

Professionalism Starts Now: From Student Life to Professional Reputation

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Common misconceptions about professionalism

Appearance

- Looking the part
- Dressing well
- Polished image

Confidence

- Speaking boldly
- Acting self-assured
- Projecting authority

Knowledge alone

- Good grades
- Technical expertise
- Academic success

Seniority

- Age equals professionalism
- Position equals credibility
- Experience alone

After graduation

- Starts in the workplace
- Not needed as a student
- Develop later

What do we mean by professionalism?



Reliability

Meet commitments

Prepared

Consistent work

Following through



Responsibility

Responsibility for outcomes

Accountable

Respect deadlines

Responsibility for mistakes



Initiative

Action without being asked

Solutions-driven

Better ways of doing things

Continue to learn



Interpersonal skills

Respectful communication

Listen to others

Work with others

Build professional relationships



Ethical behaviour

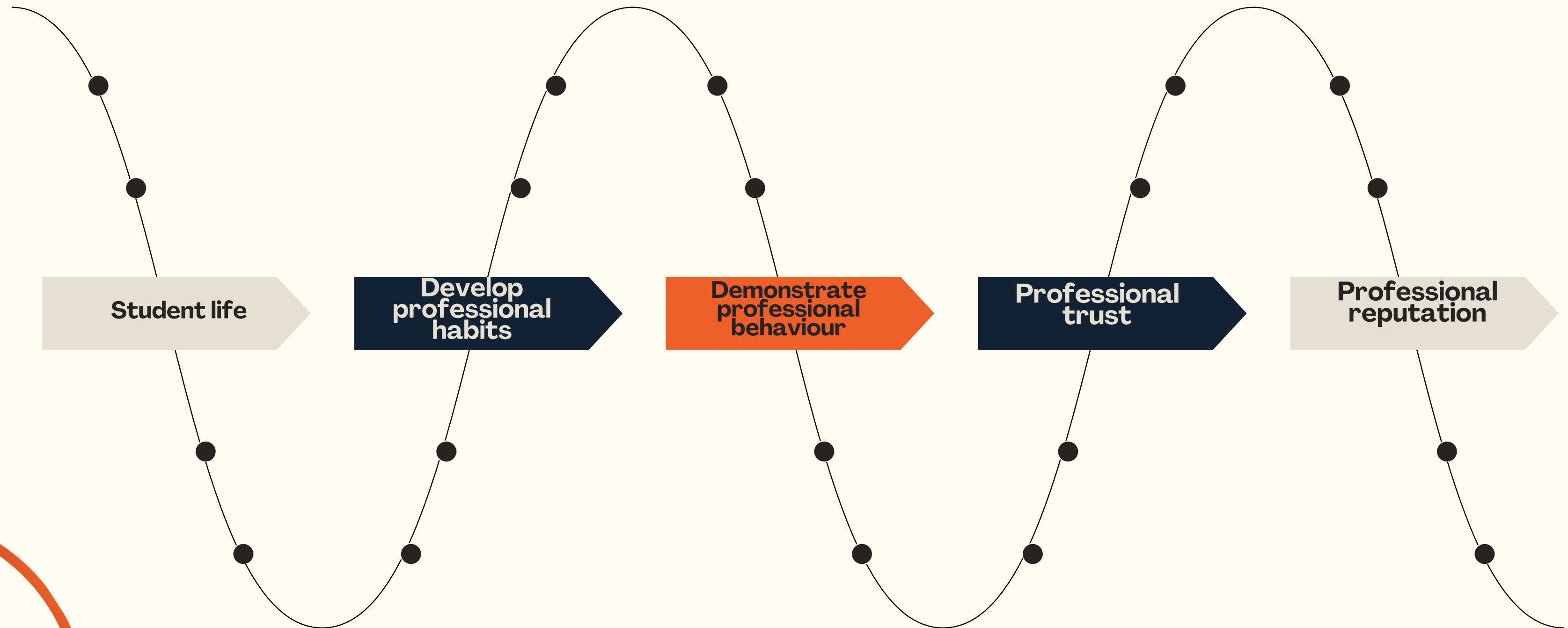
Act with integrity

Honesty in decisions

Respect rules and standards

Consider consequences

Professionalism develops over time





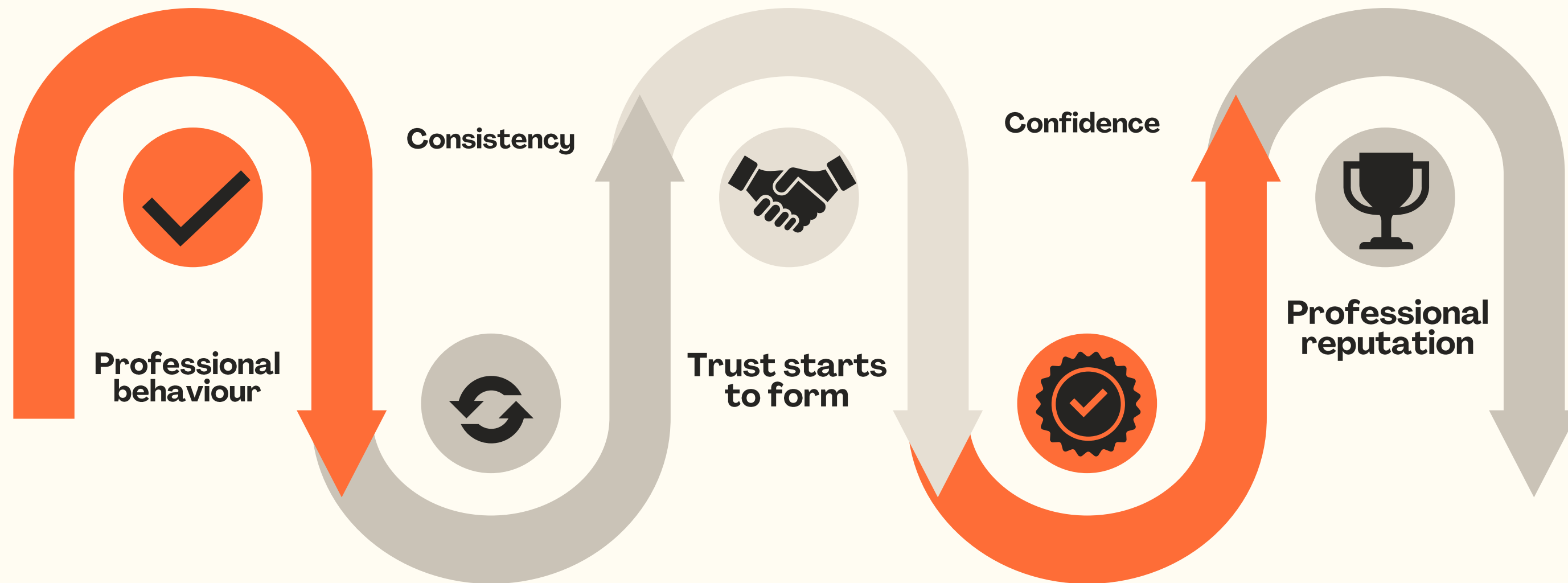
How professional trust develops

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SAPICS
THINK SUPPLY CHAIN ▶ THINK SAPICS

How professional trust develops



- Reliability
- Responsibility
- Initiative

- Meeting commitments
- Following through
- Dependability

- Credibility
- Reliability
- Trusted relationships

- Confidence in judgment
- Respect from colleagues
- Reliance on your work

- Trusted professional
- Professional credibility
- Long-term reputation

Foundations of professionalism



Competence

- Knowledge
- Skills
- Preparation



Conduct

- Professional behaviour toward others
- Respect for others
- Integrity



Composure

- Staying calm under pressure
- Professional responses
- Emotional control



Professional judgement

- Sound decisions
- Considering consequences
- Responsible choices



Question....

