

Professionalism For Leadership

Professional is not a label you give yourself – it's a description you hope others will apply to you.

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Professionalism – The Benchmark Way

- ▶ How we interact with our customers, our employees, and each other can impact if we reach our goals or not
- ▶ The Professionalism Pledge defines the traits of Professionalism for leadership
- ▶ When we take on the responsibility of leadership, we sign this pledge stating we will uphold these principles

Professionalism Pledge

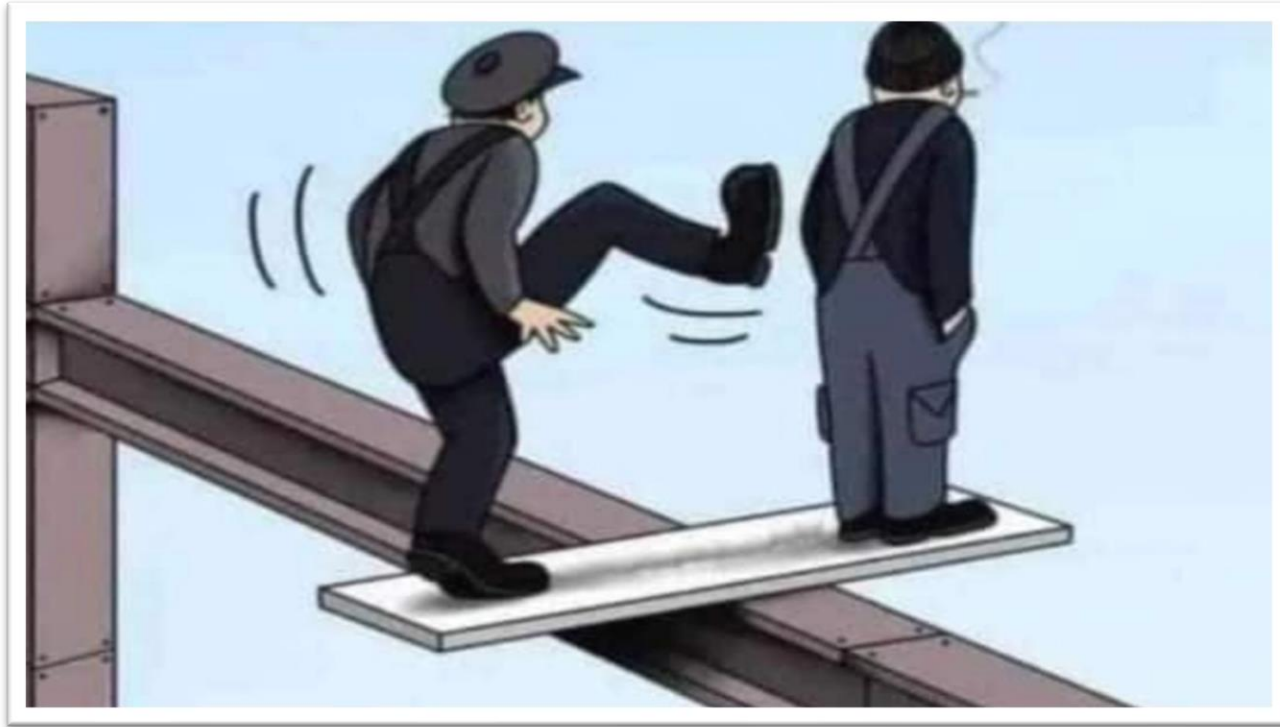
- *I will provide friendly and helpful service to both my internal and external customers.*
- *I will treat others with respect and dignity at all times.*
- *I will set a good example for my coworkers.*
- *I believe that my attitude will reflect on those around me and therefore it is important to stay positive.*
- *I understand that speaking negatively about the company, the customer, fellow employees, the customer's employees, or the job can be harmful to the morale of my team and to the reputation of Benchmark.*
- *I understand that I work for Benchmark National Corporation, and I am responsible for looking out for their best interest, along with my own.*
- *I will work safely at all times. I understand that safety is my responsibility and will notify my supervisor if I have safety concerns at any time.*
- *I will not tolerate anyone on my team acting in an unprofessional or unsafe manner.*
- *I understand that I have to earn the respect of others through my actions.*
- *I will follow all Benchmark and customer requirements while at the work site.*
- *I will consistently meet or exceed the inspector performance expectations as described in the employee handbook.*
- *I believe that it is up to me to make the best of my workday by not dwelling on the negatives but focusing on the positives.*
- *I will say "thank you" to others that make my job easier.*

Professionalism– Customer service

- ▶ To offer excellent customer service we must:
 - Always treat the customer with respect and dignity even if we are not receiving the same from them.
 - Communicate to the best of our ability on what we can or cannot do for them.
 - Treat their facilities with care remembering that we are guests in their “house”.
 - Foster a team environment between BNC employees and the customer’s employees.



Professionalism– Be what you want to See.

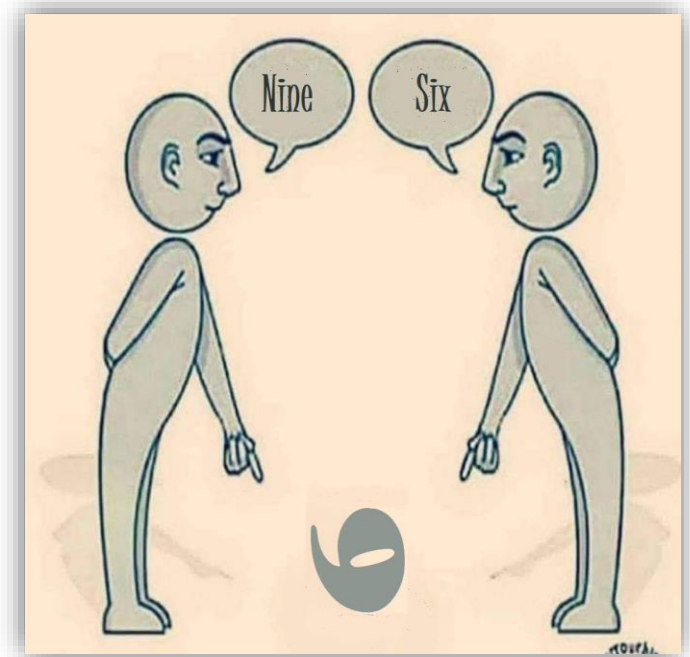


- ▶ Leaders must realize the impact they have on all situations.
- ▶ If we overreact, we can make a bad situation worse.
- ▶ Others will follow the examples we set.
- ▶ Be what you want to see

Professional Accountability

- ▶ Hold your leaders accountable for their actions
- ▶ When delivering feedback or discipline remember to:

- Look at the situation from the employee's perspective.
- Remain professional with your words, body language and tone.
- Mentoring/coaching is better than punishing when at all possible.
- Make sure your message is supported by BNC process and procedure.



Click on the button below to take the quiz for this session.

QUIZ