

Developing as a Professional: 50 Tips for Getting Ahead (1st Edition)

Course Specifications

Course Number: CCT-044_rev4.0

Course Length: Self-study or Classroom Training

Course Description

The 50-Minute Manager Series was designed to cover critical business and professional development topics in the shortest time possible. Our easy-to-read, easy-to-understand format can be used for self-study or classroom training, or even office training. With a wealth of hands-on exercises, the 50-Minute books keep you engaged and help you retain critical skills.

Developing as a Professional is a how-to guide to presenting yourself well in business and social situations. You will learn what qualities define a professional and what you can do to gain recognition as a true professional in your workplace. The tips in this book are easy to turn to for on-the-job advice on everything from developing good work habits to minding your cubicle manners, as well as networking and scheduling your time effectively. Finally you will find new ways to cope with workplace challenges such as defusing conflict and managing pressure and stress.

Course Objective: The learning objectives for Developing as a Professional are listed below. They have been developed to guide you, the reader, to the core issues covered in this book.

The objectives of this book are:

- To help you take your job seriously and believe that what you do is important
- To describe appropriate behavior in business and social situations
- To show you how to present yourself professionally
- To develop good oral and written communication skills
- To help you maintain good professional relationships with co-workers and customers
- To teach you how to improve your job skills
- To demonstrate how to handle tough situations

Course Content

Part 1: Become a Professional

- Tip 1: Define Professionalism for Yourself
- Tip 2: Develop a Professional Attitude
- Tip 3: Respect Yourself
- Tip 4: Respect Others
- Tip 5: Be a Team Player
- Tip 6: Respect the Chain of Command
- Tip 7: Beware of Office Politics
- Tip 8: Develop Good Work Habits
- Tip 9: Act Like a Professional
- Tip 10: Professionalism Checklist

Part 2: Mind Your Manners

- Tip 11: Practice Gender-Neutral Etiquette
- Tip 12: Master Business Entertaining
- Tip 13: Tip Appropriately
- Tip 14: Model Mealtime Etiquette
- Tip 15: Meet and Greet People
- Tip 16: Mind Your Cubicle Manners
- Tip 17: Don't Blow Smoke
- Tip 18: Manners Checklist

Part 3: Act Like a Professional

- Tip 19: Socialize Without Damaging Your Reputation
- Tip 20: Have Professional Relationships
- Tip 21: Network Like a Pro
- Tip 22: Dress the Part
- Tip 23: Be Well Groomed
- Tip 24: Communicate Professionally
- Tip 25: Be Assertive, Not Aggressive
- Tip 26: Watch Your Body Language
- Tip 27: Listen and Learn
- Tip 28: Give and Receive Feedback
- Tip 29: Maximize Phone and E-Mail Messages
- Tip 30: Communication Checklist

Part 4: Improve Your Skills

- Tip 31: Keep Learning and Improving
- Tip 32: Improve Your Writing Skills
- Tip 33: Present Like a Pro
- Tip 34: Be a Problem Solver, Not a Problem
- Tip 35: Make Good Decisions
- Tip 36: Set and Achieve Goals
- Tip 37: Schedule Your Time
- Tip 38: Organize Your Workspace
- Tip 39: Manage Meetings Efficiently
- Tip 40: Improvement Checklist

Part 5: Cope with Challenges

- Tip 41: Manage Difficult Situations
- Tip 42: Handle Mistakes and Apologies
- Tip 43: Defuse Conflict
- Tip 44: Manage Anger
- Tip 45: Interact Effectively with Difficult People
- Tip 46: Deal with Pressure and Stress
- Tip 47: Avoid Gossip and Backbiting
- Tip 48: Beware of Sexual Harassment
- Tip 49: Practice Intercultural Courtesy
- Tip 50: Success Checklist