

PROFESSIONAL EMPLOYEE

Behaviour, Competencies & Qualities



Temen Ganoo

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Synopsis

This book outlines the essential qualities and competencies of a professional employee. It emphasises on dedication, confidence, reliability, teamwork, and independence as the key qualities. The book further outlines the crucial competencies of a professional employee, including autonomy, leadership, interpersonal and communication skills, self-awareness, critical thinking, integrity, and passion.

About the Author

Temen Ganoo is an esteemed author and a veteran in the fields of Research, Engineering, Operations, and Management. With a career spanning over four decades in the UK and Mauritius, Ganoo brings a wealth of knowledge and experience to his latest work, “**PROFESSIONAL EMPLOYEE: Behaviour, Competencies & Qualities**” published in June 2024.

Ganoo’s academic credentials are robust, holding a BSc in Chemical Engineering from London and an MBA from Surrey, complemented by his certification as a Quality Manager from the USA. His professional journey is marked by significant achievements, including designing Quality and Procedure manuals that spearheaded a company’s ISO 9002 certification in 1994 and transforming a perennially loss-making company into a profitable entity in under two years.

A revered figure in academia, Ganoo has dedicated 24 years to lecturing and training at prestigious institutions such as the University of Mauritius, University of Technology Mauritius, Civil Service College Mauritius, and Vatel Mauritius. His consultancy work for SMEs further underscores his commitment to fostering growth and excellence in the professional sphere.

Ganoo's contributions to the field of quality management are notable. He authored a "Quality and Productivity Management" manual in 2022 for the Civil Service College, Mauritius, aimed at enhancing the capabilities of Mauritian public officers. His expertise is also recognised on the international stage, having presented papers on Quality Control Circle at the International Quality Circle Conventions and shared insights on management best practices at national forums.

His latest book delves into the core attributes that define a professional employee, emphasising qualities such as dedication, confidence, reliability, teamwork, and independence. It also explores key competencies necessary for professional success, including autonomy, leadership, interpersonal and communication skills, self-awareness, critical thinking, integrity, and passion.

Temen Ganoo's profile is a testament to his illustrious career and his unwavering commitment to professional development. His book is a valuable resource for professionals, staff, and employees seeking to excel in their respective roles and contribute meaningfully to their organisations.

Target Audience

This book is intended for professionals, staff, and employees who are looking to improve their professional behaviour, qualities, and competencies.

Acknowledgements

This book, *Professional Employee: Behaviour, Competencies & Qualities*, is a testament to the enduring impact of family, mentors, and the indomitable spirit of professionals across the globe.

First and foremost, I dedicate this work to the memory of my father, Tiram - my first Guru - and my mother, Santa. Their unwavering love and guidance have shaped my life and career. I am eternally grateful for their wisdom, support, and the legacy they have left behind.

To my wife, Malini, and my two sons, Yash and Hamish, my heartfelt gratitude for your unwavering support and the inspiration you provide. It fills me with immense pride to witness your own journeys as successful professionals, a testament to your dedication and the values instilled in you.

The genesis of this book can be traced to a multitude of sources and I am profoundly indebted to the individuals who have contributed to its creation. I am also deeply grateful to my mentors, whose guidance and wisdom have shaped my journey as a professional. Their unwavering support and insights have been invaluable.

I am also particularly grateful to my father, whose visionary foresight shaped the career paths of my sons. His unwavering belief in their potential ignited a passion for excellence within them. My father-in-law, Seeram, deserves equal recognition for his instrumental role in molding them from their tender years into the professionals they are today.

Finally, this book is dedicated to all those courageous professional men and women who have strived to build lives filled with purpose and meaning. Your unwavering dedication to your craft, your resilience in the face of challenges, and your commitment to making the world a better place inspire me deeply. I honour and salute you for your contributions, both large and small, in shaping the world we live in!

With sincere gratitude,

Temen Ganoo

What inspired me to write this book?



Elements of creation: Space, Fire, Earth, Water and Air – Bhagavad Gita

My inspiration to write this book stems from my extensive experience and deep involvement in the fields of engineering, operations and management. My 42 years of professional experience, coupled with my academic background and role as an educator and consultant, have provided me with a rich tapestry of insights into what constitutes professional excellence.

