



EC SO6006: Skills for Life: Employability and Future Pathways

Theme 2: Professional Aspects of Employability

Part 1: Professional Behaviours

In this Theme...

- *Part 1 Professional behaviours*
- *Part 2 Characteristics of an effective workplace*
- *Part 3 Professionalism in the workplace*
- *Part 4 Planned Happenstance and the Squiggly Career*

What is a competency?

What do you understand the term to mean?



‘The terms ‘competency’ and ‘competencies’ focus on someone’s personal attributes or inputs. They can be defined as the **behaviours** (and technical attributes where appropriate) that individuals must have, or must acquire, to perform effectively at work’.

“Competence’ and ‘competencies’ are broader concepts [than skills] that cover **demonstrable performance outputs** as well as **behavioural inputs**. They may relate to a system or set of minimum standards needed to perform effectively at work.’

(CIPD, 2020)

What is a competency?

*But, what do the terms **behavioural inputs** and **demonstrable performance outputs** mean?*

Take a moment to consider this and then discuss with the group.



Perhaps the easiest way to think of it is as follows:

Behavioural input – if you can use a pair of scissors, then you can cut hair

Demonstrable Performance Output – the ability to give a good haircut



(Yellow Pages, 2003)

Why competencies?

*It is widely accepted that it is advantageous to be able to show that we can **do** something rather than that we **know how** to do something.*

*Therefore, we can demonstrate our **competency** by the way that we **behave** in the workplace.*

*We can illustrate our **competencies** by giving examples of our **professional behaviour** e.g. by using the STAR technique.*

Professional Behaviours

What are Professional Behaviours?



- The concept of Professional Behaviours was first adopted by the health care sector as part of person-centred practice
- The concept of professional behaviours moves the focus **from stating** values **to exhibiting** our values by the way that we act
- In other words, it is a focus on what an organisation and its staff do rather than what they say in their vision statements and policies

Professional behaviours

Take some time to consider and research behaviours which you think are appropriate in our work sector?

Share these with your Tutor.

N.B. There are suggested sources for your research on the next slide.

Professional Behaviours in Context

Allen Hall, A. & Berardino, L. (2006) 'Teaching Professional Behaviors: Differences in the Perceptions of Faculty, Students, and Employers'. *Journal of Business Ethics*, Vol. 63 Issue (4), pp.407–415. Available at: [Teaching Professional Behaviors: Differences in the Perceptions of Faculty, Students, and Employers on JSTOR](#) [Accessed 28/01/2025]

General Medical Council, The (No Date) *Professional Behaviour and Fitness to Practice* [Professional behaviour and fitness to practise – GMC](#) [Accessed 28/01/2025]

Kowalski, K. (2016) 'Professional Behavior in Nursing'. *Journal of Continuing Education in Nursing*. Vol. 47 Issue (4) pp.158-9 [Professional Behavior in Nursing - PubMed](#) [Accessed 28/01/2025]

University of Bristol (2019) *Professional Behaviours* Available at: [aqa-behaviours-booklet.pdf](#) [Accessed 28/01/2025]

