

Earl N. Phillips School of Business
Professionalism Statement
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The Earl N. Phillips School of Business (PSB) is a place where aspiring leaders meet to learn how to build better, more successful organizations. A truly successful organization creates value for all stakeholders and strives to attract and develop ethical leaders to provide value to society.

The goal of a business education is to give students the tools to meet the high level of performance required to excel in the business world. One of the most important skills to develop and master is professional behavior. Students who understand and incorporate professional behavior in all of their daily interactions will be at a definitive advantage in the workplace and in life.

While the items below do not cover all aspects of professionalism, they are crucial habits to develop and practice. These form the minimum expectation in a professional setting. Consider your time in the Phillips School of Business as training for a successful future!

The Phillips School of Business expects students to practice and master the following professional standards and behaviors that define business professionals:

1. Show Respect for Others

In the business environment, respect is the thread that holds every organization together. One of the marks of a true professional is serving as a model who respects others and treats them with dignity. Professionals who treat others with respect are more likely to get the same treatment in return and see their colleagues and subordinates model the same behaviors.

Respect and value for the time of others manifests itself in punctuality. Meeting task deadlines and being on time for work and meetings demonstrates good time-management skills and respect for others.

PSB Professional Standards and Behaviors

- Class attendance is the first priority. It is every student's responsibility to communicate beforehand with his or her instructor if a class is going to be missed or they must arrive late to class. It is the student's responsibility to review missed material and catch up on assignments.
- Punctuality is of the utmost importance. Timeliness is a habit. Practice this habit by arriving a few minutes before a class or activity begins and be ready when it starts.

- During each class period, speaker event, or class project team meeting, it is incumbent upon a student to appreciate the time and efforts of others. This means giving presenters full attention by actively listening, asking appropriate questions, and refraining from interrupting or engaging in side conversations.
- Always be *fully present*. Being fully present means focusing attention, thoughts, and energy on the task at hand and avoiding distractions. Giving a task or an individual full focus and attention shows respect and assures that the time will be spent efficiently and effectively.
- Electronic devices are an important tool, but they are not a substitute for human interaction and can severely distract from the learning process. Knowing when and when not to access a personal electronic device in a professional setting shows discipline, responsibility, and respect for others. In the classroom, electronic devices, including cell phones, should not be used unless directly related to an instructor-assigned activity. Keeping phones on vibrate or silent mode will prevent unnecessary interruptions.

2. Be Trustworthy and Accountable

In the business environment, being trustworthy is fundamental to true professionalism. Whether a business is making a commitment to a customer/client, an internal committee is accepting a task, or an individual is accepting a responsibility, the trustworthiness of the individual and/or organization is at stake. A professional is effective only to the extent that he or she can be trusted.

Personal accountability means never making excuses or fixing blame, and taking responsibility for one's own actions. This includes admitting a failure, accepting the consequences, and learning from the experience.

PSB Professional Standards and Behaviors

- It is expected that all PSB students will act with integrity in their dealings in and out of the classroom. Integrity is a vital characteristic that each student should exhibit. A student who demonstrates integrity is trusted.
- Personal accountability is paramount. Students are to take ownership of their work and never take credit for the work of others.

3. Communicate Effectively

In the business environment, professionals are judged by how well they communicate. Strong communication skills are highly valued by employers. Effective business communication is clear, concise, correct, credible, and courteous. It promotes goodwill.

PSB Professional Standards and Behaviors

- Every student is expected to always submit professional quality work that is error-free and on time.
- Successful students know that properly addressing someone is a sign of respect. This is especially important with initial introductions, which can set the tone of a relationship. Treat others the way you would like to be treated.
- When addressing faculty, the use of proper titles is expected. Communications, whether oral or written, should contain a formal tone. The use of 'text speak,' slang, or vulgar language is never appropriate. Students should always address faculty with the appropriate prefix of either Prof., Dr., Mr., or Ms.
- For day-to-day email correspondence, PSB students are expected to be familiar with and follow the PSB Email Etiquette Policy, which can be found on the PSB website and in PSB syllabi.

4. Wear Appropriate Attire

In the business environment, different work situations have different dress codes, which reflect the organization's culture or brand. Dressing according to organizational expectations shows respect for the culture.

PSB Professional Standards and Behaviors

- In the PSB, dressing in a manner befitting a casual work environment is considered appropriate in classrooms and for PSB events. Please consider that how you dress in class, in public, and on the job speaks to others about your respect for them and for yourself. Choosing to attend class in sloppy, unkempt or inappropriate attire will create a negative impression.
- Most classroom presentations require business professional attire. There is a direct correlation between audience respect for a topic and the speaker's attire. Students should be aware that there will be PSB events where professional business attire is appropriate and/or required. The HPU Center for Career & Professional Development can provide guidance as to what is appropriate business attire.