HOW TO BE PROFESSIONAL

CALS CAREER SERVICES
Today we’ll cover tips for:

- Introductions
- Email & Phone etiquette
- Networking & Mingling
- Job Shadowing
- Internships
- What to wear
What is professionalism?

- Difficult to define
What employers consider “professional”

- Goal oriented, motivated
- Decisive
- Conscientious
- Disciplined
- Independent
- Punctual
- Eager to learn

- Organized
- Follows-through
- Team player
- Responsible
- Dependable
- Confident
- Shows integrity/moral character
How do I know when I need to act professionally?

- Need to recognize and anticipate level of professionalism – some aspects have a spectrum
- Think about who you are interacting with
- Consider the potential of the situation
- Always polite & courteous – never know who is watching
- Always err on the side of caution
Introductions

- Eye contact
- **Firm handshake**
- Face the person you are speaking with
- Smile
- Don’t wait – you can initiate the conversation!
- Remember names
- Introducing others
Email Etiquette

- Use a professional sounding email address
- Use a subject line and be descriptive
- Proofread! (type in To: email address last)
- Address the person (Dear Mr. Smith,...)
- Use complete sentences, proper punctuation and capitalization
- Don’t use emoticons 😞
- Be concise but clearly explain why you are emailing
- Consider it a formal means of communication
- Spell out all words...this isn’t a text message
- Add your name to the end; consider an email signature
Ms. Smith,

I am a freshman at NC State University and am majoring in Animal Science. I spoke with Melissa Kahn yesterday to explore some career options to think about, and when I mentioned an interest in animal assisted therapy and service animals, she kindly mentioned you and your work with guide dogs. What you are doing is so wonderful! The way animals' abilities can be used to restore confidence and independence is a miraculous process that I can imagine blesses everyone involved. I would love to learn more and see if I may be able to help. Thanks,

Sincerely,
Jane Doe
Phone Etiquette

- Know what you are going to say before you call; be ready to leave a voicemail
- Introduce yourself and briefly explain why you are calling
- Have needed materials ready (calendar if hoping to schedule an appointment or meeting)
- Speak clearly and into the receiver
- If it isn’t a good time...don’t answer!
- Voicemail greetings need to be professional!
Networking & Mingling

- Plan ahead if possible
  - Have your 30 second commercial (Elevator Speech) ready to introduce yourself
  - Have questions ready to ask (generic & specific so you can talk to anyone)
- Collect business cards
- Follow-up/Send thank-you notes
Job Shadowing

- Find out what to wear ahead of time
- Ask questions at appropriate times
- Pay attention to your non-verbals...do you LOOK interested?
- Stay out of the way, but be involved and engaged
- Take notes if appropriate
- **Send a thank-you note**
Internships

1st week on the job

Remember that you don’t know who is who. Treat everyone respectfully!

Pay attention to what others are doing. What is appropriate for this setting?

Be willing to do just about anything – don’t complain

Show initiative
In the classroom

- Turn cell phones off
- Take notes & ask questions
- Look interested
- Speakers & professors do notice you
- Remember that college is what you make of it
The Rules of Attire

- **Keep it neat and clean** -- Make sure your pants, shirts and other clothes are ironed, stain-free and in good condition. When your clothes look sloppy, so do you.

- **What you wear to work is not the same as what you wear to parties** -- Leave the slinky shirts, tight pants and short skirts at home.

- **Look the part** -- Have a client presentation or a meeting with the CEO? Dress for the part! Being an intern isn’t an excuse to dress casually.
Dining

- Dining Etiquette event
- http://harvest.cals.ncsu.edu/career/index.cfm?pageID=1002
Practice

- Club meetings
- Professional associations & conferences
- Job shadowing and internships
- Career Services events