**So what actually
creates
professionalism?**



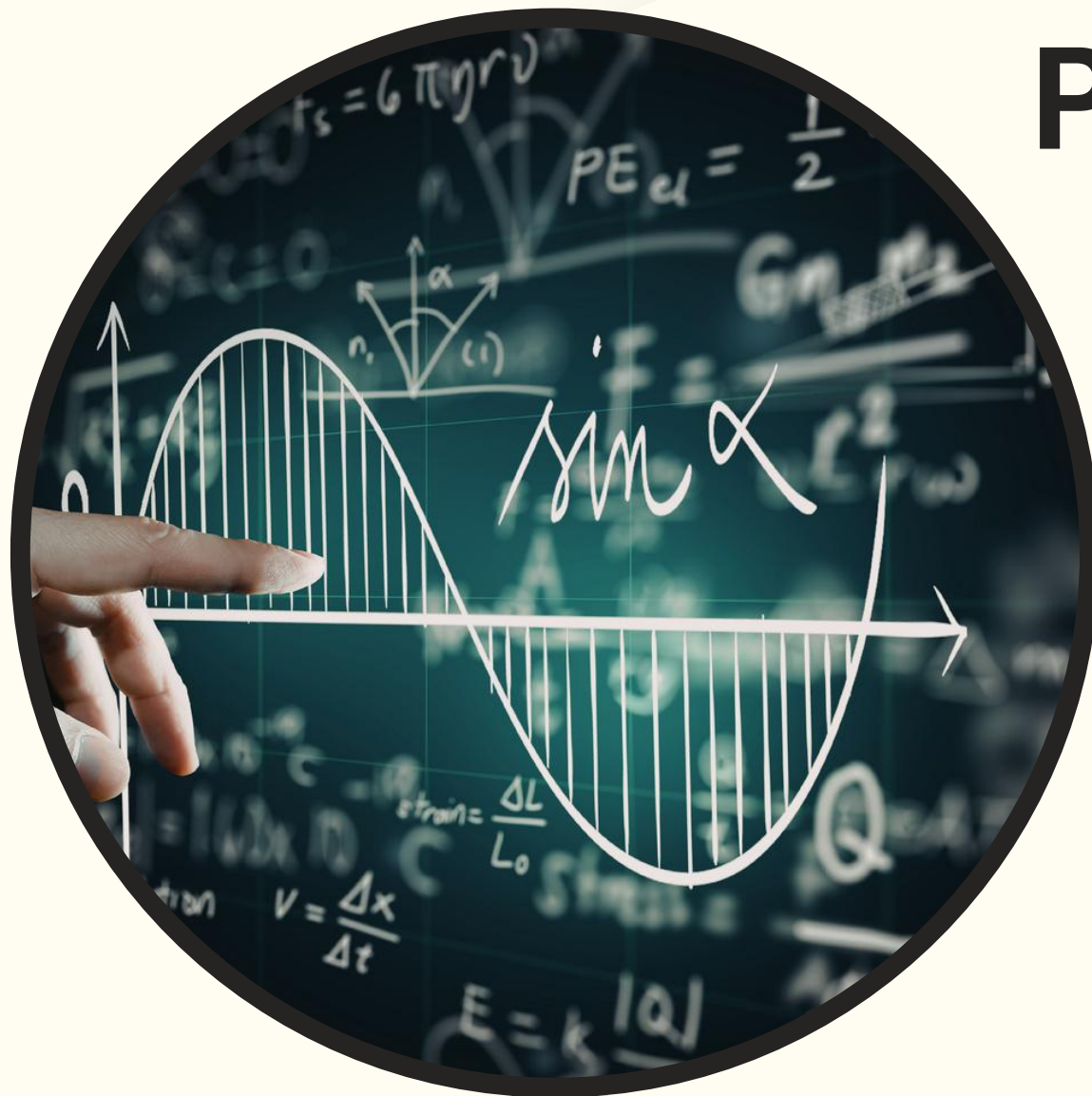
Professionalism in practice

**Professionalism = Competence +
Conduct × Composure**

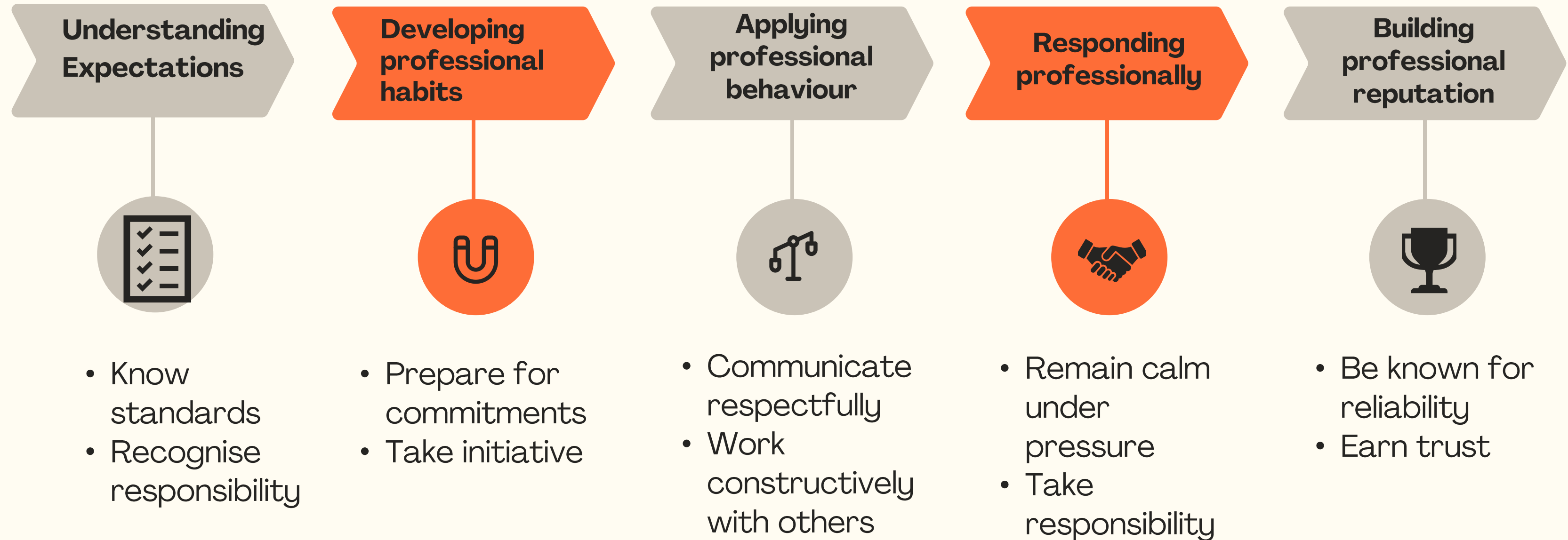
Key insight:

Professional judgment emerges when these elements work together.

