

Making a Great Impression on the Job



What is professionalism?

Situational

Responsibility

Behavior

Competence



What You'll Learn Today

At the end of this workshop, you will be able to...







Describe professionalism and how it is measured in the workplace Explain why professionalism is important Identify tangible ways you can practice professionalism in the workplace







Self-Development

What comes to mind when you think about professionalism?



Bringing our whole selves to work

Intersecting identities

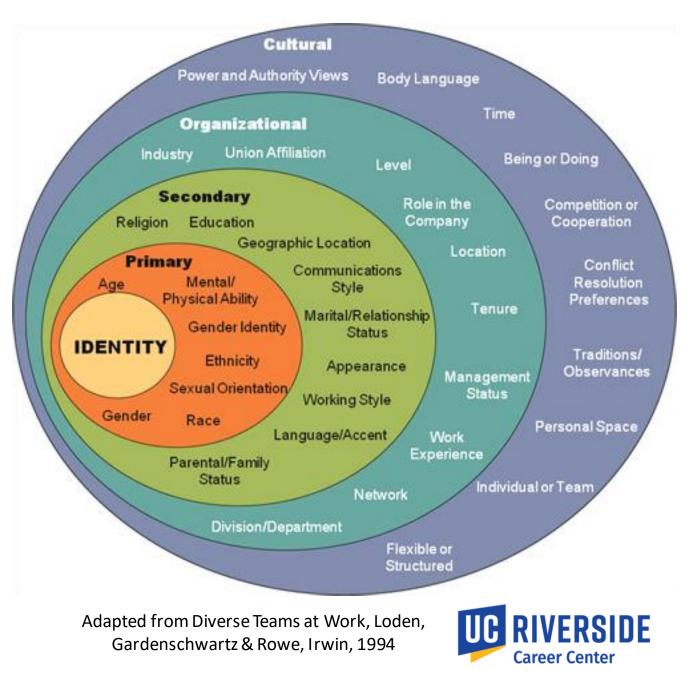
None of us are ONE identity

Not all identities are salient

The strength of specific identities is fluid throughout life

You are not a token

Individuals are not responsible for representing an entire group that shares a particular identity



Professionalism is Situational

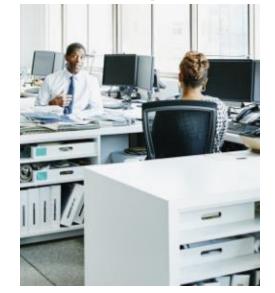


Professionalism is situational

Ask clarifying questions



Dress code What is the dress code? Casual Fridays? Dressing for your schedule?



Boundaries Are there defined office hours? Open door policy/shared space? Quiet time?



Communication What are the expectations? Preferred methods? Zoom calls - video on?



Professionalism is situational

Dress code









Safety first

If you work in a lab or field setting, dress according to safety recommendations

Focus on fit

No matter your style or store, look for tops and bottoms that fit you well

Comfort is key

Discomfort in your clothes can be distracting, both to yourself and your colleagues – find options that make you feel your best so you can do your best



Mia is a Creative Writing major at UCR and is in their second week as a social media intern with the County of Orange. Last week, Mia's supervisor shared that today they would be in and out of meetings, however Mia has a question about a task they are working on. At noon, Mia notices that their supervisor is in their office alone. How should Mia approach the situation?



Professionalism is Responsibility



Professionalism is responsibility Building credibility

Be realistic about timelines

Avoid over-promising on how quickly you can accomplish a task If you find yourself needing more time, it's ok to ask

Follow through on responsibilities

If you say you'll take something on, commit to completing it Give yourself time to learn your new role before taking on extra projects

Ask for support when you need it

You don't have to know everything right away Ask clarifying questions or seek input from colleagues if needed

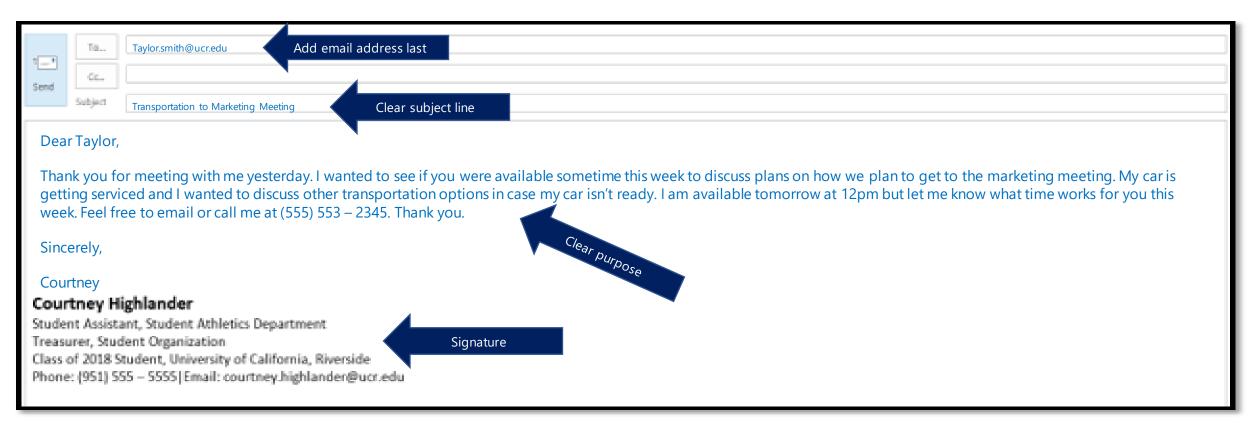
Using sick/vacation/personal time

Be mindful of work cycle and who will cover for you on sick time Determine notification preferences when asking and/or notifying other staff You are what you do, not what you say you'll do.



