

# Professionalism

---

Observation notes on speech sample: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Three thoughts about how a professional interacts with others: 1. \_\_\_\_\_  
2. \_\_\_\_\_  
3. \_\_\_\_\_

## Quotes about professionalism:

*"A professional is someone who can do his best work when he doesn't feel like it."* Alistair Cooke

*"I began wearing hats as a young lawyer because it helped me establish my professional identity. Before that, whenever I was in a meeting, someone would ask me to get coffee."* Bella Abzug

*"The professional must learn to be moved and touched emotionally, yet at the same time, stand back objectively. I've seen a lot of damage done by tea and sympathy."* Anthony Storr

## Qualities of a "true professional"

- Professionals work without supervision.
- Professionals are dedicated to providing a service not based on self-interest.
- Professionals take pride in the quality of their work.
- Professionals value training and continue to seek to improve.
- Professionals apply theoretical knowledge to practical problems.
- Professionals evaluate what is needed, and then do it fully—they don't think in terms of "enough to get by"
- Professionals take responsibility for their mistakes, rather than hiding them or hoping no one will notice.
- Professionals are focused on performance in an optimistic, positive manner.

What one thing will you do...?

---

---

---

---