



## **PROFESSIONALISM AT WORK**

### Skills Programme

(SAQA US ID: 14359 – NQF level 2, 5 credits)

#### **INTRODUCTION**

Professionalism can be defined as conducting your business with complete respect for the feelings of your employer, colleagues and customers. It is vital for you to convey professionalism to every aspect of your job and this course will show you how.

#### **COURSE OBJECTIVES**

- Understand how to behave appropriately in a business environment
- Learn how to interpret body language in the workplace
- Learn how to network with people in a business setting
- Discover how to be professional in all areas of your job

#### **COURSE OUTLINE**

##### **Learn how to behave in a business environment**

- Understanding dress code
- Honouring your working hours
- The importance of a positive attitude
- Keep colleagues informed about work activities such as work in progress, absence from work and leave
- The importance of listening skills
- Regulations regarding smoking in the workplace

##### **Interpreting body language**

- Importance of interpreting body language correctly in the workplace
- The reasons why good posture and eye contact are important in the workplace
- The proper use of a handshake as a greeting in a business setting is explained
- Understanding why it is important to respect other people's space
- Examples of positive and negative body language are described
- Behaviour that could be considered as sexual harassment in the workplace is described

### **Meeting people in a business setting**

- Understanding why first impressions are so important
- Understand the procedure of dealing with unexpected guests
- Greeting guests in the reception area
- Introducing people in a business-like manner

### **Closing an interaction with a customer in a professional manner**

- Understanding business ethics
- Understanding the concept of ethics
- Defining ethical business practices
- Exploring the sources of ethical values
- Describing personal attitudes and factors that affect ethical values