

cto

corporate training options

About Us

Our mission at CTO is empowering people through learning that drives lasting growth and organisational success.

With that focus, we provide high-quality, practical training designed to help individuals and organisations build skills, improve performance and adapt to an ever changing business environment.

With experienced trainers and flexible delivery options, CTO provides engaging, results-focused learning designed to strengthen capability and support long-term business success.

*“Hope is NOT a
Development Plan.”*

Professionalism in the Office

Personal Development Courses

- Stress Management
- Conflict Management
- Developing Assertiveness
- Goals and Goal Setting
- Time Management
- Effective Communication
- Business Etiquette and Professionalism

Skills that Build Teams that Win

Contact Us

We would love to collaborate with you



training@cto.com.au



1300 667 660



www.cto.com.au

*Our trainers are located all across
Australia.*

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Personal Development: Professionalism in the office

The Challenge

Professional behavior isn't just about following rules—it's about building credibility, maintaining relationships and advancing your career. Unprofessional conduct, even unintentional, damages reputations and limits opportunities. In diverse, multi-generational workplaces, understanding what professionalism looks like and doesn't is more important than ever.

Elevate, Educate and Empower -

What you will Learn

- ✓ Understand contemporary workplace professionalism standards
- ✓ Build credibility through professional behavior and communication
- ✓ Navigate workplace politics and relationships appropriately
- ✓ Handle workplace challenges professionally
- ✓ Represent your organisation positively
- ✓ Adapt professional behavior to different contexts
- ✓ Build a professional reputation that opens opportunities

Who should Attend

This foundational program is valuable for anyone wanting to build or strengthen their professional presence and workplace effectiveness. Ideal participants include:

- Early career professionals establishing themselves
- Employees transitioning to more visible roles
- Team members in customer-facing positions
- Anyone wanting to enhance their professional image

Course Delivery

- Online via Microsoft Teams
- Onsite at your Workplace
- Hybrid (combination of both)

Duration

- Full Day Course

Group Sizes

Our prices are based on group sizes and not per person (the more the merrier)

- 1 - 3 trainees
- 4 - 15 trainees
- 16 - 20 trainees

Pre Requisites

None - Open to all

Course Modules

Module 1. What Professionalism Really means

- Professionalism beyond the rulebook - Credibility, relationships and career impact
- Why unprofessional conduct, even unintentional has lasting consequences
- Contemporary professionalism standards in diverse, multi-generational workplaces
- Common assumptions about professionalism that no longer hold true

Module 2. Build Credibility

- How credibility is built and how quickly it can be lost
- Professional behaviours that signal reliability and trustworthiness
- Communicating in a way that reinforces, rather than undermines your credibility
- Small habits that have an outsized impact on how you are perceived

Module 3. Navigating Workplace relationships and politics

- Understanding workplace politics and why avoiding it isn't a strategy
- Building positive relationships across levels, teams and functions
- Navigating sensitive dynamics without compromising your integrity
- Knowing when to speak up, stay neutral or step back

Module 4. Handling Workplace challenges Professionally

- Responding to mistakes, setbacks and criticism with professionalism
- Managing disagreements and difficult moments without damaging your reputation
- Staying composed under pressure or scrutiny
- Turning a challenging situation into a credibility-building moment

Module 5. Representing your organisation

- What it means to represent your organisation - internally and externally
- Professional conduct in client, customer and public-facing interactions
- Online and social media professionalism, extending your reputation beyond the office
- Aligning personal behaviour with organisational values and brand

Module 6. Adapting to Different contexts

- Why professionalism isn't one-size-fits-all across settings
- Reading the room - formal meetings, casual catch-ups, remote and hybrid contexts
- Adjusting tone and behaviour without losing authenticity
- Navigating generational and cultural differences in professional norms

Module 7. Professional presence and communication

- What professional presence looks, sounds and feels like
- Communicating with professionalism in writing, meetings and everyday interactions
- Non-verbal professionalism - punctuality, presentation and follow-through
- Avoiding common professionalism missteps that fly under the radar

Module 8. Building a reputation that opens doors

- How reputations are built over time, one interaction at a time
- Consistency as the foundation of a strong professional reputation
- Recognising and creating opportunities through professional conduct
- A personal plan for strengthening your professional reputation

Elevate and Empower -
Educate