



TRAIN- TO- HIRE PROGRAM

Lecture – Professional Skills for the Workplace



Professional Skills for the Workplace

Welcome to Professional Skills for the Workplace!

In today's world, technical skills may get you into the room, but professional skills are what keep you there. Employers are looking for people who can communicate clearly, work well in teams, and show professionalism through proper etiquette. These are the skills that help you stand out in any workplace.

Professional Skills for the Workplace

Communication

Teamwork

Etiquette

Why they matter: they help you get, keep, and grow in a job

Employers value professionalism as much as technical skills



Communication

**Be clear and
Concise**

Listen Actively

**Watch tone &
body language**

Communication Skills:

- Be clear and specific: 'Please send the report by 2 PM today'
- Active listening: nod, repeat back, ask clarifying questions
- Tone and body language: eye contact, posture, polite voice
- Common barriers: assumptions, slang, distractions



Communication Role-Play

Practice Scenario: Clarify Instructions

- Manager says: 'I need that report soon.'
- Poor response: Guessing or staying silent
- Professional response:

'Just to confirm, do you need the full report or just a summary? By today or by the end of the week?'

Pause here and say your own version out loud.

Teamwork

**Collaborate &
share ideas**

**Respect
differences**

**Resolve
conflicts
calmly**

Teamwork Skills:

- Contribute ideas while respecting others
- Support teammates and share credit
- Handle conflict with calm, not anger
- Example: Instead of 'That won't work,' say 'Interesting point—what if we also tried...'



Teamwork Role-Play

Practice Scenario: Difficult Teammate

- Teammate says: 'This isn't my job.'
- Poor response: Ignore them or argue back
- Professional response:

'I understand your concern, but the team needs everyone's effort. Could we agree on a smaller task you'd feel comfortable with?'

Pause and think about how you would handle this.

Workplace Etiquette

Be punctual

**Use
professional
language**

**Email &
meeting
manners**

Workplace Etiquette Skills:

- Punctuality shows respect for others' time
- Greetings matter: 'Good morning' instead of casual 'Hey'
- Professional email: Use subject lines, full sentences, polite tone
- Meetings: be prepared, avoid phones, don't interrupt
- Online: mute mic, turn on camera when possible



Workplace Role-Play

Practice Scenario: Delayed submission/missed deadline

- Email to your boss about delay:
- Poor: 'Hey, project's not ready, sorry.'
- Professional: 'Good afternoon, the project will take two extra days due to technical issues. Thank you for your understanding.'

Pause now and write your own professional version.

KEY TAKEAWAYS

- **Communicate:** clarity, listening, respectful tone
- **Teamwork:** contribute, support, resolve conflicts
- **Etiquette:** punctual, professional, respectful





Closing & Motivation

Remember, professionalism isn't about being perfect—it's about being intentional. Every time you communicate clearly, support your team, or show respect through etiquette, you're building trust and credibility. These small actions create a big impression.

You already have the ability to grow into the kind of professional others want to work with and recommend. Keep practicing, keep improving, and don't be afraid to make mistakes along the way—each one is a lesson that makes you stronger.

Go into your next workplace, class, or project with confidence, knowing that the way you carry yourself sets the stage for your success. You've got what it takes.

Thank You For Your Attention!

End of Lecture – Professional Skills for the Workplace