My work in transforming companies, achieving remarkable quality management milestones, and my dedication to teaching and improving the skills of professionals in Mauritius drives a passion for fostering growth and development in others. This passion, combined with my achievements and the knowledge I have accumulated over the years, should naturally lead me to share my wisdom through writing.

It is reasonable to infer that my desire to contribute to the professional community and to leave a lasting impact on the industry has been a driving force behind my authorship. The book encapsulates my philosophy that a professional's success is not just about individual qualities but also about the competencies that can be developed and honed over time. It's a culmination of my life's work and a guide for others to achieve their best in their professional lives.

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INTRODUCTION

This book outlines the essential qualities of a professional employee, including dedication, confidence, reliability, teamwork, and independence. A professional is committed to his/her role, has a positive attitude and is willing to learn and improve.

Moreover, it also set forth with accuracy and in great detail, the crucial competencies of a professional employee, including autonomy, leadership, interpersonal, communication skills, self-awareness, critical thinking, integrity, and passion to perform excellent work.

It also touches upon the importance of adaptability, problem-solving, initiative and confidence in the workplace. It encourages professionals to reflect on their mistakes, develop strategies to avoid repeating them, and communicate effectively with supervisors.

The book discusses the qualities of a professional employee, focusing on self-confidence, skill set, and professional appearance, as they create a positive impression, communicate seriousness about one's job, represent the company well and boost confidence. It also highlights the importance of improving time management skills to maximise work efficiency and meet deadlines.

The book explains the importance of critical thinking skills in the workplace, specifically focusing on asking better questions and maintaining professional integrity. It also explores the key leadership skills required to excel in the workplace, including decisiveness, integrity, creativity, flexibility, positive attitude, communication, relationship-building, dependability, and the ability to teach and mentor.

By following these guidelines, professionals can increase their visibility and ultimately advance in their careers.

By embarking on this informative journey, you will unlock the secrets of a world-class professional employee. You will gain a proper and deeper understanding of what it means to be a professional with the required behaviour, qualities and competencies. Gaining the admiration and appreciation of one and all and be a role model for colleagues, associates and the management team.

So, if you are ready to start on this exciting professional path, where the extraordinary and mind-boggling for some become ordinary and where the stakes are higher than ever, in the world of work, look no further. If you want to know the mettle of a world-class professional, this is the right book for you!

Chapter 1

ESSENTIAL QUALITIES OF A PROFESSIONAL EMPLOYEE

Synopsis

This chapter outlines the essential qualities of a professional employee, including dedication, confidence, reliability, teamwork, independence, leadership, interpersonal and communication skills, self-awareness, critical thinking and integrity.

A dedicated professional employee is committed to his/her role, has a positive attitude, and has passion in life.

Essential qualities of a professional employee

A professional employee demonstrates good characteristics as well as quality attributes with a mix of hard and soft skills. All of which can be strengthened with regular use and practice. In this chapter, I take a look at the basic behaviour that a professional must exhibit together with the most common qualities and competencies that he/she must possess.



Common qualities of a professional employee

1. Dedication

Dedication includes a strong sense of support and loyalty to your role. Committed employees are often more purpose-driven with the following traits:

- A passion for your work
- A positive attitude toward your job in general
- Punctuality for all work-related events
- Flexibility when assigned work tasks

A dedicated employee doesn't need extensive experience in their field, but they're willing to put in the training and work required to gain any necessary experience. They are goal-oriented and are more likely to strengthen any qualities they may need to improve.

2. Confidence

Confidence and productivity often work well together. Confident employees not only believe in their abilities to manage tasks, but they are also more likely to convince managers, coworkers, and customers of their abilities as well. As your confidence grows, you may exhibit some of the following characteristics:

- Listening more than you speak
- Looking for ways to improve your skills
- Knowing when to ask for help
- Adapting quickly to a new role

With developed confidence, you might also find it easier to embrace challenges in the workplace. This includes immediately looking for ways to overcome these challenges and succeed at your current tasks.