Professionalism is responsibility

Branding in e-mail communications



Be mindful of your response time, formality of message, and CC/BCC/Reply All



Professionalism is responsibility

Branding in meetings (phone, video, or in-person)

Prepare ahead of time

If you know the agenda ahead of time, know what you hope to share or learn through the conversation

Gather the necessary information

Name, contact information, reason for reaching out, and next steps following the conversation

Texting

Communicate as you would in an e-mail, unless your supervisor or organization allow for more casual conversations

Punctuality

Arrive on time or slightly before to avoid falling behind schedule, and avoid going longer than the pre-scheduled time

Follow up

Many meetings end with some action items and timelines – stick to these as well as you can

Acknowledge mistakes

If you're late, miss a deadline, or mispronounce someone's name, remember than no one is perfect! Acknowledge the error and focus on doing better next time



James is a Mechanical Engineering major at UCR and just started their internship with Northrop Grumman in the Space Systems Group. James has a class assignment that is due tomorrow and James noticed that they have an hour of free time within their shift. Should James work on their class assignment during internship hours or utilize this free time to connect with a colleague in a role that James is interested in pursuing post-grad? Why?



Professionalism is Behavior



Professionalism is behavior On the job

It's not what you say, but how you say it

When communicating feelings and attitudes, **7%** of the message is conveyed by the words spoken, **38%** from the tone of voice used, and **55%** from body language.*

Put away distractions

Cell phone, food, side conversations

Balance contributions

Ask questions, provide input, and leave space for others to do the same If you notice a colleague (or yourself) is frequently spoken over, redirect the conversation back





Professionalism is behavior

Work events, parties, social media

Being Social at Work

You may be invited and decide to attend social events through work – be mindful of your behaviors (alcohol, disclosing information you would not in the workplace, utilizing the space to discuss work when not appropriate)

How Others Perceive You Digitally

Be cognizant of your social media privacy settings, who you are connected to, what you are sharing Utilize your social media platforms wisely/differently, do not feel like you need to open up all platforms to your colleagues

Being Inclusive

These types of events tend to show how you engage with others naturally in conversation Be wary of being "cliquey" and find ways to intentionally include others, get to know the people you work with!



Richard is a Liberal Arts major at UCR and is in their second year of college. Richard just started a teaching assistantship with John W. North Highschool, and they are working with seniors. Richard notices that one of the students in the class requested to follow them on Instagram and sent a direct message. How should Richard respond?



Natalie, a Biology major at UCR is doing research in a lab on-campus. They need to send an email to a grad student in the lab to set a meeting date to go over their research results. Please critique the draft of their following email: Hi,

We need to meet regarding a research results. When are you free? My schedule is super packed and am wondering if you can work around my schedule. Please let me know what days work for you and I will confirm. -Natalie



Professionalism is Competence



Professionalism is Competence

Doing your best work and being your best self





Being Reliable

Do not always rely on other team members to answer hardest questions or do the heaviest lifting on projects and offer support when you have the capacity to do so

Seeking Professional Development

You are worthy of further development and your company should afford you opportunities to do so! Seek out possibilities and describe to your team/supervisors why this is important to your work



Clarifying Expectations

Know what is expected of you and your work when you start a new role, function, or project - this will enable you to showcase your strengths effectively and keep everyone on the same page



Janae is a Business major with a concentration in Accounting at UCR and is interning at Google in the Finance Department over Summer 2021. Janae is brainstorming a budget proposal for a new project and the turnaround for submission of this project is 2 weeks. Janae is feeling a bit overwhelmed because they do not feel like they know exactly what their role is in presenting this proposal. What should Janae do?









Join the UCR Career Network, an online community for networking, mentoring, and job opportunities for alumni and students.

MENTORING

Matching process that connects current students with alumni or alumni with one another.

JOB SEARCH

Job board for those currently seeking employment or for alumni looking to hire other Highlanders.

NETWORKING

Discussion boards to meet and network with others who have similar career questions.

UC RIVERSIDE Career Center

REGISTER AT CAREERNETWORK.UCR.EDU





Location: We are located in the Career Center Plaza. Our entrance is the University Lecture Hall and the Surge Building, behind the UCR Campus Store.

Hours:

Mon. - Fri. 8 am to 5 pm except Wed. 9 am to 5 pm

Individual counseling appointments available Schedule on Handshake

Drop-In Hours: Mon. - Thurs. 10 am-3pm Fri. 10 am-12 pm



Career Center



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