

# **BUSINESS PROFESSIONALISM 101: Critical Skills and Tools for Young Professionals Entering the Workforce...How to survive and thrive in the world of work**

No matter the industry - from customer service to an office job to engineering to construction and the trades - all of these jobs have one thing in common: in order to succeed and move ahead you need to demonstrate professionalism. Professionalism does not mean wearing a suit or carrying a briefcase; rather, it means conducting oneself with responsibility, integrity, accountability and excellence. It means communicating effectively and appropriately and always finding a way to be productive.

Professionalism may look slightly different in various settings, but the core elements are always the same – and give young employees an edge as they begin their careers. Professionalism, in and of itself, is not one skill but the blending and integration of a variety of key skills. When these skills are demonstrated “professionalism” is the outcome.

## **OVERALL OBJECTIVE**

The **Business Professionalism 101: Critical Skills and Tools for Young Professionals Entering the Workforce** aims to equip newly graduated (within the last 3 years) employees with the opportunity for self-insight and the skills and knowledge required to understand and navigate through the organization, handle the informal rules of the game for office and inter-team etiquette, and make sure daily written communications make the appropriate, required connections and impact.

## **OUTCOMES**

The participants will learn how to:

- Analyze emails
- Put forward ideas
- Work well with others
- Understand power plays
- Navigate the organization
- Fit in while still standing out
- Say no in an appropriate style
- Set themselves up for career growth
- Apply techniques in conflict situations
- Adjust to different generational groups
- Create a connection with their manager
- Write an email that propels others to action
- Consider the strategy in relation to their own role

## CONTENT

- **So What Does This Mean?**
  - Network
  - Understand Strategy
  - Produce Good Work
  - Manage Your Manager
  - Talk to Your Customer/Client
- **So What's Up With This?**
  - Be Assertive
  - Dress the Part
  - Navigate Politics & Power
  - Deal with Social Interactions
  - What To Do When Conflict Occurs
  - Work With Different Generational Groups
- **So It's Not Just About Talking?**
  - Emails
  - Internal Chats
  - Social Media
- **Positive Impact**
  - Key Learning
  - Actions to Apply
  - Set Yourself Up For Growth

## METHOD

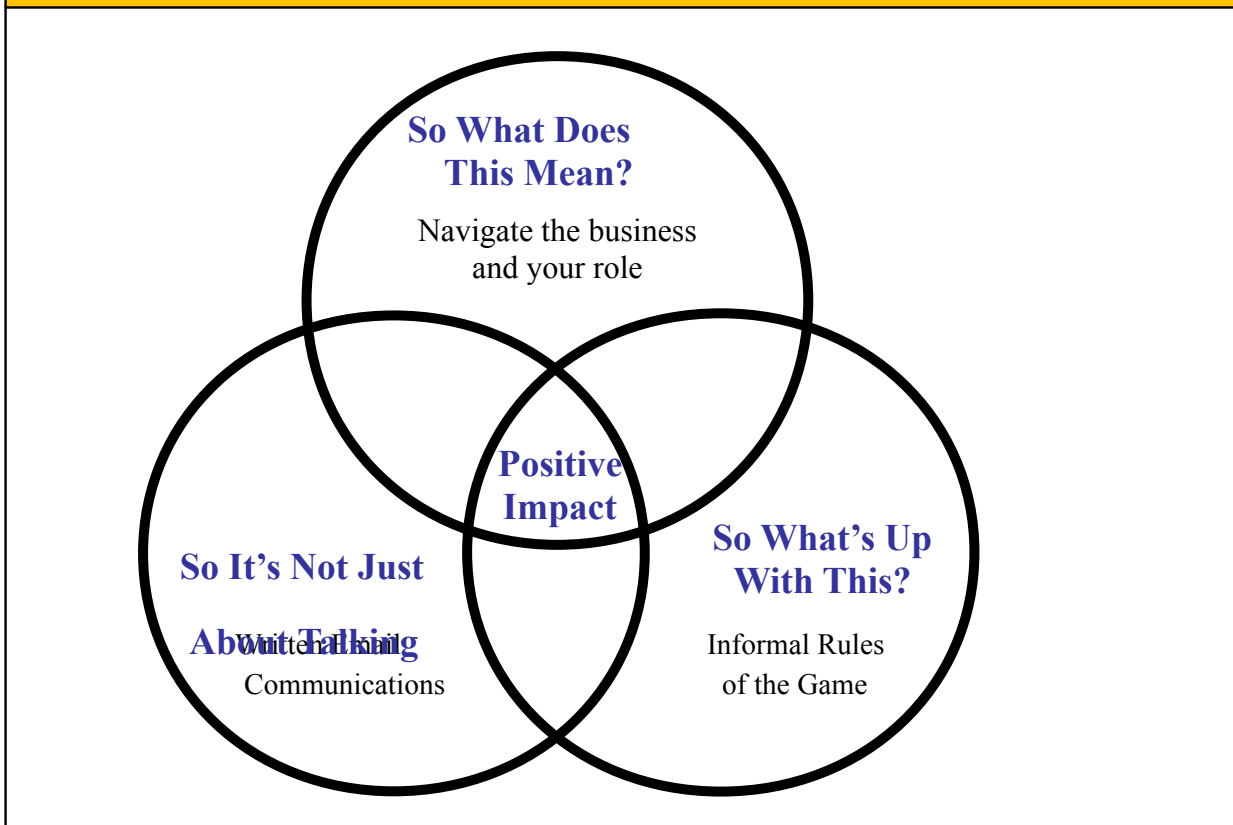
- Practical checklists, tools, and tips to be used
- Difficult situations addressed

## WHO SHOULD ATTEND

This is a perfect one day session for young graduates having recently entered the workforce in the last 3 to 4 years who want to achieve their personal best and become a true asset to their organization. They will be able to answer their key questions: So what does this mean? So what's up with this? So it's not just about talking? They will create a plan to make a positive impact.

Business Professionalism 101 is critical for any employee who wants to address the foundation and fundamental skills they need to survive and thrive. Gaps in projecting professionalism will be targeted and the graduates directed to providing added-value to the organization while ensuring their personal success.

## GRAPHIC SUMMARY



### Registration Information

**Time:** Workshops scheduled from 9:00 a.m. to 4:30 p.m.

**Pricing:** 1-2 attendees \$245 per person, 3+ attendees \$225 per person.

**Location:** DePaul University, O'Hare Campus, 8770 W. Bryn Mawr Ave., Chicago, Illinois 60631 ([Click here to download a map and directions](#))

**To register** or for additional information either email, phone or complete the [online registration form](#). **Email:** Ken Keller at [kkeller@c-kg.com](mailto:kkeller@c-kg.com) or Dean Carroll at [dcarrroll@c-kg.com](mailto:dcarrroll@c-kg.com) or

**Phone:** (630) 495-0505 or (800) 869-7497.

**Register online:** [Complete form by clicking here](#). If you register online, a confirmation email will be sent to you with next steps and payment details. Please note we accept checks as a form of payment.

**[To see a complete list of our current workshops click here.](#)**

Customized onsite workshops are also available.

Please contact us with any questions or concerns you may have. Email: Ken Keller at [kkeller@c-kg.com](mailto:kkeller@c-kg.com) or Dean Carroll at [dcarrroll@c-kg.com](mailto:dcarrroll@c-kg.com) or Phone: (630) 495-0505 or (800) 869-7497.