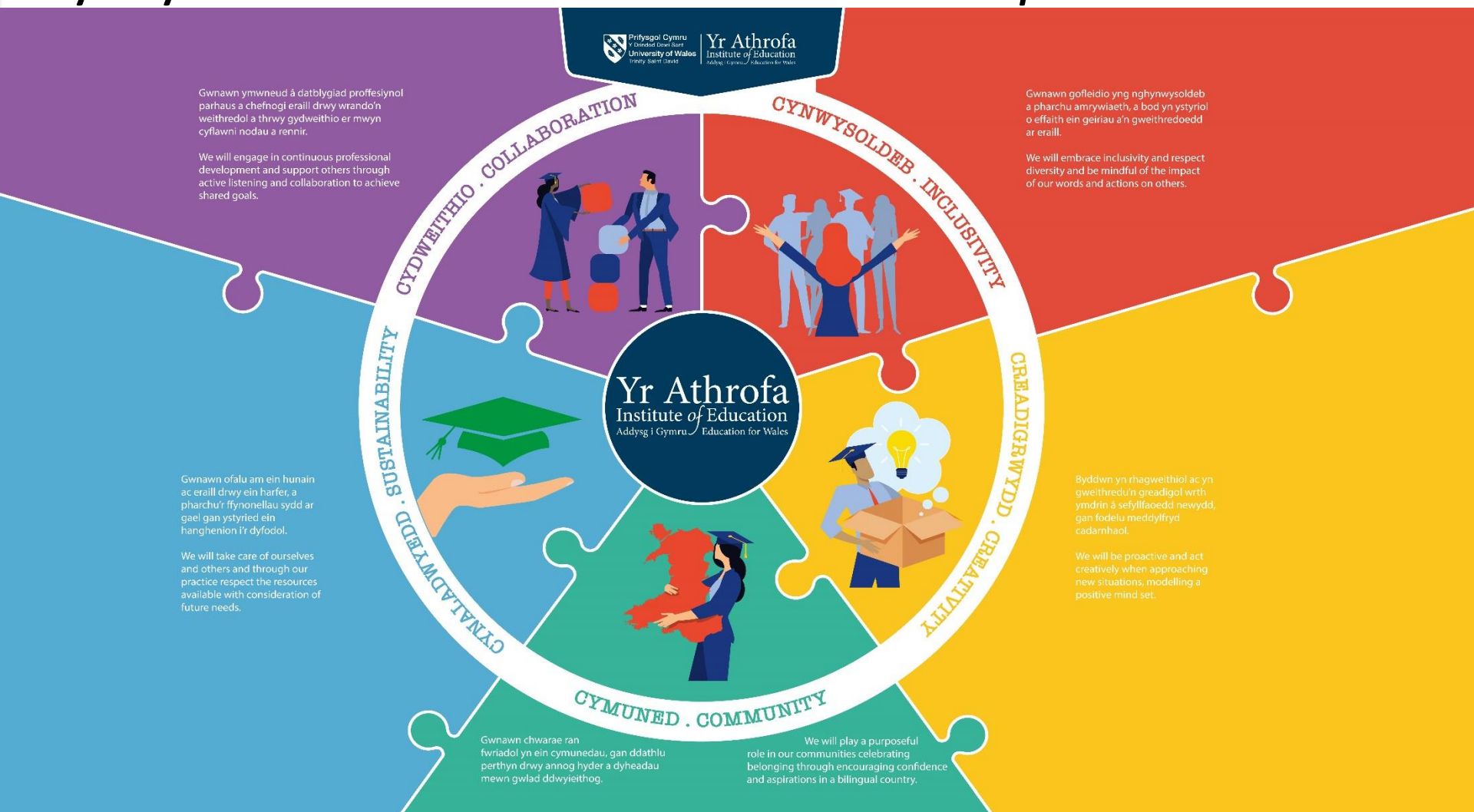
Yusoff, M. S. B. (2009) 'Professional Behaviour: What Does It Mean?' *Education in Medicine Journal* Vol. 1 Issue (1) Available at: [\(PDF\) Professional Behaviour: What Does It Means?](#) [Accessed 28/10/2025]

Professional Behaviours

- For example, UWTSD has chosen to promote the following professional behaviours;
 - *Collaboration*
 - *Inclusivity*
 - *Creativity*
 - *Community*
 - *Sustainability*

Cynrychiolaeth weledol

Visual representation





Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

Yr Athrofa
Institute of Education
Addysg i Gymru Education for Wales

CYDWEITHIO

Gwnawn ymwneud â datblygiad proffesiynol parhaus a chefnogi eraill drwy wrando'n weithredol a thrwy gydweithio er mwyn cyflawni nodau a rennir.

