, when you say you are going to do it**. Make sure you show up on time to meetings, complete tasks for when the deadline is set and generally be dependable

**Tips for getting a job:**

Allow enough time to get to meetings, appointments and interviews. If you think you might be late then let someone know.

Reply to emails in a timely manner (for example if you are invited to an interview or meeting).

Keep a note of all the appointments you have committed to, and make sure they don’t clash.

**BE RESPECTFUL**

You will come into contact with a variety of different people and **treating all people with consideration and respect will help you build lasting relationships**that will ultimately make you more employable and better at your job. You should respect everyone regardless of what role they play.

**Tips for getting a job:**

Make sure you speak to people in an appropriate manner. Showing your appreciation for others, saying please, thank you etc. This may sound obvious, but is crucial in showing respect for another person.

Be aware of your writing tone in emails, email etiquette is the key to successful communication. Read back what you have written and make sure it is polite and not demanding. Remember these are business emails and need to be more formal in their style.

**BE POSITIVE**

Having an **upbeat attitude**makes a big difference. Even when the day hasn’t gone to plan a ‘can do’ attitude goes a long way. Situations may arise that could make you feel unhappy or annoyed. It is important to remain calm. Things don’t seem as bad after some time out.

**Tips for getting a job:**

Don‘t let one bad exchange or situation set the tone for your day. Try to put negative encounters to one side and focus on the good points that have happened.

Approach each problem with a solution. For example if a conversation with someone, or an interview hasn’t gone well, think about what you would do next time to make it better.

**LISTEN TO OTHERS**

Being a good listener sounds easy, but is actually a very difficult skill to master. Listening will not only improve your knowledge, but show others that you value their opinion. The way to improve your listening skills is to practice ‘active listening.’ **Active listening is about keeping eye contact and using positive body language**. It also helps to repeat back key points to show that you have understood.

**Tips for getting a job:**

Listen carefully to instructions and write things down which will help to jog your memory for later.

Remember to read body language as this will often tell you more about what someone is saying, than the words they are using.

If you don’t understand something, ask the speaker to clarify. Often it is not that you don’t understand, but more that they haven’t explained it clearly.

**BE HONEST**

Sometimes things can go wrong, but covering it up or making excuses will only make it worse. If **you are truthful, then others are more likely to see you in a positive light**and can work with you to ensure mistakes aren’t repeated.

**Tips for getting a job:**

If you are going to miss a meeting or interview, let someone know. Explain, apologise and come up with a solution. It is important not to make excuses or blame someone else. Being honest will mean you are seen in a positive light and will gain an enormous amount of respect.

**GENERAL CONDUCT**

**How we conduct ourselves on a day to day basis speaks volumes**. There are so many small actions and behaviours that we can implement that project a positive and professional impression. These include:

Dressing appropriately – this will depend on your activity (whether you have an informal meeting or a formal interview). Make sure you ask beforehand.

Good Grooming – hair cut when needed, trimmed nails, ironed clothes

Avoiding Bad Habits – biting nails, chewing gum, playing with hair

Great Manners – being polite, considering others, smiling 