



Competencies that are addressed:

PRIMARY COMPETENCY CATEGORIES:

- **Professionalism—**
Projects an image of maturity and integrity that creates credibility.

RELATED COMPETENCY CATEGORIES:

- **Interpersonal Skills—**
Displays a consistent ability to build solid relationships of trust and respect inside and outside of the organization.
- **Attitude—**
Maintains a friendly, positive, and enthusiastic outlook.
- **Leadership—**
Drives business results by aligning the vision, mission, and values to enhance business value. Is able to enlist the willing cooperation of others, while tapping into their highest skills and abilities, to achieve desired results.

Business Professionalism 101

SUMMARY

This module is an overview of categories important to business relationships – introducing people, business meetings, and the business luncheon or dinner. It also addresses the steps of writing a thank you note. This module also contains a list of recommended books for further information on this topic.

CONTEXT

Many organizations express dismay over their team members' lack of basic, acceptable business etiquette and manners. This is often due to people being promoted into executive or other positions where they must represent the organization in a socially acceptable way. In many cases, they have never learned proper business manners.

The important message is that good manners are about making other people feel comfortable and being confident in a business or social setting representing your organization.

At the completion of this module, participants will be able to:

- Understand the role of good manners in business
- Learn guidelines for interacting comfortably in business and social situations
- Develop more confidence in your business professionalism

“Professionalism is knowing how to do it, when to do it, and doing it.”
—Frank Tyger