

PROFESSIONAL BEHAVIOUR AND ATTITUDES YOU NEED TO DEMONSTRATE IN THE WORKPLACE

PROFESSIONALISM

- Be courteous and respectful to other staff and members of the public
- Have good attendance and time keeping, dress appropriately for the work environment
- Keep calm under pressure
- Be reliable, and if you are unable to attend work due to illness or another reason, contact your line manager immediately
- Demonstrate enthusiasm and interest in your work
- Do not get distracted by personal issues or your mobile phone whilst at work, only use your phone during formally recognised breaks or in an emergency
- Always adhere to organisation policy and procedures, including around health and safety, equal opportunities, equality and diversity, appropriate IT use, disciplinary procedures, and acceptable behaviour
- Maintain confidentiality regarding any of the information you access whilst on your placement. This includes not gossiping and keeping any personal information that work colleagues share with you as confidential
- Do not do anything which may bring you and/or the college into disrepute i.e. which would negatively affect the reputation of you or KMC

PRODUCE RESULTS

- Complete your work to a high standard, with very few or no errors
- Are organised, plan your work effectively, prioritise tasks, work independently as needed and meet deadlines
- Always ask for support or clarity if you are unsure of what you need to do
- Eager to learn and develop your skills

WORK WELL AS PART OF A TEAM

- Build good relationships with your colleagues, understand what your role in the team is and show a positive attitude to working as part of a team
- Treat all colleagues with respect
- Listen effectively to different points of view and respond in a professional way
- Are a supportive team member, proactively offering help and support to the team

COMMUNICATE APPROPRIATELY

- Use a polite and professional tone and language when communicating with colleagues and customers
- Produce clear, well written work which uses the right tone for the audience, and has very few or no mistakes
- Are able to share your thoughts and present your ideas clearly
- Follow instructions and listen carefully to what you need to do
- Use positive and open body language, including maintaining eye contact, to show that you are approachable and ready to listen

TAKE RESPONSIBILITY FOR YOUR ACTIONS

- Are open to feedback and act on feedback given
- Are honest if you make a mistake and do not shift the blame
- You seek to learn from your mistakes, so it does not happen again