COLLABORATION

We will engage in continuous professional development and support others through active listening and collaboration to achieve shared goals.



Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

Yr Athrofa
Institute of Education
Addysg i Gymru Education for Wales

www.athrofa.cymru



Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

Yr Athrofa
Institute of Education
Addysg i Gymru Education for Wales

CYNWYSOLDEB

Gwnawn gofleidio yng nghynwysoldeb a pharchu amrywiaeth, a bod yn ystyriol o effaith ein geiriau a'n gweithredoedd ar eraill.

INCLUSIVITY

We will embrace inclusivity and respect diversity and be mindful of the impact of our words and actions on others.



Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

Yr Athrofa
Institute of Education
Addysg i Gymru Education for Wales

www.athrofa.cymru



Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

Yr Athrofa
Institute of Education
Addysg i Gymru Education for Wales

CREADIGRWYDD

Byddwn yn rhagweithiol ac yn gweithredu'n greadigol wrth ymdrin â sefyllfaoedd newydd, gan fodelu meddylfryd cadarnhaol.

CREATIVITY

We will be proactive and act creatively when approaching new situations, modelling a positive mind set.



Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

Yr Athrofa
Institute of Education
Addysg i Gymru Education for Wales

www.athrofa.cymru



Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

Yr Athrofa
Institute of Education
Addysg i Gymru Education for Wales

CYMUNED

Gwnawn chwarae ran fwriadol yn ein cymunedau, gan ddathlu perthyn drwy annog hyder a dyheadau mewn gwlad ddwyieithog.

COMMUNITY

We will play a purposeful role in our communities celebrating belonging through encouraging confidence and aspirations in a bilingual country.



Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

Yr Athrofa
Institute of Education
Addysg i Gymru Education for Wales

www.athrofa.cymru



Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

Yr Athrofa
Institute of Education
Addysg i Gymru Education for Wales

CYNALADWYEDD

Gwnawn ofalu am ein hunain
ac eraill drwy ein harfer, a
pharchu'r ffynonellau sydd ar
gael gan ystyried ein
hanghenion i'r dyfodol.

SUSTAINABILITY

We will take care of ourselves
and others and through our
practice respect the resources
available with consideration of
future needs.



Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

Yr Athrofa
Institute of Education
Addysg i Gymru Education for Wales

www.athrofa.cymru

Professional Behaviours

However, can you see a problem with the previous statements?



- The issue is that these are still **statements of intent** rather than **statements of action** and organisations, and staff need to agree and understand what they mean in practice
- It also increases the need to have an effective and accurate staff appraisal and CPD programme to assist staff who are not demonstrating the behaviours

Professional Behaviours

- Questions for reflective practitioners include;
- *How do professional behaviours provide a steer for our responses to everyday situations?*
- *Can we agree a set of professional behaviours?*
- *We can recognise them in ourselves and others?*
- *What do we do if we do not recognise them in ourselves and others?*

Guided Study Activity

- Using the Self-Evaluation sheet on Moodle, reflect on the competencies and behaviours listed there
- This is a **self**-evaluation and no-one will be checking on the results.
- However, for it to be effective you need to be honest with yourself
- For those areas where you have assessed yourself as not being competent yet then you should start to think of ways of developing these competencies
- You might want to use this to inform your discussions with, for example, the Careers Adviser



Professional behaviours – A Critical Reflection

We will now take some time to critically reflect on some of the behaviours listed on the Guided study sheet in the context of our every-day experience.

When we look at each behaviour try to think of examples you have seen demonstrated or experienced;

- *As a student*
- *As a customer*
- *As a parent*
- *As a patient / service user*

Professional behaviours – A Critical Reflection

Competency: Integrity

Behaviour(s): Consistent honesty; being able to be trusted with the property of others; can be trusted with confidential information; complete and accurate documentation of service user care

When have I seen these behaviours demonstrated?

When have I seen these behaviours ignored?

