

COLUMBIA COLLEGE CALGARY

PROFESSIONAL BEHAVIOUR SURVEY

INTRODUCTION

Many people think that if they have a formal education in an area such as nursing, teaching, business, social work, dental work, criminal justice, etc., that they will be hired by an employer and go on to have a successful career. Unfortunately, what many people fail to understand is that a formal education may only get them a job interview. It does not ensure employment nor does it ensure that once an individual is hired that they will keep their job.

What many people need to understand is that employers are looking for much more than a specific parchment or degree. Employers are looking for individuals who can display another whole set of professional behaviours that are critical to their future employment success. This set of behaviours is not specific to one occupation or position, but applies generally to all positions in all organizations from entry-level positions to senior management.

These professional behaviours include such groupings of skills as communication skills, problem solving skills, and interpersonal skills. They also include other important skills such as time management, leadership, organizational, and stress management. Some refer to groupings of selected professional behaviours from the list in the areas outlined in the following pages as: essential skills, life skills, employability skills, soft skills, or foundation skills. Clustered together, we at Columbia College refer to these skills more broadly as Professional Behaviours.

The following list of Professional Behaviours was developed as a result of reviewing a considerable number of national and international reports and documents. This review included material prepared by the Conference Board of Canada, Human Resources and Skills Development Canada, the American Society for Training and Development, and Columbia College Calgary. Over the last fifty years, hundreds of books have been published which discuss many of these professional behaviours and skills in great detail.

INCORPORATING PROFESSIONAL BEHAVIOURS INTO COLUMBIA'S PROGRAMS AND CLASSROOM

Our primary purpose as an educational institution is to prepare our students to become successfully employed in their field of training and more broadly in society. In order to achieve this we offer formal educational programs designed to provide the knowledge and skills, required by industry, to help individuals perform work related duties.

We also encourage all department personnel to incorporate the following Professional Behaviours, where appropriate, into their program and individual courses.

DIRECTIONS

The following survey consists of several groupings of items that describe specific professional attitudes and/or behaviours that individuals may display in the workplace.

Please read each item and then look at the range of responses that are provided. Please choose the response that corresponds closest to your professional behaviour or the professional behaviour of the individual named at the top of the page. Please do not complete a survey on another individual unless you are their supervisor, facilitator, or they have agreed to this action.

As the original list of survey item is so long, it was decided to divide the survey into ten separate surveys. Each has its own separate grouping of questions. This was done to reduce respondent fatigue. This will ensure a higher quality of results.

The facilitator may choose to have respondents complete a section of the survey about themselves, a peer, or someone they work with.

Results may then be discussed individually or in a group setting (as long as privacy is respected)

Results may be calculated in order to determine if there are common areas where a group of individuals have similar challenges. If this is the case it may be helpful for the facilitator to structure some group activities where members of a group may work on the same challenges together. Once they have completed discussion on one survey the facilitator may move onto the next survey.

Professional Behavioural Survey

Attitude

Name of Person being Rated

Completed By

Date

Select the statement in the column heading that best represents your opinion:					
	Not Applicable	Beginner Performer	Junior Performer	Intermediate Performer	Senior Performer
ATTITUDE	Not applicable or not observed	Does not demonstrate well yet	Demonstrates well from time to time	Demonstrates well most of the time	Demonstrates well all of the time
Has a positive attitude (sees the cup as half full rather than half empty)					
Is committed/determined to succeed					
Believes in an honest day's work					
Has a trusting attitude towards others					
Is moral, ethical, honest, and trustworthy					
Believes there are faster, easier, simpler, and safer ways of doing their work					
Believes one should be loyal to the organization/employer/others					
Has pride in one's self and believes in one's potential to be successful (self-esteem)					
Believes that when the going gets tough, the tough get going					
Sees problems as both challenges and opportunities					
Believes one should be part of the solution and not part of the problem					
Views work as an exciting, multi-dimensional career, rather than a job that provides a pay cheque					
Believes people are good, honest, responsible, caring and hard-working					
Recognizes that they must continue to learn if they want to keep up with the changing world around them					
Respects other's privacy					

