

## 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.

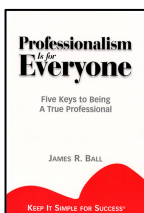
### Do You . . .

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*, by James R. Ball, and related seminar from The Goals Institute where he is president. For information about the book or related seminars and available trainer resources, please visit [www.goalpower.com](http://www.goalpower.com).

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