



## Professionalism and Emotional Intelligence

Typically, there is an assertion that professionalism and emotions are separate and inconsistent. For many, there is deep training that feelings don't belong in the workplace. Cold, calculating reason is what professionalism is about.... Or is it?



Professionals are dedicated to providing the highest quality in service. Emotions drive passions. The consummate professional is passionate about success. They have cutting edge skills that are used effectively in their clients' interests. They care.

For a professional, life is a continuing quest to develop and share the highest quality skills. It begins with self-awareness. The professional is connected emotionally with providing the highest quality of service. Confidence and realistic self-assurance come from learning and continuing development.

Self-management expands professionalism to real performance. Self-discipline and control manifest verifiable, trustworthy competence. There is expertise that has been cultivated

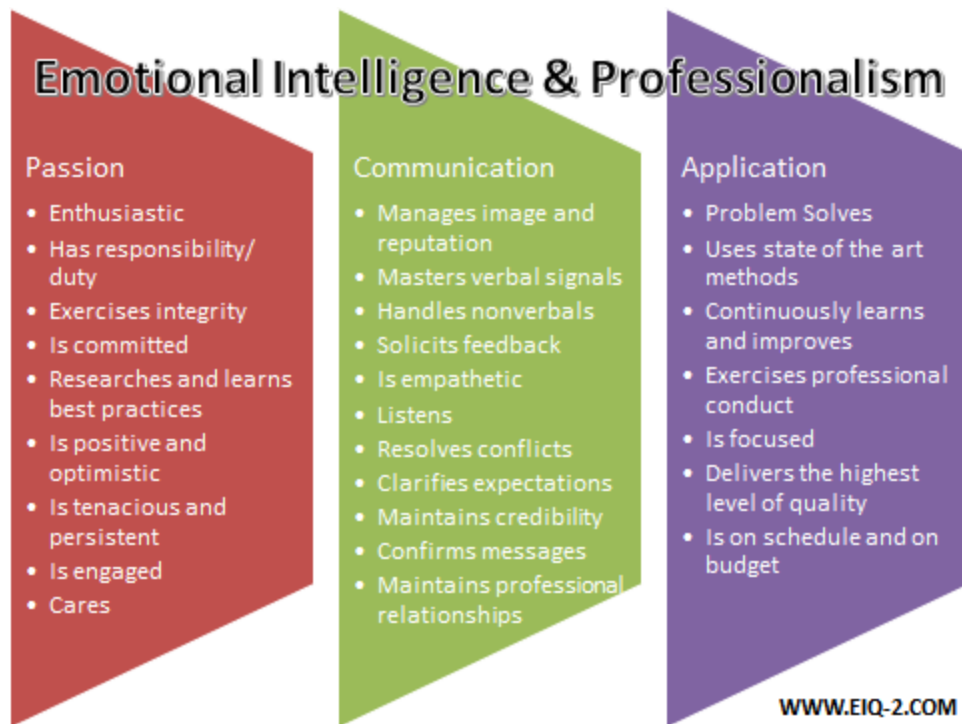
through continuous learning and quality experience. The professional is both highly competent and autonomous but also deeply connected to the best practices and standards of the field.

	<b>SELF</b>	<b>SOCIAL</b>
<b>RECOGNITION</b>	<b>Self-Awareness</b> Consciousness/Identification; Understanding; Accurate Assessment; Confidence; Realistic Personal Appraisal; Motivation; Intra-Personal Communication	<b>Social Awareness</b> Empathy; Professional Standards and Best Practices; Client Expectations; Interpersonal Communication; Delivering Quality on Schedule and on Budget
<b>REGULATION</b>	<b>Self-Management</b> Self-Control; Self-Discipline; Continuous Learning; Trustworthiness; Adaptability; Achievement; Initiative; Success Drive; Optimism	<b>Relationship Management</b> Coaching/Mentoring; Influence; Leadership; Championing Change; Building Relationships; Teamwork & Collaboration; Conflict Management

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Social connection comes through relationships with the professional community and the public. Professionalism comes not only from mastering a discipline but through maintaining currency in it. Professional quality requires state of the art excellence delivered on time and on budget. Expectations and demands from various audiences characterize best practices. For a pro, there is an internal demand of care and concern. Clients are a high priority.

