

# Professionalism – An ability to act effectively



## COURSE SPECIFICATIONS



### FORMAT

- Lunch & Learn



### DURATION

Training is given in 1 hour (60 minutes) to provide maximum impact and optimum use of time.



### TARGET AUDIENCE

Frontline associates and service staff with back-up or support roles.



### DELIVERY METHOD

Focusing on a specific topic, our "Lunch & Learn" sessions are a simple, effective and powerful way to tackle best practices ... in small bites.

A formula that develops, stimulates and promotes a learning culture.

Hosting up to 20 participants, these sessions are interactive and dynamic.



### LANGUAGE

Available in:

- French
- English

## DESCRIPTION

Whoever you are, whatever your expertise and whatever your ambitions, your professionalism is an asset for your career. Not only does it positively affect your workplace, it affects how clients, colleagues, superiors, subordinates and all your professional relationships perceive you.

A professional person ... is a competent person, someone you esteem and admire. This training presents strategies that will help you become more professional in your workplace.

## OBJECTIVES

ALLOWING THE PARTICIPANT TO:

- Understand what it means to be professional.
- Identifying why professional behavior is important in the practice of his trade or profession.
- Know the notions necessary to develop his professionalism in order to build a reputation as a professional.

## COURSE CONTENT

### WHAT IS PROFESSIONALISM ?

- What does it mean to be professional?
- Why is professionalism important?

### HOW TO DEVELOP PROFESSIONALISM ?

- The operational and relational skills required to practice your profession
- The 4 interpersonal skills related to professionalism
- The 5 behavioral skills related to professionalism

### WANTING TO DEVELOP PROFESSIONALISM



Tél. : 514-365-8397



Fax. : 514-365-8940



info@solutionsandco.com



www.solutionsandco.com