PROFESSIONAL STANDARDS AT LFCIA WASHINGTON

What is Professionalism in the workplace? This document is a guide to the standards of professionalism required here at LFCIA Washington.

Professionalism Standards at LFCIA Washington

Professionalism

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Employees are expected to conduct themselves in a manner that upholds the values and image of the company. This includes dressing appropriately, meeting deadlines, being punctual, and maintaining a positive attitude.

Respect

Respect for colleagues, superiors, and clients is crucial. This involves being courteous, open-minded, and considerate of diverse perspectives and backgrounds. Avoiding discriminatory behavior and treating everyone with dignity is fundamental.

Communication

Effective communication is essential. This includes being clear, concise, and respectful in verbal and written communication. Actively listening to others, offering constructive feedback, and resolving conflicts diplomatically are also important aspects.

Teamwork and Collaboration

Working well with others is key to success. Collaborating, supporting team goals, and contributing positively to group dynamics are encouraged. Being a team player involves sharing credit, assisting colleagues, and fostering a cooperative environment.

Adherence to Policies and Ethics

Employees should follow company policies, procedures, and ethical guidelines. This encompasses honesty, integrity, confidentiality, and complying with legal regulations and industry standards.

Productivity and Accountability

Taking ownership of tasks, being accountable for one's actions, and striving for productivity are vital. Meeting targets, managing time efficiently, and seeking help or guidance when needed demonstrate accountability.

Adaptability and Continuous Learning

Being adaptable in a constantly evolving work environment and showing willingness to learn new skills or improve existing ones are valued traits. Embracing change positively and staying updated with industry trends can be beneficial.

Conflict Resolution

Addressing conflicts constructively and professionally is essential. Seeking resolution through open dialogue, compromise, and mediation, while keeping emotions in check, helps maintain a harmonious work environment.

Responsible Use of Resources

Employees should use company resources responsibly, including equipment, time, and finances. Avoiding wastage and being mindful of costs contribute to the company's sustainability.

Work-Life Balance

While dedication to work is important, maintaining a healthy work-life balance is encouraged. Respecting personal time, avoiding overwork, and supporting colleagues in achieving balance fosters a healthier workplace culture.

Punctuality and Attendance

Punctuality

Arriving on time for work is a fundamental aspect of professionalism. Being punctual demonstrates reliability and respect for colleagues, clients, and the organization's schedule. Consistently arriving late can disrupt workflow and cause inconvenience to others.

Regular Attendance

Regularly attending work as scheduled is essential. Excessive absenteeism without valid reasons can impact team productivity and morale.

Respecting Schedules and Deadlines

Meeting work schedules and deadlines shows commitment to responsibilities. It demonstrates accountability for one's tasks.

Managing Personal Commitments

Striving to manage personal commitments in a way that minimally impacts work is important. While emergencies can arise, planning personal activities outside of work hours helps maintain a balance.

Communicating Absences

When unable to attend work due to illness or personal emergencies, promptly inform the relevant supervisor as per company procedures. Clear and timely communication about absences helps in planning and mitigating workflow disruptions.

Professionalism in Remote Work

If working remotely, adhering to agreed-upon schedules and being accessible during work hours is crucial. Maintaining regular communication and completing tasks within the established timeframe reflects professionalism.

Respecting Colleagues' Time

Recognizing that one's absence or tardiness can affect colleagues' workloads or project timelines underscores the importance of being reliable and present during work hours.

Setting a Positive Example

Being punctual and regularly attending work sets a positive example for colleagues. It contributes to a culture of accountability and professionalism within the organization.

Prioritizing Commitment

Showing dedication by consistently being present and engaged during work hours reflects an employee's commitment to the organization's goals and values.

Seeking Assistance When Needed

If facing challenges that may affect attendance or punctuality, seeking assistance or discussing potential accommodations with management demonstrates proactive problem-solving and dedication.

Conclusion

Being present, punctual, and respectful of work commitments is a cornerstone of professionalism. It not only reflects an individual's reliability but also contributes to a positive and productive workplace culture. Failure to adhere to the proper standards of punctuality and attendance will lead to disciplinary action up to and including termination.

Interactions with Company Management & Supervisors

Treating company management appropriately is crucial for a harmonious workplace environment and professional growth. Here are some guidelines for engaging with management:

Respect and Professionalism

Show respect towards management members. This involves being professional in conversations, meetings, and correspondence. Avoiding disrespectful language or behavior is important.

Open Communication

Maintain open lines of communication with management. Be proactive in sharing updates, seeking guidance when necessary, and addressing concerns professionally. Transparent communication fosters trust.

Constructive Feedback

If offering feedback or suggestions, do so constructively. Frame feedback in a manner that highlights solutions or improvements rather than just pointing out problems.

Adherence to Policies

Follow company policies and procedures, including those related to interacting with management. Understanding the hierarchy, respecting boundaries, and following protocols for communication are important.

