



Success Series WEBINARS

Third Thursdays
1:00 pm



STATE CIVIL SERVICE
COMPREHENSIVE PUBLIC TRAINING PROGRAM

RESOURCES

Check the State Civil Service YouTube Channel for this webinar or any of the shows you might have missed at:
<https://goo.gl/Yc1PdK>

For handouts from all the Success Series Webinars, visit:
<https://bit.ly/2Kbn6Qa>

2019

JANUARY Success Series WEBINARS STATE CIVIL SERVICE APPLY HOUR	MAY Success Series WEBINARS STATE CIVIL SERVICE PERFORMANCE EVALUATION BEST PRACTICES	SEPTEMBER Success Series WEBINARS STATE CIVIL SERVICE SPEAKING POWER
FEBRUARY Success Series WEBINARS STATE CIVIL SERVICE YOUR PROFESSIONAL IMAGE	JUNE S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30	OCTOBER Success Series WEBINARS STATE CIVIL SERVICE ORDER CHAOS ORGANIZING FOR INCREASED PRODUCTIVITY
MARCH Success Series WEBINARS STATE CIVIL SERVICE Remodel YOUR MEETINGS	JULY S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	NOVEMBER Success Series WEBINARS STATE CIVIL SERVICE CONTINUOUS LEARNING
APRIL Success Series WEBINARS STATE CIVIL SERVICE POWER UP YOUR POWERPOINTS	AUGUST Success Series WEBINARS STATE CIVIL SERVICE LOUISIANA Lagrippe	DECEMBER S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31

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PROFESSIONAL IMAGE

This handout supports our Success Series Webinar on *Your Professional Image*, focusing on the ABC's of Professionalism – Appearance, Behavior, and Communications.

Inside you'll find 40 tips for improved professional image with space to make notes of additional ideas from the webinar.

A professional is someone who can do his best work when he doesn't feel like it.
– Alistair Cooke

Ability is what you are capable of doing. Motivation determines what you do. Attitude determines how well you do it.
– Lou Holtz

Our character is what we do when we think no one is looking.
– H. Jackson Brown, Jr.

BEST PRACTICES OF PROFESSIONALISM

APPEARANCE

1. Pay attention to your posture.
2. Make eye contact.
3. Use open body language.
4. Use confident gestures and avoid fidgeting.
5. Be aware of your facial expressions.
6. Move with confidence. Walk, don't run.
7. Pay attention to nonverbal communications.
8. Dress appropriately for your workplace, even on casual days.
9. Review your workspace image.
10. Be selective about following trends.

BEHAVIORS

11. Represent the State positively.
12. Show consistent respect.
13. Take out the earbuds and put down the phone.
14. Take initiative.
15. Be a problem-solver.
16. Be flexible and resilient.
17. Master emotional intelligence.
18. Build relationships and networks.
19. Don't wait until you're asked to assist others.
20. Catch others doing things right.
21. Be respectful of office norms.
22. Be a lifelong learner.

23. Develop mentor relationships.

24. Follow through on commitments.

25. Volunteer.

26. Maintain your time management practices.

27. Participate in professional organizations.

28. Get involved in your community.

29. Take responsibility and give credit.

30. Write your 100th birthday news story.

COMMUNICATIONS

31. Consider the format. Is your message best as an email, a phone call, a document, or a meeting?

32. Use positive language.

33. Listen more than you talk.

34. Consider your audience.

35. Improve your writing skills.

36. Consider the purpose of your communication.

37. Develop your presentation skills.

38. Practice email etiquette.

39. Practice professional phone behaviors.

40. Review your online presence.

Coming March 21, 2019

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