*What do my experiences make me think about the organisation
in question?*

Professional behaviours – A Critical Reflection

Competency: Empathy

Behaviour(s): Showing compassion for others; responding appropriately to the emotional response of service users and family members; demonstrating respect for others; demonstrating a calm, compassionate and helpful demeanour toward those in need; being supportive and reassuring to others.

When have I seen these behaviours demonstrated?

When have I seen these behaviours ignored?

*What do my experiences make me think about the organisation
in question?*

Professional behaviours – A Critical Reflection

Competency: Respect

Behaviour(s): Being polite to others; not using derogatory or demeaning terms; behaving in a manner that brings credit to the profession

When have I seen these behaviours demonstrated?

When have I seen these behaviours ignored?

*What do my experiences make me think about the organisation
in question?*

Professional behaviours – A Critical Reflection

Competency: Service user advocacy

Behaviour(s): Not allowing personal bias or feelings to interfere with service user care; placing the needs of service users above self interest; protecting and respecting service user confidentiality and dignity.

When have I seen these behaviours demonstrated?

When have I seen these behaviours ignored?

What do my experiences make me think about the organisation in question?

Professional behaviours – A Critical Reflection

Competency: Careful delivery of service

Behaviour(s): Mastering and refreshing skills; performing complete equipment checks; demonstrating careful and safe ambulance operations; following policies, procedures and protocols; following orders

When have I seen these behaviours demonstrated?

When have I seen these behaviours ignored?

*What do my experiences make me think about the organisation
in question?*

Professional behaviours – A Critical Reflection

- However, it is most important to note that we are all human and will make mistakes
- The purpose of **Professional Behaviours** is to use them as part of our constructive, objective **Reflective Practice**
- It is not about thinking what we did wrong, but why the incident happened and what we can do to prevent it in the future.
- If your organisation has identified professional behaviours then this helps you in your reflective practice

References

Allen Hall, A. & Berardino, L. (2006) 'Teaching Professional Behaviors: Differences in the Perceptions of Faculty, Students, and Employers'. *Journal of Business Ethics*, Vol. 63 Issue (4), pp.407–415. Available at: [Teaching Professional Behaviors: Differences in the Perceptions of Faculty, Students, and Employers on JSTOR](#) [Accessed 28/01/2025]

CIPD (2020) *Competence and competency frameworks* Available at: [Competence and competency frameworks | Factsheets | CIPD](#) [Accessed 28/01/2025]

General Medical Council, The (No Date) *Professional Behaviour and Fitness to Practice* [Professional behaviour and fitness to practise – GMC](#) [Accessed 28/01/2025]

Janosik, S. M. (2007) *Common Issues in Professional Behavior*. NASPA journal, 44 (2), Available at: [Common Issues in Professional Behavior: NASPA Journal: Vol 44, No 2](#) [Accessed 28/01/2025]

Kowalski, K. (2016) 'Professional Behavior in Nursing'. *Journal of Continuing Education in Nursing*. Vol. 47 Issue (4) pp.158-9 [Professional Behavior in Nursing - PubMed](#) [Accessed 28/01/2025]

New York State Dept. of Health (No Date) *Professional Behavior Evaluation* Available at: [CC Original Curriculum Behavioral Evaluation](#) [Accessed 28/01/2028]

University of Bristol (2019) *Professional Behaviours* Available at: [aqa-behaviours-booklet.pdf](#) [Accessed 28/01/2025]

References

Yellow Pages (2003) 'Haircut' TV Advert Available at: [Funny Ad - Yellow Pages Bad Haircut Commercial](#) [Accessed 28/01/2025]

Yusoff, M. S. B. (2009) 'Professional Behaviour: What Does It Mean?' *Education in Medicine Journal* Vol. 1 Issue (1) Available at: [\(PDF\) Professional Behaviour: What Does It Means?](#) [Accessed 28/10/2025]