Professional Behavioural Survey
Behaviour - General

Name of Person being Rated

Completed By

Date

Select the statement in the column heading that best represents your opinion:					
	Not Applicable	Beginner Performer	Junior Performer	Intermediate Performer	Senior Performer
BEHAVIOUR General	Not applicable or not observed	Does not demonstrate well yet	Demonstrates well from time to time	Demonstrates well most of the time	Demonstrates well all of the time
Shows up on time (punctual)					
Is prepared for work (dress, grooming, hygiene, tools and equipment)					
Begins work quickly					
Calls in if going to be late or can't make it in to work					
Keeps absenteeism to a minimum					
Sets goals and priorities (proactive)					
Attends to assigned task(s)					
Balances work and personal life effectively					
Avoids wasting materials or supplies					
Assesses, weighs, and manages risk					
Is accountable for own actions and the actions of the group					
Uses time efficiently and effectively					
Gets new assignments from the supervisor when current work is completed					
Is able to manage financial affairs					
Is free from substance abuse					
Has the mental alertness to do the job					
Takes care of personal health					
Has the coordination and agility to do job					

Has the physical capacity to complete assigned work					
Handles pressure/stress effectively					
Seeks help when needed					
Shows interest, and energy (is motivated)					
Quality of work is high					
Uses equipment properly					
Uses materials properly					
Shows care and concern for equipment/furnishings/facility					
Understands where the organization is headed and contributes to its success					
Demonstrates a genuine concern for others (including customers, patients, coworkers)					
Works independently or as part of a team					
Carries out multiple tasks or projects					
Is innovative, creative, and resourceful (suggests alternative ways to achieve results)					
Is open to change and responds positively					
Learns from mistakes					
Accepts additional workplace assignments whenever possible					
Deals effectively with day-to-day challenges					
Applies and masters new techniques and processes					
Approaches tasks in an organized manner					
Completes tasks and assignments efficiently (is hard working)					
Keeps work areas clean and safe					
Leaves work area organized					
Leaves work area clean and tidy					
Is socially responsible and contributes to community					
Follows instructions accurately					
Is detail-oriented					
Does not talk negatively about others					
Does not threaten, intimidate, or bully others					
Is working towards life-goals, becoming the person they want to be remembered as					

Professional Behavioural Survey
Behaviour – Communication

 Name of Person being Rated

 Completed By

 Date

Select the statement in the column heading that best represents your opinion:					
	Not Applicable	Beginner Performer	Junior Performer	Intermediate Performer	Senior Performer
BEHAVIOUR Communication	Not applicable or not observed	Does not demonstrate well yet	Demonstrates well from time to time	Demonstrates well most of the time	Demonstrates well all of the time
Listens well in order to understand what others are saying and/or feeling					
Knows when to remain silent and show empathy to others					
Speaks clearly and distinctly					
Keeps eye contact					
Speaks in a respectful manner					
Keeps on topic					
Speaks loud enough					
Communicates thoughts and feelings effectively					
Uses proper nonverbal actions/gestures					
Uses appropriate language (does not use profane language)					
Uses appropriate tone of voice					
Asks for feedback					
Writes well so others understand (plain language)					
Asks questions or seeks clarification for better understanding					
Appreciates other's point of view					

Is able to determine an adequate response or diagnoses of a situation					
Displays sincerity when apologizing to others					
Is able to use a range of communication technologies (e.g. voice, email, computers)					
Uses relevant scientific, technological, and mathematical knowledge and skills to explain or clarify ideas					
Shares relevant information – doesn't assume others "already know"					
Seeks clarity to ensure understanding is achieved					
Understands that different people may have different perceptions of the same thing/event					
Reads and understands information presented in a variety of forms (e.g. words, graphs, charts, diagrams)					