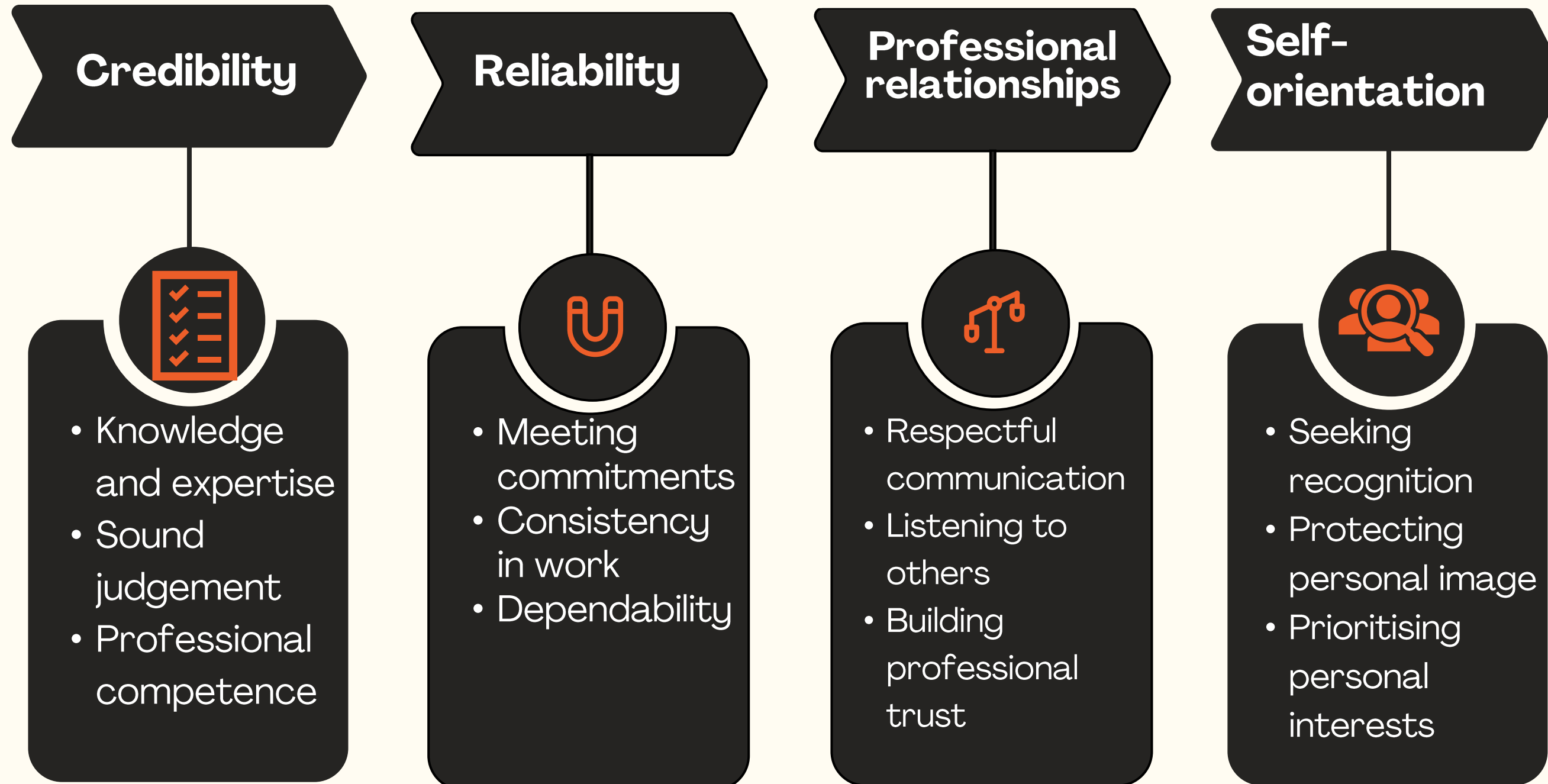
Conceptual synthesis informed by the professionalism literature



Professional behaviour in action



What builds and weakens professional trust?



Professional trust

Trust = (Credibility + Reliability + Professional relationships)