Support and Collaboration

Support the vision and goals set by the management. Collaborate effectively, aligning your work with the company's objectives. Offering support in achieving organizational goals demonstrates commitment.

Professional Development Discussions

Engage in discussions about professional growth and development with management. Express interest in learning opportunities, career advancement, and seek guidance for career progression within the company.

Appropriate Conflict Resolution

If conflicts arise, address them professionally and respectfully. Demonstrate a willingness to find amicable solutions.

Appreciation and Recognition

Acknowledge the efforts and achievements of management when appropriate. Expressing gratitude and recognizing their contributions can foster a positive working relationship.

Confidentiality and Trust

Respect confidentiality regarding sensitive information shared by management. Upholding trust and confidentiality demonstrates integrity and reliability.

Conclusion

Maintaining a professional, respectful, and collaborative approach in interactions with company management is integral to creating a positive and respectful workplace environment.

Professional Interaction with Parents (Clients)

Clear Communication Channels

Establish clear communication channels for discussing club-related matters. This might include designated meeting times, emails, or a communication platform where updates and concerns can be shared.

Respectful and Courteous Communication

Always maintain a respectful and courteous tone in all interactions. Address concerns or feedback in a non-confrontational manner, emphasizing understanding and solutions.

Transparency

Be transparent about club policies, schedules, and expectations for both players and parents. Clear communication helps manage expectations and minimizes misunderstandings.

Timely Responses

Respond promptly (within 24 hrs.) to queries or concerns raised by parents. Even if a resolution isn't immediate, acknowledging their message and providing a timeline for further action shows professionalism.

Setting Boundaries

Clearly define boundaries between the roles of parents and the club's management/coaching staff. Emphasize the importance of allowing coaches to handle on-field matters while encouraging parental support and involvement off the field.

Respecting Coaching Decisions

Encourage respect for coaching decisions made during matches and training sessions. Discuss channels for feedback or concerns about coaching strategies or player development in a constructive manner.

Conflict Resolution

Should conflicts arise, address them calmly and professionally. Establish a protocol for conflict resolution that involves open dialogue, possibly with a designated mediator, to find mutually agreeable solutions.

Privacy and Confidentiality

Respect the privacy and confidentiality of players and other families. Avoid sharing sensitive information about players or other families without appropriate consent.

Recognize and Appreciate Support

Acknowledge and appreciate parental support, involvement, and contributions to the club's activities. Express gratitude for their commitment and involvement.

Promote Positive Environment

Encourage a positive and supportive atmosphere among parents. Foster a community that prioritizes the well-being and development of all players, emphasizing the collective goal of creating a positive soccer experience. Promote the management's vision for the club at all times.

Conclusion

Maintaining professional conduct, clear communication, and a respectful approach while establishing and respecting boundaries are key to fostering healthy interactions between the soccer club's management and the parents (clients).

Examples of a Lack of Professionalism

Inappropriate Language or Behavior

Using offensive language, making inappropriate jokes, or engaging in disrespectful behavior towards colleagues, clients, or superiors.

Poor Time Management

Consistently missing deadlines, being late for meetings, or failing to manage time effectively, causing disruptions to team or project schedules.

Gossip or Spreading Rumors

Participating in office gossip or spreading rumors about colleagues can create a toxic work environment and damage relationships.

Neglecting Responsibilities

Consistently avoiding or neglecting assigned tasks, leaving work for others to complete, or failing to fulfill job duties without valid reasons.

Unprofessional Attire or Appearance

Dressing inappropriately for the workplace, such as wearing overly casual clothing in a professional setting or neglecting personal hygiene.

Lack of Accountability

Not taking responsibility for mistakes, shifting blame onto others, or failing to admit errors and work towards solutions.

Poor Communication Skills

Using unprofessional language in emails or official correspondence, being overly aggressive or dismissive in discussions, or lacking basic communication etiquette.

Ignoring Company Policies

Disregarding company policies, whether related to attendance, safety procedures, confidentiality, or ethical guidelines.

Conflict Escalation

Handling conflicts in an unprofessional manner, resorting to shouting, personal attacks, or refusing to engage in constructive dialogue to resolve issues.

Misuse of Company Resources

Inappropriately using company resources for personal gain, such as excessive personal printing, misuse of office equipment, or misappropriation of funds.

Conclusion

These examples highlight behaviors that can negatively impact the work environment, team dynamics, and overall productivity. Maintaining professionalism is essential for fostering a healthy and productive workplace culture.

Examples of Insubordination in the Workplace

Refusing Direct Orders

Persistently refusing to follow explicit instructions from a supervisor or manager without a valid reason or without attempting to discuss concerns or offer alternatives.

Open Defiance or Disrespect

Displaying openly disrespectful behavior towards superiors, such as speaking rudely, ignoring directives, or refusing to acknowledge their authority.

Disregarding Policies or Procedures

Consistently ignoring or bypassing established company policies, procedures, or protocols without justifiable reasons or seeking proper channels for change.

