Professional Code of Conduct
(Plain Language Version)

Our success in the workplace is based on how well we use our knowledge and skills and how well we present ourselves each day as professionals in meeting the needs of coworkers, customers, and the goals of our organization. The following list describes many professional behaviours that can help us become more effective. The better we are at using each of these behaviours, no matter our position in the organization, the more successful we will become.

1.0   Professional Approach and Good Behaviour

1.1   Feels good and is confident about their work; is honest and trustworthy
1.2   Is polite, positive, friendly, helpful, smiles, and shows up on time
1.3   Is dependable, responsible, and excited about their work
1.4   Is caring and feels important in their work
1.5   Stays positive to finish tasks and plans ahead
1.6   Helps make a safe and secure workplace and environment
1.7   Learns quickly from mistakes and does not get upset about different experiences
1.8   Keeps personal bias* out of the workplace, does not curse or say hurtful words, and respects different cultures
1.9   Keeps a well groomed, neat, and clean appearance
1.10   Helps the organization by volunteering and supporting others
1.11   Is involved in their professional association (where applicable)

2.0   Teamwork

2.1   Treats everyone with respect and kindness; does not dislike others because of race, religion, age, etc.
2.2   Works well with others. Sets a good example for others. Is nice, kind, friendly, and helpful
2.3   Thinks about others' needs and is careful and fair when working with others
2.4   Is kind and honest (is not mean and does not make others feel uncomfortable)
2.5   Sees each client, patient, student, customer and co-worker as important. Understands that the organization can only succeed when everyone's needs are met
2.6   Is friendly and easy to talk to. May develop close, but professional, relationships at work
2.7   Gives support and is willing to listen to others and make changes; helps to build a positive work team
2.8   Tries to understand and forgive others when they make mistakes
2.9   Accepts feedback for self-improvement and is willing to correct their mistakes
2.10   Does not make decisions based on self-interest and respects others' workspace and privacy
2.11   Asks for and offers to help to make sure that tasks get done better and faster

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* Bias: A strong feeling that a person or something is better than others. This usually results in treating someone or something unfairly; preference, favouritism

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Page 1 of 3

3.0 Self-Concept and Confidence

3.1 Shows confidence, but does not control interactions
3.2 Stays calm in different and new situations
3.3 May take on responsibility when needed, but stays polite and kind
3.4 Can be trusted to get the job done
3.5 Thinks of self as equal to others and shows this when interacting with others

4.0 Communication

4.1 Can listen, speak, and write effectively
4.2 Lets team members know when there is a change in the organization
4.3 Develops better ways to communicate using speech and body language
4.4 Respects other's privacy (does not speak badly about others)
4.5 Controls their feelings and helps others to do the same
4.6 Deals with difficult situations and sensitive issues professionally
4.7 Stays away from arguments in public and asks for help when needed
4.8 Follows the organization's technology policies

5.0 Life-Long Learning and Professional Development

5.1 Continues to add to their knowledge and improve their skills (courses, workshops, seminars, conference, books, journals)
5.2 Researches and shares new ways of doing tasks
5.3 Observes changes and makes suggestions for improvement
5.4 Continues to learn about their career, company, or industry
5.5 Accepts not knowing something and tries to find the answer

6.0 Problem Solving/Decision Making

6.1 Tries to understand and solve work and customer problems on their own or with the help of others
6.2 Helps others to see problems as opportunities
6.3 Asks for feedback from people affected by work or customer problems
6.4 Works better when they can identify the problem
6.5 Reviews problems by using many different methods such as brainstorming and asking for feedback
6.6 Uses facts to choose the best solution to each problem
6.7 Tries to make fair decisions that are good for everyone
6.8 Effectively solves problems in a timely manner
6.9 Observes and evaluates solutions and takes action as needed

7.0 Creative Thinking and Innovation

7.1 Asks "why" and "what if"
7.2 Thinks about risks before taking chances and supports change

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Page 2 of 3

8.0   Negotiating and Resolving Conflict

8.1   Identifies customer or employee problems when conflict happens by listening to and understanding their wants, needs, and concerns
8.2   Uses effective ways to solve conflicts and problems
8.3   Talks about and helps others solve problems by looking at facts and not feelings
8.4   Asks qualified professionals to help with harassment, bullying, or violent situations

9.0   Organizational and Time Management Skills

9.1   Takes action right away to avoid simple problems and comes up with plans to solve more difficult problems
9.2   Uses a calendar to plan events and meetings
9.3   Keeps an organized office, desk, files/documents
9.4   Is prepared for appointments and meetings
9.5   Sets goals and finishes tasks correctly and on time
9.6   Tells others if they cannot keep a commitment or need help

10.0   Stress Management

10.1   Stays calm under pressure and uses will power to succeed during hard times
10.2   Deals with negative situations in a positive way
10.3   Keeps a balance between personal and professional life
10.4   Stays positive and focused by getting rid of negative stress

11.0   Leadership Style

11.1   Contributes to the organization's goals and policies
11.2   Helps others to use a positive leadership style (does not use threats or force)
11.3   Helps create interest and excitement in others and adds to positive employee attitudes
11.4   Helps others learn and offers advice when needed
11.5   Helps others to feel valued by telling them that they have done a good job
11.6   Helps others to be their best
11.7   Looks for new ways to increase customer satisfaction
11.8   Talks to and meets people who are not part of the organization; builds relationships to help the organization
11.9   Believes that leadership is based on shared ideas and opinions
11.10   Works with others towards a common goal by sharing ideas and opinions
11.11   Helps to create, and keep, a work culture based on trust and respect

12.0   Performance

12.1   Always looks for new ways to do a better job, which leads to success for the organization
12.2   Always believes in improving services for their customers' experience
12.3   Practices excellent customer service to help the company grow
12.4   Strongly believes that they will succeed when their customers succeed