Self-orientation

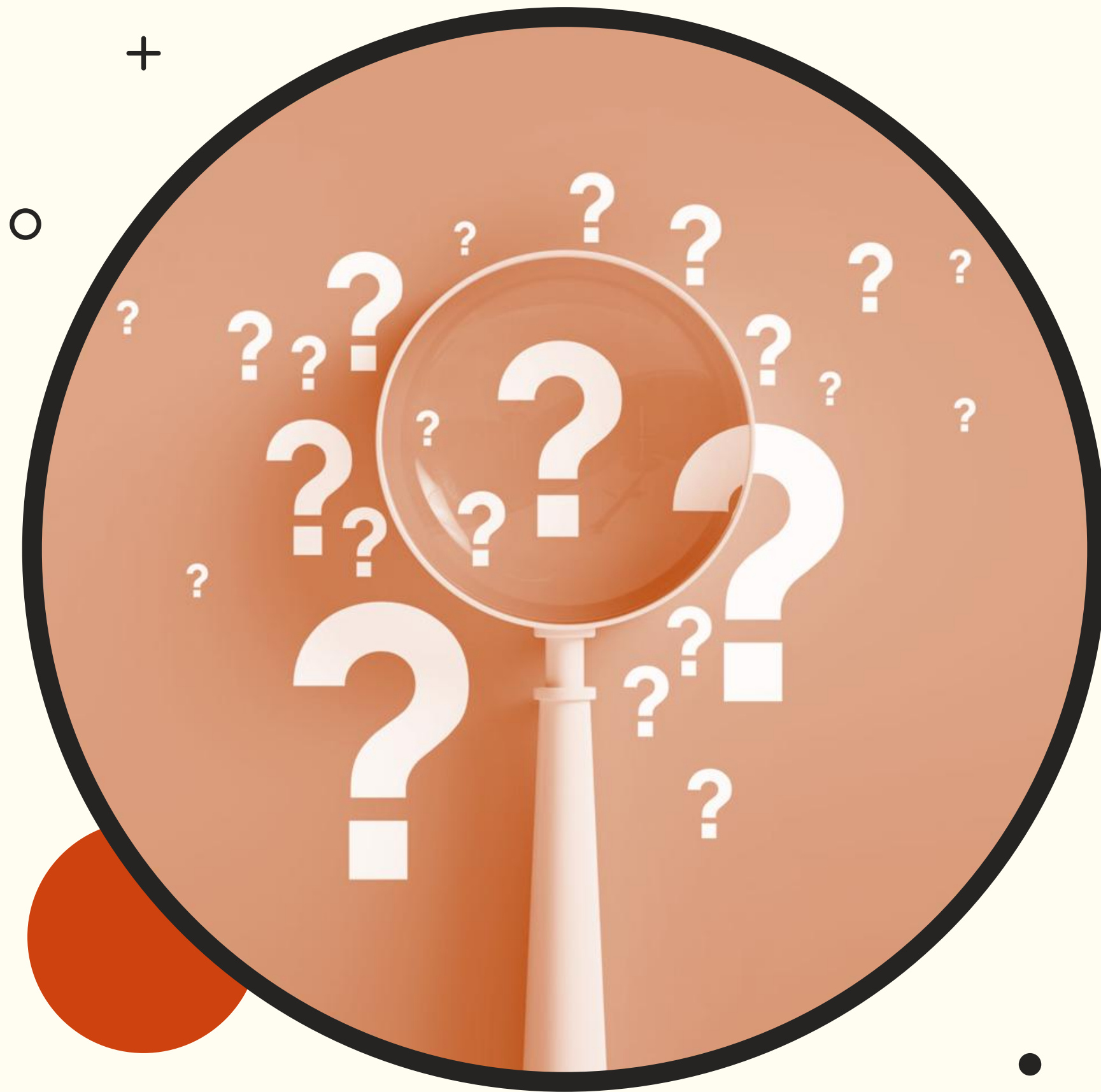
Key insight:

Trust increases when focus shifts away from self and toward others.

Adapted from:

Maister, D. H., Green, C. H., & Galford, R. M. (2000). The Trusted Advisor.





A question to reflect on.....

Where does your attention go when you act professionally?



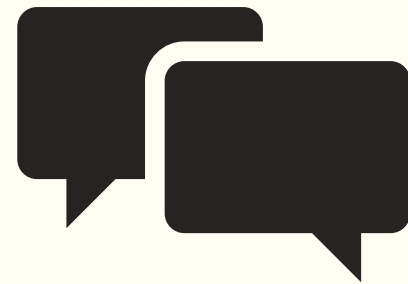
Professionalism starts now



Your professional reputation is already taking shape



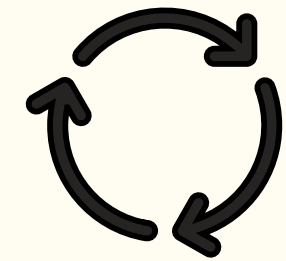
In how you prepare



In how you respond



In how you take responsibility



Not when you start working....
But in how you act today.

