

Module 10 - Study Guide

CLASS ACT:

*How to Get Your Employees to Look
and Act Professionally*

Unprofessionalism falls into 1 of 4 categories:

1. APPEARANCE

*No longer can you tell someone to dress like a professional
and expect them to mirror your definition of that term.*

Before extending an offer to a candidate:

Share photos of employees who are _____ and _____
attired.

Show them photos of what is considered _____. Point out
specifics.

2. LANGUAGE

Be specific about the language that is _____ and
_____ in your culture.

Be the epitome of _____ that demonstrates those standards.

*Raise the bar for class in your workplace, which will impact
the attitudes your employees bring to their respective jobs.*

3. MANNERS / COMMON COURTESIES

Crude, selfish, and mindless displays of poor _____ infect a
workplace and ultimately take a toll on employee _____.

Begin or end employee meetings by addressing _____ manners.
Call attention to _____ who display exceptional manners and courtesy.

Make manners contagious in the workplace.

4. OVERTNESS

Social media has provided a global platform to share opinions and activities, many of which are outrageous yet generating wealth for the performer.

Employers must have a clear _____ on what's acceptable and what isn't, and make certain everyone _____ it.

This is not a "one and done" conversation, but one that is frequently repeated in meetings and pre-shift huddles.

Always explain the _____ behind the _____ .