

# Productivity Case Study

## *Professionalism in the Office - Financial Institution*

Productivity in today's business world is dependent more than ever on successful communication. Issues such as diversity, connecting all activities to the bottom line, and an unpredictable economy are very important elements that effect success. Organizations must work harder to keep workers skilled while educating others to get them to that peak productivity level.

Financial institutions recognize the importance of getting workers fully engrained into the corporate culture to ensure they are prepared with the real-world basics to increase their chances of maximum productivity.

### Impact

**After taking course**  
**Participants:**

**Recognize** the qualities and learn the skills that make an employee more professional on the job.

**Be** aware of the standards and abilities required for professional job performance.

**Better** understand their organization's policies, procedures and philosophies.

**Improve** behavior related to interpersonal communication and courtesy.

**Promote** cooperation and teamwork through better communication with peers and managers.

**Increase** productivity by knowing how to organize, set priorities and manage time.

### *How They Did It First*

In 1987, one such financial institution kicked off a series of one-day classes for new hires and customer service representatives. Their objective was to lay a foundation for increased professionalism, effective communication skills, time management, cooperation and teamwork. Today, the organization continues with the classes, having met that objective many times. This gave new hires the tools they needed to understand how their role as a professional affects their personal development and productivity. It also helps them to understand how they fit into their organization's corporate culture and how their performance impacts the bottom line productivity while maintaining the lifetime value of each client. Over the years, performance has been reinforced as the corporation continues to offer the classes.

### *Outcomes*

#### **What the Participants Had to Say...**

"This is a very good program. I will use the Motivation and Self-Development concepts to improve my job performance."

"*Professionalism in the Office* is wonderful! It covers all of the appropriate areas."

"This is a very helpful course and should be mandatory."

"This class helped me to know exactly how to act professionally both at work and in my personal life."

"I learned more ways to communicate, prioritize and be professional in the workplace."

"This class has been an eye-opener for me!"

"This program helped to identify my weaknesses where I can now take steps to improve."

## ***From the Facilitator...***

"*PITO* addresses all the key components of a professional. It is one of our best programs and one of my favorite classes to teach. It is fun, informative and rewarding to see the light bulbs come on."

"*Professionalism in the Office* is a MUST for all organizations, large and small. It has something for everyone."

## ***Program Background***

The *Professionalism in the Office* classroom-based program is designed to-be-delivered in one seven-hour workshop or two half-day sessions. However, today there are more tools to use for training than ever before. *PITO* is available in an online self-study format, which takes 1-2 hours to complete. It can also be delivered as a class asynchronously or synchronously online. All exercises and materials are based on job specific situations in the participant's work environment. Skills such as effective use of a personal organizer (Day Timer) can be applied immediately.

## ***Benefits to the Individual and the Organization***

- Understanding Corporate Culture and identifying your role
- More professional behavior
- Increased communication
- Time management and personal organizer

## ***Suggestions for Conducting a Professionalism In the Office Class***

- One-day stand-alone class
- Use in two four-hour sessions a part of an orientation program
- Incorporate into other programs such as time management and diversity
- Use the online program, when there is a need to limit time off the job
- Significantly reduce in-class time and add variety by using the online program as a pre-work
- Portions of the in-class program such as group discussions and exercises can focus on company specific
- Information

For more information on how to incorporate *Professionalism in the Office* into your curriculum, contact your representative.

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