

10 Characteristics of Professionalism in the Workplace

(In no particular order of importance)

Adapted from an American Academy of Professional Coders (AAPC) article by Gina Piccirilli.

Being a Professional - How you conduct yourself in this professional, hospital setting is a key component of your success

1. Neat Appearance

- Follow the hospital's Dress Code policy. Iron your clothes and practice good hygiene and grooming.
- Look sharp and organized.
- It's the first thing people will notice about you.

2. Proper Demeanor

- Be polite and well-spoken 100% of the time. Whether you're speaking with patients, family members, co-workers, or superiors, remain calm and be tactful even in tense situations.
- Cursing and other foul language will not be tolerated.
- Of course, take your job seriously, but don't take it personally. We're all working for the same objective – to provide the best patient care.
- Always treat EVERYONE with dignity and respect – that means co-workers, too, not only our patients.
- The first line of the Expectations of Employee Conduct in the policy states employees are to:
 - Promote and model cooperation, collaboration, and teamwork – maintaining a courteous, respectful, and otherwise acceptable working relationship with co-workers, peers, supervisors, and the general public.



3. Reliable

- Arrive at work early enough to clock-in at the proper time for your shift. Don't make others wait on you.
- Finish your tasks on time.
- Promptly respond to requests and follow-through with commitments in timely fashion.
- Demonstrate that you are reliable.



4. Competent

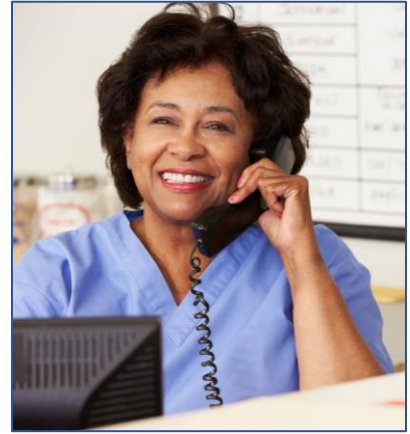
- Express confidence, but not attitude.
- Become an expert in your field: Continue your education, attend seminars, and attain relevant professional designations. Remain teachable. There is always more to learn.
- We can all be better - even a little - every day.

5. Poised

- Maintain your composure, even when facing a difficult situation. If someone is being belligerent or difficult, do not mirror that behavior. Diffuse the situation with your professional demeanor.

6. Good Phone Etiquette

- Identify yourself with your full name and department when placing and/or answering a call.
- Do not dominate conversations; listen intently and process what the other person is saying – take notes to remember names, extensions, details, requests, etc.
- Do not use slang terms or acronyms and mind your tone of voice.
- Smile while you talk: The caller can hear it in your voice.



7. Ethical

- Montana State Hospital's Employee Conduct policy explains how staff are expected to conduct themselves. Always display ethical behavior and a good character, on or off the clock.

8. Communicate Clearly

- Compose your emails to be brief and to the point.
- Be certain you're using the hospital's email signature (instructions found in the Forms directory).
- Keep your tone polite and formal.

First Last

Job Title
Montana State Hospital
AMDD/DPHHS
[Email Address@mt.gov](mailto:Email.Address@mt.gov)
Main (406) 693-7000
Direct (406) 693-XXXX
FAX (406) 693-XXXX



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9. Organized

- Keep your area neat and organized for easy execution of tasks.
- Keep an updated appointment book so you remember tasks and meetings.

10. Accountable

- Take responsibility for your actions. Own your mistake, work to resolve it, and fix it as soon as possible.
- Even better: Learn from your mistakes. Lead by this example to create trust.

Be All You Can Be

If you could improve in any of these professional characteristics, or have let some slide, take the initiative to improve yourself. Put your best foot forward and you'll go far.

Become the person you admire, then others may come to admire you.