

# Values - Professional

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Daberistic Financial Services

Creating Financial Security, Prosperity and Wealth

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# Professional

We provide expert advice to our clients in an easy-to-understand way. We interact professionally with all our stakeholders.



# Professional

A professional is a member of a profession or any person who earns their living from a specified activity. The term also describes the standards of education and training that prepare members of the profession with the particular knowledge and skills necessary to perform the role of that profession. In addition, most professionals are subject to strict codes of conduct enshrining rigorous ethical and moral obligations.

# Professional

Professional standards of practice and ethics for a particular field are typically agreed upon and maintained through widely recognized professional associations. Some definitions of "professional" limit this term to those professions that serve some important aspect of public interest and the general good of society.

In some cultures, the term is used as shorthand to describe a particular social stratum of well-educated workers who enjoy considerable work autonomy and who are commonly engaged in creative and intellectually challenging work.

# Profession

- Standards of education and training
- Strict codes of conduct
- Professional standards of practice and ethics



Source: Wikipedia

# Who are professionals?

- Doctors, pharmacists, dentists, veterinarians
- Chartered Accountants
- Engineers
- IT professionals, software engineers
- Architects
- Actuaries
- Financial Planners
- Investment professionals

# What is professional behaviour?

A form of etiquette that applies to business people and those who engage others in this setting. It requires an individual to remain honest, open, dedicated to corporate mission and aware of the thoughts, feelings and needs of others. Professionalism is linked strongly to respectful and courteous behaviours.

# What is professional behaviour?

Maintaining a professional air is important during regular operations and times of great stress. It is easy to lash out or act in an unprofessional way during trying times. Professionalism requires that all members of workforce restrain themselves and act in a respectful manner at all times.



# What is professional behaviour?

Acting in a manner that denotes professional behaviour requires that people in the workplace are aware of the guidelines associated with positive engagement appropriate conduct. Training on this topic is a common staple in enterprise settings in order to comply with harassment and fair workplace standards. This makes professional behaviour important to an individual's career and the safe operation of a company.

# Who would you trust as a doctor?



# What is professional and not professional behaviour?

## Professional

- Courteous
- Understanding
- Confident
- Knowledgeable
- Presentable
- Communicative
- Attention to detail

## Non-professional

- Rude
- Ridicule
- Impatient
- Ignorant
- Negligent

# What is professional and not professional behaviour?

## Professional

The way you greet  
patient  
respect  
presentable - dress code  
how we handle customer  
complaints  
language  
body language  
knowledge  
communication

## Non-professional

unwilling  
rude  
impatient  
chewing gum  
take private calls/sms  
not giving feedback  
use slang words/jargons  
late for meetings  
lack knowledge - ignorant  
wait for long time

