

Professionalism **QUICK TEST**

The purpose of this QUICK TEST is to stimulate your thinking about the importance of professionalism and identify any quick and easy steps you can take to polish your professional image and behavior. Simply go through the questions and answer **YES** or **NO** for each question. Then check your scoring below.

Do You . . .

1. ___ Hold the door open to let others pass through first?
2. ___ Wait for everyone at the table to be seated before starting to eat?
3. ___ Always chew with your mouth closed?
4. ___ Keep your elbows off the table and avoid slurping your soup?
5. ___ Refrain from using profanity, crude, or vulgar language?
6. ___ Put things away and tidy up your work area before leaving for the day?
7. ___ Pick up trash you see on the floor?
8. ___ Say please and thanks often when interacting with others?
9. ___ Invite newcomers into your circle of friends and conversation?
10. ___ Lower your voice when using your cell phone?
11. ___ Listen when others are speaking?
12. ___ Go out of your way to welcome a new associate and ask if you can do anything to help him or her?
13. ___ Remain patient when the person waiting on you is taking a very long time to ring up your purchase?
14. ___ Send a thank you note on a timely basis when you receive a gift?
15. ___ Drop someone a note when he or she is ill, has a setback, or suffers a loss in his or her family?
16. ___ Refrain from being angry and hostile in person or in email?
17. ___ Help someone who is struggling to put his or her bag in the overhead compartment of the airplane?
18. ___ Allow someone waiting on a side road to enter the road in front of you (assuming it is safe)?
19. ___ Take time to fix your hair, press your clothes, and polish your shoes before going to work?
20. ___ Arrive a little early so you can start work on time?
21. ___ Arrive on time for your appointments?
22. ___ Check your work before you turn it in and deliver it on time?
23. ___ Exercise self-control when someone cuts you off in traffic or gives you a repugnant hand gesture?
24. ___ Tell the truth, admit your mistakes, and avoid being defensive?
25. ___ Avoid yelling or raising your voice to make your point or get your way?
26. ___ Always transact your affairs with people and organizations in a fair and an equitable manner?
27. ___ Avoid speaking or referring to people in a derogatory or mean tone or style?
28. ___ Act in a humble manner and avoid bragging and talking about yourself and your accomplishments?
29. ___ Avoid gossiping and spreading rumors?
30. ___ Invest some of your own time to develop your personal skills and expertise?

Scoring ...

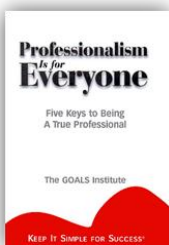
29-30 **YES** answers: Mastery/Outstanding—a true professional

27-28 **YES** answers: Satisfactory/Acceptable—professional in most respects, needs minor polishing

25-26 **YES** answers: Intolerable – behavior is not professional and several areas need attention

24 or less **YES** answers: Counterproductive—behavior is not professional and is limiting progress, growth, and opportunities

Professionalism *Is for* Everyone – Five Keys to Being a True Professional



The above QUICK TEST is based upon the book, *Professionalism Is for Everyone*. For information about the book or related seminars and available trainer resources, please visit www.GoalPower.com or call 1.480.422.1814.

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