At the highest level, relationship management, professionalism means being involved with a community of peers. It entails not merely being a practitioner but being a leader and influencer. Through teaching, coaching and mentoring, professionalism develops the future of the field. It takes an active interest in relationships and nurturing a continuously improving future.



With an overview of emotional intelligence in mind, professionalism has three key areas: first, there is the passion and mindset of a professional. Here the focus is on responsibility for excellence and integrity. Professionals offer state of the art quality. They take a legitimate pride in what they do and the service they provide. They are mentally engaged in the field and are committed to getting excellent results.

Communication needs to be distinctive, clear and accurate. Professionals share information with poise and resolution. If they don't have answers, they know where to find them. The image and reputation are crucial to maintaining a positive environment and generating client assurance. Empathy and connection are developed through listening and asking the right questions. When messages have been clarified and confirmed, the pro offers alternatives for constructive resolution. Expectations about results, timing and costs need to be well communicated.

In performance, professionalism means under-promising and over delivering. Professional relationships, service and follow-up need to be done with state of the art effectiveness. Frequently, the expression 'seamless quality' is used to denote that the consumer may not even notice how well everything was done.

<b>Amateur</b>	<b>Professional</b>
<ul style="list-style-type: none"><li>▪ Blames others/situation</li><li>▪ Focuses on pay and rewards</li><li>▪ Quits after formal education</li><li>▪ Assumes</li><li>▪ Skips over details</li><li>▪ Cuts corners and is unaware of professional standards</li><li>▪ Offers quick, unconsidered opinions</li><li>▪ Puts personal gain above clients</li><li>▪ Is cold, aloof and independent</li><li>▪ Multitasks and is easily distracted</li><li>▪ Is satisfied with minimal standards</li><li>▪ Only pays attention to their part of the job</li><li>▪ Overpromises and under-delivers</li></ul>	<ul style="list-style-type: none"><li>▪ Accepts personal responsibility</li><li>▪ Is passionate about work</li><li>▪ Continuously learns</li><li>▪ Asks</li><li>▪ Gets the small stuff right</li><li>▪ Operates with the highest level of integrity</li><li>▪ Communicates both verbally and nonverbally with deliberation</li><li>▪ Cares about clients and shows it</li><li>▪ Manages relationships with clients, colleagues and vendors</li><li>▪ Is focused and on-task</li><li>▪ Expects and delivers the highest level of quality</li><li>▪ Maintains professionalism in all aspects of work</li><li>▪ Under promises and over-delivers</li></ul>

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In his book, ***Outliers*** © 2008, Malcolm Gladwell contends that expertise comes after education and 10,000 hours of experience. One authority has contended that just read about your topic of choice for an hour a day. After a year, you'll be a national expert. After five years, you'll be an international expert. And I heard someone say that reading six books on any subject will make you an expert. This is where professionalism begins. Keeping up the practice is the sign of a real pro. Certification, licensing, etc. are good indicators that a person is maintaining their professionalism. Also activity in professional associations.



**A professional; is someone who can do his best work when he doesn't feel like it.**

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**-Alistair Cooke**

The persistent themes for effective professionalism? Thinking, feelings communication, relationships and performance. Thoughts need to be predicated on the mindset and pride that come through practicing the highest levels of quality a particular discipline offers. Feelings, communication and relationships are the community connections. These care and empathize both with others in the profession and clients. Last but not least, professionalism demands the highest quality in performance. Real professionalism is displayed by the continuous practice of excellence.

Have you, your team and your organization used emotional intelligence to adapt the highest levels of professionalism?

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