



## Presents: *Professionalism at Work*

### New Concern That Politeness Is a Lost Art in the Office

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By Karen Kelly, New York Times January 18, 2004

*In a study on workplace incivility released recently, Lilia Cortina, an assistant professor of psychology and women's studies at the University of Michigan, found that 834 of 1,167 office workers she interviewed experienced mistreatment at work. "Workplace incivility is still a major issue," she said.*

### The Madison-Burns Solution:

Whether you need to:

- Build or strengthen your corporate culture
- Integrate different corporate cultures following a merger, acquisition or reorganization
- Acquaint new hires with your culture and expectations
- Disseminate information on your company's protocol and guidelines

Or if you have employees who need to:

- Enhance their professional image
- Develop confidence in a variety of situations
- Understand what is and is not professional protocol
- Represent their company in a professional manner
- Use proper etiquette in business/social situations

*Professionalism at Work* gives participants the opportunity to explore the components of professionalism, which are crucial to effectiveness, building relationships, and success in the workplace. Participants discuss organizational protocol and professionalism in communication, behavior, and image that is specific to your organization. Through a variety of scenarios, participants discover how to ensure the highest level of professionalism in different situations.

*"Many have the technical skills to do the job, but many find navigating through the organizational culture still a challenge."*

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*"Enhancing the professional image of your employees is important not only to your company image, but also to the individuals' ability to make a respected contribution."*