

Our Role as Professionals

As we grow as a company, the role that we play as professionals becomes increasingly important. Since we, as a company, are getting larger, we increasingly represent the company to customers and to employees. What we say and do is taken very seriously and looked at carefully by others.

As professionals, more often than not, cases will come up where our opinion is asked of another department or a company leader.

“What did we think about what _____ did?”

“Well, you know how _____ department is!”

“Don’t talk to owner _____, she’s in a bad mood again!”

“It’s another problem from _____ department.”

“You know that that employee always gets priority!”

These statements are designed to try to get your personal view of things, your slant, and your opinion. Their sing-song way is similar to games we played children. They can hook us into some negative results. *Yet as a professional, here you have an opportunity.*

AS A PROFESSIONAL, WE CAN EITHER BUILD UP THE COMPANY OR HELP TO TEAR IT DOWN. WHEN PEOPLE ASK YOU “WHO’S TO BLAME” QUESTIONS (OR MAKE “IT’S NOT FAIR” STATEMENTS” WE CAN EITHER BE DRAWN INTO THE GAME OR BE *ADULTS* AND *DEFEAT THE GAME*. THE MESSAGE NEEDS TO BE: THINGS ARE SOMETIMES DIFFICULT AND THERE ARE ALWAYS SHADES OF GRAY. IF THERE IS A TRUE PROBLEM, DEAL WITH IT IN PRIVATE.

The point is that as professionals we are the molders of company culture. If we have a true concern about something having to do with our owner or another manager, how should we handle it?

Here we get into the employee mind set verses the professional mind set.

As professionals, we must see ourselves as facilitators of communication not someone who fans the fire. If we discover a very distraught employee has come to us, we need to take them seriously, but be diplomatic, not running down another department or leader. We need to talk to the appropriate leader in private to let them be informed of the situation and in some cases, get back to the employee to ask how things are progressing on that problem.

WE MUST STUDY OURSELVES DEEPLY IN AREAS WE REALLY NEED TO GET BETTER AT

EACH OF US MUST RISE UP A LEVEL IN OUR PROFESSIONALISM

- *A professional does not blame, he finds solutions.*
- *A professional looks at his numbers, decides which one needs to change and develops an action plan to do so.*
- *A professional goes the extra mile for the customer – bringing things to closure.*
- *A professional treats his leadership with respect.*
- *A professional masters control of his temper.*
- *A professional expects to be held accountable to a new level of success.*
- *A professional knows what he has to do to get customer service back in line.*
- *A professional communicates with team members about concerns instead of getting mad.*