Undermining Authority

Encouraging others to disregard or disobey directives from higher management, thereby undermining the established hierarchy or chain of command.

Publicly Challenging Superiors

Challenging managerial decisions or reprimanding superiors in a public or inappropriate setting instead of addressing concerns through proper channels.

Refusing Performance Evaluations or Feedback

Actively resisting or refusing to participate in performance evaluations, feedback sessions, or refusing to implement suggested improvements.

Sabotaging Work or Projects

Deliberately obstructing or sabotaging work progress, team efforts, or projects as a form of protest or disagreement with management decisions.

Misrepresenting Authority

Claiming false authority or using a position of influence to manipulate or mislead others in a manner that contradicts official directives or policies.

Violating Confidentiality or Trust

Disclosing sensitive or confidential information against explicit instructions, potentially harming the organization's interests or breaching trust.

Ignoring Safety Protocols

Disregarding safety guidelines or protocols intentionally, despite knowing the potential risks or hazards involved, thereby endangering oneself or others.

Conclusion

Insubordination undermines teamwork, disrupts organizational harmony, and can harm productivity. Addressing issues of insubordination promptly and appropriately is crucial to maintaining a functional and respectful work environment.

Bullying

Workplace bullying involves repeated and harmful mistreatment of one or more individuals, creating a hostile work environment. Bullying of any kind is particularly unwelcome in an organization designed to develop the youth of our community. Any form of bullying will result in disciplinary action up to and including termination. Here are examples of workplace bullying:

Verbal Abuse

Using derogatory language, insults, or offensive comments towards a colleague, either in private or in front of others.

Exclusion or Isolation

Deliberately excluding an individual from work-related activities, projects, or social events, creating feelings of isolation and exclusion.

Undermining Actions

Undermining a colleague's efforts or accomplishments, spreading false rumors, or taking credit for their work without giving due recognition.

Intimidation or Threats

Using intimidation tactics, threats, or coercion to control or manipulate a colleague, creating an atmosphere of fear and anxiety.

Cyberbullying

Engaging in bullying behavior through digital platforms, such as sending offensive emails, spreading rumors online, or making disparaging comments on social media.

Personal Attacks

Making personal attacks or comments about a colleague's appearance, background, or personal life, creating a hostile and uncomfortable work environment.

Sabotage of Work

Deliberately sabotaging a colleague's work, whether it's damaging their projects, withholding necessary information, or undermining their efforts to succeed.

Gaslighting and Manipulation

Manipulating situations or interactions to make an individual doubt their own perceptions, abilities, or sanity, causing confusion and psychological distress.

Persistent and Coordinated Bullying

Organizing or participating in sustained bullying campaigns involving multiple individuals aimed at targeting a specific person or group.

Conclusion

It's important to note that workplace bullying can take various forms and may involve a combination of these behaviors. Addressing and preventing bullying requires a commitment from both individuals and organizations to foster a culture of respect, open communication, and zero tolerance for harmful behavior.

Upward Bullying

Upward bullying occurs when employees exhibit intimidating or aggressive behavior toward their superiors or those in higher positions within the workplace. Bullying of any kind is particularly unwelcome in an organization designed to develop the youth of our community. Any form of bullying will result in disciplinary action up to and including termination. Here are examples of upward bullying:

Intimidating Language and Tone

An employee consistently uses aggressive or disrespectful language when communicating with their manager or supervisor. This can include yelling, sarcasm, or overtly challenging the authority of higher-ups.

Undermining Authority

Constantly questioning the decisions or authority of managers in public settings or during meetings, attempting to discredit their expertise or decisions in front of other team members.

Excessive Demands and Pressure

Making unrealistic demands or exerting excessive pressure on supervisors, expecting preferential treatment, or insisting on personal favors, leveraging the relationship for personal gain.

Refusal to Follow Instructions

Persistently refusing to comply with instructions or directives given by superiors without reasonable justification or engaging in deliberate disobedience to assert control.

Isolating or Ignoring Supervisors

Deliberately excluding a manager from important discussions, team activities, or withholding critical information necessary for decision-making, creating a sense of isolation.

Public Humiliation or Shaming

Criticizing or humiliating a manager or supervisor in front of colleagues, clients, or other staff members, aiming to undermine their credibility or authority.

Spreading Rumors or False Information

Engaging in gossip or spreading false information about a manager's competence, personal life, or professional conduct to tarnish their reputation.

Sabotaging Authority

Attempting to sabotage a manager's efforts or initiatives by deliberately withholding support, providing misleading information, or undermining their projects or strategies.

Hostile Work Environment

Creating an environment where a manager feels threatened, uncomfortable, or unsafe due to consistent aggressive behavior or actions from a subordinate or team member.

Conclusion

Upward bullying can disrupt team dynamics, damage relationships, and negatively impact the overall work environment. Addressing such behaviors promptly is crucial for a respectful and productive workplace culture.