Professional Behavioural Survey Behaviour - Managing Information

Name of Person being Rated

Completed By

Date

Select the statement in the column heading that best represents your opinion:					
	Not Applicable	Beginner Performer	Junior Performer	Intermediate Performer	Senior Performer
BEHAVIOUR Managing Information	Not applicable or not observed	Does not demonstrate well yet	Demonstrates well from time to time	Demonstrates well most of the time	Demonstrates well all of the time
Records information carefully and consistently					
Stores information where others can find it					
Shares information in a timely manner					
Takes accurate messages					
Directs others to relevant information and appropriate resources					
Returns calls and emails promptly					
Locates, gathers, and organizes information effectively					
Uses appropriate technology and information systems to complete tasks					
Accesses, analyzes, and applies relevant knowledge and skills from various disciplines (e.g. the arts, languages, technology, mathematics, social sciences, and the humanities)					
Adheres to privacy laws					

Professional Behavioural Survey Behaviour – Interpersonal Skills

Name of Person being Rated

Completed By

Date

Select the statement in the column heading that best represents your opinion:					
	Not Applicable	Beginner Performer	Junior Performer	Intermediate Performer	Senior Performer
BEHAVIOUR Interpersonal Skills (Relationships Inside and Outside the Organization)	Not applicable or not observed	Does not demonstrate well yet	Demonstrates well from time to time	Demonstrates well most of the time	Demonstrates well all of the time
Works effectively within a group					
Ensures that a group's purpose and objectives are clear					
Encourages thoughts, opinions, and contributions of others (synergy)					
Demonstrates a cooperative nature (is not aggressive, argumentative, and does not intimidate or threaten others)					
Tries to clearly understand the changing needs of customers, clients, patients, and others and does their best to address those needs					
Respects people's diversity, individual differences, and perspectives (does not bully, insult, or embarrass others)					
Deals with conflict appropriately					
Is cool, calm, and collected (controls anger and emotional outbursts)					
Deals with people, problems, and situations with honesty, integrity and personal ethics					
Demonstrates respect for the property of others					
Is friendly/approachable and cheerful					
Acknowledges the accomplishments of others					

Displays concern, support, and kindness to others					
Cooperates with supervisor(s)					
Is polite, courteous, well-mannered, and displays respect to others					
Keeps commitments and promises to others and is loyal to those who are not present (Integrity)					
Demonstrates commitment to the well-being of others without placing conditions on that commitment (loyalty, love)					
Accepts new directions or re-direction					
Accepts recognition and praise in a proper manner					
Provides feedback to others in a constructive and considerate manner					
Accepts constructive feedback					
Contributes to a team by sharing information and expertise					
Leads or supports others when appropriate					
Attempts to motivate a group to perform at a higher level					
Helps others to resolve conflict when appropriate					
Handles difficult people and situations effectively					
Offers assistance to others					
Accepts assistance from others					
Accommodates the working styles of others					
Collaborates with others in order to achieve a win/win outcome					
Helps others adapt to workplace changes					
Accepts apologies from others and is forgiving					

Professional Behavioural Survey
Behaviour - Participate in Projects and Tasks

 Name of Person being Rated

 Completed By

 Date

Select the statement in the column heading that best represents your opinion:					
	Not Applicable	Beginner Performer	Junior Performer	Intermediate Performer	Senior Performer
BEHAVIOUR Participate in Projects and Tasks	Not applicable or not observed	Does not demonstrate well yet	Demonstrates well from time to time	Demonstrates well most of the time	Demonstrates well all of the time
Plans, designs, or carries out projects or tasks from start to finish with well-defined objectives and outcomes					
Develops a plan, seeks feedback, tests, revises, and implements					
Works to agreed-upon quality standards and specifications					
Sets goals that are specific, measurable, achievable, realistic, and timely (SMART Technique)					
Selects and uses appropriate tools and technology for a task or project					
Adapts to changing requirements and information					
Continuously monitors the success of a project or task and identifies ways to improve					
Completes tasks/assigned work within scheduled time					