3. Reliability

A reliable employee is a trusted one. Reliability is an important factor in knowing that the job will get done and it will be done well. Reliable employees are valuable in the workplace because they prove that they can finish their tasks without much supervision. Becoming a reliable employee includes:

- Showing up to work-related events
- Coming to work on time
- Consistently meeting deadlines
- Producing high-quality work
- Showing eagerness to take on more significant responsibilities
- Taking initiative when needed

4. Teamwork

Teamwork is a requirement in most work settings. By demonstrating strong teamwork skills, you can also exhibit a series of other desirable skills. Being a team player is crucial in ensuring that you'll be a positive addition to the current team. Good team players are:

- Flexible with change
- Committed to their own success and that of their teams

- Reliable and responsible
- Strong problem-solvers
- Supportive and respectful of their coworkers

In organisations that rely heavily on teamwork, adaptability is also important. A team member who can quickly adapt to different roles, including as leader and motivator, will usually have an easier time joining an existing team.

5. Independence

The ability to work independently is just as important as the ability to work well with a team. Even in heavily team-oriented organisations, you will still do some work on your own. There is also some level of trust involved when your manager and team members expect that you'll complete a task individually. As an autonomous employee, you offer the following:

- Strong focus
- Developed time-management skills
- Resourcefulness
- The ability to critique and edit your work

When you can work independently, your employer can also more easily rely on you to complete job tasks without the need for much supervision.

6. Leadership

Strong leadership skills can help you move your company forward. They can also help you guide your team members toward developing skills of their own. Influential leaders have a wide collection of skills, including self-confidence, reliability and honesty. As a leader, you may possess the following traits:

- Strong organisational skills
- The ability to recognise a team's strengths and weaknesses
- Confidence in your leadership abilities
- The skill to motivate others
- Empathy towards team members
- You can provide constructive feedback

If you have strong leadership skills, one of your greatest advantages to a company is the potential for promotion. Leadership is a vital quality in an employee. Hiring someone who exhibits leadership traits gives others a role model, boosting motivation and productivity within an organisation.

7. Interpersonal/communication skills

Strong communication skills can benefit you for you will likely spend a significant amount of time communicating with customers, coworkers, vendors or managers. Strong interpersonal skills ensure that these interactions are positive and effective. A good communicator often demonstrates the following traits:

- A high level of professionalism
- An open-minded approach to new ideas
- The ability to interpret nonverbal communication patterns

A strong communicator is also a good listener. Excellent communication involves active listening, which requires fully comprehending what the other person is saying and responding to them appropriately.

8. Self-awareness

Self-awareness allows you to understand your strengths and weaknesses. It can also help you recognise when to ask for help or feedback on your work, allowing you to improve your skills continuously. The greater you develop your self-awareness skills, the easier you will be able to reflect on the skills you've gained since beginning in your position. Self-awareness often includes the following:

- Strong emotional intelligence
- Understanding your role in your team
- Asking for and learning from feedback

9. Critical thinking

Employers appreciate employees who demonstrate critical thinking skills. If you possess critical thinking skills, you may exhibit the following traits:

- Asking the right questions
- Identifying business strengths and weaknesses
- Being aware of crucial details
- Recognising problems and providing helpful solutions
- Thinking outside traditional parameters

Organisations find that when they hire employees with strong critical thinking skills, they are identified as assets.

10. Integrity

Employers can focus on other areas of the business, by hiring employees they trust. Integrity includes traits like accountability and honesty. Integrity also means being honest about your capabilities and preferences.

For example, with high levels of integrity, your coworkers can come to trust you to be honest about your ability to complete a project. Transparency in the workplace is important because it shapes a company's culture and success. When your team members know what to expect from you, you can more easily develop team strategies that lead to success within your department. This can ultimately lead to your company's success as a whole. If you've developed your integrity as an employee, you might display the following traits:

- You are honest about your work progress
- You are ethical in all business practices
- You are aware of core values and demonstrate them regularly
- You make all decisions based on integrity and honesty

Integrity is one of the most important characteristics of a good team member because honesty creates an environment of open communication. When employers and employees feel free to share their concerns, questions, and feedback, everyone in the organisation can benefit.

