

Title: Workplace Professionalism Series - The Essentials for Smooth Operations

Duration: 60-90 minutes

Speaker: Deborah Jenkins, PHR, SHRM-CP

Course Description:

Because we all come from different walks of life, we all have our own perceptions of what professionalism means. That is why it is so important to define workplace expectations and offer training to everyone so they can demonstrate their professional actions as they become successful employees and leaders in your organization.

Whether you are the CEO of a company or you work in the mailroom, good work ethics and professionalism are the characteristics of a good employee. In any workplace setting, the way employees conduct themselves reflects on the company they work for. Stressing good work ethics and professional values will ensure your company is represented well in your market and among your competitors.

With this resource-loaded, fast-paced, and relatable course, you will receive tools, tips, and techniques to use to successfully lead your team. By the conclusion of this training, you will have actionable items and tools to implement the learning objectives and achieve sustained success.

This is a PowerPoint instructor-led presentation that includes lecture, audience participation, key takeaway action plans, and is qualifiable for 1.0 CEUs/instruction hour.

Course Objectives:

- Understand Different Perspectives of Professionalism
- Identify Priorities, Compromises, and Deal-Breaker Behaviors
- Recognize Coachable Opportunities
- Explore Best Practices
- Learn Tips and Techniques
- Determine Expectations and Responsibilities

Course Outline:

1. Business Ethics
 - a. 5 W's + H
2. Harassment
 - a. Sexual Harassment
 - b. Discrimination Harassment
 - c. Bullying Harassment
3. Effective Communications
 - a. Verbal
 - b. Written
 - c. Body Language
4. Exemplary Customer Service
5. External and Internal Customers

Why Attend:

Attending this training will help you and your team grow professional skills and discover how to work towards continued success for yourself, your team, and your organization. It will help you to advance your current success, boost your chances to meet your future goals and aspirations, and to inspire others to follow your lead. Further, this course will help your team better understand company-wide expectations of individuals and teams to achieve desired results. When workplaces incorporate these cultural principles, the work environment becomes a place to look forward to coming into with enthusiasm.

If developing your skills aren't prioritized by you or your organization, you risk individual, team, department, and organizational failure without everyone reaching their full potential.

Who Will Benefit:

Everyone that interacts with others and aspires to continue their professional development will benefit from this training. That includes anyone from front line workers to the leadership team. It is also general information that is relevant to all industries including human resources, medical, legal, hospitality, transportation, government, sales, communications, education, insurance, science, engineering, banking, non-profit, fitness, investment, realty, marketing, construction, and more. Human Resource Professionals, Supervisors, Managers, Business Owners, CEOs, COOs, CHROs, Presidents, Vice Presidents, Employees.

Speaker Profile:

Deborah Jenkins has over twenty years of experience as an Accounting and Human Resources (HR) Professional. She has served in senior leadership roles as well as supporting businesses as an HR generalist, payroll specialist, training and development provider, and benefits administrator. The variety of industries she has contributed to spans the public, private and non-profit sectors. From this, Deborah has derived a broad understanding of the challenges facing business leaders, HR professionals, and all personnel. After having spent years broadening her skills, knowledge, and experience, Deborah now serves her clients as a Human Resources Consultant, Leadership Development and Workforce Training Expert, Motivational Speaker and Executive Coach through her business, HR Solutions, LLC.

To prepare her for these opportunities to serve her clients, Deborah earned a Bachelor's Degree in Human Resources Management and an Associate's Degree in Accounting. She further is a certified Human Resources Professional from leading associations in the world, including a Professional in Human Resources (PHR) from the Human Resources Certification Institute, a Society for Human Resource Management Certified Professional (SHRM-CP), and a Toastmaster's Competent Leader (CL). To offer additional value-added tools to her services, Deborah has completed training and is an Authorized Partner and Trainer with Wiley's Everything DiSC®.

Deborah believes that learning is a lifelong adventure, and she continually pursues personal and professional development. She also believes in giving back to her community and has been an active board member for several non-profit organizations including local Toastmaster's Chapters and both the local Society of Human Resource Management (SHRM) chapter as well as the Montana State Council SHRM.

By sharing knowledge, inspiring others, and continually pursuing personal growth, Deborah aspires to ignite both individual and corporate success, thus enhancing overall well-being and shared fulfillment. Her goal is to assist others to develop more effective communications, supportive collaboration, and harmonious concord to reach superior streamlined, successful, and enjoyable results. Starting her own business in 2013 allows her to allocate her energies to accomplish this mission and focus in the areas she's most passionate about: Leadership Development, Workforce Training, Motivational Speaking, and Human Resource Management Consulting.

When Deborah is not working, learning, or volunteering her time, she enjoys hanging out with family and friends, spending time outdoors with Mother Nature, and taking in the arts and entertainment offered in her home state of Montana and beyond.



Scheduling:

Contact us at: [HR Solutions](https://www.hrs-mt.com) | [Contact Us \(hrs-mt.com\)](mailto:Deborah.HRS@outlook.com)