Professional Behavioural Survey

Behaviour - Think and Solve Problems

Name of Person being Rated

Completed By

Date

Select the statement in the column heading that best represents your opinion:					
	Not Applicable	Beginner Performer	Junior Performer	Intermediate Performer	Senior Performer
BEHAVIOUR Think and Solve Problems	Not applicable or not observed	Does not demonstrate well yet	Demonstrates well from time to time	Demonstrates well most of the time	Demonstrates well all of the time
Assesses situations and identifies problems					
Tries to deal with the actual cause of a problem instead of reacting to the symptoms					
Always tries to look for long-term solutions					
Recognizes the weakness of some short-term solutions					
Always considers what is in the best interest of the customer, patient, or client or others before making a decision					
Seeks different points of view and analyzes them based on facts					
Recognizes the human, interpersonal, technical, scientific, and mathematical dimensions of a problem					
Is creative and innovative in exploring possible solutions					
Follows the KISS approach to decision making (Keep it Simple)					
Is able to achieve consensus through give and take					
Evaluates solutions to make recommendations or decisions					

Uses science, technology, and mathematics as ways to think, gain, share knowledge, and solve problems					
Makes decisions (where authorized or appropriate)					
Checks to see if a decision works and, if needed, seeks to improve it					
Continues to attempt to find solutions to more complex problems (determination)					

Professional Behavioural Survey

Behaviour – Learning

Name of Person being Rated

Completed By

Date

Select the statement in the column heading that best represents your opinion:					
	Not Applicable	Beginner Performer	Junior Performer	Intermediate Performer	Senior Performer
BEHAVIOUR Learning	Not applicable or not observed	Does not demonstrate well yet	Demonstrates well from time to time	Demonstrates well most of the time	Demonstrates well all of the time
Assesses personal strengths and areas needing improvement					
Sets personal development/learning goals					
Identifies and accesses learning sources and outcomes					
Achieves learning goals and assesses outcomes					
Is interested and willing to acquire new knowledge and/or develop new skills (continuous learning)					
Shows an interest in how the organization works (why things are done a certain way, what customers/clients/patients/others like)					
Keeps up with latest techniques/skills					
Takes advantage of formal and informal learning opportunities					

Professional Behavioural Survey

Behaviour – Using Numbers

Name of Person being Rated

Completed By

Date

Select the statement in the column heading that best represents your opinion:					
	Not Applicable	Beginner Performer	Junior Performer	Intermediate Performer	Senior Performer
BEHAVIOUR Using Numbers	Not applicable or not observed	Does not demonstrate well yet	Demonstrates well from time to time	Demonstrates well most of the time	Demonstrates well all of the time
Decides what needs to be measured or calculated					
Observes and records data using appropriate methods, tools, and technology					
Makes estimates and verifies calculations					
Strives for accuracy					
Estimates time and materials realistically					
Measures/calculates accurately to avoid loss or waste (e.g. when cutting material)					
Reads and interprets numbers/measurements accurately					
Budgets time and resources effectively					

Professional Behavioural Survey

Behaviour – Work Safely

Name of Person being Rated

Completed By

Date

Select the statement in the column heading that best represents your opinion:					
	Not Applicable	Beginner Performer	Junior Performer	Intermediate Performer	Senior Performer
BEHAVIOUR Work Safely	Not applicable or not observed	Does not demonstrate well yet	Demonstrates well from time to time	Demonstrates well most of the time	Demonstrates well all of the time
Is aware of personal and group health, safety practices and procedures, and acts in accordance					
Is safety conscious and puts safety first					
Deals with, or gets help to address safety hazards promptly					
Follows safe working practices; doesn't take high-risk shortcuts					
Shows concern for other people's safety					